



## MEALS on WHEELS WESTLAKE

TOGETHER, WE CAN DELIVER.

### Kitchen Assistant Standard Operating Procedures

10/16

Westlake Meals on Wheels is a commercial kitchen that prepares and delivers meals to residents of our delivery area Monday-Friday. All volunteers are required to follow all applicable State of Ohio and Cuyahoga County Board of Health (CCBoH) codes as well as directives from the Staff and Board of Westlake Meals on Wheels.

Food Safety Training is required and may be provided by Westlake Meals on Wheels. Volunteers may opt to complete CCBoH training classes or complete on-line Ohio ServSafe Training at his/her convenience and expense.

#### Volunteers must be in good health and maintain good hygiene.

- ✓ Clean clothes should be worn including a clean apron.
- ✓ Closed toe shoes with nonslip soles are required.
- ✓ Avoid wearing jewelry should on fingers or arms.
- ✓ Proper Personal Protective Equipment should be worn including provided hairnet (or personal ball cap) and gloves.
- ✓ Hand Hygiene is important to prevent contamination.
  - Nails should be trimmed and free of nail polish
  - Wash hands for 15-20 seconds with warm water, rinse and dry with a disposable towel
  - Cover cuts with a bandage
  - Wear gloves and change them after touching face or hair, blowing nose or switching tasks, including answering the phone, eating or smoking.

#### Volunteers will be assigned a menu item or serve as a floater.

1. Read recipe and ask questions to make sure you are comfortable with your assigned task
2. Gather ingredients and tools, check expiration dates and place them at your work station
3. Check the number of meals to be prepared; posted on the calendar next to the door.
4. Follow Food Safety Guidelines:
  - ✓ Avoid contamination
  - ✓ Maintain proper heating, cooling and storage temperatures
  - ✓ Clean and Sanitize all food contact surfaces
  - ✓ Store Wiping Clothes in sanitizing solution when not in use
  - ✓ Limit time and temperature for perishable foods: dairy, produce, meats
  - ✓ Every food item must be dated
  - ✓ Use First in First Out (FIFO) inventory system
  - ✓ Food is tasted only using proper procedure

- ✓ Eating, drinking and smoking is done in designated areas away from food preparation only

### Meals are Packaged and stored in Insulated Bags for delivery

1. Cold meals are packaged first in plastic bags and then are placed in designated cold delivery bags with frozen ice packs.
2. Next the hot entry is served into trays and sealed. Meal trays are placed in oven to warm, including meals from St. John's Medical Center.
3. Hot meals are counted for specific routes and placed in the designated bag for each route.
4. Labeled meals in foil trays from SJMC are placed in a designated cozy when removed from oven prior to placing them in the designated delivery bag

### All food containers, instruments and utensils are cleaned and sanitized in the 3-compartment sink

1. Scrape food into trash
2. Clean in warm soapy water; replace water if dirty or not sudsy
3. Rinse in clean water; replace if sudsy
4. Sanitize in bleach solution (30 seconds)
5. Air dry

### The kitchen is cleaned and all food and tools are put in their proper storage areas.

- ✓ Perishable food is packaged and dated before storing in freezer or refrigerator
- ✓ Counters, appliances and floors are cleaned of debris and washed.
- ✓ Trash is emptied unless a baker is expected.
- ✓ Kitchen linens are placed on drying rack in storage room before laundering

### All appliances are turned off

- ✓ Cooktop Burners
- ✓ Ovens; run fan for 10 minutes before shutting off
- ✓ Air Conditioner
- ✓ Fan
- ✓ Lights

Volunteers are essential to our organization! Through the generous gift of your time and energy we are able to provide vital nutrition and caring contact when daily living skills become insurmountable challenges. Through the ordinary actions of our volunteers we make an extraordinary difference in the lives of those who are ill, elderly or convalescing. We hope that you find your work gratifying and that you enjoy the interaction with our wonderful volunteers!

*Thank you for donating your time to help others!*

**Please notify the Volunteer Coordinator should you have any issue with your scheduled shift; feel free to use any means of communication, but always call or leave a message at the kitchen.**