



FEED Kitchens Users Handbook

Updated 11/5/2013

Our goal at F.E.E.D. Kitchens is to provide a place for you to grow your business and provide help and guidance as you need/request it. This handbook lays out the rules and practices of the facilities and lists the services available to its users.

Entry/Exit:

- Users will be issued a fob to access the building during allotted times. The locks are electronic and will be programmed to allow you access just before, during and just after your scheduled time.
- All doors lock as soon as closed, so please keep your fob with you at all times.
- Each kitchen has a separate door that can be used for loading and unloading.
- The front door can be operated remotely by our manager, during off times and you will be issued his contact information for emergencies.
- All doors are to be closed and locked unless they are in use.

Locker-room:

- F.E.E.D. Kitchens provides lockers free to all users on the day of kitchen use.
- Personal items may not be left in the lockers overnight.
- Any items left will be placed in lost and found and, after 14 days, donated to the charity of our choosing.
- Locks will not be provided and F.E.E.D. Kitchens does not guarantee the safety of any unattended items.
- Any locks left on lockers overnight will be cut off and discarded. If locks are labeled the owner will be contacted before the lock is cut so they may remove it themselves.
- Coat Racks and a bench will also be provided in the Locker-room for general use.

Personal Care:

- Users are encouraged to keep nails trimmed and clean, long hair restrained and facial hair trimmed or covered.
- Use of strong perfumes or body sprays is discouraged as it may affect other users or more delicate products.
- In accordance with food safety regulations we ask that all uniforms, hats, aprons, towels and any other materials used be washed daily to avoid the spread of foodborne pathogens.
- Individuals appearing to have an illness or open cut/wound are excluded from any operation in which they would prepare or come into contact with food products, packing or contact surface until said condition is corrected.
- Any wound must be cleaned and covered with an approved bandage when it is open and/or infected

Attire:

- All users of, and visitors to, the F.E.E.D. Kitchens are required to wear a head-covering of some kind.
 - Hairnets will be available at no charge.
 - Chef hats and caps will be available for purchase.
- We encourage all users to have a pair of non-slip shoes to wear in the kitchen and to change into them upon arrival, storing street shoes in the locker-room.
- Aprons, smocks and/or chef jackets/shirts are also encouraged, but not required.
- All items can be ordered through F.E.E.D. Kitchens for purchase.
- No jewelry, other than plain wedding bands, is allowed.
- Other objects that might contaminate a product, such as artificial nails or false eyelashes, are not allowed.
- Objects such as pens, thermo-meters, etc, that might fall into food equipment or containers shall not be carried above the waist unless in specifically designed sleeve pockets.
- . No sleeveless shirts, tank tops, cut-off shirts, shorts, or open-toed shoes are permitted in any food processing area

Hand-washing and Gloves:

- Each kitchen has at least one hand-wash sink with foaming soap and fingernail brush.
- All users are required to wash their hands regularly, as recommended by the Health Department.
- Glove use will be required for all users producing fully-prepared foods and will be highly-recommended to all users regardless of product.
- You may bring your own gloves or you may order them through the F.E.E.D. Kitchens. We will normally have a small stock available for purchase in the office.
- We encourage user to use non-latex gloves, either poly or nitrile due to allergen issues.

Breaks, Smoking, Eating:

- Users may bring personal meals, which may be kept in the small refrigerator in the shared office. Personal food **may not** be stored in the walk-in or reach-in coolers or freezers, per health code.
- F.E.E.D. Kitchens is a smoke-free building and anyone smoking outside of the building is required to be at least fifty feet away from any entrance. There will be a “butt repository” near the dumpster enclosure.
- We request that users refrain from smoking immediately before and during their time here as a courtesy to other users and for product integrity.
- Breaks and meals may be taken in the shared office or conference room (when not in use) or outside at appropriate times of year, but never in any of the kitchen spaces, per health code.
- Drinks are allowed in the kitchen only in sealed, spill-proof containers (e.g. screw-top water bottles or vacuum-seal coffee mugs) and must be stored away from work surfaces.

Cleaning:

- All users are required to clean all surfaces of the kitchen that they are using by the end of their allotted time.
- Tables, stove-tops, oven fronts, dirtied walls and cooler doors must be:
 - Washed with hot, soapy water
 - Wiped with clean towels (disposable or cloth)
 - Sanitized with Quat Cleaner
 - Wiped with clean towels (disposable or cloth)
- All pieces of equipment used must be properly cooled and cleaned, as described in their individual binders and as instructed during initial training.
- All dishes must be run at the end of each session and properly stored, both your own and F.E.E.D. Kitchens.
- The floors in the area you are using, as well as the dish area, must be swept and mopped at the end of each session.

Scheduling:

- Scheduling is done on a first come, first served basis.
- The manager will keep a calendar of all scheduled users that he will update online as well as in hard copy form in the office.
- Time blocks are in one-hour increments with a minimum usage of four-hours.
- Changes to arranged schedule must be made one-week prior to the scheduled time. If you do not appear for a scheduled time without informing F.E.E.D. Kitchens of your absence, or if you cancel with short notice and no replacement scheduled, you will be billed for your scheduled time.
- Time will be billed by scheduled blocks, so plan accordingly.
- If something comes up and you need to extend a time or make a change on short notice (eg. day of), please contact the manager and he will work with you to the best of his ability.

Ordering:

- F.E.E.D. Kitchens is a member of the Buy Right buying group and offers the use of this service to all of its users. This means that you can place orders with the manager through any of the vendors that Buy Right has contracts with. Ask the manager for details.
- Orders will be placed weekly or bi-weekly depending on demand and the manager will inform you of the schedule and make payment arrangements.
- You must be present at time of delivery or make arrangements to have an agent of your business present in your place. Products must either be taken to a licensed storage facility or placed in your rented space at F.E.E.D. Kitchens.

Contact Information, Licensing and Data Recording

- All users will be required to provide contact information, copies of sanitation course and licensing to the manager. This information will be kept in the locked office and will not be shared with outside sources, other than the health department.
- All employees of users must be registered with the manager.
- Date, time, product produced and amounts must be logged every day and turned in to the manager.
- F.E.E.D. Kitchens may, at any time, ask for records of food products, allergens and production quantities in compliance with DATCP and health department regulations and requests.

Your Label:

- F.E.E.D. Kitchens has two certified scales with attached label-makers available to our users. The manager will discuss options with you during your orientation.
- Label pre-approval is not required under Wisconsin State Law, but staff with the DATCP Division of Food Safety will answer labeling questions and provide assistance.
- A free publication called "*Frequent Food Label Questions*" is available through the Division of Food Safety Regional or on-line at their website. However, the Division of Food Safety staff recommends that persons intending to offer food for distribution purchase the FDA publication, "*A Food Labeling Guide*". This booklet is available through the Wisconsin DATCP. The guide provides both basic and detailed food label information for food businesses and costs \$7 per booklet.
- Additionally, the Code of Federal Regulations with specific requirements is available online at: <http://www.accessdata.fda.gov/scripts/cdrh/cfdocs/cfcr/CFRSearch.cfm?CFRPart=101>.

Educational Support:

- Along with the ServSafe class you will be required to take, you can choose from among a series of business support seminars geared toward Food Processors.
- Below is a list of some of the mini-seminars that will be offered through Madison College, WWBIC or other business support organizations:
 - Writing a Business Plan
 - Pricing Your Product
 - Packaging and Labeling
 - Marketing and Distribution
 - Business Financing Options
 - Cash Management
- *For more information:*
 - WI Women's Business Initiative Corporation:
 - <http://www.wwbic.com/>
 - MATC's Small Business Entrepreneurship Program:
 - <http://madisoncollege.edu/program-info/small-business-entrepreneurship>
 - UW-Madison's Small Business Development Center:
 - <http://bus.wisc.edu/cped/sbdc>

General Rules:

- Only authorized food processors are allowed in the processing kitchen areas. The maximum number will be determined and approved by the FEED Kitchens Center staff.
- No one under the age of sixteen is allowed in the facility except as a part of a class in the community kitchen.
- Anyone 16 or 17 years of age must be under the supervision of an adult at all times.
- All report forms will be completed and placed in the designated location at the end of each day.
- Clean and sanitize all food contact surfaces prior to starting work and after work. Sanitizing solution will be prepared according to the pre-established formula.
- Only unopened packages and containers of food are to be brought into the building. Once opened, food can be stored until needed in storage cabinets, coolers or freezer.
- All food in storage must be labeled with owner's name, product, and date placed in storage.
- Brining in and/or using unapproved chemicals are prohibited. All users must notify the Management of any chemicals they plan to use on site.
- Keep all detergents and chemicals out of food production area.
- Wipe up spills right away and clean and sanitize food contact surfaces.
- Clean used equipment by following cleaning instructions provided by Kitchen Manager.
- Floors must be swept and cleaned before leaving.
- Before leaving, if you are the last person in the building, turn off all equipment you've used.
- Individuals who are sick or exhibit symptoms of illness (including vomiting, diarrhea, fever and skin infections) are not allowed in the kitchen until 24-48 hours after their last symptom.
- Clean, washable apron to be worn at all times in processing area. Apron to be removed before leaving the processing area. All clothing must be clean.
- All items requiring laundering must be removed at the end of each processing day, taken home and laundered by the user.
- All injuries must be reported and a report form filled out and submitted to staff.
- Only authorized, pre-approved processing activities may be conducted.
- **Doors to the building must be kept closed at all times!**

Rent Payment:

- Payment for your use of the FEED Kitchens Center is due one week prior to use of the facility.
- Rental rates for kitchen space are as follows:
 - 4-15 hours/week = \$25/hr.
 - 16-30 hours/week = \$20/hr.
 - 31+ hours/week = \$15/hr.Note: minimum rental period is 4 hours.

Security Deposit:

- Users who book 10 hours a week or more will be required to pay a security deposit of \$200, or a valid and current credit card must be on file. This is to cover any charges that are not otherwise paid by the user, including cleaning charges for cleaning not done adequately, and other charges incurred that are not paid. This is due when you book your first work shift.

Conference Room:

- The FEED Kitchens Center has a meeting room available to rent at \$20.00 per hour*.
- Access to the user office computer and printer are included. Print costs are to be determined. The rules for using the meeting room are as follows:
 - The meeting room must be left clean.
 - All tables and chairs must be returned to their original location.

Storage and Equipment:

- F.E.E.D. Kitchens has rolling and stationary racks available for cooler, freezer and dry storage use for a rental fee. Personal pieces of equipment may also be stored at the facility for a fee, pending manager approval.
- We have pans and small-wares available for use, but do not provide for every need or specialization. Talk to the manager about our ability to order a specific item for your purchase.
- Any items, ingredients or equipment stored at F.E.E.D. Kitchens is your responsibility and is not guaranteed or insured by us. Lockable rack covers are available for purchase, as are storage containers.
- All open ingredients must be stored in a sealable, approved container, according to health department regulations and all pans must be washed every session, if not properly stored.
- On-site storage may be purchased at the following rates*, as space allows, or on a first-come, first-served basis:
 - Dry Storage:
 - pallet space--20 square feet (4' x 5', with a max of 6 feet high)--\$50 per month*
 - storage rack shelf--\$25 per month*
 - Walk-in Refrigerator Storage:
 - full shelf \$30.00 per month*
 - Walk-in Freezer:
 - full shelf \$30.00 per month*
 - Storage bins (baking kitchen):
 - \$5 per month*
 - Semi-permanent storage of user-owned equipment (30 square inches or less):
 - \$10 per month*
- Storage rent is due monthly in advance.
- All users of the storage facilities will be required to sign a user agreement and follow the rules contained therein.
- Food will be stored in the proper manner (i.e. temperature regulated foods are stored in the correct place, meats at the bottom of the fridge and freezer locations, no items to be stored on the floor.)
- All foods, containers, etc. will be labeled as instructed during the facility training. For instance, Wisconsin Food Code requires date marking of certain foods if in cooler more than a day, and to be used or discarded after 7 days in the cooler.
- Users will remove any food before spoilage occurs and if not, it will be removed by the management and a \$100 fee will be charged.
- Users will use only their designated items and will not use other users' items.
- Any tenant abusing the storage facility will be asked to remove their items and store them elsewhere.

***All prices subject to change**