



FEED Kitchens Member Handbook

Updated 04/06/2018

Our goal at FEED 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.

General Rules:

- FEED Kitchens is an equal opportunity facility. All persons and languages are accepted. Courteous and respectful discourse and behavior are expected at all times. The kitchen is a place of work. It is not a place for loud music and other distractions.
- If you are working in a production kitchen, your member binder is required to be with you. Return your member binder to the file cabinet when done with production.
- Only members and their employees are allowed in the processing areas. This means any guests must stay in the entry or conference room, if not in use.
- No one under the age of sixteen is allowed in the processing areas except as a part of a class or with special permission. Anyone under 18 years of age must be under the supervision of an adult at all times.
- Guns and other weapons are prohibited within FEED Kitchens.
- Bringing in and/or using chemicals is prohibited.
- Clean and sanitize all food contact surfaces prior to starting work and after work. Wipe/mop up spills right away. Return all cleaning supplies to their proper place.
- Absolutely nothing can ever be left on the floor.
- Only unopened packages and containers of food are to be brought into the building. Once opened, food can be stored until needed in storage on your designated shelf.
- Before leaving, turn off all equipment you've used. Check with anyone else in the building to see if dishwasher needs to be left on or shut down.
- Individuals who are sick or exhibit symptoms of illness (including vomiting, diarrhea, fever and skin infections) are not allowed in the kitchen until 24 hours after their last symptom.
- All injuries must be reported and a report form filled out and submitted to staff.
- Only authorized, pre-approved processing activities may be conducted.

Entry/Exit:

- Doors are unlocked during regular business hours, 7:00 am to 4:00 pm M-F, except for holidays. Doors are kept locked at all other times.
- Members will be issued an electronic key card to access the building when it is locked. Members should not give their electronic key card to any unauthorized users.
- All exterior doors lock when closed except during business hours, so please keep your electronic key card with you at all times.
- Loading and unloading of ingredients, equipment, and product must be done through kitchen doors and not the main entrance.
- Each kitchen has a separate door that can be used for loading and unloading.
- All exterior doors are to be kept securely closed when not in use.

Locker-room:

- FEED Kitchens provides lockers free to all members on the day of kitchen use.
- Locks will not be provided and FEED Kitchens does not guarantee the safety of any unattended items.
- Lockers can be rented for use lasting more than one day.
- Personal items may not be left in a free use locker overnight.
- Any items left will be placed in lost and found and, after 14 days, donated to the charity of our choosing.
- Any locks left on a free use locker 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.

Personal Care:

- Members are required to keep nails trimmed and clean, long hair restrained and facial hair trimmed or covered.
- Strong perfumes, body sprays, or other fragrances should not be used

- In accordance with food safety regulations we require that all uniforms, 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 a bandage when it is open and/or infected. Hand cuts require use of a glove.

Attire:

- All members of, and visitors to, FEED Kitchens are required to wear a head-covering of some kind when in any production area.
- No outdoor jackets, sleeveless shirts, tank tops, cut-off shirts, flip-flops, or **open-toed shoes** are permitted in any production area. For safety reasons, shorts are discouraged.
- We encourage all members 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 encouraged, but not required. Aprons supplied by FEED Kitchens are for use at FEED Kitchens only.
- Dangling jewelry is not allowed.
- Other objects that might contaminate a product, such as artificial nails or false eyelashes, are not allowed.
- Objects such as pens, thermometers, etc., that might fall into food equipment or containers shall not be carried above the waist unless in specifically designed sleeve pockets.

Hand-washing and Gloves:

- Each kitchen has at least one hand-wash sink with foaming soap and fingernail brush.
- All members are required to wash their hands regularly, as recommended by the Health Department.
- Gloves are required for any direct contact with food.
- We encourage members to use non-latex gloves, either poly or nitrile due to allergen issues.
- Gloves supplied by FEED Kitchens are for use at FEED Kitchens only. Gloves for outside use are available for purchase.

Breaks, Smoking, Eating:

- Members may bring personal meals, which may be kept in the refrigerator. Personal food **may not** be stored in the walk-in or reach-in coolers or freezers, per health code.
- FEED Kitchens is a smoke-free building. Smoking outside of the building is required to be at least fifty feet away from any entrance. Please place your cigarette butts in a designated container.
- We request that members refrain from smoking immediately before and during their time here as a courtesy to other members and for product integrity.
- Breaks and meals may be taken in the conference room when not in use or outside, 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.

Scheduling:

- As a member you will be given access to FEED's online calendars for reserving kitchens and major equipment.
- Scheduling is done on a first come, first served basis.
- Please be as accurate as possible with your scheduling. Others will be looking at calendars as well to see where they can fit in.
- If a kitchen is reserved by another member you may not schedule yourself into the same time slot without requesting, and getting permission, to share the space with that member.
- Please schedule your time at FEED as much in advance as possible.
- Please make changes to your arranged schedule as much in advance as possible.
- Schedule changes or cancellations within 48 hours of your reservation may result in a penalty.
- If you do not appear for your scheduled time you will still be billed \$30/hr for that time.
- If something comes up and you need to extend a time or make a change on short notice (e.g., day of), please contact the manager and they will work with you to the best of their ability.

Ordering:

- FEED Kitchens is a member of the Buy Right buying group and offers the use of this service to all of its members with a 5% surcharge to cover handling. This means that you can place orders through FEED's account with any of the vendors that contract with Buy Right.
- If you are ordering through FEED, you must pay for your order plus 5% handling before you can take possession of your items.
- Regardless of whom you purchase from, please inform FEED of incoming orders so that they can be properly received.
- For larger deliveries you must be present or make arrangements to have an agent of your business present in your place. FEED Kitchens may be able to receive large orders on your behalf with a charge for our time.
- FEED Kitchens has a street level dock. If you are receiving heavy items or items on a pallet, please inform the vendor that items need to be shipped on a truck with a lift gate.

Contact Information, Licensing and Data Recording

- All members will be required to provide contact information, copy of ServSafe, proof of insurance and licensing to the manager.
- All employees of members must be registered with the manager.
- All guests, volunteers and FEED member employees entering the kitchen must sign the building log.
- Date, time, product produced and amounts must be logged every day in your member binder.
- FEED 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:

- FEED Kitchens has two certified scales with attached label-makers, as well as a label printer, all of which require training to use by FEED members.
- 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 in advance and check your label at their inspection.
- 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/cfcfr/CFRSearch.cfm?CFRPart=101>.

Conference Room:

- The conference room can be rented for meetings at a \$20.00 hourly rate.
- 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:

- On-site storage may be rented as space allows or on a first-come, first-served basis.
- FEED 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 FEED Kitchens are your responsibility and are 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.
- All members of the storage facilities will be required to sign a license 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.
- Members will remove any food before spoilage occurs and if not, it will be removed by the management and a \$50 fee will be charged.

- Members will use only their designated items and will not use other members' items.
- Any tenant abusing the storage facility will be asked to remove their items and store them elsewhere.

Mandatory cleaning at end of work time:

- All members are required to clean all surfaces of the kitchen that they use by the end of their rented time.
- Tables, stove-tops, oven fronts, dirtied walls and cooler doors must be:
 - Washed with hot, soapy water and then sanitized
 - Wiped with clean towels
- 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 through the dishwasher or four compartment sink at the end of each session and properly put away, both your own and those belonging to FEED Kitchens.
- Sweep and mop the floors in the area you worked.