

Employee Handbook

UBC Food Services

UBC Student Housing and Community Services



THE UNIVERSITY OF BRITISH COLUMBIA

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Director's Message

Welcome to UBC and thank you for joining UBC Food Services! Together with the departments of Residence Life, Conferences & Accommodations, Child Care, the Bookstore, Parking Services and Facilities & Building Services, Food Services falls within the larger portfolio of Student Housing & Community Services.

We acknowledge that we operate our businesses on the traditional, ancestral, and unceded territory of the Musqueam people. We are grateful guests and recognize the immense responsibility we have to help steward the land, the culture and the importance of indigeneity in everything we do. We respect that we have much to learn from the Musqueam people and are committed to engaging in mutually beneficial dialogue and actions to support a decolonized food system on these lands.

UBC Food Services is the primary food provider on the UBC Point Grey campus. We are committed to providing excellent service and healthy, diverse, quality food experiences in clean, comfortable and welcoming environments. You play an important role in exceeding these expectations with every customer. Within Food Services there are four business segments—Retail, Residence Dining, Catering and Full-Service Restaurants.

You have joined a dynamic and diverse team of more than 800 food service professionals and we collectively welcome you to the team.

We are very proud to be a part of UBC. We serve 4 million customers a year, 30,000 customers a day that choose UBC Food Services. Our customers live, study and work at UBC and the Food Services experience plays a critical role in defining the overall experience they have. Our challenging and rewarding job is simply to ensure that every customer has a world-class experience.

Thank you for joining the UBC Food Services team.

W. Colin Moore

Director, Food Services

Our Vision

To enable and inspire a lifetime of healthy eating.

Our Mission

We nourish and support the students, faculty, staff, and visitors of UBC by providing a diverse selection of fresh, healthy, delicious, and memorable food experiences in a socially and ecologically conscious manner because our guests, our food, and our wellbeing matters. Our commitment to leadership extends well beyond UBC into the Canadian and North American post-secondary community.

Our Core Purpose

We are proudly self-operated, connected to the goals of the University and have sole responsibility to provide food and beverage service at locations within the Academic Core and steward partnerships with surrounding food & beverage businesses.

We recognize our core role is **customer service** and the impact it has on tens of thousands of daily connections. The momentary yet extremely meaningful impact this has on customer's daily lives at UBC has a direct and profound connection to the overall UBC experience

Underpinning the success of our Vision, Mission and Values is the health & wellbeing of our **employees**. We strive to provide a psychologically and physically safe workplace. This is foundational to their engagement, success and development at UBC. We serve and care deeply for each other, embracing diversity, equity, inclusion and respect.

The following food values statements guide our decisions:

Caring for and supporting our Community

Our customers are why we are here. They are students, faculty, staff, and guests of the university. While we provide them a food & beverage experience, our responsibility is much deeper than that and includes food and nutrition education, advocacy, research, innovation, and meaningful contributions to the university mission and broader community.

Guided by the Indigenous Strategic Plan, we understand that we have an opportunity and a commitment to engaging in dialogue with and cultivating mutually beneficial relationships with the Musqueam people. We understand that we should learn from them how we can integrate indigeneity into the way we recruit, educate, procure, harvest, process and serve food in a way that better supports the values held by the people who have come before us.

We also have a broader commitment to Food Sovereignty, as the right of all people to healthy and culturally appropriate food produced through ecologically sound and sustainable methods

We support our team with ongoing training and professional development. Our training programs include customer service, food safety training, allergen training, plant based menu development, physical and mental health programs, and sustainability workshops. All of this helps educate and engage our team to optimize our guest's experience. We are very proud to have an industry leading Culinary Apprentice program.

We strive to prepare as many menu items as possible in-house, based on our menu engineering guidelines developed with our registered dietitians. These guidelines help to ensure the nutrition needs of our customers are a top priority.

We purchase high quality, nutritious, sustainable foods and prioritize fresh, minimally processed ingredients. We are committed to offering and actively promoting an abundance of affordable, healthy choices for all meals, in recognition of the contribution eating well makes to academic and professional success.

We share food and nutrition knowledge and skills to improve the health and wellbeing of our community.

We also recognize and value our broader role in contributing to the academic mission of UBC by supporting student learning with hands on research and projects and by showing leadership in other

UBC priority areas such as Zero Waste, the Climate Action Plan, and Wellbeing.

We are proud to be a designated Fair Trade™ campus. We strive to offer more Fair Trade™ and ethically sourced products every year.

Our commitment to transparency includes easily accessible online menus with icons, ingredients, and allergens, as well as a close partnership with Vancouver Coastal Health, that ensures a safe food environment that our guests and employees can trust.

We recognize that food security is a major public health issue and university students and their families are particularly vulnerable. We are committed to leading, supporting and advancing community food security at UBC, working in collaboration with UBC Wellbeing and our campus food security partners.

Caring for and supporting our Planet

We recognize the critical importance of a climate friendly food system and understand the benefits of creating an environment that prioritizes plant-forward eating and reduces the amount of red meat and dairy. We encourage eating plant-forward food because it is better for our health, our planet and our economy. To support this, plant-based options are readily available, abundant, and affordable.

We are deeply committed to local food. We understand that food tastes better and is more sustainable when it is consumed as close to source as possible. We design seasonal menus and prioritize purchases from our organic UBC farm as well as other local food producers to reduce our environmental impact, provide fresh ingredients, and to strengthen British Columbia's and Canada's economies.

We are proud to be an Ocean Wise™ partner. To support the health of our oceans, lakes and rivers we are committed to only purchasing 100% sustainable seafood.

We are a Zero Waste leader at UBC and are committed to reducing food related waste on our campus. We do this by actively managing and tracking food waste, setting reduction targets and working with food recovery partners to help eliminate unnecessary food waste. We are committed to reducing the amount of single use plastics and containers in our food environments. We strive to compost all food scraps, only when necessary use compostable single-use containers, and offer discounted reusable container programs.

We are a proud supporter of the Healthy Beverage Initiative lead by UBC Wellbeing and provide free drinking water at all of our food service locations as a sustainable and economic alternative to sugar sweetened bottled beverage offerings.

Through our Supplier Code of Conduct, we strongly encourage our franchise partners and suppliers to support our Food Vision, Mission & Values and we support them in doing so.

Definitions

Minimally Processed: Foods processed to help enhance or preserve nutrients and freshness (e.g. frozen vegetables or canned beans), and prepared without large amounts of added salt, sugar, and fat. As food processing can have major environmental impacts, including high water and energy use, purchasing minimally processed foods helps UBC Food Services contribute to a more sustainable food system.

Climate Friendly Food System: UBC aims to operate within a climate-friendly, just and accessible food system, which means being committed to operating within planetary boundaries by reducing GHG emissions footprint associated with our food systems. We are committed to enhancing food system resiliency from production to end disposal and recovery, while producing positive outcomes for people, animals and the planet (Climate-Friendly Food Systems Action Team, 2021).

Food Security: According to the BC government, “Food security exists when all people have sufficient, safe and nutritious food for an active and healthy life.” Healthy food needs to be available and accessible so people can make healthy food choices. We also recognize that there are many other definitions of food security as this is a complex and important topic.

Healthy food: Food and beverages based on criteria outlined by Canada’s Food Guide and UBC’s Recipe Development Guidelines. The criteria within these guidelines encompass the most evidence-based sources at the time of development.

Sustainability: At UBC’s Vancouver campus, sustainability means simultaneous improvements in human and environmental wellbeing, not just reductions in damage or harm. Prudent with financial resources and mindful of its mandate to society, UBC supports initiatives that will ensure the long-term resilience of the university and its ability to serve for generations to come.

Local: UBC Food Services defines local food to be food that is grown, raised, caught, or processed within 400 kilometers of the Vancouver Point Grey campus. We prioritize British Columbian and Canadian companies as close to UBC as possible.

Plant-Forward: A style of cooking and eating that emphasizes and celebrates, but is not limited to, plant-based foods - including fruits and vegetables; whole grains; beans, other legumes (pulses) and soy food; nuts and seeds; plant oils; and herbs and spices – and that reflects evidence-based principles of health and sustainability.

Ocean Wise™: Ocean Wise™ is a Vancouver Aquarium conservation program, created to help businesses and their customers identify and purchase sustainable seafood. The Ocean Wise™ symbol next to a seafood item assures you that option is the best choice for the health of the oceans. At UBC Food Services, all of our seafood is certified Ocean Wise™ or equivalent.

Our Values are also guided by:

- SHCS Vision, Mission & Values
- SHCS People Plan and Focus on People
- Vancouver Coastal Health
- Okanagan Charter
- [Wellbeing Strategic Framework \(FSI, FNC\)](#)
- [Indigenous Strategic Plan](#)
- [CAP 2030/ CE](#)

- [Zero Waste Food ware Strategy](#)
- [UBC Strategic Plan](#)
- [Inclusion Action Plan](#)
- VPS Students Plan
- UBC 100 Year Plan
- UBC Food Services Vision & Mission
- [Feed BC](#)
- The UBC Food Services Strategic Plan

Working at UBC – what you need to know

Collective Agreements

UBC maintains several collective agreements with its various unions and employee groups.

To read your collective agreement online, visit the Collective Agreements and Terms & Conditions of Employment page on UBC's website.

hr.ubc.ca/working-ubc/collective-agreements-and-terms-conditions-employment

You will be invited by your union to attend a meeting where you will learn about your membership and be able to ask any questions you have.

All non-management Food Services employees are members of either CUPE 116 or CUPE 2950 and thus Union dues will be deducted from your pay automatically.

You can contact the Union Office regarding CUPE 116 Union Orientation.

We encourage you to attend Union meetings to make your wishes known and to vote on important issues that may affect you. For more information on your union, contact:

CUPE 116

Suite 206-2389 Health Science Mall Vancouver, V6T 1Z3 cupe116@cupe116.com
 604 827 1705
cupe116.com

CUPE 2950

6253 NW Marine Dr. Vancouver, BC V6T 1Z1 office@cupe2950.ca 604 822 1494
cupe2950.ca

Workday

Workday is the financial and human capital management system used at UBC. All employees will get a Workday account where you can:

- Update your personal and contact information
- Enroll in benefits; update beneficiaries and dependents
- Access your pay slips and tax documents
- Search for and apply for careers at UBC
- Submit vacation and leave of absence requests
- Submit expense reports etc.

You will access Workday using your Campus Wide Login (CWL) and password.

myworkday.ubc.ca

Checking your Pay Stub

All hourly paid employees are encouraged to keep a personal record of work hours and location(s) in case of pay discrepancies. To ensure timely adjustments of payroll errors, discrepancies should be brought to the unit Supervisor or Manager's attention as soon as possible.

Using Workday, you can view all your compensation information and update your own contact information.

Personal and Contact Information

It is very important for the University to have the most accurate and up-to-date information for all employees. Should there be any changes in your name, address, telephone number, or any element, which may affect payroll, benefit programs or income tax deductions, you can update some of these changes in Workday. In addition to changing your contact information online, please inform your Manager of any contact information updates.

Payroll

Pay Periods and Pay Days for Hourly Employees

Employees are paid on the 15th and the last day of each month. Please keep a record of your work hours, days, and locations. If there is ever a discrepancy with your pay, this will help us rectify it quickly.

Pay Periods and Pay Days for Monthly Employees

Monthly employees are paid on the 15th and the last day of each month. If payday falls on a weekend or statutory holidays, pay will be issued on the previous weekday.

Shift Differential

Dependent on the time of your shift, you may be eligible for shift differential pay, calculated on the following basis:

- Shift 1 (7:00 AM – 6:00 PM) Base rate
- Shift 2 (6:00 PM – 11:00 PM) +\$0.80 per hour
- Shift 3 (11:00 PM – 7:00 AM) +\$1.00 per hour
- Shift 6 (7:00 AM – 6:00PM) on weekends +\$0.80 per hour
- Shift 4 and 5 (instead of shift 2 and 3) applies to employees that were hired prior to Jan 1, 1986 (5% additional compensation for hours worked on the evening shift and 10% for all hours worked on the night shift).

Step Increases

Upon being hired at UBC Food Services, your rate of pay automatically begins at step 1. On the first of the month following the anniversary date of your hire, you will receive a step increase entitling you to a raise until you reach the maximum at step 3. In addition, you are eligible on an ongoing basis for any pay increases that the Union and the University negotiate during bargaining.

Overtime Guidelines

The maximum number of regular hours you will be paid for working a shift is 7.5 hours and the minimum is 4 hours. Any hours worked in excess of 7.5 hours per day or 75 hours in a two week period will be paid overtime as per the current collective agreement.

In any two EI week period, you can be scheduled a maximum of 10 days or 75 hours without it being overtime. You can work either 5 days per week or a 6 day/4 day combination. If you work 6 days one week, it has to be followed by one week of 4 working days.

It is understood that no employee shall work seven (7) or more consecutive days without incurring overtime.

Please note that all overtime has to be approved by your manager before you work it. Please do not make the decision to put in extra hours of work without their prior approval.

Types of Appointments

“Regular Employee” are paid by the month or the hour.

For all purposes, an hourly paid Regular Employee shall have the same benefits and entitlements as a monthly paid Regular Employee.

Full-Time Regular

An employee who has completed the probationary period and works the full- time hours, on an ongoing basis.

Part-Time Regular

An employee who has completed the probationary period and has been hired to work twenty (20) hours per week or more, or 960 hours per year or more, on an ongoing basis.

Auxiliary

“Auxiliary Employees” are those who are working on jobs which may not continue as a regularly constituted position, or work less than twenty (20) hours per week, or hired for work that reoccurs seasonally for periods of less than one hundred and twenty (120) consecutive calendar days.

Sessional

A Sessional Employee shall be a full-time or part-time Regular Employee appointed for a minimum of six (6) months and a maximum of nine (9) months in a position that is expected to continue on an annual basis in a similar pattern. Should a subsequent Sessional Employee not be available, the employee shall be entitled to layoff and recall.

A Sessional Employee who secures an Auxiliary position during the period between sessional appointments shall be considered a Regular employee for the application of the Collective Agreement, except for scheduling.

Probation

All new CUPE 116 employees have a probationary period of 65 shifts worked or 180 consecutive calendar days; whichever comes first. During probation, your orientation and training will include UBC Food Services New Employee Orientation, which consists of on-site job-specific training and on-site Health and Safety training.

If any issues arise during probation, there will be an opportunity to discuss them with your manager. Your manager will provide ongoing feedback and support and may also discuss performance concerns with you. They will make sure you clearly understand the expectations, let you know what you need to do to meet those expectations, and set a time frame for improvement. After that, if you're still unable to meet expectations, you might not successfully complete the probationary period. Depending on the circumstances, the probationary period may be extended to give you more time to improve, or the term of employment may come to an end.

Benefits

UBC offers a very comprehensive benefits package to eligible employees. Full-time employees with appointments longer than three months are eligible for benefits on your date of hire. Hourly part-time employees may be eligible for benefits after 3 months if they have worked at least 20 hours per week.

Auxiliary employees eligibility for Employer paid benefits is determined by whether or not an employee has worked 960 hours in the previous 12 months. The semi-annual benefits review is conducted twice annually, with an assessment period of 12 months. Once you have met this requirement you remain on benefits for the duration of 12 months. Should you work less than 960 hours in a 12 month review period, your benefits will be terminated for the following review period and eligibility requirements will have to be met again in order to qualify.

If you take a Leave of Absence, you have the option of paying for your benefits via post-dated cheque to maintain coverage.

Some benefits are mandatory and some are optional. Mandatory benefits for hourly-paid CUPE 116 employees are:

- Basic Life Insurance (Employer Paid)
- Employee and Family Assistance Plan (EFAP)(Cost sharing)
- Pension Plan (On or after April 1, 2020: First day of the month following three months of continuous service or on extension of your appointment to 12 months or more. You will be automatically enrolled in this benefit (Cost sharing)
- Income Replacement Plan (mandatory upon 1 year of continuous service) (Employee paid)

Optional benefits available for hourly-paid CUPE 116 employees are:

- Additional Life Insurance (Employee paid)
- Extended Health Plan (Employer Paid)
- Dental Plan (Employer Paid)
- Tuition Fee Waiver — full-time and part-time employees are required to work a qualifying period of three months and work at least 20 hours per week. Auxiliary employees are required to work 12 months of accumulated service, and more than 960 hours worked in previous 12 months. (Employer Paid)
- CUPE 116 Professional & Skills Development Fund (Employer and union paid)

Employee and Family Assistance Program

The Employee and Family Assistance Program (EFAP) is a confidential and voluntary support service that can help you with any personal issues.

Offering expert information and immediate support resources to help with work, health and life challenges, the EFAP provides both short-term clinical counselling and work/life consultations to all eligible UBC employees and their dependent family members, at no cost to users other than the payment of monthly premiums.

Available for those who are eligible for benefits but please let us know if you are in crisis (and not eligible for benefits). UBC strives to support all of our employees.

hr.ubc.ca/benefits/benefit-plan-details/employee-family-assistance-program

Pension

Full-time employees who have an appointment of 12 months or more are eligible for the Staff Pension Plan.

Part-time regular employees may be eligible for the Staff Pension Plan after 3 months if they have worked a minimum of 20 hours per week.

Auxiliary employees' eligibility is the same process as eligibility for other benefits as referenced above.

Contributions are based on a 15.9% contribution rate. UBC will contribute 9.4% of payroll and employees will contribute 6.5% of their gross regular earnings.

Vacation Leave

UBC also offers provisions for leaves for different purposes; vacations, sick time, personal leaves, and more.

Vacation

You are entitled to a number of vacation days depending on how long you have been employed with UBC and your employee status (whether you are full-time, part-time or auxiliary), as outlined in your CUPE 116 collective agreement. For example, full-time regular employees with 1 to 4 years of service are entitled to 15 vacation days.

Auxiliary employees are paid out their vacation entitlement automatically each pay period. Using a Time Off Request Form, auxiliary employees may request unpaid time off from work. An auxiliary employee's vacation entitlement is the same as a regular full-time employee, on a pro-rata basis.

Part-time regular employees' vacation entitlement is the same as a regular full-time employee, on a pro-rata basis. Part-time regular employees will receive paid vacation days based on the expectation that they will be working a minimum of 960 hours in a calendar year. For example, employees with 1 to 4 years of service are entitled to 7.5 paid vacation days, assuming they work 960 hours. Actual vacation time and hours accrued during the year may likely differ from this amount. Vacation is paid by submitting a Vacation Pay Request Form; whereas, a Time Off Request Form is needed to request unpaid vacation time off from work. Part-time regular employees who work more than 960 hours in a calendar year will be able to request additional vacation pay and time off, based on the hours they actually work during the calendar year.

Please note: any leave of absence that is in excess of your vacation allotment must be requested separately through a Leave of Absence Request Form. You will not be contacted for work on your approved vacation day(s).

Vacation Preferences and Schedules

Vacation entitlement forms shall be circulated to you by January 15 of each calendar year. You are asked to mark the days you would like to request as vacation days. You will submit your vacation requests by February 15 of each calendar year to your manager. You can carry over a maximum of five vacation days to the next year if you choose to. Your manager will review your form and grant or deny your request. We will only deny a request if it is at a time when you will be required operationally. The final vacation schedules will be posted by March 1. Once your vacation has been approved, please submit your vacation into Workday.

Please do not book your vacation time before your vacation has been approved; you are considered available for that time period until an approved copy of your vacation request form has been returned to you.

In order to enable us to adequately prepare for the start of each school year, there is a blackout period from late August to early September in which vacations will not be granted unless significant extenuating circumstances apply. Speak to your Manager if you believe you have significant extenuating circumstances that require time off during the blackout period.

Absence Leave

You are responsible for informing your Supervisor/Manager if you are not well, or injured or otherwise unable to attend your scheduled shift. It is important for you to communicate to your Supervisor/Manager if you cannot attend due to a work-related injury.

If you ever need to call in absent, call the unit you are scheduled to work at — not the scheduling desk. Phone numbers for all the units are included in this handbook, and are found on your absence card provided during orientation. Try to speak to somebody as opposed to just leaving a message. If nobody answers the phone the first time you call, leave a detailed message then try back to ensure your message was received.

The more notice you can give the better chance we will have of getting your shift replaced. Please note it is not acceptable to call in absent after your scheduled shift has already started.

If your injury or illness is prolonged, a doctor-provided certificate of fitness to return to work may be requested before you can return to work.

In order for Auxiliary employees to qualify for paid absence/sick leave and start accumulating sick leave credits, you need to first work an average of 20 hours per week for 3 continuous months. Once eligibility requirements are met, there are provisions for paid sick time. You will accumulate 9.375 hours (1.25 days) for each month in which you work 11 shifts (with an average week of at least 20 hours), up to a maximum of 1140 hours (152 days) banked.

Dependent Leave

If you have dependents (spouses, children, parents, etc...) living in the same residence as you, and if you have more than 12 days in your sick bank, you can take up to three sick days per year to care for a dependent. If you have sufficient credits carried over from a previous year, you are eligible for an additional 2 days of dependent leave.

Non-Medical Leave

In the event of a death in the family, you may be entitled to some paid leave. In some situations (the passing of a parent, spouse, sibling or child), there are provisions for five consecutive shifts off with pay. In the event of the passing of an immediate in-law, grandparent or grandchild, there are provisions for three consecutive shifts off with pay. In the event you need to attend a funeral, mourner's leave can entitle you to up to half a day off with pay; this leave may be extended to a full day if you have a significant role in arranging or conducting the ceremony.

Jury Duty

If you are required by law to serve on a jury and provide proof of service, you will be granted a leave of absence with pay for this purpose. With the exception of expenses, any payment you receive for this service shall be given to the University. A written statement accounting for the amounts is also required.

Maternity Leave

In the case of pregnancy, employees are entitled to an unpaid leave of absence of seventeen (17)

weeks.

Parental Leave

Birth mothers are entitled to a leave of absence without pay of sixty-one (61) weeks following the birth or the adoption of the child. Birth fathers are entitled to sixty-two (62) weeks of unpaid leave. If parental leave and maternity leave are both being taken, the parental leave will be taken immediately after the maternity leave (unless mutually agreed upon by the employee and the University). Parental Leave may be taken up to sixty-two (62) weeks at a reduced EI benefit.

Prior to taking one of the above noted leaves, an employee must put in writing the length of the leave and type of leave they are interested in taking. Maternity and Parental Leaves will always begin on Monday and end on Sunday. When returning to work, an employee must give the department at least two weeks' notice in writing. As much notice as possible is requested when departing and returning to work to ensure that we can fill your shifts and accommodate your scheduling preferences.

To ensure that your benefits remain intact it is important that you contact the benefits department/leave of absence desk to make arrangements for payment while on leave. You may also be eligible for the maternity leave top-up benefit, which is coordinated by the benefits/leave of absence desk at UBC Human Resources department. In brief, this benefit pays your wages during the two-week waiting period for employment insurance and pays the difference between your wage and employment insurance up to employment insurance maximums during maternity leave (not including parental leave).

Eligibility requirements for the top-up benefit include:

- Applying for and being eligible for employment insurance
- Two (2) years' service (3900 hours) with the University
- Six (6) months (975 hours) of service is expected after the leave

Please contact your benefits service representative or refer to the collective agreement for further details.

Leave of Absence

In any scheduling pool, you can request a Leave of Absence (LOA) for personal reasons. All LOA requests must be made in writing and submitted to your manager for their consideration. After a leave has been approved, employees are expected to submit their leave into Workday. Leaves of absence cannot exceed six months in length without approval from the department head, and the decision to grant or deny a LOA request is based on operational requirements. Please note that we expect you to use all your available vacation time before starting an LOA.

In addition, in any pool, if your summer hours are reduced to the point where you do not have regular shifts, you can request a Record of Employment for EI purposes. This ROE will state "reduced hours" as the reason for issuance. If you are on "reduced hours" status, you are still expected to be available for on-call work with UBC Food Services as per your current availability form.

Medical/Dental Appointments

There are also leaves available for medical or dental appointments. You may be allowed up to half of one shift per month to attend one of these appointments. You must fill out a Request Record For Leave For Medical/

Dental Appointments and submit this form requesting the leave at least 5 days in advance to your manager or Supervisor stating the date and time of the appointment and times you would be leaving and/or returning to work. Also, you need to make a reasonable effort to schedule the appointment outside of work hours.

Filling out the form does not guarantee that your leave will be approved; your manager or Supervisor should let you know in a timely manner whether or not they are able to accommodate your leave. Your leave may not be granted if you need to be at work to ensure your unit is able to operate

Attendance Management

UBC Food Service operations depend on the valuable contribution of you, our employee, which includes your regular attendance at work. Excessive absenteeism has negative effects on your co-workers and our customers. Our Attendance Management Guidelines have been developed to provide a clear process for the management of absenteeism, in order to foster a workplace culture of regular attendance at work and to promote health and wellness among our staff.

If you are included in the Attendance Management Program, you will meet with your manager and your union representative to discuss the statistics on your absenteeism, your impact of absenteeism on the operation, your prognosis for regular attendance and your sources of support or accommodation. Please refer to the Attendance Management Guidelines (CUPE 116) available online.

Safety

A successful safety culture requires the collaboration and support of all members of the team. Join our department in becoming a leader in this field, as we strive to achieve our vision of being the preferred food service provider and the employer of choice for our community at UBC.

To truly develop an effective safety culture at work, we all must consciously think about safety and act in a safe manner at all times. Safety is not what we do (we make and provide delicious food), but it needs to be part of how we do that every day. Incorporating safety into every part of our daily activities leads to a safer, healthier and happier environment for all employees and provides a better and safer experience for our guests.

The departmental safety goal is to have and support an effective safety culture within UBC Food Services. As employees, knowing how to do your job safely, knowing where to seek further information and knowing who to talk to when you have safety concerns will all help to contribute to this effective safety culture.

In order to do your job to the best of your ability, you need to know your rights & responsibilities and the responsibilities of your employer and Supervisor.

Safety Responsibilities

Safety on the job is everyone's responsibility. It is important that all employees understand their responsibilities and know their rights within our safety system. The general workplace responsibilities for employer, Supervisor, and employee are listed below. *(Copy of SHCS Safety Policy—posted January 5, 2017 can be found in Appendix I)*

Employer Responsibilities:

- Take every reasonable precaution to ensure the workplace is safe
- Remedy any problems without delay
- Ensure the provision of first aid and needed supplies for workers
- Establish and maintain a joint health and safety committee
- Inform and train employees about any potential hazards in the workplace
- Inform and supply personal protective equipment (PPE) as needed and ensure employees know how to use it safely and properly
- Report all Time Loss/Health Care injuries to WorkSafeBC in a timely manner and complete any needed investigations
- Train all employees how to safely use, handle, store and dispose of hazardous substances
- Provide training on emergency procedures
- Provide training on respectful workplace expectations and bullying and harassment
- To review the complete list of responsibilities for all employee groups within Food Services please refer to the UBC Food Services Health and Safety System Manual: Element #1: Responsibilities

Supervisor Responsibilities:

- Provide a safe and healthy workplace for employees within their unit
- Ensure that all employees under their supervision have received proper training in safe work practices and procedures
- Model appropriate safe work practices and provide guidance to employees
- Perform safety inspections of their unit regularly and identify and correct hazardous conditions
- Complete accident/incident investigations for injured workers and submit information gathered into UBC CAIRS—the online reporting system at UBC—cairs.ubc.ca/public_page.php
- Monitor employee work practices and provide constructive feedback, on an ongoing basis
- Be open and responsive to concerns expressed by workers regarding safety in the workplace

Employee Responsibilities:

- Follow health and safety standard procedures in the workplace, as directed by your Supervisor or Manager
- Be safety conscious in all activities at work. Keep your mind and eyes on the task at hand
- Ask for training or a refresher if you are unclear how to conduct a task in the appropriate safe manner

- Report any accident, injury, near miss, unsafe condition, hazard, or threat to your personal safety to your Supervisor or Manager immediately
- If you see an unsafe condition, correct it immediately or mark the condition until further steps can be taken to remedy it. You need to inform your Supervisor of the unsafe condition even if you were able to remedy it
- Complete a WorkSafeBC worker report of injury 6A form, for any work place injury
- Use personal protective equipment (PPE) as directed
- Participate in safety training provided by the department

Employee Rights:

You have the right to:

- Know actual and potential hazards in your workplace
- Participate in and contribute to a safe work environment, through:
 - Election or appointment on SHCS's Joint Occupational Health and Safety Committee (JOHSC) and/or Local Safety Team
 - Involvement in and/or review of safety investigations at your unit
- Refuse unsafe work (*Refer to Right to Refuse Unsafe Work Policy in Appendix G at back of handbook*)

Common Hazards:

The four main causes of injuries in the food service industry are:

1. Cuts—from sharp items
2. Burns—from hot pans or grease
3. Slips, trips and falls—on wet or slippery floors
4. Strains—from lifting (usually affecting, but not limited to, back/shoulder, neck and arms)

Other potential hazards you may encounter in the workplace:

- Chemicals used in the cleaning process—We use the safest chemicals possible, but corrosive cleaners can damage tissue if proper safety precautions are not followed
- Contact with objects or people—When working in smaller spaces or around blind corners, there is the ongoing potential for bumping into one another or objects. Keep aware of your surroundings/practice good housekeeping standards and stay focused on the task at hand
- Ergonomic issues—Our bodies are meant to move, but we need to be aware of how we move, lift, carry, and/or organize our workstations. It is important to use good body mechanics, take stretch breaks and not overuse certain muscle groups. Ergonomic injuries are preventable! For more information on ergonomics, please refer to Ergonomic section in this handbook after Working Safely with Chemicals Section

Food Safety:

- It is everyone's job to protect the food we serve guests from exposure to contamination and

ensure we do not expose anyone to food borne illnesses

- Always follow FoodSafe guidelines, as per your FoodSafe training
- Practice good personal hygiene in the workplace, and bring any food safety concerns to your Supervisor right away
- Never serve something you wouldn't eat yourself. If in doubt, throw it out! (Compost in an organics bin)

Accident Reporting Process:

- Get First Aid if you are injured without delay—call 604 822 4444 for 24- hour access to first aid anywhere on campus
- Report to your Supervisor or Manager, as soon as possible. No incident is too small to report
- Do not wait until the end of the shift or the following day – if you delay reporting, it could affect the acceptance of your claim or delay it
- Participate in the accident investigation process

Accident Documentation Process:

- If you sustain an injury that requires you to seek medical treatment and miss work time, you will be given a WorkSafeBC Worker Report of Injury (6A) form to complete
- If you cannot complete this form on the day of injury, you will need to fill it out on your next shift
- If English is not your first language and you are more comfortable writing in a different language, please do so and we will get it translated

If your injury requires time off in excess of the day of injury:

Contact WorkSafeBC directly on their Teleclaim line at 1 888 WORKERS (1 888 967 5377) to report your workplace injury and start the claims process or go online to online.worksafebc.com/wcb.SCON.web/preauth/logon.aspx

- Provide weekly updates to your Supervisor and/or Manager and keep WorkSafeBC informed of your progress
- Participate in the University's Abilities Management and Return-to-Work Program. Participation is mandatory for WCB claims which last longer than 5 days
- Your Supervisor/Manager will work with you if a graduated return to work (GRTW) is required and will offer modified duties, where possible
- A department representative may contact you at home, where necessary, as part of conducting a thorough and timely accident investigation

Ergonomics

Ergonomics is an applied science that looks at the physical motions and postures involved in tasks and seeks to fit tasks, equipment and the environment with the individual performing the duties.

One of the goals of the Ergonomics program at UBC is to reduce and prevent Musculoskeletal Injuries (MSI's) in the workplace. Between 35-50% of the injuries at UBC are MSI related and are preventable.

A musculoskeletal injury is defined as discomfort, pain, inflammation and/or swelling of muscles, tendons, ligaments, nerves tract, joints, cartilage and/or spinal discs. They may be caused by job demands (posture, force, repetition) or workplace components (material handling, workstation design, equipment and tools, environment, or work organization).

The three stages of MSI symptoms are:

Stage 1: Pain/discomfort while performing a task

Stage 2: Pain/discomfort begins earlier and subsides later during your day

Stage 3: Pain/discomfort is present constantly no matter what you are doing

Early detection and reporting is important! Symptoms of MSI development vary but can include pain, numbness and tingling in fingers, wrists, hands or shoulders, or loss of grip in hands. It is critical to report early signs of MSI's so that they can be treated. Let your Supervisor or Manager know as soon as possible if you start to experience any of the above signs and symptoms and think it might be work related.

For more information on Ergonomics and related Safe Work Practices, please refer to:

- *Appendix J in this handbook: Helpful Tips on how to Prevent MSI's*
- Stretching Poster on your unit Safety Bulletin Board
- hr.ubc.ca/health/ergonomics

Employee Development

Food Services is a strong supporter of employee training and development. Opportunities come in many forms including courses and workshops, personal wellness and lifestyle classes, training, and maintaining an overall healthy and positive working environment.

UBC Food Services encourages all employees to attend a department orientation session as well as the "Welcome to UBC Events". Someone from Workplace Learning will get in touch regarding an orientation session for new UBC employees. The department orientation gives employees a brief overview of department policies, procedures, expectations, basic safety and covers other areas of interest.

When employees start to work on campus, they will be given a brief overview of the job duties and expectations for the shift they are covering. The majority of Food Services training is "on-the-job" and is learned from your Managers, Supervisors, and co-workers.

UBC Food Services recognizes that training is required before employees will be scheduled to work in specialized areas, for example:, franchise units (including, but not limited to Bento/Pacific Poke, Starbucks, Tim Hortons)

Employees must be successful in meeting the training requirements before being scheduled in the work area.

Protocols

Scheduling Pools

Employees are scheduled in one of the two main scheduling pools: Retail and Residence. Residence and Retail employees are given a yearly opportunity to request a transfer between pools.

Scheduling is based on seniority by employee status (first by Regular Full Time, followed by Regular Part Time, followed by Auxiliary) and availability within the main classification (the job into which you were hired). Employees may be scheduled in any Food Services outlet within the main scheduling pool. Employees may be scheduled for a regular shift or scheduled as per the UBC Food Services On-Call Policy (see *Appendix B*). Applying to a New Employee Pool:

An alternate way to switch employee pools is to apply for an open posting and be considered at that time. Your seniority date will transfer into any employee pool with you and will be used when scheduling you in that pool. You are not entitled to use seniority to “bump” an employee in another pool without switching pools through one of the methods outlined above.

Specialized Skills & Training Employee Pools:

The following locations require specialized skills and training to meet franchise and/or service standards:

- Sage
- The Point
- Starbucks
- Tim Hortons
- Hero Coffee & Market
- Triple-O's & Mercante (cook classifications only)
- Bento Sushi & Pacific Poke (cook classifications only)
- Subway

To be assigned to a “specialized skills” pool, employees need to apply for a posted position and be successful in the recruiting process. If you are in one of these pools, you’re expected to remain there until at least May 1, when you will be given the opportunity to remain within the pool or to leave that pool and be reassigned to either the Residence or Retail scheduling pools.

Availability Forms

Part-time regular and Auxiliary employees are responsible for completing an Availability Form for your employee scheduling pool. The Availability Form is the first factor in determining your schedule. This is where you would indicate if you are interested in a regularly scheduled or on-call only shift, and the days and hours that you are available to accept shifts. Please note that this is NOT where you indicate preferred days and hours; this page is to indicate the days and times when you are **available for work**.

There are a few important things to remember when completing an availability form:

1. All Part-time regular and Auxiliary employees need to complete an availability form. If no form is received, UBC Food Services will assume your availability is unlimited.
2. The more available you are, the better the likelihood of you getting more shifts. Availability could mean the difference between a regularly scheduled shift and on-call work only. All employees must be available for a minimum of 3 shifts per week, during times when the department typically schedules employees in your classification.
3. Employees who end up without a regular schedule are on-call. On-call employees will be scheduled based on operational needs, and according to availability and seniority by employee status.
4. The hours you are available for and preferences may be noted on availability forms; however, UBC Food Services reserves the right to schedule according to operational requirements.
5. Deadlines apply for submitting availability forms for upcoming Master Scheduling periods (semesters: January to April; May to August; and September to December). Please make note of the deadlines and ensure you submit any revisions beforehand. UBC Food Services may not accept a form if it is submitted after the deadline.
6. Master Schedules will be posted in each operation in April, August, and December of each year.
7. You do not need to complete a new availability form each period if you are not making any changes. The most current form on file will always be used for scheduling purposes.

Scheduling Process

Before the start of each scheduling period (Sept–Dec, Jan–Apr, May–Aug), the operations managers look at historic and anticipated business trends for the upcoming scheduling period and write a weekly master schedule for each classification to provide service to meet those trends. These schedules are then consolidated by scheduling pool and sorted by hours per week. For the purposes of scheduling, UBC Food Services considers “week” to mean an Employment Insurance week (the seven days from Sunday to Saturday).

The Department creates a Work Schedule by assigning shifts to employees starting with Full Time Regular, followed by Part-Time Regular Employees and Auxiliary Employees in accordance with each employee’s availability and seniority and training.

Employees who do not have the seniority to be assigned a regularly scheduled shift for a particular scheduling period will be considered on-call.

Once the Work Schedule is created, it is sent to each Unit Supervisor to be posted in all locations two weeks in advance.

Once shifts are assigned for the semester, it is the department’s expectation that there will be minimal change, however, hours may be increased or reduced throughout the semester to accommodate things like a change in the market, vacations, opening or closing of a unit, operational requirements or employees returning to work. Seniority and availability will continue to be considered when making schedule changes. Short-term reductions to schedules will ideally be communicated to you at least 48 hours in advance, and you will be given two weeks’ notice for ongoing changes. Additional hours may be available with short notice—in the event that a shift needs to be filled, the unit will first look to the people already on their schedule for extra hours and then send anything remaining to the UBC Food Services scheduling desk to be filled with an on-call employee.

Please be aware it is your responsibility to check the schedule regularly and make note of any changes. If you have any concerns with your schedule and/ or your availability for work changes, it is your responsibility to speak with your Manager/Supervisor.

For more information on scheduling for Food Services, please review the Food Services Letter of Understanding #12 in your Collective Agreement. There is also scheduling process guidelines and a list of frequently asked questions detailing scheduling requirements that can be distributed at the locations.

On-Call Employees

Employees who indicate on an Availability Form that they do not want to be considered for a regularly scheduled shift and employees whose seniority or availability doesn't entitle them to a regularly scheduled shift are scheduled as on-call employees.

On-call employees will be contacted by the UBC Food Services scheduling desk and offered available shifts as per their seniority and availability.

An on-call employee is able to make short-term amendments to their availability; these amendments must be in writing and cannot be contrary to previously-scheduled shifts. While on-call employees are still able to indicate when they are available to work, they are expected to work in any location for which they have the required training and skills.

An on-call employee must remain available for a minimum of three shifts per week, during times when the department typically schedules shifts.

Employees who consistently decline or are otherwise unavailable for shifts may be subject to disciplinary action. *Please refer to the UBC Food Services On-Call Policy in Appendix B for more information.*

Scheduling Suggestions

To maximize your opportunities for work with UBC Food Services, here are a couple of suggestions to increase your likelihood of getting more hours:

1. Be more available. The more available you are, the greater the likelihood you'll be scheduled for shifts or longer shifts.
2. Be willing to work split shifts – two partial shifts with a maximum break between shifts of 4 hours. Split shifts are not something that we regularly schedule but are considered when there is a need to fill vacant shifts. If you work a split shift, please let your supervisor(s) know to ensure you are given correct breaks and paid correctly.
3. Make sure we have your current contact information. Three places where this information needs to be updated:
 - Workday
 - Scheduling desk (604) 822 3663
 - Unit Supervisor/Manager
4. If you have a regularly scheduled shift, let your Supervisor or manager know that you're interested in extra hours if any become available.

5. What better way to prepare yourself for work than to stay healthy! Eat well, get the right amount of sleep and stay active!

Please note that Sage and The Point have different scheduling practices from the rest of the department. Sage and The Point post a schedule that is supplemented with additional on-call shifts as required for business fluctuations.

Statutory Holidays and Closures

The University recognizes the following days as Paid (statutory) Holidays for the purposes of payroll:

- New Year's Day, BC Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Monday, Remembrance Day, Christmas Day and Boxing Day.

All employees who work on a Paid Holiday will be paid OT for hours worked. Employees who are scheduled to work on that Paid Holiday and are not able to work due to illness or injury will be paid sick leave for their missed hours of work at regular time, provided they have enough credits in their sick time balance, and they will also receive their Statutory Holiday entitlement.

Pay for Paid Holiday (Statutory Holiday) Not Worked

- Full-time Regular employees entitled to a Paid Holiday (Statutory Holiday) shall be paid their regular wages for that day.
- Part-time Regular and Auxiliary employees entitled to a Paid Holiday (Statutory Holiday) shall be paid a day's pay based on the average number of hours per day worked in the thirty (30) calendar days immediately preceding the Paid Holiday (Statutory Holiday).
- To be eligible for Paid Holiday (Statutory Holiday) pay, you need to meet both of the following criteria:
 - Must have been employed with UBC in a staff appointment for at least 30 days prior to the Paid Holiday (Statutory Holiday).
 - Must have worked at least 11 of the 30 days prior to the Paid Holiday (Statutory Holiday).

Breaks

Depending on how long your shift is, you may be entitled to one or two breaks. If your shift is 5.75 hours in length or less, you are entitled to one paid break of 4 minutes per hour worked. If your shift is 6 hours in length or more, you are entitled to one unpaid 30 minute break and one paid break of 4 minutes per hour worked.

As examples, if you are scheduled for a 4 hour shift, you are entitled to one paid break, 16 minutes (4 mins x 4 hours worked) long. If you are scheduled for a 7 hour shift, you are entitled to one unpaid break, 30 minutes long, and one paid break, 26 minutes (4 minutes x 6.5 hours worked) long. Breaks should be taken during the slower periods in the day — when they will cause minimal impact to the level of service provided. The busiest (peak) times of the day aren't the best times for breaks. We ask you to be flexible with the timing of your break to help us provide the best service possible to our guests.

Also, we understand that you may want to step out of the building during your break; in this case, we ask you to let your Supervisor or Manager know if you're leaving the unit. In the event of an

emergency like a fire alarm, we need to account for all our staff, and if you've left without telling your supervisor, the emergency responders will assume you're still in the building and act accordingly.

Meal Policy

One of the great things about working for UBC Food Services is the meal allowance — an opportunity to try many of the great food items we have available! Meals and beverages are available during scheduled breaks. As per our Collective Agreement, Food Services employees receive two (2) meals on a full seven and one half (7 -1/2) hour shift, one meal on a four (4) hour shift, and one extra meal if overtime is required. *Please see the complete Meal Policy at Appendix C.*

Resignation

While we hope you work here for many years to come, we understand if at some point you would like to pursue other professional endeavors and decide to move on. A Regular employee is required to give the University one (1) month's written notice upon severance if he/she wishes to receive full vacation entitlement upon separation. All other employees with three (2) months' continuous service or more must give the University one (1) week's written notice upon severance if he/she wishes to receive full vacation entitlement upon separation. Employees who do not give the required notice as outlined above shall receive only four percent (4%) vacation pay or as required by legislation.

Some employees will be asked to participate in an exit interview or surveys. These are opportunity to talk about what you enjoyed and didn't enjoy about your time at UBC Food Services. These interviews and surveys aren't mandatory, but the information we collect helps us become a better employer.

Emergency Procedures

First Aid

The Fire Department on campus is the OFA First Aid Responder for University employees. They provide first aid treatment 24 hours a day, anywhere on campus (for employees only).

Medical Aid for Employees:

- If minor to moderate first aid is required call 604 822 4444 or 2 4444 from any UBC landline
- If a medical emergency is happening call 911 immediately
- Provide details about the nature of the injury, the number of people injured and the location
- Send someone outside to provide direction for both the Fire Department and BC Ambulance. Make sure to instruct the person(s) going outside to wave their arms in the air to clearly signal where help is needed
- Please note: calling 604 822 4444 will provide a faster response time for employees needing minor care than 911

Medical Aid for Guests or Students:

- For all first aid and emergency situations involving guests or students, call 911
- Send someone outside to provide direction for both the Fire Department and BC Ambulance.

Make sure to instruct the person(s) going outside to wave their arms in the air to clearly signal where help is needed

Tips to keep in mind about first aid practices:

- Know where the First Aid Kit is kept at your unit. If you notice any items are running low, please let your Supervisor know ASAP
- Know who is trained in first aid in your unit
- When treating burns, use cool running water for a minimum of 15 minutes. Do not substitute ointments or creams as first aid treatment for burns. Cool running water is the best treatment

Fire Safety

Follow these guidelines and posted Emergency Evacuation Procedures at your unit in the event of a fire or other emergency which requires you to leave the building.

If you see a fire:

- Activate the nearest fire alarm pull station and report it to your Supervisor immediately
- Alert others in the area to the danger
- If your Supervisor or Manager is absent call the Fire Department yourself at 911
- Use a fire extinguisher on small fires only, if it is safe to do so and you know how to use one. Remember fire extinguishers give you extra time to get out safely, they don't stop or put out the fire unless very small

When a fire alarm goes off:

- Always treat a fire alarm as a real emergency. Remain calm and do not panic
- Designated employees should shut down equipment, lock safes and cash registers, and close doors and windows. See responsibilities section of Fire Procedures on Safety Bulletin Board at each unit for more details
- Do not get your jacket or personal belongings on your way out. Your personal safety is more important than your belongings
- Know what the fire procedures are at your unit so that you can vacate the building in an orderly manner according to the established and posted procedures at your unit
- Walk—don't rush or crowd others
- Use handrails in stairways. Assist people with disabilities
- Never use an elevator
- Go to your designated safe meeting place so that all employees can be accounted for (this information is posted on the fire procedures key plans and is available from your Supervisor)
- Do not re-enter a building until you have been given permission to do so by the Fire Department

Fire Safety:

- Observe smoking rules and remind others to do the same

- Avoid piling trash and other flammables. Keep fire exits clear
- Use extra caution around gas, flammable and oxygen equipment
- Always keep fire doors closed

Things to know in case of fire:

- Evacuation plan and route (located on the posted fire procedures key plans)
- Where your designated safe meeting or assembly area is (located on the posted fire procedures key plans)
- Where the fire alarm pull stations are located in your unit
- Where the fire extinguishers are located

Working Alone

If you are working alone at any of our locations for extended periods of time or during late evening hours make sure to talk with your Supervisor/Manager if you have any concerns about your personal safety. Typically, there is a two person rule for workers closing down a unit or working the end of a function. Please check with your Supervisor to confirm if any standardized procedures are in place or need to be developed.

Personal Hygiene

The importance of good personal hygiene in the workplace cannot be stressed enough. The food handler is the most important link in the transmission cycle of food borne illnesses. Inadequate personal hygiene can cause food contamination, food poisoning, and the spread of infection and/or disease.

As food handlers, it is your responsibility to protect guests, co-workers and ourselves from the risk of receiving or transmitting food borne illnesses. Good personal hygiene is our best defense!

Here is a list of good habits that should be practiced at all times:

- Wash your hands often. Dirty hands are the prime culprits in transmitting contaminants to food
- Scrub hands after touching food, money, after touching hair, body parts, after going to the washroom, and before changing job tasks
- Use hand sanitizer as required. Hand sanitizer is not an acceptable substitute for proper hand washing; only an additional measure
- Keep fingernails short, clean and free of polish
- Maintain a high level of personal hygiene. This includes daily baths or showers, frequent shampoos and clean clothes
- Avoid or minimize the use of perfumes or colognes, as these scents may create health hazards for your guests or coworkers
- Immediately report any symptoms of illness or infection to your Supervisor and seek medical treatment as needed
- If you get a cut, cover with a bandage and wear clean vinyl disposable gloves or a finger cot (at

a minimum) while on the job

- Change gloves if you touch anything that would require washing hands
- Never reuse disposable gloves — they are meant to be used once!
- Use utensils whenever possible. Touch food with hands as little as possible unless covered properly
- Wear a hat and/or hairnet to minimize the risk of contaminating food with hair. The average person loses 50 hairs a day (follow unit standards)
- Facial hair must be kept clean, tidy and trimmed. A (beard) guard must be worn for those with long beards
- Use a clean spoon each time you sample food

The following actions are to be avoided at all times:

- Not washing hands properly after smoking in designated areas outside buildings
- Handling flatware/cutlery by the “eating” end
- Using your bare hands to remove leftover food from plates
- Coming to work if you are too sick to be there. Coughing and sneezing will contaminate food and the work area with germs, and puts your co-workers at risk for infection
- Wearing disposable gloves near open flames or other heat sources. Gloves may melt or catch fire
- Wearing jewelry in food preparation areas, especially rings
- Leaving articles of personal clothing in the kitchen. Use the closet or locker room as directed by your Supervisor

Hand Washing Tips:

- Use a brush for nails to remove contaminants under the nails
- Wash your hands, wrists, forearms up to the elbow and other areas that may come into contact with food for a minimum of 30 seconds
- Rinse thoroughly under running water and dry using single use paper towels or a hot-air dryer

Personal Protective Equipment

Employees may be required to wear Personal Protective Equipment (PPE) at work to protect their skin, eyes or body parts from exposure to hazards in the work place. The items of PPE utilized in Food Services are:

- Appropriate footwear. This must be worn in the workplace at all times, and includes “substantial footwear” for all operational employees
- Drivers and full time store persons are required to wear CSA-approved safety footwear with steel toes. *Refer to the Footwear portion of the Uniform Policy in Appendix D for more information*
- Appropriate gloves. Worn to protect against heat/cold and chemical exposure. This includes

disposable (vinyl and nitrile), rubber, oven mitts, work gloves and/or liners

- Disposable N95 particulate face masks. Used for light cleaning duties where dust and particulates may be a concern (Note: this PPE must be fit tested to the individual to be effective. Check with your Supervisor or SHCS Safety re the process)
- Appropriate eye protection
- Aprons
- Hair nets and/or hats

Things to remember about Personal Protective Equipment (PPE):

- Know where the PPE is kept at your unit. If you can't find it, ask your Supervisor
- Use PPE as directed by your Supervisor
- Keep your PPE in good condition. If an item needs to be replaced, please inform your Supervisor
- If supplies are running low or are out of stock, inform your Supervisor as soon as possible so supplies can be replenished
- If you have special requirements please bring them to your Supervisor's attention so we can provide appropriate substitutes, as required

Food Safety

Food safety is essential to the ongoing success of our business. Within UBC Food Services food safety is a top priority to ensure that the safety and integrity of the food is protected—from the time of its delivery to our operation, throughout its storage and preparation, and its transportation to the point of sale or service to the consumer. A copy of the UBC Food Safety Plan is kept at each location for reference.

UBC Food Services commits to:

- Providing a high quality food service experience in a way that protects our customers from foodborne illness
- Maximizing our sanitation and food safety practices, and thereby minimizing our clients' and our own risk and potential liabilities in this area of food service
- Committing to a high training standard that ensures our work force is knowledgeable and capable of providing a high quality and safe product from source to fork for our campus and community guests

Hazard Analysis Critical Control Point (HACCP) is a system of food safety that treats receiving, storage, preparation and service of food as a continuous system or flow. Each step is broken down into logical components and is evaluated by principles of risk. The premise is simple: If each step of the process is carried out correctly, the end product will be safe food. Please follow the established food safety standards at your unit at all times.

Please familiarize yourself with our food handling procedures. The culinary leads at each unit/division are the best resource for most current food safe practices in place. Follow their direction/ask questions if unsure.

UBC Food Services only hires employees who have completed the BC FoodSafe Level 1 course or an acceptable equivalent. Documentation (copy of certificate or authorized letter) is required as part of the hiring process. To ensure we're providing safe food to our guests, follow FoodSafe principles and established practices.

Expected Practices:

- Thoroughly inspect all food supplies received to make sure they are in acceptable condition
- Rinse raw fruits and vegetables before using them
- Prevent cross contamination; store different food items separately
- Cover all foods in storage areas
- Keep refrigerators dry and clean
- Check refrigerator/freezer temperatures daily
- Store food at temperatures outside of the “danger zone”
- Rotate stock properly. Follow the first in, first out rule, and use the oldest food first
- Dispose of garbage on a regular basis to prevent bacteria buildup and flies
- Use different utensils or cutting boards for raw meats, vegetables and cooked items
- Always store raw food on trays or in inserts below any prepped food in fridges
- Clearly date and/or label when items were prepared and know the shelf life of products you are using
- Ensure all food is reheated to the proper temperatures using appropriate equipment
- Ensure garbage and compost bins in food prep areas are removed frequently

Allergies:

A growing number of UBC community members with food allergies are looking for allergen-free meal, snack, and beverage options. UBC Food Services plays a vital role in helping these customers safely manage their food allergies on campus, especially in our residence dining halls. Ensuring safe options are available for customers with allergies (and intolerances) is vital to the success of our business.

Managing priority food allergens* in the food service environment is similar to the other aspects of our operation related to food safety, e.g. proper storage, labelling, and handling, effective cleaning and sanitizing, and staff training. To help ensure customers with food allergies receive a safe meal, the same types of standards need to be followed when we are handling priority allergens or foods containing them. Preventing cross contact with food allergens is just as important as preventing cross contamination with potential sources of food borne illness. A mistake causing a customer to be exposed to a food allergen can be fatal. Never communicate information about allergens or ingredients unless you are absolutely sure you have the correct information.

When asked by a customer about the ingredients or allergens in a food item (e.g., “Does this cookie have any nuts in it?”) always refer the customer to the unit manager on site or the chef. The manager/chef will review the food allergy or intolerance concern with the customer and check ingredient labels. He or she will then inform the customer of his or her findings so the customer can make an informed decision. The manager/chef should also review our UBC Food Services disclaimer with the customer: “UBC Food Services does not have allergen-free facilities. We cannot guarantee

that food prepared on- site has not become cross-contaminated with allergens, and do not assume any liability for adverse reactions. The common allergens identified on our labels are based on actual ingredients and may change due to ingredient or supplier substitutions.”

Every UBC Food Services staff member is required to take the online allergy awareness training. The training covers basic information about food allergies, the priority allergens, labelling requirements and communication, intolerances, celiac disease, cross contact, anaphylaxis, EpiPens, and roles and responsibilities. See *Appendix M for Food Substitution Protocol*.

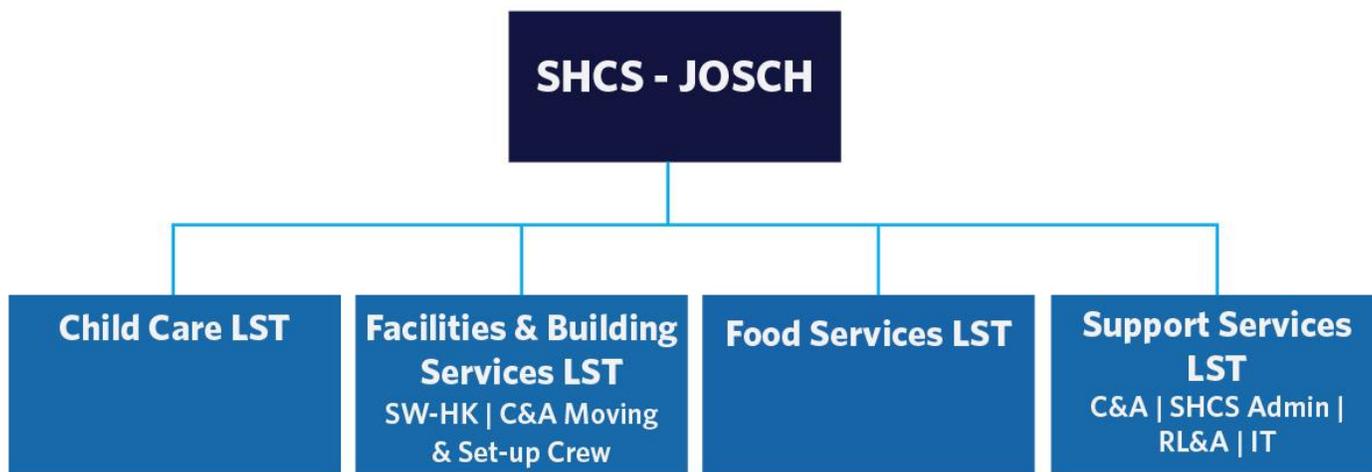
***Priority Allergens:** *peanut, tree nut, wheat, milk, eggs, sesame, soy, fish, shellfish and crustaceans, mustard, sulfites, gluten*

Safety Committees

The Food Services Local Safety Team (FS-LST) is a very important part of our safety program. It is one of 4 LST’s in SHCS that report up to our SHCS- JOHSC which is our legal requirement under WorkSafe BC regulations.

The LST’s and JOHSC are comprised of various employee and management representatives from divisions within the department. Safety concerns can be directed to any LST member, or SHCS- JOHSC member, your Manager/ Supervisor or anyone on the SHCS Safety team.

Organizational Chart for Joint Occupational Health and Safety Committee (JOHSC) and Local Safety Teams (LST)



Your LST meets monthly, and the meeting is periodically followed by a Safety Inspection of the unit where the meeting is hosted. The FS-LST reports up to the Student Housing and Hospitality Services Joint Occupational Health and Safety Committee (SHCS-JOHSC), which also meets monthly. Designated worker representatives from the LST sit on the SHCS-JOHSC to report/advise on what is happening at the local level. Our Safety Advisor and/or Associates also sit on both groups as resources.

Responsibilities of the Food Services LST and its members:

- Regularly attend LST and SHCS-JOHSC (designated reps only) meetings

- Assist in the completion of a monthly safety inspection at their home unit and reporting of any unsafe conditions or hazards in a timely fashion
- Assist Supervisors in completion of accident investigations and reviews of Incident/Accident Reports at the unit
- Provide/recommend actions which will address safety concerns in the workplace
- Attend training sessions as provided by the department
- Be responsive to concerns expressed to you by employees/coworkers regarding personal safety and security and/or hazard issues in the workplace
- Help monitor safe work practices and procedures in the workplace
- Provide safety feedback as needed
- If you would like to participate on the FS-LST, please contact your Manager and/or the Safety Associate at 604 822 0605

Working Safely with Chemicals

WHMIS (Workplace Hazardous Materials Information System)

WHMIS is Canada's national hazard communication standard. WHMIS applies to all Canadian workplaces and requires that all workers who work with or near a hazardous substance (controlled product) be informed about its potential hazards and the recommended safe work practices for safe handling of said product. The goal of WHMIS is to reduce the incidence of workplace illness and injury caused by working with hazardous materials.

WHMIS requires that information be provided to all workers in three ways:

- Proper WHMIS Labels on all chemical products in the workplace. No products are to be used in Food Services that are not labelled
- Material Safety Data Sheets (MSDS's)/Safety Data Sheets (SDS's) in WHMIS 2015 version and hazard information must be readily available in the workplace. A MSDS/SDS summarizes the hazards/health and safety information about the product
- Appropriate training to be able to recognize and work safely with chemicals

Some tips to keep in mind when working with chemicals:

- Make sure that all containers are labelled properly. If you are using products in a different container than the original one, make sure to get a workplace label from your Manager or Supervisor
- Know where the MSDS/SDS's are located at your unit. They contain specific hazard information and procedures for the safe use, handling, storage and disposal of the hazardous material being used
- Know what the hazards are before using a product
- Read the supplier labels on products before using them so that you are using the product correctly
- Always use the appropriate Personal Protective Equipment for each task
- In the event of a chemical/grease spill at your unit, know where the absorbent material is stored and follow posted spill cleaning procedures
- Canada has adopted the Globally Harmonized System within WHMIS. In Canada, this will be

known as WHMIS 2015. These changes will be fully implemented in the workplace by Dec 1, 2018. The 3 major changes to the WHMIS system are:

- Classification changes/introduction of new Pictograms: image, colour & shape
- Changes to Labels: content and style
- MSDS will become SDS: from 9 to 16 sections

Note: Updated WHMIS 2015 training will be provided to employees in 2017-18 as the modified system is rolled out in all SHCS departments

	Exploding bomb (for explosion or reactivity hazards)		Flame (for fire hazards)		Flame over circle (for oxidizing hazards)
	Gas cylinder (for gases under pressure)		Corrosion (for corrosive damage to metals, as well as skin, eyes)		Skull and Crossbones (can cause death or toxicity with short exposure to small amounts)
	Health hazard (may cause or suspected of causing serious health effects)		Exclamation mark (may cause less serious health effects or damage the ozone layer*)		Environment* (may cause damage to the aquatic environment)
	Biohazardous Infectious Materials (for organisms or toxins that can cause diseases in people or animals)				

Effective Safety Communication in the Workplace

Communicating effectively with each other in the workplace is an important skill, especially when it concerns safety. Providing safety feedback to, and receiving safety feedback from your co-workers is vital to ensure a safe workplace.

If something in the workplace is unsafe or you see a co-worker at risk, you must say something. If you need to make a co-worker aware of a potential safety hazard, do so in a polite, respectful, professional, private manner. Point out the potential hazard, and work together to find a safer way to complete the task.

If you are receiving safety feedback from a co-worker, remember that they are speaking to you because they are concerned for your well-being. Focus on the message, not the way it is being delivered and be open to working together to find a safer way to accomplish your task.

Supervisor Contact Information:

- It is very important that you know who to contact if you have safety concerns in the workplace. The first place to start is your unit's Supervisor. Please ensure you know your Supervisor's name, who you report to (could be more than one person at our larger units) and how to best

- contact them
- Keep your Supervisor's name and number in your wallet or programmed into your phone for easy access
- If you are an On-Call/Auxiliary employee make sure you have the Food Services Administration office number written down, or programmed into your phone as well: 604 822 FOOD (3663)

UBC

UBC is a global centre for teaching, learning and research, consistently ranked among the top 20 public universities in the world, and recently recognized as North America's most international university.

Vision

Inspiring people, ideas and actions for a better world.

Purpose

Pursuing excellence in research, learning and engagement to foster global citizenship and advance a sustainable and just society across British Columbia, Canada and the world.

Values

1. Excellence
2. Integrity
3. Respect
4. Academic Freedom
5. Accountability

Vice-President, Students

The Vice-President, Students office provides institutional leadership in the areas of housing and food services, student health and wellbeing, student engagement, and athletics and recreation - engaging students everyday where they study, live, eat, play, and grow.

Vision

Living and learning for a better world.

Student Housing & Community Services (SHCS)

Student Housing and Community Services (SHCS) provides essential and outstanding campus resources that support and enhance UBC.

We do this by creating facilities and operations that demonstrate enduring value and superior design, and we support them through strong service principles. As a result, SHCS is one of the best and

largest service providers in the North American academic landscape and helps to create an active and exceptional campus culture. SHCS is a self-funded ancillary division within UBC's Vice-President, Students portfolio.

Vision

Cultivating community, inspiring wellbeing, enriching lives.

Mission

Student Housing and Community Services enhances the UBC experience.

We do this by:

- Delivering high quality and innovative services and products
- Driving revenue and managing costs which contributes to UBC's academic mission
- Stewarding our assets and resources
- Embedding a culture of wellbeing, indigeneity, inclusivity, transparency and sustainability in our processes and practices
- Offering industry leadership beyond UBC

Departments within SHCS

Bookstore

The largest academic bookstore in Western Canada, the UBC Bookstore provides course materials to students in numerous cost-saving formats, including digital, used and rentals.

Each year the UBC Bookstore donates more than \$5,000 to student groups and associations.

The Bookstore prides itself on providing a large variety of product options. Whether you're looking for a new book to read, some clothing, tech items, office supplies or wellness and home décor, the bookstore is your one-stop shop. It also has a Corner Store, which carries food from local and independent providers.

For Starbucks fans, there is a location also on site.

Campus Mail

Campus Mail provide daily sorting and delivery of all mail and processes incoming and campus interdepartmental mail free of charge to all University departments, faculties and affiliated organizations. They actually sort and deliver over 4,300 parcels a day, or over 1 million a year!

Their goal is to receive, sort, and deliver incoming Canada Post mail addressed to UBC within one business day. That's fast!

You'll see their trucks moving about on campus every day. They work hard so that people have the information and documents they need, when they need them!

Conferences & Accommodation

This department is abuzz, especially in the summer months, with all sorts of events and groups staying on campus. They not only support UBC faculty who host conferences that showcase research, talent and UBC at large, they also host a variety of other groups, associations and summer programs.

They have some full time hotel accommodations, and in the summer, the student housing units are repurposed to house all the various groups on campus. Cool partnerships with Food Services also happen to provide great experiences for our customers.

Facilities & Building Services

This team is made up of trades, warehouse, building service managers and custodial staff. Together they make sure that the buildings for Child Care, Student Housing, Conferences and Accommodations and offices are functional, clean and inviting. Other?

In addition, they are actively involved in all the renovations and developments for SHCS, in cooperation with UBC Properties Trust.

Parking

Parking provides parking facilities and services for the community. They ensure parking facilities, services and equipment are functional and accessible.

Parking works with student researchers on campus to create “living laboratories”, working with private companies to create Smart Cities applications, where technology enhances the in-person experience for commuters, and streamline operations.

With over 10,000 vehicles parking on campus a day, Parking has improved their efficiencies through license plate recognition, gateless operations, integrated hardware and software systems, remote paying through Honk Mobile and more.

Residence Life & Admin

This team provides supportive and inclusive living communities that help students succeed at UBC. There are 16 (and counting!) residence communities for students on the Vancouver campus.

To support the students in residence, this department provides counselling services, residence life administrators and also employs many student staff who work within the residences.

There is always a lot going on in these spaces and some of the rooms can be rented out to staff.

Child Care

They are a recognized leader in early childhood education and other licensed group care for children from infancy through elementary school. Their groupings include infant/toddler, mixed age, 3-5 years, out of school care and Osprey Occasional Care.

They have locations all over campus and sometimes you'll hear young kids playing and laughing as you walk campus.

Their main office is worth checking out – it’s a walk from most places but you’ll be delighted to see what they have built and offer daily to our community.

SHCS Support teams: IT, Marketing & Communications, Procurement, Payroll & Finance, Human Resources, Occupational Health & Safety

Outstanding Workplace Committee

The Outstanding Workplace Committee (OWC) is a group of staff from every department in SHCS, who put on events, activities, and more—to help make our workplace awesome!

shcs.ubc.ca

Professional Development

There are many learning opportunities available to UBC faculty and staff, from leadership programs and professional development funding to in-person workshops, online training and coaching.

coaching.hr.ubc.ca/app/coaching

Health and Wellbeing

You’ll discover programs designed to support mental health, to encourage fitness and health, and to even help you look after your financial wellbeing. We support people to be their best in all aspects of life, including their work.

<https://hr.ubc.ca/health-and-wellbeing>

UBC Perks

As UBC staff, you and your family are eligible for perks and discounts that are exclusive to UBC employees. Campus perks demonstrate UBC’s overall commitment to workplace health and wellbeing. From recreational options to arts and culture activities to professional development and learning opportunities, both UBC campuses provide a variety of events, programs, activities and options to explore. You get reduced ticket prices to UBC Athletic events too!

hr.ubc.ca/wellbeing-benefits/living-well/physical-wellbeing/ubc-perks-for-faculty-and-staff/

<https://gothunderbirds.ca/>

Appendices

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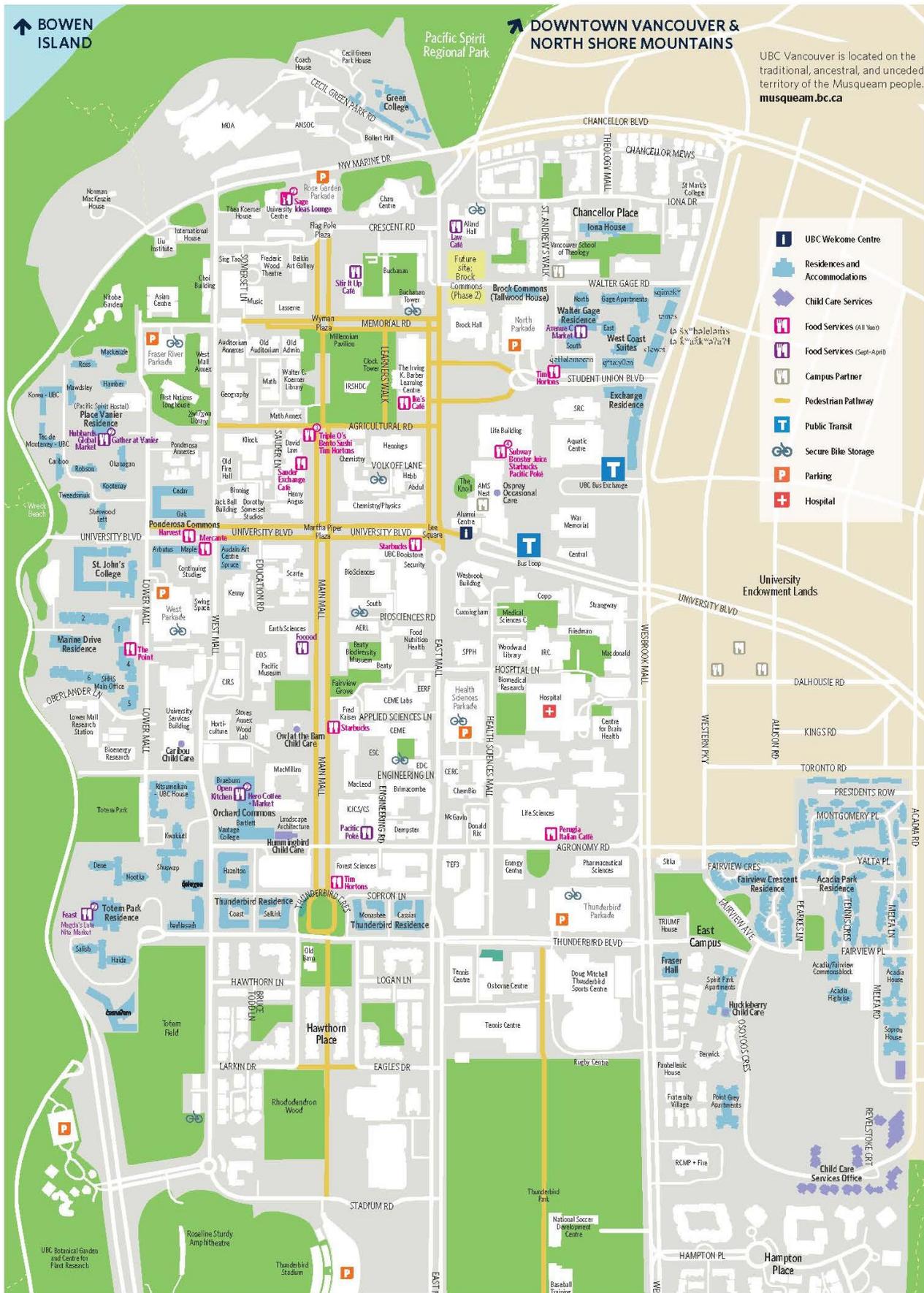
Appendix K Gratuities

Appendix L Blue Phone Locations on Campus

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Appendix N Unit Contact Info

Appendix A – Campus Location Map



Appendix B – On Call Policy

This policy is applicable to all on-call part-time CUPE 116 hourly employees (the Employee/s) of UBC Food Services (the Employer) that do not have a regular work schedule with the exception of:

- a. Employees on any approved leave including seasonal lay-off and approved personal leave;
- b. Employees on sick leave or medical leave of absence who follow the procedure(s) outlined in Article 17.04.

“Employees who are consistently unavailable during the period for which they have indicated their availability, or who consistently reject “on-call” work and do not have any regularly scheduled shifts, shall be terminated provided at least one (1) written notice that they will be terminated has been provided to such employees, with a copy to the union.”

Employees are responsible for keeping the Employer informed of their employment status, contact information and availability. The Employer is not responsible for messages left that are incorrectly taken by members of the Employee’s family or other individuals answering a telephone number listed as the means for contacting the Employee, messages that are erased, unplugged telephones, and other reasons beyond the Employer’s control causing the Employee not to receive messages regarding shift opportunities.

Employees are encouraged to contribute to the effective and efficient operations of UBC Food Services by maximizing their availability whenever possible.

Employees are expected to work in all units for which they have the skills and abilities, and for which they have successfully completed the required training.

Unfamiliarity with a unit is not valid reason for the Employee to decline a shift. Unless it is their specified work Pool, Employees may decline shifts in other Employee Pools or Special Skill Units that fall under Letter of Understanding #15 (Sage, Caffè Perugina, Starbucks) or the Memorandum of Agreement (Tim Hortons in the Forest Sciences Building).

Purpose

UBC Food Services is a service-driven department. This policy is to ensure the effective and efficient business operations of UBC Food Services.

Procedures

1. The Employer will offer work to on-call Employees in order according to their seniority and availability using a telephone system. Employees have fifteen (15) minutes to return a telephone call to the Employer to confirm their acceptance of, or decline an offered shift.
2. Employees are requested to provide notice as soon as possible to the Employer by contacting their Unit and making every effort to speak directly to their Supervisor or Manager, in the event they are:
 - a. Unable to work due to illness; or,
 - b. Aware they are unable to work an accepted shift as of the evening prior to that shift.

The Employee will provide five (5) working days advance notice when he/ she is unable to work

a pre-scheduled shift due to a routine medical or dental appointment.

3. The Employee will inform the Employer immediately regarding:
 - a. Their resignation of employment;
 - b. A change in their contact information (telephone or pager number, residential and/or forwarding address, or email address);
4. Employees who decline or are otherwise unavailable for a minimum of three (3) shifts offered in accordance with their availability within a thirty (30) day period will receive a Written Notice requesting them to complete and return an On-Call Employee Communication Form to UBC Food Services within ten (10) working days (referred to as the grace period) of the date of the Written Notice. Failure to respond to this Written Notice will result in termination of employment.
5. A copy of the Written Notice will be forwarded to CUPE 116 and to the University's Human Resources Advisor for UBC Food Services.
6. The Employer will terminate an employee's employment if he/she declines or is otherwise unavailable for an additional minimum of three (3) shifts offered in accordance with their availability within thirty (30) days immediately following the expiry of the grace period.

Definitions

Decline

When a telephone call is placed by the Employer to the Employee for the purpose of offering an opportunity to work within the Employee's availability, and the Employee declines work at a specific unit expressing unfamiliarity and/or a preference to work in another unit; the Employee declines a shift for a specified work pool they have been assigned to work in; the Employee has not provided adequate prior notice of a change in their availability to the Employer.

Unavailability

When a telephone call is placed by the Employer to the Employee for the purpose of offering an opportunity to work, and there is no answer; the telephone number provided by the Employee results as "out of service";

a message is left for the Employee, either via electronic means (voicemail) or with a third party answering a telephone number listed as the means for contacting the Employee resulting in the Employee not returning the Employer's telephone call within fifteen (15) minutes.

Appendix C – Meal Entitlement

Meal Allowance and Restrictions

Rules for all locations

- All staff meals must be recorded by your manager/supervisor and entered into the Point of Sale (Retail only) before consuming your meal. In some cases, you may be required to present your UBC ID card.
- Do not serve yourself. During your break, obtain food and line up for the cashier (Retail only). Break times are not extended because staff have to wait in line for the cashier or to get their meal.

- Meals are to be consumed within the location you work at during authorized breaks – not before or after your shift.
- A Manager or Supervisor's authorization is required to remove any food or beverages from the premises.
- Removing food or beverages of any kind from the premises without authorization is considered theft and may result in termination of employment.
- Staff members are not permitted to use their meal benefit to purchase food for non-employees.

Meal allowance location details

Residence Dining locations

During your break, inform a supervisor or manager that you are getting your employee meal, so they can record it. The following rules apply.

Breakfast:

Continental:

1 muffin or 1 scone or 1 sweet roll or 1 serving toast or 1 serving cereal (hot or cold) with milk, 1 piece of fresh fruit or 1 fruit juice (bulk where available), 1 beverage (hot or cold)

OR

Cooked:

1 breakfast entrée (1 serving French toast or 1 serving pancakes and 1 serving bacon or sausages, and 1 serving of hash browns or toast or 2 eggs any style)

1 piece of fresh fruit or 1 fruit juice (bulk where available), 1 beverage (hot or cold)

Lunch/dinner:

1 bowl of soup (with crackers) or 1 small side salad and 1 serving from the following:

1 sandwich or large salad from salad bar or 1 grill menu item or 1 daily special and 1 dessert or 1 fresh fruit and 1 beverage (hot or cold)

Restricted items:

- Steak, steak sandwiches, salmon
- Sushi
- Ice cream
- Fresh squeezed juice

Some units may have additional restricted items, which will be posted at the unit in question.

Retail locations

Retail employees receive their staff meals in the location or building they are working that day. Please see specific menu details at the location you are working.

Sage Catering

- Staff are provided with a staff meal (lunch or dinner) once a shift.
- Canned or bottle beverages are not allowed, if staff want a beverage they can use the pop gun.
- Staff meals are not entered in the Point of Sale.

The Point

- Staff are provided with a staff meal (lunch or dinner) once a shift.
- Canned or bottle beverages are not allowed, if staff want a beverage they can use the pop gun.
- Staff meals are always entered in the Point of Sale (FOH and BOH).

Restricted Items:

- Steak, steak sandwiches, salmon
- Alcoholic beverages

Appendix D – Uniform and Dress Code Policy

Presenting a consistent and positive image to our customers is very important. The uniform policy detailed below establishes the consistency we are striving for.

- UBC Food Services will purchase all uniforms for back-of-house employees. This includes all cooks and general worker heavy classifications
- Aprons and name tags will be provided by UBC Food Services
- Exceptions exist for employees of Sage, Food Services Administration and Management personnel. Franchise operations may have unique uniform requirements. Please see your Supervisor or Manager in one of these areas for more information
- Employees must wear their uniform at all times during their shift
- Black socks required for all classifications
- Fake nails are not accepted. Real nails must be kept short and free of polish
- Jewelry that could potentially contaminate food through contact or cause injury. For example, dangling jewelry is not to be worn during your shift

Uniform Requirements

Back-Of-House:

All cook classifications:

- Checked cook pants (employer provided)
- Chef jacket (employer provided)
- Pill box cap or beret or 10" paper chef hat and hair net (employer provided)
- Hair must be worn off the face and tied back at all times
- Name tag (employer provided)
- Appropriate footwear* (employee provided—see Footwear Policy p.78)

* Note: closed toe, open heel clogs are acceptable

All general worker heavy/storeperson positions:

- Checked cook pants (employer provided)
- White cotton/polyester, short sleeved shirts (employer provided)
- Pill box hat, beret or hair net (employer provided)
- Name tag (employer provided)
- Appropriate footwear (employee provided—see Footwear Policy p.78)
- Waterproof apron (employer provided)

For replacement of lost, stolen or worn out uniforms, please see your Supervisor or Manager.

Front-Of-House:

Sales attendants, general worker lights, cashiers, market clerk:

- Black long dress pants — no denims, sweat pants, stretch pants, yoga pants (employee provided)
- Solid black, short-sleeved shirt (employer provided)
- Black non-slip, closed toe and heel, leather upper shoes (employee provided)
- Pill box hat, beret or hair net (employer provided). Hair must be worn off the face and tied back at all times
- Name tag (employer provided)
- Apron with UBC logo (employer provided)
- Sweaters are permitted. They must be cotton or cotton blend, black or white only (no pattern or other colour permitted). Must be a cardigan or V-neck pullover between waist and hip length. Reminder: no bulky wool sweaters

Supervisors:

Senior Food Service Assistants and Food Service Assistants:

- Solid colour cotton casual pants (e.g. khakis) or dress pants (employee provided)
- Solid colour collared polo shirt, dress shirt or blouse—no logos (employee provided)

- Sweaters, fleece vests and dress jackets are optional (employee provided)
- Sweaters must be cotton or cotton blend, black or white only (no pattern or other colour permitted)
- Must be a cardigan or V-neck pullover between waist and hip in length. Reminder: no bulky wool sweaters
- Appropriate footwear consisting of closed toe and heel and leather upper (employee provided)
- Name tag (employer provided)
- While working in kitchens, food service areas and/or serving lines all supervisory staff must wear a hat or hairnet. Headgear options are pill box hat, beret or hairnet (employer provided)
- Hair must be worn off the face and tied back
- Headgear is not required while performing office duties
- Examples of clothing items not permitted: shorts, capri pants, athletic pants, denim jeans (any colour), pants with holes or tears, mini skirts, skorts, tank tops, tops with spaghetti straps, leggings, t-shirts, shirts with logos, low cut or revealing tops and bottoms

Footwear Policy

Definitions

“Safety Footwear” is footwear which is made of leather or other appropriate solid material, which meets or exceeds the Canadian Standards Association (CSA) requirements for “Safety Footwear”; Standard Z-195, Grade 1, with a Green CSA marking or label.

“Substantial Footwear” is footwear, which is made of leather or other appropriate solid material, and completely encloses the foot (for example: oxford style leather shoes or solid construction running/walking shoes). Sandals, shoes with open toes and/or open heels with ventilated construction are not acceptable. Clogs with open heels are not recommended, but acceptable.

You can purchase approved footwear from Shoes For Crews at discounted prices using UBC payroll deduction

Policy

- All drivers and storepersons shall wear Safety Footwear that is in good repair at all times during working hours

All other employees, except those in the Administration Office, shall wear Substantial footwear at all times during working hours.

- Shoes must be black, closed toe, non-slip
- It is the employee’s responsibility to provide their own appropriate footwear, and to wear them while at work
- Employees not wearing appropriate footwear will be asked to change their shoes. If they do not have appropriate shoes on site, they will be asked to go home and get them before they can start work. Continued non-compliance could result in disciplinary action
- Food Service Drivers and Storepersons, ONLY, are eligible to receive a “Safety Footwear

Allowance” of \$200 every 2 years. Please see Footwear Policy at units for complete details

- Substantial footwear is required for administration and office staff when entering production areas

Appendix E – Discrimination and Harassment

General

The University of British Columbia is committed to providing its employees and students with the best possible environment for working and learning, an environment that allows friendship and collegiality to flourish. Every student and member of faculty and staff at the University of British Columbia has the right to study and work in an environment free from discrimination and harassment, including sexual harassment. The University therefore does not condone discrimination and harassment, including sexual harassment, of any kind. Indeed, the University regards discrimination and harassment as serious offenses that are subject to a wide range of disciplinary measures, including dismissal or expulsion from the University.

The University and all members of the University community share responsibility for ensuring that the work and study environment at UBC is free from discrimination and harassment. Specifically, Administrative Heads of Unit (see definition) bear the primary responsibility for maintaining a study and work environment free from discrimination and harassment, including sexual harassment; Administrative Heads of Unit are free to act, and should act, on this responsibility, whether or not they are in receipt of individual complaints; and the knowledge and experience of the Equity Office are available to all members of the University community.

This policy addresses discrimination and harassment on grounds protected by the B.C. Human Rights Act. Please visit ubc.ca for the complete policy.

Appendix F – Threatening Behaviour

The University of British Columbia envisions a climate in which students, faculty and staff are provided with the best possible conditions for learning, researching and working, including an environment that is dedicated to excellence, equity and mutual respect. The University of British Columbia strives to realize this vision by establishing employment and educational practices that respect the dignity of individuals and make it possible for everyone to live, work, and study in a positive and supportive environment, free from harmful behaviours such as bullying and harassment.

The best possible environment for working, learning and living is one in which respect, civility, diversity, opportunity and inclusion are valued. Everyone at the University of British Columbia is expected to conduct themselves in a manner that upholds these principles in all communications and interactions with fellow UBC community members and the public in all University related settings.

1. General

- 1.1 Members of the University Community who are faced with an urgent situation involving threatening or violent conduct, where there is reasonable belief that the safety of persons may be threatened, should contact the police immediately. This includes such situations as threats, threatening letters and bomb threats. The University will take steps to remove immediately from campus a person who exhibits violent or threatening behavior. Individuals may be suspended from the University and barred from the campus on a continuing basis for violent or threatening behavior. The University will

pursue appropriate legal and disciplinary measures in such cases. In addition, UBC coordinates responses to non-emergency situations involving personal security through the Personal Security Coordinator at UBC Vancouver and the Safety and Environmental Officer at UBC Okanagan.

2. Definitions

- 4.1. A Personal Security Emergency exists when a reasonable person believes that there is an imminent risk to personal safety and that there is a need for immediate intervention. Please visit ubc.ca for the complete policy.

Appendix G – Refusal of Unsafe Work

(From WorkSafe BC OH&S Regulations)

3.12 Procedure for refusal

1. A person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.
2. A worker who refuses to carry out a work process or operate a tool, appliance or equipment pursuant to subsection (1) must immediately report the circumstances of the unsafe condition to his or her supervisor or employer.
3. A supervisor or employer receiving a report made under subsection must immediately investigate the matter and
 - a) ensure that any unsafe condition is remedied without delay, or
 - b) if in his or her opinion the report is not valid, must so inform the person who made the report.
4. If the procedure under subsection (3) does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, the supervisor or employer must investigate the matter in the presence of the worker who made the report and in the presence of
 - a) a worker member of the joint committee,
 - b) a worker who is selected by a trade union representing the worker, or
 - c) if there is no joint committee or the worker is not represented by a trade union, any other reasonably available worker selected by the worker.
5. If the investigation under subsection (4) does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, both the supervisor, or the employer, and the worker must immediately notify an officer, who must investigate the matter without undue delay and issue whatever orders are deemed necessary.

3.13 No discriminatory action

1. A worker must not be subject to discriminatory action as defined in section 150 of Part 3 of the Workers Compensation Act because the worker has acted in compliance with section 3.12 or with an order made by an officer.
2. Temporary assignment to alternative work at no loss in pay to the worker until the

matter in section 3.12 is resolved is deemed not to constitute discriminatory action.

Note: The prohibition against discriminatory action is established in the Workers Compensation Act Part 3, Division 6, sections 150 through 153.

Appendix H – Accident Prevention

Falling Accidents:

- Pick up everything spilled or dropped on the floor. Almost anything can pose a slipping or tripping hazard
- Pull wagons through doorways so you can see and ensure the way is clear
- Keep wagons out of the way when not in use so they don't create obstacles for others
- Use handrails for extra support when going up or down stairs
- Be alert for anything that's in the path of traffic or that makes walking hazardous
- Avoid groping around in the dark — report all burned out or missing lights
- Use a stepladder for out-of-reach items, not a chair, table, or crate
- Watch your step — don't read while walking or obstruct your vision with high loads
- Walk at a safe speed to maintain your balance
- Wear proper shoes with non-slip treads
- Never leave items on stairs or in passageways

Lifting Accidents:

- Inspect the item before lifting to ensure it's not too heavy or awkward to lift
- Stand close to the item with feet apart for balance. Ensure your footing is secure
- Bend your knees, keeping your back as straight as possible
- Get a good grip and keep the weight close to your body
- Lift gradually — straighten knees and stand. Use leg muscles and avoid jerky motions
- Get help if necessary
- Avoid twisting your body — change direction by moving your feet

Pushing and Pulling Accidents:

- Get a good grip. Use handles whenever available
- Keep your back as straight as possible
- Brace your feet for maximum leg power
- Bend your knees, not your back, for extra force

Machine Accidents:

- Learn how to operate the machine first. Read the operating manual

- Turn machines off and lock out power (unplug or use breaker) before adjusting them
- Watch yourself for loose items. Hair, ties, keychains etc. are dangerous around machines with moving parts
- Operate machines within their speed and capacity limits
- Always use machine guards when available
- Wear appropriate PPE (goggles, gloves, etc.)

Electrical Accidents:

- Inspect cords and plugs to ensure they're not frayed or otherwise damaged
- Make sure it's grounded — don't remove the grounding pin to fit a 3-pin plug into a 2-pin outlet
- Watch for trouble signs — if the machine or cord overheats, smokes, sparks, or gives you a shock, unplug it and report the incident to your supervisor
- Never use electrical equipment if you're in or near a wet area

Appendix I – Written Safe Work Procedures in Food Services

This is the current list of Safe Work Procedures in Food Services and will be modified and/or updated on an ongoing basis to reflect department practices and standards.

1. Back Safety Checklist
2. Emergency Procedures: Fire (sample of Unit Fire Procedure) Bomb Threats, Robbery, Earthquake
3. Footwear Policy and Procedures
4. Grill Cleaning
5. Hand Washing
6. Meat Slicer Cleaning and Operation
7. Mopping Procedures — Best Practices and MSI Risk Factors Oct 2007
8. Office Stretch Breaks (HSE - Ergonomics)
9. Proper Use of Gloves in Food Services
10. Radio System Communication Procedures and Protocols Sept 2008
11. Recycling Oil
12. Reporting Accidents
13. Right to Refuse Unsafe Work
14. Spill Cleaning (Chemicals or Oil)
15. Standard Precaution (around any body fluids — from BC Ministry of Health)
16. Stretches for Food Services Employees

Appendix J – Suggested Work Practices to Prevent MSI's

Posture:

- Organize your work in such a way that your body is in an unstrained, comfortable position with your arms and forearms relaxed.
- Select tool size and shape to maintain a comfortable straight wrist position and a comfortable grip.

Repetitive Work:

- Position your hands and wrists comfortably
- Use two hands instead of only one when possible
- Vary your tasks when possible and pace your work
- Use ergonomically designed tools, and maintain them well to minimize the need for excessive force

Lifting and Carrying:

- Use gloves to improve your grip
- Always hold the load close to your body when lifting
- Get help with the load is too heavy to safely lift
- Use wagons whenever possible when moving heavy boxes

Reaching:

- Don't over-reach. Reach as high or as far as is comfortable
- Use a stool or ladder for high objects
- When reaching down, support your body with one arm

Pushing and Pulling:

- Stay close to the load
- Use both arms
- Push rather than pull whenever possible

Bending:

- Kneel on one knee when possible
- Bend your hips and knees, not your back
- When reaching forward, move your whole body, not just your arms

Appendix K – Gratuities

Purpose of policy:

To define a consistent practice for the collection and distribution of gratuities at UBC Food Services.

Policy

Gratuities may be received in four distinct areas of business within UBC Food Services, and each area has different methods of distribution. These four areas of business, the nature of receiving gratuities in these areas, and the procedures for distribution of gratuities are as follows:

Invoiced Catering Functions:

Gratuities may be added to invoices for functions through Sage Catering. Gratuities will be collected centrally upon payment of function invoices. These gratuities will be divided by UBC Food Services amongst employees based on hours worked and are distributed via employee pay cheques. Gratuities are subject to statutory deductions and are reported by UBC as income on T4 slips. Please refer to the Catering Gratuity Policy for more information.

Catering Cash Bars:

Gratuities may be left by guests when making purchases at cash bars through Sage Catering. Gratuities will be collected by the employee who provided bar service. UBC Food Services strongly recommends that employees determine and implement a fair tip-sharing practice to recognize the teamwork required in providing customer service, but any tip-sharing practice will not be administered by UBC Food Services. UBC Food Services also strongly recommends that employees track and accurately self-report tips as income for income tax purposes.

Full Service Restaurants:

Full service restaurants are Sage, and The Point. Gratuities may be either left as cash or added to the bill when paying by a method other than cash. Gratuities will be collected by the server who is identified on the table's bill. UBC Food Services will pay out (in cash) gratuities added to the bill. UBC Food Services strongly recommends that employees determine and implement a fair tip-sharing practice to recognize the teamwork required in providing customer service, but any tip-sharing practice will not be administered by UBC Food Services. UBC Food Services also strongly recommends that employees track and accurately self-report tips as income for income tax purposes.

Counter Service:

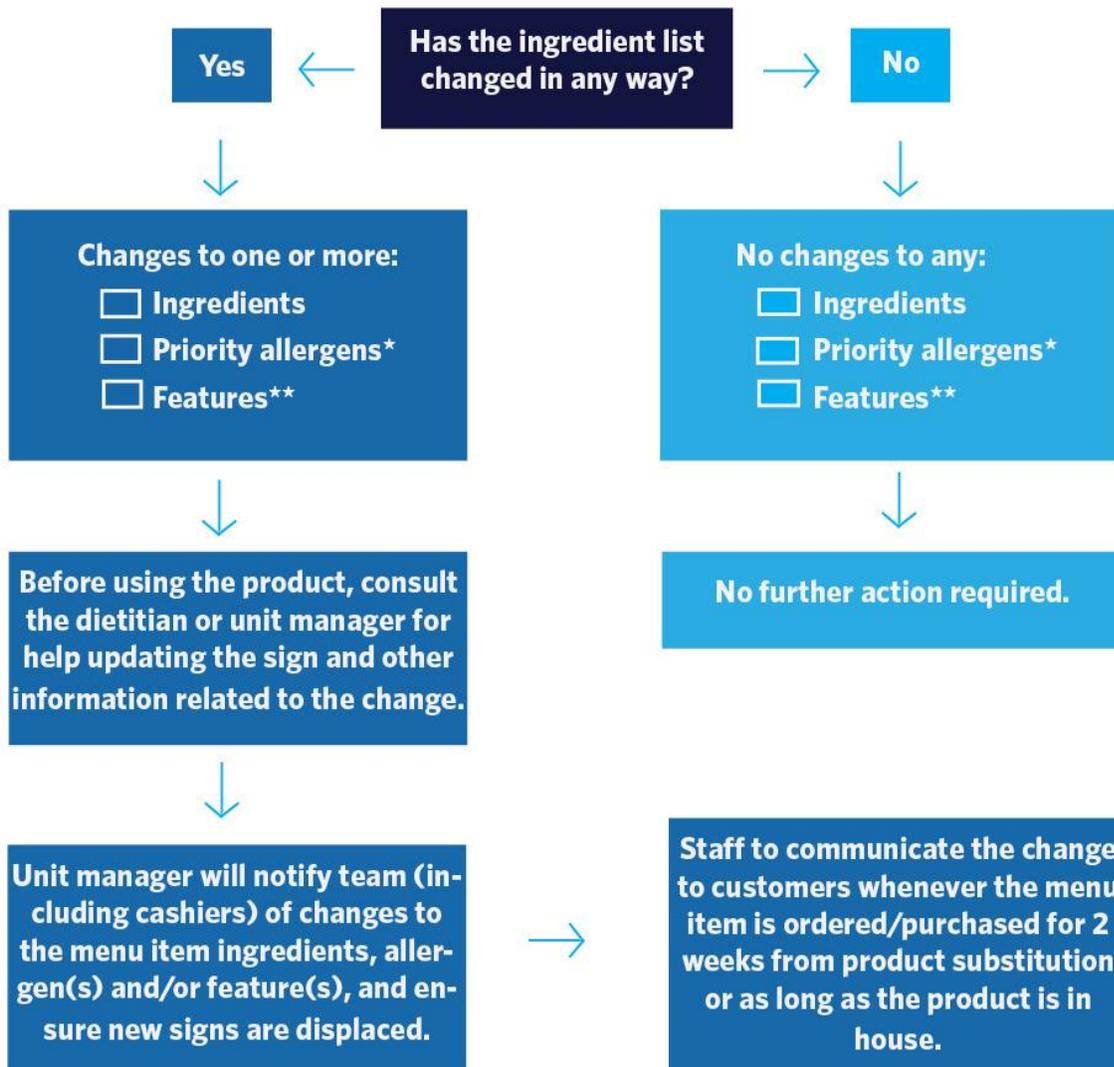
Gratuities may be left at the cash registers or at any other point during the service cycle at all locations not specifically mentioned above. UBC Food Services maintains that all funds collected through provision of counter service is the property of UBC Food Services, including funds left by guests as gratuities. Funds left by guests, beyond funds owed as payment for purchased items, will be collected by UBC Food Services and donated to charity. UBC Food Services does not permit the use of "tip jars" in any of our counter service locations and will provide "Charity Donation Jars" in lieu of "tip jars".

Appendix L – Blue Phone Locations on Campus



Appendix M – Product Substitution Protocol

Any time a product substitution is ordered or a supplier substitutes a product, notify the unit Chef ASAP so they can compare the new product ingredient list with the previous ingredient list. Please follow these steps:



*Priority Allergens are Peanut, Tree Nut, Wheat, Milk, Eggs, Sesame, Soy, Fish, Shellfish & Crustaceans, Mustard, Sulfites and Gluten.

*Features are Halal, Vegetarian, Vegan, or Made Without Gluten.

Appendix N – Unit Contact Information

Retail Operations

BENTO SUSHI David Lam Research Centre 2015 Main Mall 604 822 3256	MERCANTE (Licensed) Ponderosa Commons 6488 University Blvd 604 827 2210	STARBUCKS (UBC Bookstore) UBC Bookstore Lobby 6200 University Boulevard 604 822 0552
BOOSTER JUICE UBC Life Building 6138 Student Union Boulevard 604 822 8674	PACIFIC POKE ICICS Addition 2366 Main Mall 604 822 1992	STIR IT UP CAFÉ Buchanan Block A 1866 Main Mall 604 822 2002
FOOOOD Earth Sciences Building Main Floor 6339 Stores Road 604 827 1525	PACIFIC POKE (LIFE) UBC Life Building 6138 Student Union Boulevard 604 822 6740	SUBWAY UBC Life Building 6138 Student Union Boulevard 604 822 8674
FOOOOD (IRC) Instructional Research Centre 2194 Health Sciences Mall 604 822 4291	PERUGIA Life Sciences Centre 2350 Health Sciences 604 827 3291	TIM HORTONS (Forest Sciences) Forest Sciences Centre 2424 Main Mall 604 822 1953
HARVEST MARKET & DELI Ponderosa Commons North 6445 University Boulevard 604 827 3007	STARBUCKS (LIFE) UBC Life Building 6138 Student Union Boulevard 604 822 6740	TIM HORTONS (q̇əɫɬələməcən) tə šxʷhələləm̩s̩ tə kʷəɫkʷəʔaʔɬ 5955 Student Union Boulevard 604-822-0682
IKE'S CAFÉ Irving K. Barber Learning Centre 1961 East Mall 604 827 3926	STARBUCKS (Fred Kaiser) Fred Kaiser 2332 Main Mall 604 827 5779	TIM HORTONS (Trek) David Lam Research Centre 2015 Main Mall 604 822 3256
LAW CAFÉ Allard Hall 1822 East Mall 604 827 1524	TRIPLE O's (Licensed) David Lam Research Centre 2015 Main Mall 604 822 3256	

Full Service Locations

THE POINT Marine Drive Residence Building 4 2205 Lower Mall 604 822 9503
SAGE RESTAURANT & CATERING Leon and Thea Koerner University Centre 6331 Crescent Road 604 822 0968

Residence Dining Rooms and Markets

AVENUE C MARKET
Walter Gage Commonsblock
5959 Student Union Blvd
604 822 5494

FEAST
Park Totem Commonsblock
2525 West Mall
604 822 6828

GATHER
Place Vanier Commonsblock
1935 Lower Mall
604 822 2622

HERO COFFEE & MARKET
Orchard Commonsblock
6363 Agronomy Rd
604 827 4450

HUBBARDS GLOBAL
MARKET
Place Vanier Commonsblock
1935 Lower Mall, Place Vanier
604 822 5805

MAGDAS LATE NIGHT
Totem Park Commonsblock
2525 West Mall, Totem Park
604 822 4221

OPEN KITCHEN
Orchard Commonsblock 6363
Agronomy Road
604 827 4450