

# Student 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.

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 nourish and inspire a lifetime of healthy eating.

## Our Mission

We nourish and support the students, faculty, staff, and visitors by providing a diverse selection of fresh, delicious, and memorable food experiences in a socially conscious manner. We do this by creating marketplaces and environments where wholesome, healthful food is a priority because our guests, our food, and sustainability matter.

## Our Food Values

The following food values guide our decision

- 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 encourage reduced meat consumption by making vegan and vegetarian options readily available, abundant, and affordable, to reduce our impact on our air, land, water, and climate.
- Our commitment to transparency, including labelling with nutrition information, ingredients, and allergens, means our customers can make informed decisions about what they are eating.
- We are proud to be a designated Fair Trade campus. We strive to offer more Fair Trade and ethically sourced products every year. We purchase humanely raised animals and animal products when feasible.
- We are proud to be an Ocean Wise™ partner and prioritize purchasing sustainable seafood. 100% of our fresh seafood is Ocean Wise™.
- We are a Zero Waste partner at UBC and strive to compost all food scraps, use recyclable or compostable single-use containers, and offer discount container programs.
- We provide free drinking water at all of our food service locations as a sustainable and economic alternative to bottled beverage purchases and to encourage reduced consumption of sugar-sweetened beverages.
- We purchase seasonal foods from local food producers, as close to UBC as possible, to reduce our environmental impact, provide fresh ingredients, and to strengthen British Columbia's and Canada's economies.
- Our culinary focus utilizes local and seasonal Pacific Northwest cuisine, while simultaneously striving to offer globally inspired and culturally appropriate menu choices.
- We strive to prepare as many menu items as possible in-house, based on our menu engineering guidelines developed with our registered dietitian.
- Our Supplier Code of Conduct sets performance expectations and strongly encourages our suppliers to support our Food Vision & Values.
- We support our team with ongoing professional development to drive culinary excellence and meet or exceed our customer's expectations.
- Our rigorous food safety plan consists of procedures, training, and auditing that ensures a safe environment our guests can trust.
- We strongly support the UBC Action Framework for a Nutritionally Sound Campus, one of the UBC Wellbeing priority areas, by helping to lead the Food and Nutrition Working Group and working towards achieving its goals.

## 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. 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.

**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 as food that is grown, raised, caught, or processed within 400 kilometers of the Vancouver Point Grey campus. We prioritize British Columbian and Canadian based companies as close to UBC as possible.

**Fair Trade:** Fair Trade is a trading partnership based on dialogue, transparency and respect, which seeks greater equity in international trade. It contributes to sustainable development by offering better trading conditions to, and securing the rights of, marginalized producers and workers. UBC is a designated Fair Trade campus! We strive to offer more Fair Trade and ethically sourced products every year.

**Ocean Wise™:** Ocean Wise Seafood is an ocean conservation program that empowers consumers and businesses to choose sustainable seafood options that support healthy oceans, today and into the future. The Ocean Wise™ symbol next to a seafood item is our assurance of an ocean-friendly seafood choice. At UBC Food Services all of our fresh seafood is certified Ocean Wise™ and we are actively working towards ensuring all of the seafood we offer is Ocean Wise™ certified.

## Working at Food Services— what you need to know

### UBC Student Handbook

UBC provides a handbook that you may find useful to read as well. It can be found here: [https://hr.ubc.ca/sites/default/files/documents/HR\\_Student\\_Handbook\\_2020.pdf](https://hr.ubc.ca/sites/default/files/documents/HR_Student_Handbook_2020.pdf)

### 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
- Access your pay slips and tax documents
- Search for and apply for careers at UBC

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

[myworkday.ubc.ca](https://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.

## International Students on Study Permits

If you are an international student working on a study permit, you must maintain the necessary course load required to meet full-time student status as determined by the UBC Student Registrar. If there are any changes to your enrollment such that you no longer meet the full-time definition, you must advise your manager as soon as possible. For more information on the “full-time” definition, please visit the following page: <https://students.ubc.ca/international-student-guide/immigration/ubc-definitions-immigration-purposes#full-time>.

## Payroll and Scheduling

Student workers can work a maximum of 4 hours per day and a maximum of 14 hours per week. The majority of student worker shifts are 2-3 hours in length, scheduled during peak times to help us provide quality service.

Once your schedule has been determined, changes during the semester should be minimal. There may be opportunities to work occasional extra shifts from time to time; please let your supervisor or manager know if you are interested in more work and ask how extra shifts are assigned.

The rate of pay for student workers is \$17.25 per hour. Vacation pay, calculated as per Employment Standards, is paid out each pay period.

Paydays are the 15th and last day of the month. Hours worked between the 9th and the 23rd of the month are paid on the last day of that month, and hours worked between the 24<sup>th</sup> and 8<sup>th</sup> are paid on the 15th of the month.

The default method for payment is via direct deposit.

## Scheduling Changes

Should you require a change to your schedule, please speak to your supervisor or manager. Dependent on whether your request is for a short- term or longer-term adjustment, different locations may have different procedures for requesting and granting changes.

Please do not under any circumstances, change your schedule yourself without prior approval from your supervisor or manager.

## Unavoidable Absences and Tardiness

If you are too sick to attend work, please ensure you contact your supervisor or manager as soon as possible to let them know. The more notice you provide, the more likely they are to be able to make adjustments to cover your absence.

Schedules are written to meet the anticipated business pattern, and we need our employees to attend work on time. If you are going to be late for a shift, please call in and let the unit know; this way, they know you will be showing up.

Please note that calling in does not make excessive tardiness acceptable.

## Dress Code / Uniforms

Different locations will have different dress code or uniform requirements. Please check with your unit supervisor or manager for details.

## Food and Drink

Beverages may be consumed while on duty. Please check with your supervisor or manager to see what is permitted and restricted. Please note that all beverages must be consumed out of view of guests. Food is not to be consumed while on duty and all food items must be purchased.

## Safety

### Safety Responsibilities

UBC Food Services is committed to providing a safe workplace for all our employees; aligning with UBC's Policy #SC1, WorkSafe BC Regulations and Food Services best practices. This includes provision for adequate training and education, appropriate Personal Protective Equipment (PPE) to do assigned tasks safely as well as ongoing support in the workplace.

As a student worker, you have an important role to play in maintaining a safe workplace for you and your co-workers:

- Know and follow health and safety standards and procedures in the workplace
- Be safety conscious in all activities at work. If you don't know how to do something safely, ask for training or further clarification before you begin the job and/or task
- Report any accident, injury, near miss, unsafe condition, hazard, or threat to your personal security to a manager or supervisor
- Immediately correct and/or "mark" any unsafe conditions you identify
- Correctly use any PPE provided for the jobs you have been assigned
- Follow communicated standards around use of mobile devices in the workplace—don't let them be a distraction while at work

### Safety Resources and Required Online Training for Student Workers

There are some mandatory online courses that are required to be completed prior to the start of your first shift.

To access these online courses use this link to go to a page to enroll.

<https://wpl.ubc.ca/browse/shcs/programs/wpl-shcs-ucmybc>

Note: Campus Wide Login (CWL) is required to access courses.

Student workers will receive an additional 4 hours of pay on their next paycheque upon completion of these courses and once their manager/supervisor has been notified.

You will also participate in a site-specific safety orientation with your supervisor at the unit(s) you are assigned to ensure you are familiar with the area you will be working in, taught how to do specific tasks and instructed on who to contact for assistance.

Workers of all ages can be injured at work, but young and new workers may be more at risk. Injuries can result from inadequate training, orientation, and supervision; inexperience; and lack of awareness of workplace rights and responsibilities. Whatever your role, WorkSafe BC also provides tools and resources that can help reduce the risk. Check out the WorkSafe link for more information on how to stay safe at work: <https://www.worksafebc.com/en/health-safety/education-training-certification/young-new-worker>

## Employee Rights:

You have the right to:

- Know actual and potential hazards in your workplace
- Participate in and contribute to a safe work environment
- Refuse unsafe work

If you choose to exercise your Right to Refuse, follow these three steps below as outlined by WorkSafe BC: [www.worksafebc.com/en/health-safety/create-manage/rights-responsibilities/refusing-unsafe-work](http://www.worksafebc.com/en/health-safety/create-manage/rights-responsibilities/refusing-unsafe-work)

### STEPS TO FOLLOW WHEN WORK MIGHT BE UNSAFE



#### Report the unsafe condition or procedure

- As a worker, you must immediately report the unsafe condition to a supervisor or employer.
- As a supervisor or employer, you must investigate the matter and fix it if possible. If you decide the worker's concern is not valid, report back to the worker.



<input type="checkbox"/>	<p><b>If a worker still views work as unsafe after a supervisor or employer has said it is safe to perform a job or task</b></p> <ul style="list-style-type: none"> <li>• As a supervisor or employer, you must investigate the problem and ensure any unsafe condition is fixed.</li> <li>• This investigation must take place in the presence of the worker and a worker representative of the joint health and safety committee or a worker chosen by the worker's trade union. If there is no safety committee or representing trade union at the workplace, the worker who first reported the unsafe condition can choose to have another worker present at the investigation.</li> </ul>
<input type="checkbox"/>	<p><b>If a worker still views work as unsafe, notify WorkSafeBC</b></p> <ul style="list-style-type: none"> <li>• If the matter is not resolved, the worker and the supervisor or employer must contact WorkSafeBC. A prevention officer will then investigate and take steps to find a workable solution.</li> </ul>

### Common Hazards:

There are four main causes of injuries in the food service industry: cuts, burns, slips-trips and falls, and strains to body parts, often from lifting.

Here are some hazards to be aware of in your workplace:

- Hot pans, containers, foods, and liquids. Make sure to use proper PPE and follow Safe Work Practices to prevent burns.
- Working with sharp knives and slicing machines with moving parts
- Slipping or tripping hazards on the floor including oil, food, liquid spills, or other items. Clean up or mark spill areas to prevent accidents. To reduce your risk of slipping or falling wear footwear in good condition with solid rubber soles and good grips. Walk at a safe pace as you move through the workplace. Learn the practice of scanning ahead to identify hazards before they become problems
- Some of the chemicals we use can irritate skin or eyes if appropriate PPE is not used and safe work practices not followed while using them.
- Familiarize yourself with the safe use of chemicals before you use them:
  - Read the workplace labels
  - Refer to the posted Safety Data Sheet (SDS)
  - Speak to your supervisor or manager if you are unclear about the process
- **Bumping hazards: Contact with objects or people:** many of the spaces we work in can be quite tight with potential blind spots or lots of people in them at the same time. Keep aware of your surroundings, call out as you pass by coworkers coming out of fridges or storerooms etc. and stay focused on the task at hand to minimize this risk.
- **Ergonomic issues:** our bodies are meant to move, but we need to be aware of how we

move/lift/carry/stretch/organize our workstations. Minimize the risk of being injured through the use of good body mechanics and not overusing certain muscle groups through task rotation. These types of injuries are preventable!

- **Food safety:** as handlers of food, it is our job to protect the food that we serve our guests from contamination and/or food borne illnesses. Practice good hygiene in the workplace at all times, and bring any food safety concerns you may have to your supervisor or manager right away.

### **Accident Reporting Process:**

- Get UBC First Aid if you are injured without delay — call 604 822 4444 for 24- hour access to first aid anywhere on campus / if injury is serious 911 will be called as well.
- 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 register your claim on WorkSafe BC's Teleclaim line 1-888-967-5377 and be shown how to enter an on-line Worker Report of Injury (6A) through our CAIRS reporting system at UBC
- If you cannot complete this form on the day of injury, you should fill it out ASAP afterwards
- If English is not your first language and you are more comfortable writing in a different language, we will give you a paper version and 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 <https://www.worksafebc.com/en/claims/report-workplace-injury-illness/how-workers-report-workplace-injury-illness>

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:**

- Stretching Poster on your unit Safety Bulletin Board
- <https://hr.ubc.ca/health-and-wellbeing/ergonomics>

## Emergency Procedures

### First Aid

UBC-Security is the OFA First Aid Responder for University employees. They provide first aid treatment 24 hours a day, anywhere on campus (for employees only / expanding service to students and guests in late 2021-22).

### 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 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 basic First Aid supplies are kept at your unit. If you notice any items are running low, please let your Supervisor know ASAP
- Let your supervisor know and contact UBC-FA for an assessment
- 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 20-30 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 / NO open toed shoes or sandals
- Drivers and full time store persons are required to wear CSA-approved safety footwear with

steel toes.

- 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 Allergies: You keep our customers safe!

What is a food allergy?

An abnormal reaction to the protein in a food, even in tiny amounts

- Can be mild - a rash
- To severe—trouble breathing
- To even causing death!

### Priority Allergens

All commercially prepared food products sold outside where they are produced must declare the priority allergens on the label. At UBC Food Services, we strive to have this information available effortlessly for our customers. We also require our suppliers to have this information on all of the products we receive from them.

Peanut	Tree nuts	Wheat(gluten)	Milk	Eggs
Sesame	Soy	Fish	Shellfish	Mustard
Sulfites	Gluten	Crustaceans		

## **Staff responsibilities for managing allergies:**

It is our staff's responsibility to take all requests related to allergies, intolerances and restrictions seriously.

- Staff are responsible for having basic knowledge related to preventing cross contact to safely accommodate a request for an allergen friendly meal. If staff are unclear on best practices to do this, they should speak with the dining hall manager, chef, or Manager, Nutrition and Wellbeing.
- Staff will find out the most accurate ingredient and preparation information for our customers, without hesitation or resistance, so that the customer can make the final judgment on whether or not to eat any particular item.
- For those students living in residence, make special meals for them as needed.

## **What is cross contact?**

When a food allergen is unintentionally transferred from one food to another.

- Often cannot be detected by taste, smell or sight
- Once contaminated, food allergens cannot be removed
- Note: Cooking or heat does not reduce the risk of an allergic reaction like with food borne illness

Examples:

- Same gloves are used to prepare foods for allergenic customers
- Serving spoon from yogurt ends up in the fruit
- Wheat pasta water is used to cook gluten-free pasta
- Food is processed on equipment that has come into contact with priority allergens

## **How can you prevent cross-contamination and allergic reactions?**

1. Clean, safe environment:

- a. Workstations, kitchen tools and equipment cleaned and sanitized properly between each menu item (including cutting boards, knives, flat tops (if applicable), pots, pans, etc.)
- b. Cloths, sanitizer buckets replaced frequently
- c. Changing gloves and washing hands frequently, especially between menu items
- d. Keeping like with like – only one utensil per dish
- e. Always use fresh ingredients from the BOH
- f. If you make a mistake or introduce an ingredient not in the recipe, start again

2. Communication:

- a. Know what you are serving and the allergens before you start serving guests – ask questions



- b. Ask a manager if you need help at any time!
- c. Never say 'I don't know' and let a guest walk away – connect them with the manager or chef
- d. Report problems and identify issues, such as missing labels or known cross contact
- e. Proper labeling for storage and service

## **What is Anaphylaxis?**

The most severe form of allergic reaction that can be rapid and may cause DEATH. Reactions may look different each time but could include:

- Skin—hives, swelling (lips, tongue), itching
- Breathing—coughing, wheezing, trouble swallowing, hoarse voice, chest pain
- Stomach—nausea, vomiting, diarrhea
- Heart—pale, weak, dizzy, faint, low blood pressure
- Head—anxiety, headache, bad feeling

## **Treating Anaphylaxis**

- Ask if the guest knows they have allergies
- Ask the guest if they have an auto-injector (e.g. Epi-Pen) with them
- Help him/her administer the auto-injector
- Have someone else call 911 immediately and have 2 people go outside to watch for medics
- Stay with the guest AT ALL TIMES!
- Have them stay relatively still, sitting or lying down (do not move them)
- Try to save the food they were eating so we can assess what caused the reaction

## **What is Food Intolerance?**

A person cannot digest or absorb a certain food. The most common is lactose intolerance where people cannot digest the sugar in dairy products (lactose).

Food intolerance is not life threatening (no anaphylaxis) but can be very uncomfortable and so it is important to take requests for accommodation seriously.

More information or to report an issue:

- Ask your Supervisors and Managers
- Food Allergy Canada <http://foodallergycanada.ca/>

# Unit Contact Information

## Retail Operations

### BENTO SUSHI

David Lam Research Centre  
2015 Main Mall  
604 822 3256

### BOOSTER JUICE

UBC Life Building  
6138 Student Union Boulevard  
604 822 8674

### FOOOOD

Earth Sciences Building  
Main Floor 6339 Stores Road  
604 827 1525

### FOOOOD (IRC)

Instructional Research Centre  
2194 Health Sciences Mall  
604 822 4291

### HARVEST MARKET & DELI

Ponderosa Commons North  
6445 University Boulevard  
604 827 3007

### IKE'S CAFÉ

Irving K. Barber Learning Centre  
1961 East Mall  
604 827 3926

### LAW CAFÉ

Allard Hall  
1822 East Mall  
604 827 1524

### LOOP CAFÉ

Centre for Interactive Research on  
Sustainability  
2260 West Mall  
604 827 3785

### MERCANTE

(Licensed) Ponderosa  
Commons 6488 University Blvd  
604 827 2210

### NEVILLE'S

Neville Scarfe Building  
2125 Main Mall  
604 827 3325

### PACIFIC POKE

ICICS Addition  
2366 Main Mall  
604 822 1992

### PACIFIC POKE (LIFE)

UBC Life Building  
6138 Student Union Boulevard  
604 822 6740

### PERUGIA

Life Sciences Centre  
2350 Health Sciences  
604 827 3291

### SAUDER EXCHANGE CAFÉ

Henry Angus Building  
2053 Main Mall  
604 827 4783

### STARBUCKS (Fred Kaiser)

Fred Kaiser  
2332 Main Mall  
604 827 5779

### STARBUCKS (LIFE)

UBC Life Building  
6138 Student Union Boulevard  
604 822 6740

### STARBUCKS (UBC Bookstore)

UBC Bookstore Lobby  
6200 University Boulevard  
604 822 0552

### STIR IT UP CAFÉ

Buchanan Block A  
1866 Main Mall  
604 822 2002

### SUBWAY

UBC Life Building  
6138 Student Union Boulevard  
604 822 8674

### TIM HORTONS (Forest Sciences)

Forest Sciences Centre  
2424 Main Mall  
604 822 1953

### TIM HORTONS (q̄əɫəɫəməcən)

tə ʃxʷhəleləms tə kwəɫkwəʔaʔɫ  
5955 Student Union Boulevard  
604-822-0682

### TIM HORTONS (Trek)

David Lam Research Centre  
2015 Main Mall  
604 822 3256

### 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