



# ***NUTRITIONAL SERVICES***

*Rev. May 2014* | Orientation Book

 **McLaren**  
FLINT



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**McLaren Flint**  
**Nutritional Services**  
 Phone Number  
 (810) 342-2185

**McLaren Health Care**  
**Mission Statement**  
 McLaren Health Care, through its subsidiaries, will be the best value in health care as defined by quality outcomes and cost.

**Nutritional Services**  
**Mission Statement**  
 Nutritional Services mission is to provide cost effective food service that is appetizing, attractive and nutritious to patients, visitors and staff.

Updated: March 26, 2002  
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 Revised: January, 2011  
 Revised: October, 2012  
 Revised: May 2014

# McLaren Flint Food and Nutritional Services Organizational Chart April 2014



**Carla Lutze**

Morrison Regional Vice President of Operations



**Kathy Wilson**

Morrison Regional Director of Operations



**Chris Curtin, R.D.**

Morrison Salaried Staff: Director



**Sarah Easlick, R.D.**

Morrison Salaried Staff, Assistant Director, Clinical Nutrition Manager, Patient Services Manager



**Chef Michael Price, C.E.C.**

Morrison Salaried Staff Executive Chef Production/Catering



**Tim West**

Morrison Salaried Staff Retail Manager



**AM/PM Supervisor Morrison Salaried Staff:**

Portia Collins	Lisa Whetzel
Wendy Panks	Tyler Duckett

**Adm. Assistant (non-union position):**

Lori Kaufman

**Clinical Dietitians Morrison Salaried Staff:**

Amanda Hatfield, R.D.	Daryl Andrzejewski, R.D.
Jackie Rohen, R.D.	Brooke McCollum, R.D.
Ashley DeSano, R.D.	Amy Larkin, R.D.

**McLaren Salaried Staff:**

Millie Wint, R.D

**All McLaren Hourly Staff:**

- |               |                                 |
|---------------|---------------------------------|
| • Cashier     | • Nutritional Services Worker   |
| • Cook        | • AM Host                       |
| • Clerk II    | • Clinical Nutrition Technician |
| • Storekeeper | • Inventory Control Specialist  |



## Welcome To Nutritional Services!



FLINT

Welcome to Nutritional Services: Our purpose is to provide cost effective food service to employees and patients that is appetizing, attractive and nutritious. To provide clinical nutritional services by identifying, assessing and recommending to physicians, the nutritional care plans for patients and upon approval the implementation of those plans. To educate patients, significant others, staff and the community on how to reach optimal nutritional health. This involves two important aspects: one is providing quality food, the other is quality service. Serving nutritious, hot (cold), tasty, attractive and prompt meals under sanitary conditions are signs of excellent food service. The key to our department's success is customer satisfaction with our care and food service. Doing your best and working together as a team will help us reach our goal. We hope your membership on our team will be a long and happy one.

## Introduction to Nutritional Services

Employees are not to visit in other departments or on other floors during working hours unless sent there on business. You are expected to return to your assignment as soon as the errand is accomplished. You are requested not to visit with patients without the permission of your supervisor. When your work is finished you are expected to help someone else. Check with a supervisor to find where you are needed. Do not loiter on hospital property before or after your work hours.

Many of the following topics have only brief descriptions of the specific topic, for more information regarding these areas refer to the Human Resources Policy and Procedure Manual. There is a copy in the department, in Human Resources, in the Library, and at the Union Hall. In the following pages HR-\_\_\_\_\_ refers to the specific policy location in the manual.

## Your Duties

Job outlines are available for the various jobs you will be assigned to do. Be sure to read it carefully. If you have any questions, please check with a Team Leader. It would be impossible to put everything into a job outline, so please do not hesitate to ask questions. If you have any ideas, please share them with a manager or team leader.

- From the patient's point of view, food begins when the tray is placed at their bedside. What is the first impression? Is the tray clean? Are the dishes and silverware clean? Is the tray neat and each thing in place? Are the dishes free from chips and cracks? Did they receive all items ordered?
- Be interested in your job. Remember food is very important to the patient. First, because it is going to speed their recovery, second, because they look forward to mealtime, and third, it is one of the few choices a patient can make while in the hospital.
- Keep cold foods in the refrigerator until serving time so they will be fresh, crisp, and safe. Be sure the hot food is hot and the cold food is cold. Put the food in the proper position on the tray to keep the trays attractive and to help the checker. It takes cooperation and teamwork.
- Regardless of the area of the department you work, you must maintain the same high sanitation standards and practices. Gloves must be worn if you handle any food or item a patient/customer may eat. Any questions - please ask.
- Nutritional Services employees begin at 5:00 a.m. and come at different times to cover jobs in the various areas of the department. 3rd shift works from 7:00 p.m. until 3:30a.m.
- The Cafeteria is open during the following times: 6:30am -7:00p.m. -Monday thru Friday and
- 6:30a.m. - 10:00 a.m., 11:00 a.m. - 7:00 p.m. Saturday, Sunday, and Holidays.
- Coffee kiosk on 3 Central is open from 6:30 a.m.-5:00 p.m.

## Communication Board

Located at the exit by the time clock. Check this board daily. It will contain information regarding certain jobs, products that we may be out of, etc.

## Acceptable Use-Computer & Internet HR-145

- Clocking another employee in or out with their badge is a serious violation of hospital policy and will result in disciplinary action.
- If you have a password for any computer, this is to be kept confidential. Any observed break in confidentiality must be reported to your supervisor.
- Any use of the Internet should be for hospital use only and within the established guidelines.
- McLaren Flint provides access to computer hardware, software and the Internet to employees for the purpose of enhancing the organization's ability to deliver high quality patient care services in a cost efficient and effective manner.

## Attendance and Timeliness HR-420

It is the policy and expectation of McLaren Flint that employees come to work as scheduled. McLaren Flint uses a "no fault" policy regarding absenteeism and tardiness. McLaren Flint promotes planned or schedule time away from work versus unplanned or unscheduled absence.

## Time and Attendance Terminal

- Each employee is to clock in and out by sliding his or her badge at the red terminal. This produces computer records that result in your paycheck. You may clock "in" no sooner than 5 minutes before your scheduled work time. If you forget your badge you must clock in by punching in your 6-digit number. It is very important that you use the terminal to clock in and out.
- Example: if working 7:00a.m. -3:30p.m. Clock in between 6:55 and 7:00. You must clock out between 3:25 and 3:30. You must clock out by 3:30 to avoid overtime. If your work is completed, before the end of your shift, you must check with management before clocking out. Management must log all over time.
- All employees are to be ready for work when clocking in (i.e. hair net on, all personal items in locker etc.). Outdoor wear should be in your locker or properly secured before clocking in and taken out of your locker and put on after punching out. All purses, coats, etc. must be in your locker or out of the work area.
- If you will be late, it is your responsibility to call within 15 minutes of your start time and tell us approximately how late you will be. Failure to call within above time frame may result in Corrective Action.

## Confidential Information HR-515

- Any information you may learn about a patient is to be considered completely confidential and never discussed outside the department. This is to ensure that all data relating to patient healthcare and financial information is maintained in a confidential manner and will be discussed with authorized personnel only.
- Confidentiality Acknowledgment Form must be completed and is kept in the employee's department folder.

## Corrective Action Program HR-410

- The Corrective Action Policy has been established to provide progressive disciplinary guidelines when employees fail to meet McLaren's standards, policies or procedures. Progressive discipline may be used with the intent of correcting inappropriate conduct, which supports McLaren's mission to be the best value in Health Care in mid-Michigan.
- The Corrective Action Policy provides a constructive approach to solving employee problems to the mutual benefit of the individual and McLaren. Employees who do not support this mission may be subject to progressive levels of discipline consistent with the violation.

## Discrimination and Harassment HR-115

McLaren Flint will not tolerate unlawful discrimination or harassment by any of its employees, officers, directors, physicians, vendors, contractors, patients or visitor or others doing business with McLaren. Unlawful discrimination includes unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct relating to any individual's sex, race, color, national origin, age, religion, height, weight, marital status, handicap/disability or other unlawful criteria.

## Dispute Resolution HR-425

- The corporation promotes and supports effective communication between employees and their supervisors; therefore the Dispute Resolution Process may be pursued after the employee has discussed the problem openly and completely with their immediate supervisor. In many cases, the problem situation can be corrected immediately
- Response guidelines have been included to ensure a timely resolution. Time allowances will be made for scheduling conflicts and/or if further investigation is necessary. An unreasonable delay in response time may automatically move the appeal to the next step.
- An employee shall not be mistreated, reprimanded or harassed by anyone as a result of initiating this process.

## Employee Assistance HR-426

Employee Assistance Program, EAP, is a voluntary, confidential assessment and referral service specifically designed to assist your family in handling personal and work-related problems. Contact any management staff for more information.

## Employee Smoking HR-130 McLaren Is A Smoke Free Campus

- In the interest of providing a safe and healthy environment and in accordance with the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) regulations and the Michigan Indoor Clean Air Act, this policy prohibits smoking in any building or vehicle owned by McLaren Flint.
- No smoking is allowed on the Medical Center grounds. Smoking is allowed only during breaks and/or lunch periods, and off the McLaren Flint Campus. Smoking is allowed behind the Medical Center in assigned area. You must clock in and out if you take a smoke break.

## Exclusion from Patient Care HR-555

It is the policy of McLaren Flint to consider a request of any employee not to participate in an aspect of patient care when such a request is based on cultural values and /or religious beliefs; however, in no event will a patient's care be negatively affected as a result of requests of this nature.

## Identification Badge HR-120

Hospital name badge MUST be worn at all times while on duty. It is the responsibility of each employee to display his or her identification badge while on duty. Each employee must have their active badge plus a dummy badge - to increase identification awareness.

## Inquiries (Media/Legal) HR-455

All inquiries from newspaper, magazines, radio, and television must be referred to the Corporate Market/Communications Department.

## Introductory/Probationary Period HR-525

The introductory period for newly hired employees within the Corporation assigned within the bargaining unit is 1,040 hours worked or 6 months, whichever comes first. During the probationary period, the Employer shall have the sole right to discharge, discipline, transfer or layoff said employees for any reason without regard to any provision in union contract and no grievance is to be filed with respect to any of these actions.

## Leave of Absence (FMLA) HR-232

- Leave of absence purpose is to enable an employee to receive unpaid time off from work when it is necessary due to medical, family, personal, military, or educational reasons.
- If any employee will be absent from work more than 3 consecutive calendar days for FMLA reasons, or for more than 7 consecutive calendar days for non-FMLA reasons, a leave of absence must be requested.
- Human Resources department handles leaves. They are responsible for giving out the appropriate forms and handling them.. Nutritional Services must be kept aware that you have filed the necessary paperwork, but does not need to know the reason for any leave. Nutritional Services must be informed as to the duration of the leave.
- For FMLA the employee must have worked for McLaren Flint for at least 12 months and worked at least 1250 hours during the 12 months prior to the start of the time off. More details are available through Human Resources Department 342-4993.

## Meals and Rest Period HR-250

- Employees who work 8 hours earn 30 minutes of paid break time and an unpaid 30-minute lunch period. A paid fifteen-minute rest period will be scheduled for employees working in excess of a four hour shift. You must work an- 8 hour shift for a lunch break. All meal and break times are scheduled so that our department can continue to operate efficiently. If you are unable to take your lunch break, you must first inform management.



- If an employee wishes to leave McLaren premises during their meal period, they must get approval from management. Employee must clock out and in when leaving McLaren Flint during work time.

## Your Meal

Employees may purchase meals in the hospital cafeteria or may bring their own. If you do bring your lunch, please leave it in your locker or in the department provided employee refrigerator until your lunch break. Any food in employee refrigerator needs to be labeled with a name and date. All food must be eaten in the cafeteria. No one is to eat or drink in the kitchen area, dishroom, behind the serving counter, storage area, or in the locker room, unless tasting is being evaluated for quality assessment. Beverage consumption is allowed from covered clean containers with a lid and a straw and kept in specified areas only. Nutritional Service employees are allowed to obtain beverage from the pop dispensers in the Cafeteria or from the trayline at no charge.

## Paid Time Off HR-255

- This policy applies to all part time and full time McLaren Flint employees. For employees represented by a collective bargaining unit, terms and conditions of the collective bargaining agreement will be followed where applicable.
- Employees can begin to use their PTO after 90 days of employment..
- PTO time for Full and Part Time employees is calculated based on your years of service and hours worked for the pay period. PTO time is used for all time off. If you want a scheduled day off, you must have PTO time in your bank. Check your pay stub for your most current record of PTO.

## Paycheck Procedure

- Paychecks are available online – MyMcLaren (every other Friday). If you believe your check is incorrect, you may cash your check, but notify the department secretary with a note on what you feel is wrong with your check. The problem will be reviewed and any error discovered will be turned into payroll. If additional money is owed to you, it will be added to your next regular paycheck unless some other arrangements are made.
- It is a good idea to keep track of how many hours you work each day on your own personal calendar.

## Personal Appearance and Behavior HR-405

- Follow Dress Code located at the back of this booklet.
- Everyone is expected to participate as a good team member. Treat the food and equipment with the same respect as if it belonged to you. It is a part of your job to be economical and careful with hospital property.
- Always remember –Your conduct, attitude, skills, promptness and attendance all determine your ability for promotion.
- It is the policy of McLaren Flint that all staff exercise proper professional judgement in ensuring that a positive image is displayed to co-workers, patients, and all other hospital customers. To achieve this goal, it is important that employees dress safely and conservatively, while maintaining a high standard of personal hygiene and conducting themselves in an exemplary manner.

- Any type of headset cannot be worn during working hours within the department. Radio, etc are not permitted within the department during working hours.

## Scheduling and Overtime HR-550 and HR-330

- You will be on a Part Time or Casual status until a Full Time position is open for which you must apply and qualify. If you are Part Time/Casual you will be scheduled when and where there is a need on a job for which you have been trained. Days, hours, and location of assignments will vary. Occasionally we need you on short notice to meet unexpected schedule changes. Part Time employees will be scheduled their authorized hours when the schedule is posted.  
FULL TIME: 72 hours per pay period  
PART TIME: 6 to 71 hours per pay period
- The daily time schedule is posted on "TIME SCHEDULE BOARD". Always check your schedule before going home and note any changes. A two-week schedule is posted for all areas. New schedules are posted 2 weeks in advance.
- You will be scheduled as needed to meet the needs of the department. Evening employees may be scheduled for more than 5 days per week based on the needs of the department.
- Overtime worked must be approved by management staff. If you forget to punch in or out, tell Management so the log in Verification Work Sheet can be signed. The back up verification sheet must be completed if you are unable to use the terminal for any reason.
- Not clocking in-out may result in tardies or CAP being given.
- Overtime is paid when you work over 8 hours in a day or 80 hours in a pay, unless you are scheduled for a 12-hour position which would be anything over 40 hours in a week. Overtime is paid for hours worked. (PTO does not count towards overtime).
- You are expected to be on time for work. Even one minute late counts as tardy. Tardiness and days off from work are recorded on your personal record and will influence future pay raises, change of position, etc. When you are late or absent, it means extra work for other employees in our department. Please refer to the hospital handbook for attendance and tardiness policy.

## Solicitation and Distribution HR-135

Solicitation of any type on McLaren Flint premise is prohibited during actual employee working time (i.e., shift hours, excluding meal periods or breaks) and in work areas. Individuals who are not McLaren Flint employees are not allowed to sell or solicit to employees on hospital premises at any time, unless these individuals are approved vendors.

## Telephone Policy/Protocol (Cell Phones) Personal, Non-Work-Related Phone Call Policy

1. Make calls during your break.
2. See management staff if you need to make a call during work hours.
3. Clerks and/or secretary have been instructed to take a message for ALL incoming calls.
4. Emergency Calls - Clerks and/or secretary will immediately contact management staff to relay the call to the employee if the caller states it is an emergency.

## Cell Phones – Hospital Orientation Book

Cell phones must be kept in your locker, car or purse. Phones may NOT be in your pockets, aprons, etc. Cell phones can be used during your break in the designated areas: Main lobby, cafeteria, auditorium and foyer, or any area outside the facility.

## Work Related Injuries

- All injuries received while on duty must be reported immediately to management staff and an accident report must be completed. Do not go to the Emergency Room or Employee Health without first telling management staff. Accidents can be a result of someone's carelessness or faulty equipment. You are urged to be cautious, to think, and to help keep accidents to a minimum.
- Report faulty equipment to management staff before someone gets hurt. Your cooperation is requested in being alert to help prevent accidents to yourself, other employees, patients, and visitors.
- Accident prevention is related to equipment cleanliness and maintenance. You will be trained to operate all equipment properly, to recognize and report any condition that does not look or sound right. The Engineering Department will regularly check equipment for safe operation.

## Reporting Illness - Unable To Work

- If you are unable to work due to any reason you must notify the department within 2 hours of your shift so your position can be covered. Call 342-2185. If you reach the voice mail leave your name and the position you were scheduled for. Employees that start at 7:00 a.m. must notify the department by 5:30 a.m. If your shift begins before 7:00 a.m. you must notify management by 5:30 a.m. See policy at the end of this book.
- If an employee reports off on Saturday or Sunday, they must make up another weekend day. Nutritional Services will schedule the make up within 90 days. If not schedule within 90 days, the employee will not be scheduled to make up the weekend.

## Employee's Address and Telephone Number

You must complete the appropriate form and give to the team leader or secretary for any change in name, address, phone number, or emergency contact. This form should be sent to Human Resources as well.

## Time Off Request

- Follow the guidelines stated in the Union Contract. Request must be completed and placed in appropriate box as far in advance as possible. Submit request according to pay period. Do not combine pay periods on same request. Use posted yearly calendar to determine pay period. If you want to exchange days with a co-worker, complete request and place in appropriate box.
- Once the schedule has been posted, it is the employee's responsibility to find his or her own coverage.
- If a request is not approved, Corrective Action Program, CAP may result if the employee fails to report.
- Extra hours will be assigned on a daily basis to employees within the needed job classification within the department who are able to perform the needed work as follows:
  1. Volunteers will be sought among employees at work that day.
  2. Assignment will first be to part-time and/or casual volunteers when such additional assigned hours will not result in overtime cost.
  3. If there are an excess number of part-time and/or casual volunteers, then selection would be made by seniority (high to low) of employees whose working will not result in overtime cost.

4. If there were an insufficient number of volunteers to avoid overtime cost, then selection would be from among those part-time and/or full-time volunteers at work even if overtime cost is incurred.
5. If there still remains an insufficient number of volunteers, then selection will be mandated from among those non-volunteers at work by order of seniority (low to high) or by a rotation system mutually agreed on by the department employees and the department managers, or by calling in a department employee within the needed classification qualified to perform the work.

**Follow the guideline in the Union Contract. Request must be turned in by a specific date for various 3-month periods.**

- Days off are granted in order of first come first served except during prime time. During prime time all requests turned in before deadline will be honored by seniority. Those requests turned in after deadline date, if they can be covered, will be first come first serve.

## Vacations

You can begin using your vacation time after 90 days of employment. Employees may use a total of ten paid days per guidelines in the Union Contract. Approval or disapproval of prime time requests will be returned to the employee 2 weeks in advance of requested time off if the request is turned in after the guidelines stated in the Union Contract.

## Job Postings HR-535

If jobs become open within the department they will be posted next to the communication board. The proper transfer slip must be completed and turned into Human Resources. Employees will be evaluated on job knowledge, experience and attendance. If all things are equal then seniority will be the deciding factor.

## Personal Hygiene and Sanitation

- I. You can help protect the health of the patient.
  - A. The hospital Infection Control Coordinator recommends the following steps for washing hands:
    1. Wash hands with soap for 20 seconds.
    2. Rinse with water for 15 seconds.
    3. Dry hands using a fresh single service paper towel.
    4. Use paper towel to turn faucet off.
    5. Discard soiled paper towel in waste container = do not drop on the floor.
  - B. Wash your hands - Wash as described above:
    1. Before starting work, before handling food and equipment.
    2. After visiting the restroom, remove apron before entering rest room.
    3. Whenever hands become soiled.
    4. After handling raw, unwashed, food.
    5. After coughing, sneezing, blowing the nose, touching hair, face, handkerchief or clothing.
    6. After picking up anything dropped on the floor or handling soiled dishes or equipment.
    7. After smoking or using a toothpick.
    8. Any time there is some doubt if hands are contaminated or dirty.
    9. After returning from taking a meal or break.

- C. Wipe off perspiration with a clean paper towel or disposable tissue and discard in waste container.
- D. Control coughs and sneezes. Cover your mouth and nose. Use a disposable tissue and discard in waste container.
- E. Follow dress guide for guideline of jewelry that is allowed. Germs can collect in the crevices and jewelry may fall into the food or equipment.
- F. Keep your body, teeth, and hair clean.
  1. Bathe daily.
  2. Wear freshly laundered clothes.
  3. Use a deodorant.
  4. Keep hair clean and well groomed.
  5. Keep fingernails short, clean.
- G. See Department Dress Code located at the end of this book.
- H. Change or hang clothes away from exposed or perishable food, preferably in a locker. Keep lockers clean and locked. DO NOT put valuable items in your locker.
  1. No items can be stored in the department food areas, including purses or coats. If you need a locker, find an empty one in the locker room and bring your own lock.
- I. Prevent loose hair from falling into the food or on work tables.
  1. Remove loose hair from clothing.
  2. Never comb hair in kitchen area.
  3. Have your hair net or cap on before you start work. All hair must be secure by hair net.
- J. Keep pencils, toothpicks, straws etc. in pockets, not behind your ear, in your hair or mouth.
- K. Do not chew gum. Cough drops or throat lozenges are acceptable, if necessary.
- L. Per Michigan Department of Public Health Food Code an employee must report the following symptoms to a supervisor:
  1. Diarrhea
  2. Fever
  3. Vomiting
  4. Jaundice
  5. Sore throat with Fever
  6. Lesions containing pus on the hand, wrist or any exposed body parts such as a boil, infected wounds, however small
- M. Keep department inspection ready at all times. The Health Department may appear in our department at any time.
- N. When passing trays, do not enter a room if there is a TB label on the door. Follow proper procedure posted for Isolations. If any questions, ask a Nurse.

## See Complete Guidelines at the End of this Booklet

You cannot prepare or handle food with open cuts or sores on your hand, unless physician's approval has been granted. In this case, wear a clean bandage on finger, hand or arm with a disposable plastic glove to completely cover your hand.

- II. You can protect your own health too. Wash dishes, silverware, trays and pots and pans with water at the correct temperature. Check the dishmachine temperature before washing them. (See signage board in work areas for proper temperatures)

- B. Wash hands frequently.
- C. Eat a well balanced diet.

Visit your doctor when ill.

Never eat food from patient or cafeteria customer trays.

### III. Pest Control

All foods (including dry foods) that are not to be served immediately should be covered and stored properly. DO NOT leave food out for pests to find (mice, flies, ants, etc.).

- B. Keep your equipment and area clean so as not to attract pests or grow germs.
  - 1. Properly sanitize work surface with sanitizing solution.
  - 2. Remove empty cardboard boxes from department.
  - 3. Wipe up any spill on floor.

### IV. Tasting vs. Eating

If you are responsible for food preparation you are encouraged to taste the food items. Eating food in the department is not allowed and may result in Corrective Action.

## Safety

Ranges, steam cookers, electric equipment, knives and other sharp utensils, are all necessary in food service work. Develop safe practices to eliminate the hazards of cuts, shocks, burns, or permanent injuries.

### I. PROPER LIFTING TECHNIQUES

When lifting from a low level, bend your knees and keep back straight. Hold the load close to your body, and raise your body and load together by straightening your legs.

- B. If an article is too heavy to lift alone, have someone help you.
- C. Use a cart for carrying several items or heavy items.

### II. SAFE WORK PRACTICES

- A. Use dry potholders whenever handling hot pans.

Never use paper towels or aprons as potholders.

When removing the cover from a hot pot, direct the steam away from your arms and face.

- D. Place cooking utensils with their handles turned inward on the stove.
- E. Warn others in the immediate area when you are carrying hot foods yourself or when

approaching someone carrying or working with hot foods.

When handling a knife, cut away from your body, keep the blade edge directed away from you, and use a cutting board. Report to a supervisor any knife that needs to be sharpened.

Knives must be washed/sanitized by hand or sent through the dishmachine and taken out immediately.

Cut gloves and arm guards are available for employee's protection.

### III. PROPER HANDLING OF MACHINE

- Mixing bowls should be properly placed and the beater securely fastened before the mixer is started.
- Never reach into any machine when it is in operation, i.e.: mixer, slicer.
- Before plugging in any equipment be sure the switch is off, i.e. plate heaters, blender, etc.
- Before cleaning any equipment, it is necessary not only that the switch is off, but the plug pulled. If the plug is not pulled, it would be possible to turn the machine on accidentally.
- Be sure your hands are dry when handling electrical switches. Never stand on a wet floor to plug in a machine or turn on electricity.
- Immediately report frayed electrical cords.

- Grasp the plug rather than the cord when removing a plug from an electrical outlet.
- Pulling on the cord can cause it to pull out from the plug and break.
- If you suspect malfunction in equipment, report it to management staff immediately rather than attempting to repair it yourself.
- Use food pusher when operating the food grinder.
- Clean and sanitize the can opener blade after using it.

#### IV. SAFE STORAGE:

- Store heavy material on lower shelves, lighter on upper shelves.
- To reach high shelves, use a sturdy step stool. Face toward the shelf and do not over reach.
- Clean dishes should be stacked uniformly at proper heights. Dollies and lowerators should not be stacked too high or unevenly with racks that may fall accidentally.
- Foods should be kept at temperatures below 41 degrees or over 140 degrees.
- Frozen foods should be stored at zero degrees or below.
- Sweep up broken glass from the floor. Pick it up with a broom and dust pan and place in a box.
- Chipped or broken china should be discarded into a designated storage unit.
- Never put glass, can lids, or china into a plastic bag.
- Chemicals, cleaning compounds, and insecticides must not be stored with foods and must be labeled.
- When using chemical compounds wear protective equipment, i.e. goggles, gloves and apron.
- All foods and beverages must be labeled with the name of the item and the date opened or prepared. Prepared items must be discarded within 72 hours.
- All items must be stored 6 inches from floor and at least 18 inches from ceiling.

#### V. GENERAL SAFETY

- A. Push - DO NOT pull food carts or any other carts. If you are pushing a food cart, look from side to side of the cart for a clear view of what is ahead. Alert people in your path.
- B. Keep the food cart under control at all times. If you hit anything, be sure to check cart for spills and notify management staff.
- C. If any cord is frayed or not working properly, report to teamleader immediately.
- D. Report any faulty equipment to a teamleader immediately.

# Emergency Management

Disaster Manual is kept in wall shelf in the hallway near the Purchasing Office.

## CODES

Code Blue.....	Cardiac Arrest for Adult
Code White.....	Cardiac Arrest for Child
Code Little Blue.....	Cardiac Arrest for Neonatal Resuscitation
Code Rapid Response Team.....	Medical Doctor Needed
Code Dr. Strong.....	Emergency Assistance
Code Pink.....	Abduction of Infant
Code Purple.....	Abduction of Child
Code Silver.....	Hostage/Weapon Situation
Code Walker.....	Patient Elopement
Code Red.....	Fire-pull fire alarm and call 22222
Code Yellow.....	Bomb Threat
Code Triage -Internal.....	Disaster
Code Triage - External.....	Disaster
Code Triage - Alert.....	Disaster
Code W + hours of Duration.....	Water Supply Failure
Code TRAUMA + Level # of pt.....	Major Trauma Victim in ER
Code Gray.....	Combative Person
Orange - Internal.....	Hazmat (Chemical, Biological, Radiological)
Orange - External.....	Code Cardiac Alert - Cardiac Angioplasty
Code Stroke Response Team.....	Stroke
Code Weather Bulletin.....	Tornado (Watch or Warning)

## SYSTEM INTERRUPTIONS

- Status 1 = approximately 1 hour interruption
- Status 2 = approximately 2 hours interruption
- Status 3 = indefinite interruption
- Status 0 = system is back in normal operation

## WHEN YOU SEE A FIRE, HEAR A FIRE ALARM OR A CODE F ANNOUNCEMENT IN YOUR AREA OR A FIRE DRILL SIGN

- |                                     |                 |
|-------------------------------------|-----------------|
| 1. Rescue any person(s) in jeopardy | 1. P = Pull     |
| 2. Activate the alarm.              | 2. A = Activate |
| 3. Contain the fire                 | 3. S = Squeeze  |
| 4. Extinguish the fire.             | 4. S = Sweep    |

## WHEN YOU HEAR A CODE "RED" = NOT IN YOUR AREA

1. Continue normal operations until otherwise notified.
2. Do not deliver food carts to the Building involved until an all clear is announced. DO NOT use the elevators for that specific building. Example: if code in Building F - may deliver food carts to Building A or C.
3. A supervisor goes to the location (if the area involved is adjacent, above or below) and evaluates the situation to determine the department's response.
4. Evacuate if in danger and directed by a manager or teamleader.
5. Management must complete Fire Captain Report each time a Code F is called. Forms located near attendance red box.



**ALARM BOXES**

- 1 - Mid Kitchen near large ice machine - under the clock
- 1 - Corridor outside department, at the end of conveyor, by the exit door.
- 1 - Hall between Cafeteria entrance and Exit.
- 1 - Cafeteria next to the chip closet door.
- 1 - Back dock receiving door.
- 1 - Sub basement, near elevator.

**EXTINGUISHER**

for any type of fire, red or orange

To activate - remove pin, hold on to nozzle, and squeeze handle.

- C-0-2= electrical and grease, not paper
- Class A= trash, wood, paper, rubber or plastic
- Class B= liquid or grease
- Class C= electrical
- Class D - combustible metal

**C-0-2 extinguisher locations:**

- Wall by the stove burners in the range area
- By pop room near the dishroom
- Sub basement by the freezer
- Sub basement by the cage
- Sub basement by auditorium cage

**ABC extinguisher (universal) locations:**

- Office area in the hose cabinet
- Back receiving area in the hose cabinet
- Cafeteria near the vending area
- Dining Room
- Cafeteria exit, self-busing cart area
- Diet office
- Dining area by the window behind the curtain
- Sub basement by the cage
- Sub basement by the freezer
- Hallway near purchasing office and restroom
- Sub basement by auditorium cage
- Next to Sub basement elevator

**BC extinguisher locations:**

- Vegetable area
- Near the Dairy Walk-in
- In the Cafeteria by the grill
- Near the produce walk-in

**C extinguisher locations:**

- Dishroom, by the door between the dirty and clean ends

### **FIRE BLANKETS TO SMOTHER FLAMES, i.e. CLOTHING, EQUIPMENT**

- To use - pull handle on red container and remove blanket.
- 1 - Near end of patient tray line.
- 1 - between Jet Steamer and Range Area hand sink

### **VENTILATION HOODS (CAFETERIA AND RANGE)**

- Dry chemical
- Automatically activates

### **RANGE GUARD**

- Wet chemical
- Over cafeteria and range grill
- Can manually activate by pulling ring in box if automatic system fails

## **Hazardous Material and Waste**

- A hazardous material and waste management plan describes how the organization will establish and maintain a program to safely control hazardous materials and waste.
- Our Material Safety Data Sheets, MSDS, book is located on the shelf in the hallway outside the Purchasing Office. A MSDS gives detailed information about health risks and safe handling procedures for the product it accompanies. All MSDS are formatted in the same manner for ease of reading and quick reference. The Government requires that a MSDS accompany all products that contain chemicals. There is a Material Safety Data Sheet available for every product in the hospital that contains chemicals. The master set of MSDS is kept in the Engineering Department.

## **Prevention and Control of Infection: Environment of Care Book**

- Standard precaution is the use of barriers such personal protective equipment that isolate blood and body fluids from other patients and yourself. It also uses handwashing, as well as the proper disposal of sharps, i.e. needles, handling of linen, and biohazardous waste disposal to prevent the transmission of microorganisms.
- Our Infection Control Manual is located on the shelf in the hallway outside the Purchasing Office.

## **Performance Improvement/Risk Management: Environment of Care Book**

- The employee must complete incident report whenever injured on the job.
- The forms are kept near the attendance terminal. Completed form is to be turned into Management immediately.

## Fall Prevention

- Wipe up wet or greasy spots promptly and thoroughly to prevent floors from being hazardous
- Be sure to place a wet floor sign if the spill cannot be cleaned up immediately or thoroughly.
- Pick up anything dropped on the floor, then check for moisture or grease.
- Watch where you are walking to avoid tripping or slipping on any misplaced items.
- When pushing a cart be alert and yield to traffic around you, especially when going around corners or through a doorway.

## Security

- All employees are required to wear their name badge at all times.
- To contact Security dial -23333.

## VIOLENCE IN THE WORKPLACE HR-440

It is the policy of McLaren Flint to provide a safe and non-violent working environment free from threats, harassment, physical/verbal abuse and other intimidating behavior.

## Parking HR-125

McLaren Flint provides free parking in certain designated ramps and lots. Some areas are restricted from employee parking due to the need for availability for patients, visitors and physicians. Parking in these areas is prohibited and may subject an employee to corrective action and/or towing expense

### Available Parking:

- Sunset Ramp-You need your badge to open the main gate. The top level is for 2nd and 3rd shift employees. The gate for that level opens at 10:00 a.m.
- St. Paul- Parking is available at the west end of the barrels.
- Behind Genesys on Beecher road. - There is a shuttle that will pick you up and drop you off. This is recommended for first shift employees.

# Food Allergens

## What is a food allergy?

- A negative immune response to a food protein.
- Our bodies can mistakenly recognize the food protein as being harmful and create specific chemicals to fight off the “intruder” and protect the body.
- These chemicals activate a wave of allergic symptoms that can affect a person's breathing.

## 8 Common Food Allergens

- Milk
- Eggs
- Wheat
- Soy
- Shellfish
- Peanuts
- Tree Nuts
- Fish

## Common symptoms of a Food Allergic Reaction

- Itchy skin or eyes
- Abdominal cramps, nausea, vomiting or diarrhea
- Itching or swelling of the throat
- Difficulty swallowing or breathing
- Swelling of the face, eyelids, lips, hands or feet
- Wheezing or coughing
- Hives
- A drop in blood pressure
- Increased heart rate
- Loss of consciousness

## Cross Contact

Occurs when two or more foods come into contact with each other. This usually occurs as a result of the cooking or production process.

- Food Handling: Hand, gloves, tongs can all be a source of cross-contact.
- Sharing Equipment: Grills, utensils, countertops can all be cross-contact sites.
- Food Placement: Cross-contact may occur when one food is spilled onto another during production.

## The Four Allergy Rs

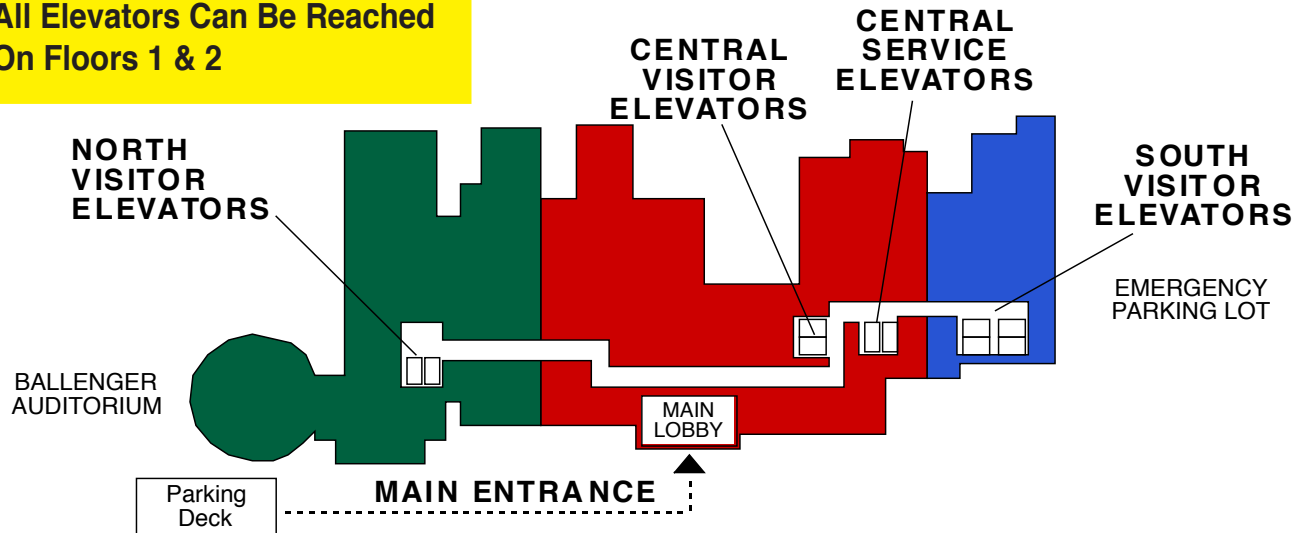
- Refer food ingredient questions to a manager/food allergy expert
- Review comments as possibly allergy related
- Remember to follow food allergy rules
- Respond to customer concerns



## FLINT

401 South Ballenger Highway • Flint, Michigan 48532-3685

**MAIN LOBBY IS ON FLOOR 1  
All Elevators Can Be Reached  
On Floors 1 & 2**



### BALLENGER HIGHWAY

#### NORTH ELEVATORS

#### CENTRAL ELEVATORS

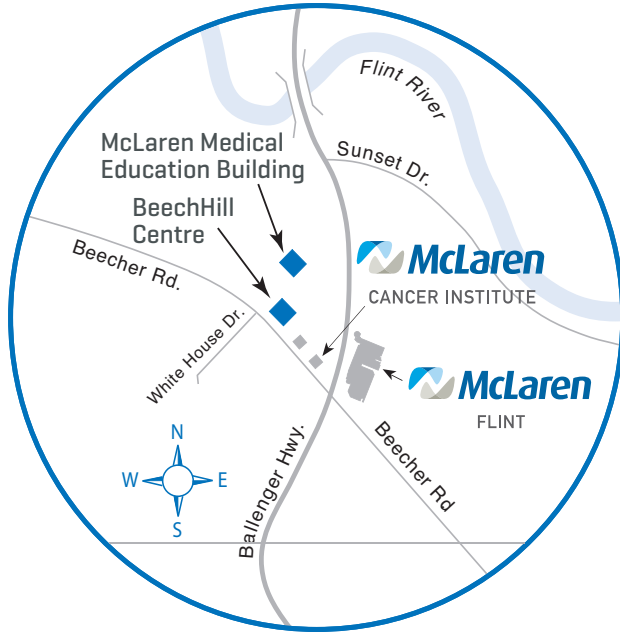
#### SOUTH ELEVATORS

Ballenger Auditorium	G	Chapel, Gift Shop, Café	1	Laboratory	1
Cafeteria	G	Cashier	1	Emergency Center & Fast Track	2
Marketing/Community Relations	G	Human Resources	1	Patient Discharge	2
McLaren Simulation Lab	G	Main Lobby	1	Case Management	4
Cardiac Rehab Gym	1	Patient Service Center	1	Social Work	4
Medical Records	1	Blood Draw, Pre Admission Testing, Patient Registration, Cashier		Intensive Care Unit/ICU Rooms 501-518	5
Physical Therapy	1	X-Ray/Imaging, CAT Scan		Cardiac Care Unit/CCU Rooms 601-618	6
Heart & Vascular Center	2	Nuclear Medicine & Ultrasound	2	LDRP/Birth Center Rooms 701-718	7
IV Therapy	3	Outpatient Surgery/ Surgical Waiting Lounge	3	Orthopedics Rooms 801-825	8
Medical Library	3	Acute Dialysis	4	Medical Rooms 901-925	9
Clinical Research Institute	3	Surgical Care Unit (SCU) Rooms 454-469	4	Stroke/Cardiac Rooms 1001-1025	10
Cardiac & Thoracic Surgery		Select Hospital Rooms 551-569	5	Oncology/Surgical Rooms 1101-1125	11
Michigan Valve Institute	3	Progressive Care Unit Rooms 651-670	6	Heart/Medical Rooms 1201-1225	12
Medical Education	4	Adult Behavioral Health	7		
Educational Resources	4				
Joint and Spine Center / Rehabilitation	5				

Visiting Hours on Reverse Side

## BeechHill Centre

- Specialty Center
- Finance
- Coumadin Clinic
- Diabetes Education
- Corp. Human Resources
- Sleep Center
- Bariatric Institute



## McLaren Medical Education Building

- McLaren Family Medicine
- McLaren Internal Medicine
- McLaren Pulmonary Rehab

## Helpful Reminder

Patient's Room: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Other Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## McLaren Flint Visiting Hours

### General Visiting:

**Weekdays, weekends and holidays**  
*(Immediate family anytime and children must be 12 years or older)*

8:00 a.m. to 8:00 p.m.

### Intensive Care Visiting 5-South

Visiting: 8:30 a.m. - 7:00 p.m.  
 All other times doors are locked.

### Coronary Care Visiting 6-South

Visiting: 8:30 a.m. - 7:00 p.m.

The visiting policy in CCU and ICU is established to meet the needs of the individual patient and does not restrict family visiting to any specific time frame. Family will, however, be requested to leave during medical management rounds and when it is in the best interest of the patient.

### Birth Center (LDRP) 7-South

Open visiting from 11:00 a.m. to 8:00 p.m.  
 Father's or Mother's designated support person may visit anytime.

### Behavioral Health 7-Central

Tuesday & Thursday  
 7:00 p.m. - 8:00 p.m.  
 Saturday, Sunday & Holidays  
 1:30 p.m. - 2:30 p.m.  
 No Monday, Wednesday or Friday visiting  
 No more than 2 visitors at a time.  
 Children 14 and over may visit.

### Select Specialty Hospital 5-Central

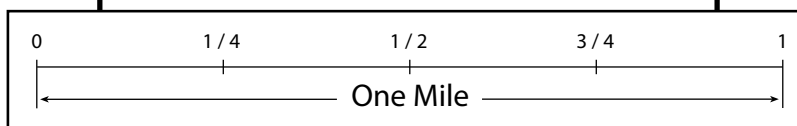
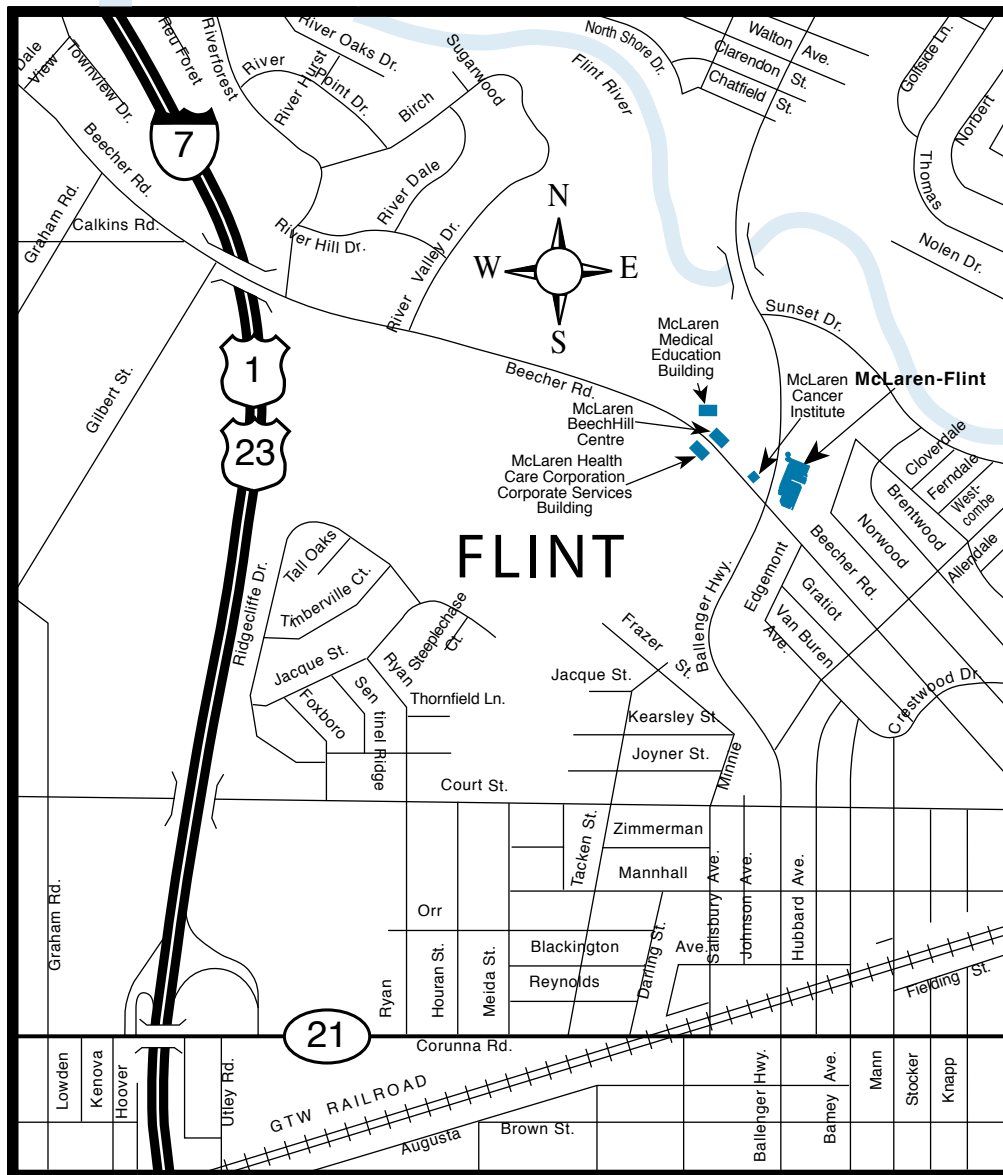
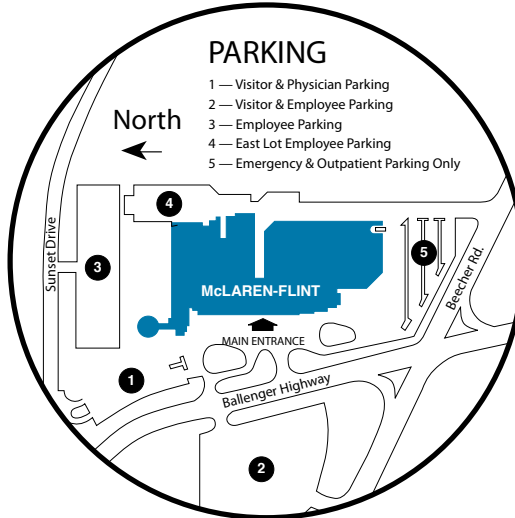
Visiting: 11:00 a.m. to 8:00 p.m.



FLINT

(810) 342-2000

401 S. Ballenger Hwy., Flint, Michigan





## Food and Nutrition Services Department Dress Code

### IDENTIFICATION:

Medical Center name badge MUST be worn at all times while on duty.

### WEARING APPAREL:

All uniforms should be neat, clean, and pressed on a daily basis. Apparel that poses a safety or sanitation risk is not allowed. Management will be the judge of non-acceptable apparel.

### UNIFORM STANDARD:

Updated 3/14

### ALLOWED

**Host:** Must wear Blue oxford button down shirt with black pants. Tips of collar must be buttoned, and the top button at the neck MUST be buttoned. Black apron with CTY logo.

### Nutritional Services Workers, Except Cafeteria:

Must wear logo red or royal blue shirt with black, navy or khaki pants.

### All Cafeteria Employees:

Must wear pressed burn orange department shirt with black or khaki pants and black apron.

### Diet Office, Inventory Control, and Management:

Must wear business type clothing. Attire is subject to Management approval.

### Production:

Must wear any combo of white and black chef's wear.

### Storekeeper:

Must wear black, navy, or khaki pants in good condition and red or royal blue logo shirt.

### Everyone (Except Host):

Black or white long sleeved shirt may be worn under uniform shirt. Under shirt must be smooth cotton, no long john material, and must be plain; no writing on sleeves or shirt and tucked in.

### Pants/Skirt (for everyone except Host):

Black, navy blue or khaki-preferably cotton. Skirt must be at least knee length. Pants must be full length to the shoe top. Pants must be worn at the appropriate waistline and appropriate size.

### Stockings/Socks:

Socks; must cover ankles.

### Shoes:

BLACK, slip resistant shoes for AM host. May be black or white for everyone else. MUST be closed heel and toes. Must be clean. Production may wear clog-like shoes.

### Sweaters:

Solid black button down/zipper sweater may be worn over uniform shirt. Sweater must be logo free with no hood or strings.

### Hair/Hair Covering:

Hairnets must be worn in the kitchen. When exiting the kitchen, hairnets are to be removed. Hair must be clean and neatly groomed. ALL hair must be pulled back from face and off shoulders. Hairnets must cover all hair, including bangs and ponytail. Solid BLACK BALL CAP hat may be worn only in department

### Nails:

MUST be clean, neatly trimmed and polish free. Gloves must be worn at all times while hands are handling food.

### Jewelry:

Small earrings and wedding ring only. Pierced ears only.

### NOT ALLOWED

Anything else

### No Denim/Jeans:

- No capris. No pants with pockets on the legs. No sweat pants or jogging pants. No shorts or leggings. No strings on pant legs. No baggy pants. No corduroy or low rise pants. No Yoga Pants.
- Footies, stockings/socks less than ankle length.
- No sandals, high heels, or shoes that may pose a safety hazard. No winter boots.
- No pullovers. No sweatshirts. Sweaters/jackets cannot be worn outside and worn at work. No jackets in work area except walk-ins.
- Nets with holes, and exposed hair. No stocking caps.
- Must be cleanly shaven
- NO nail polish. NO artificial nails.
- NO bracelets, watches, "dangling," or large hoop earrings. (Hoops 1" or less are acceptable). No rings, unless wedding ring. Any body piercing except ears.











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M-517 (5/14)