



Policy Name DINING ROOM OPERATING RULES	Policy Number: 2304
	Effective Date: October 19, 2011
Approved By: Management Committee	Date Revised:
Classification: Dietary and Kitchen	Page No: Page 1 of 1

POLICY

To define the standard operating procedures in a manner that informs residents, family members, visitors, employees and volunteers of dining room operating rules.

PROCEDURE

1. Dining Room Operating Hours are:
Breakfast 08:30 – 09:30
Lunch 12:00 – 13:00
Supper 17:00 – 18:00
2. Notification time for meals are:
Breakfast No notification needed
Lunch Need to know by 10:30
Supper Need to know by 14:30
3. It is recommended to all dining room users to arrive for meals no later than 5 minutes before the end of meal service. The meal service will not be extended past the appointed time (unless pre-arranged with the cook on duty). The kitchen clock supersedes all other time devices in establishing end of service time.
4. Meals can be purchased from kitchen staff. Cutoff times for meal ordering are posted in the main dining room.
5. No meal substitutions will be available for meals purchased (unless pre-arranged with cook on duty).
6. Food Services reserve the right to substitute any menu item at any time to maximize food usage.
7. Meal items may be taken out of dining room; when individuals are finished with their meal trays, plates, and utensils, they can either be brought down to the dining room or placed in bus pans in the kitchenette on the second floor.
8. Coffee, tea and sweets are available from the kitchen for a donation. The donation jar is located on the front counter of the kitchen. After kitchen hours coffee and tea is available in the kitchenette on the second floor.

REFERENCE

“Dining Room Operating Rules.” The Salvation Army Community Services: Centre of Hope.