



LEAP Kitchen Use Policies



Updated 11/2019

1. **Rate Schedule:** The attached rate sheet shows the fees attached to the different services provided by LEAP. This schedule may be changed at any time. Efforts will be made to give users as much notice as possible before changes are made.
2. **Standard Operating Procedures (SOP's):** The attached SOP's are the core tools to insure that all food production at the LEAP Kitchen takes place in a safe and sanitary manner. Each business needs to develop their own SOPs for their particular manufacturing or food preparation process. At a minimum, they must include all applicable guidelines from the LEAP Kitchen SOPs. The SOP's may be updated periodically and will be sent out electronically as well as posted in the Kitchen. It is the User's responsibility to see that every employee/helper receives, understands and follows all policies.
3. **Facility Reservations:** Users should schedule the use of a kitchen facility as early as possible and at least 24 hours in advance. If your scheduled time is declined, you will be automatically notified via email to the address associated with your Google Calendar. If your desired Production Area is unavailable when you want it, you must reschedule your production plans. Special requests must be sent by email to the Kitchen Manager (kitchen@leapforlocalfood.org) as early as possible and at least 48 hours in advance. You will be charged for the amount of time you schedule, minus cleanup time, plus any documented overages. It is up to you to accurately anticipate your use. There will be a one month grace period to work with LEAP staff when you start using the facility to help you learn how much time you need to schedule.
4. **Shared Space and Separate Space:** The Kitchen is split into two separate facilities: the Bake Kitchen and the Hot Kitchen. It is up to the User to determine which one best suits their needs and schedule accordingly. If you schedule one kitchen, you are NOT allowed to use tools or appliances in the other kitchen. Both kitchens share the tools, wares, and appliances in the walk-in refrigerator and ware washing area. It is the responsibility of the Users to keep their personal tools as well as the equipment from each kitchen in its proper place.
5. **Cancellations:** Cancellations of scheduled Kitchen use must be received as soon as possible but NO LATER than 24 hours in advance. Repeated cancellations may result in the User being assessed a fine (see "fines" below) or denied use of the facility.
6. **No-Shows:** If you no-show after scheduling a time to use the facility, you will still be charged for that time. Exceptions will only be made for family or health emergencies.
7. **Eligible Users:** Only those Users and their employees that are authorized by the Kitchen Manager are allowed to be in the production areas. Every User and employee/helper must be specifically documented and authorized, in writing, by the Kitchen Manager. If an employee plans to be there without supervision, they must complete the Kitchen Orientation and have a unique key fob. The registered User is responsible for any and all issues arising while their employee(s)/helper(s) is/are using the facility, even if the registered User is not present. The registered User should ensure that all of their

employees/helpers fully understand and are in compliance with the SOP's, use policies, and safety/sanitation standards. LEAP will report serious violations to the registered user by phone or email; the User shall respond and correct the matter within 24 hours.

8. NO CHILDREN UNDER 16 are allowed in the kitchen areas.

9. NO LIVE ANIMALS are allowed inside the building at any time.

10. The Kitchen is a smoke-free and drug-free facility.

11. No eating or drinking is allowed in the food production areas. The Community Room, if available, may be used for breaks.

12. Set-up and Sign-In Sheets: All Users are required to sign-in on a Sign-In Sheet when they arrive at the facility at their scheduled time and begin to prepare for production. Before the paid production time, Users may bring in their needed equipment and supplies and clean and sanitize their workspace, which time is not charged. This no-fee time should not be part of the scheduled production time. If the facility was left in an unacceptable condition, please take note of which cleaning tasks were not completed according to expectations on the daily cleaning checklist by the previous User. If a User has a reservation during your cleaning time, please work to accommodate. Failure to accurately sign-in and out may result in fines or the User being denied use of the facility.

13. Cleaning and Sign-out Sheets: At the end of the scheduled paid production time, each User must sign out on the Sign-In sheet, and then thoroughly clean and sanitize their work area. Clean up time is not charged, and is to be used for tasks such as sweeping, mopping, sanitation, and equipment and facility cleaning. This time cannot be used to wash bowls, utensils, etc. - that time needs to be built into your paid production time. A checklist of expectations for daily cleaning is posted in the kitchen; Users must check off each task upon completion, and initial and date, ensuring that all Users are accountable for leaving the facility in acceptable condition for the next User. The no-fee clean-up time must occur after the end of your paid, scheduled production time. If a User has a reservation during your cleaning time, please work to accommodate. Abuse of this cleaning time may result in additional hourly processing charges.

14. Facility Failure: In the event of equipment failure or other facility issues that compromise production, no charge will be made for lost hours. Users MUST fill out a Facility Incident Report within 24 hours of the occurrence to be eligible for a credit.

15. Garbage Disposal: Users must dispose of garbage in the dark blue bins in the alley. Dispose of recyclable materials (cardboard, metals, glass, and plastics #1-2) in the light blue recycling bins in the alley. Organic food scraps and unbleached paper products (no paper towels) can be placed in the compost bucket, which is stored just inside the door of the walk-in cooler. Waste oil can be discarded in the black receptacle outside next to the shed.

16. Dry Storage: Fees are charged on a monthly basis. Each bin must be clearly labeled with the User's name. Opened food items must be stored tightly covered in containers labeled with the container's contents. All items must be in the bins and on shelves or otherwise off the ground at least 6 inches. The areas around stored items must be kept clean, swept and mopped as often as needed, but at least once a month. User must keep their bin clean, inside and outside.

17. Cooler Storage: Fees are charged on a monthly basis. All items must be clearly identified and labeled with the User's name. Food items must be stored tightly covered. Remember that you are paying for cooler storage by the shelf. It is to your advantage to arrange your items in the most space efficient way, keeping in mind food safety guidelines to prevent cross contamination. You must clean and sanitize your storage shelves at least once a month. You must mop your area immediately if there are any spills, even if it is just water or melting ice.
18. Storage Safety: Note that while long-term (any time beyond the daily use) storage is assigned, it is not locked or individually secured. There is a strict policy against borrowing or using the stored tools, products, or ingredients of another user, even if you intend to replace it. Any reports of breaking this policy will be taken seriously, and are grounds for dismissal.
19. Shared Use Facility: Please remember that this is a shared-use facility with NO janitorial service. If you notice that paper towels, soap, bleach, or anything else is running low, please re-stock from the mop closet for the next User.
20. Small wares: Users will provide their own towels, pots, pans, packaging, small wares & other special items necessary to their specific production needs. Please label your personal property to avoid mixing with LEAP property. Do not leave your personal small wares or cleaning rags in the kitchens. They may be sold or thrown away without notice. Return all equipment/wares to designated location after use.
21. Provided thermometers and scales are not guaranteed to be 100% accurate. Users should invest in such equipment of their own according to their regulatory & record-keeping needs.
22. Shared Helper Equipment—The LEAP Kitchen has a few speed racks and rolling carts that are aides during production. They are NOT to be used for long-term storage, and should be cleared as soon as possible to allow for use by other users.
23. Deliveries. LEAP does not receive shipments addressed to Users. It is the responsibility of the User to make arrangements to be on-site when deliveries are scheduled or they may be refused.
24. LEAP Property. No equipment or other items belonging to The Kitchen is ever allowed to leave the premises.
25. Fines. The fine for violation of Facility policies is a minimum of \$25.00 per occurrence.
26. Dismissal. As per the User Agreement, LEAP reserves the right to terminate the contract and deny use at any time.