

Renters Handbook

Dining Hall

2022



31904 Forest Camp Loop Road

Bigfork, Mt 59911

406-754- 2552 406-756-7304

Located in the Swan Valley at Goat Creek Road
& HWY 83 South

Received on _____ by _____
(date) (print client name)

Introduction to the Renters Handbook

Welcome to NW Montana Veterans Camp Ponderosa Dining Hall. The mission of NW Montana Veterans Camp Ponderosa, the legal owner, is to provide a retreat and learning center to assist veterans with addressing the challenges, fears, and stigma that they face during and after they have served in our Armed Services.

Providing them the opportunity to get away and reconnect by attending retreats and offering skills for employment, recognizing the symptoms and triggers of military occupational stresses, develop coping mechanisms to regain a sense of normalcy and relaxation to our returning veterans.

We work to make the space easy and fun to use and to abide by the Lake County Health Department (LCHD) Codes.

This handbook is intended to provide Camp Ponderosa policies and information to our customers. Customers are responsible for understanding all content and are expected to adhere to the rules and policies included here so that this shared-use facility runs smoothly. Customers are also responsible for making sure their staff and associates follow these rules.

NW Montana Veterans Camp Ponderosa is a 501 c 3 Non-Profit privately owned facility and is NOT a governmental, regulatory agency.

Changes to our policies

Camp Ponderosa (CP) will release amendments and new versions of this document as the need arises, and will communicate to customers in a timely manner the changes that have been made. At any point in time, the current version of this document will be available at www.veteransfoodpantry.org. Our customers should check the website regularly to familiarize themselves with the current policies and information. Also, feel free to ask questions. We want you to succeed and enjoy your time here.

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Getting Started: *We assume you know how to cook & use commercial equipment. However, questions about using specific pieces of equipment and how to clean them are encouraged. Please ask!*
And remember: Our Number One Rule is “If you don’t clean, you don’t cook.”

Camp Ponderosa is NOT a USDA certified facility. Check with the Mission Mountain Food Enterprise Center in Ronan, (406) 676-0676 if you wish to process raw meat for sale. They are the closest certified facility.

Non-commercial Users

If you are just interested in using our kitchen for a single event (dinner party, team-building event, canning, or something like that) and are not selling a product, you will **still need liability insurance** – this may be covered by your personal renters or homeowners’ insurance. We will need the name of your insurance company and policy number. This Handbook is available for review online. If you’d like a hard copy, we can give you one. In either case please read it. We will ask you to sign off that you have.

We also require a(n):

Application

Valid credit card & charge authorization form

Damage/Cleaning deposit

Rental Contract (available to review online)

Good understanding of the kitchen use and cleaning requirements

Reservations & Billing

You may schedule as many hours as you like but, unless you follow the strict cancellation policy, you *will be charged* for all of the hours you book. Work time is scheduled in **full** hours (one hour minimum) for the work spaces

If you exceed your booked hours you will be charged for the hours you booked. There is a limit of how many people can work in each space at one time (see Fee Schedule) – please check. **If you don’t make arrangements and you don’t use all your reserved time YOU WILL BE BILLED FOR IT!**

Cancellations

Once time has been reserved

- 1) we make sure the space is clean and ready for use,
- 2) we make sure the equipment you reserved is available, &
- 3) it becomes unavailable to other clients.

Because of this, CP maintains a strict cancellation policy to ensure the work space does not go unused and to cover management costs. We encourage our customers to carefully consider how much time is needed and to use any overbooked time for preparation, organization, experimentation, etc. Unused hours cannot be carried forward. Kitchen reservations cannot be transferred or otherwise exchanged.

Cancellations & Changes & Billing:

1. You may cancel or change your reserved time no later than **48 hours** ahead of your scheduled time for a full refund (or no charge).

Cancellations & Changes & Billing (cont.)

2. **Within 24-48 hours** ahead of your scheduled time, you will be billed for 50% of your cancelled booked hours.
3. For any cancellation made less than 24 hours ahead of your contracted time you will be **charged full price**.

Termination

The CP Rental Contract may be terminated by mutual agreement of both parties at any time.

The Contract may also be involuntarily terminated by CP unilaterally for:

- blatant disregard for the health, safety, or property of CP staff or clients
- theft (time, materials, or property)
- non-payment of fees
- failing to clean a rented space adequately
- consistent failure to follow the terms of the rental contract or this handbook

Payment

>**One time** use charges, Security/Damage Deposit (S/DD), are payable ***in advance*** directly to Camp Ponderosa. Your deposits will be refunded within 10 days of your departure from CP if all contractual obligations have been met. You will have filled out a **credit card authorization form** as part of your contract. We will charge this card for any extra charges or fees not covered by your S/DD if no other arrangements are made.

Communication

Please contact CP during business hours – 10-4 M-F via phone 406-756-7304 8-6 Sat –Sun-via phone 406-754-2552. You can check what hours you have scheduled. We will let clients know about changes in the office schedule as far in advance as possible.

Cold Labeling & Packaging

All food stored in the refrigerators or freezers must be properly stored, labeled and packaged as per the LCHD code and include:

1. Common name of the food
2. Your name
3. Date food was stored

All food MUST be completely covered and sealed.

Other Labeling

Clearly label food that is not in its original container. According to the LCHD all products packaged for sale must have a complete list of ingredients. Check with LCHD or the Dept. of Ag for specific information regarding labeling of your product.

Safety

Work Safe - Rules

No eating in the kitchens.

Wear appropriate clothing – closed toe shoes, aprons, hair restraints, etc.

Use heavy equipment and sharp objects at your own risk.

If you don't know how to use a piece of equipment, **ask** staff – don't guess.

Use caution when using the ovens & handling hot pans –use oven gloves and mitts.

Do not reach across an open flame.

No running or rough-housing in the kitchens

Keep your workspace and the floor around it clear of clutter, debris, and liquids that someone could trip or slip on.

Emergencies

If there is a fire – use the extinguisher and call 911! If there is a serious accident call 911 immediately and notify Camp Ponderosa management as soon as reasonably possible.

The **FIRST AID KIT** is on the bottom of the security locker in the Maintenance Room. Please use whatever you need in an emergency. Remember we are at Mile Marker 59 on HWY 83 South and response time is longer than expected.

Charges for Damage to Facilities

- If you use the fire extinguisher on a fire you start, you will be charged for having it refilled and for any resulting clean-up.
- If you set off the hood system you will be responsible for the entire cost of clean-up of the affected area and recharging of the system.
- If you flood the space, you will be charged for entire cost of clean-up.
- Used grease or oil should never go down the drains or toilet. Do not dump grease or meat directly into the Dumpster! It should be put in a sealable container (when cool), then in a plastic bag and disposed of in the Dumpster. The charge to trade out a dumpster full of grease & oil is \$75, which you will be billed for. Make sure your container seals!
- Do not put anything down the bathroom toilets or sink that was used in your food production.
- Do not put feminine products down the toilet.
- If you or your staff/partners damage a piece of equipment, let CP staff know as soon as reasonably possible. CP is not responsible for loss or damage to your product caused by failure of any CP equipment or machinery – see your contract. You are responsible for damage costs.
- CP is not responsible for the failure of public utilities (gas & electricity).

Repair of damages will be made by the management or its agent and charged to the client on their rent bill. Do not attempt to “fix” equipment yourself.

Security

There are systems in place to help make Camp Ponderosa a safe place to work.

- Outdoor lighting
- Fire Extinguishers in all rooms
- Screens on all windows and back kitchen door to prevent pests from entering
- The front door and south side door closed automatically
- Delivery/ Loading Door in the Processing Room for loading and entering and leaving the building. DO NOT block that door open for more than 15 minutes – especially in winter.
- Be Bear Aware at all times and do not put any garbage outside check with management where and how to dispose of it.
- Smoking is permitted outside 25 feet from doors.

Utilities

Gas & Electricity – Running your own high-load equipment may trip a breaker.

Check with staff before running extra loads or if you have other concerns.

Garbage –Put all garbage in Trash Bins located in each room with black liners. All cardboard broke down flat and stacked separate from other garbage in the dry storage area to be removed by staff. Be Bear Aware and do not put any garbage outside check with management where and how to dispose of it.

Garbage Disposal- Water will start when the disposal is turned on and will run the entire time the disposal is running. This is normal and do not try to prevent this from happening.

Hoods/AC –The hood and hood lights are controlled by single control system located by the Fire extinguisher in the kitchen. After turning the fans OFF they will continue to run until the temperature is cool. This is normal so do not try to prevent this from happening. If you want more information about the system and your cooking process please check with the CP staff.

Phone – CP does provide phone service. Kitchen number is **406 754 2563**

There is free WIFI and WIFI calling in building. You will need a cell phone

Recycle – *Paper & Cardboard* – **please flatten** and put in designated area in Dry Storage for CP staff. We do not offer glass recycling.

Water – regular potable well water. Water heater is set to 140oF (hot!).

Services: Event Center

Event Center: Wi-Fi internet access. Projector and Portable PA System available upon request. 2 Coffee carts can be used as serving stations. We have additional chairs & tables if needed.

Dining Hall: Seats up to 70 people comfortably and has 2 Highchairs for toddlers. If more chairs are needed ask CP host ahead of your scheduled time. There is a pass through to the dish area for easy clean up.

Complete Kitchen: Equipment 6 burner stove with oven, grill, deep fat fryer, grill with 2 burners & 2 ovens, planetary mixer, automatic slicer, steam table, commercial convection ovens, 2 reach in refrigerators, walk in refrigerator, Ice machine, walk in freezer, vacuum sealer, meat grinder, meat tenderizer, commercial coffee dispenser. Commercial dishwasher and garbage disposal. Washer /Dryer. Prep sink & tables

Complete set-up kitchen and bake wear. Dinner ware and paper serving supplies.

Overnight Cold Storage: If there is space available and if the space is requested ahead, we can usually let you store product or ingredients OVERNIGHT ONLY at no charge

Set-up / Take down: CP staff can be arranged at a fee and can be determined as needed.

Cleaning fee: To be determined at time of booking your event.

Coat Lockers: We have locker space available for your personal items (or your staff's things) during your work shift at no charge.

Kitchen Use:

General Cleaning Procedures

Clients using CP facilities are expected to follow all the proper LCHD sanitation requirements as well as keep the kitchen in a clean and professional state. Clients are expected to properly clean and sanitize after their shift, and have the kitchen ready to use by the next customer. The kitchens may be busy at times and it is important that the kitchens remain professional and clean for other cooks or visitors, whether it's the LCHD, customers, service people, etc.

We recommend making your **sanitizer** and wiping down your work surfaces **BEFORE** starting work. See the directions above the 3-bin sinks.
We do not guarantee any surface or equipment is sanitary.

CLEANING REQUIREMENTS

INTRO: Camp Ponderosa (CP) provides only the basic cleaning supplies. If you know your product is especially messy, plan ahead to bring what you need to protect surfaces and/or clean properly. If you don't clean, you don't cook.

Here's what CP has:

An inventory of bowls, pans, measuring devices, utensils, etc.
Barkeepers Friend (non-abrasive cleanser)

NOTE: DO NOT PUT LARGE FLAT THINGS (CUTTING BOARDS & SHEET TRAYS) through the Dish Machine!!!! They can get stuck and the machine will have to be taken apart by the Hobart repair crew. It will cost YOU more than \$250.

- WASH ALL WORK SURFACES with hot, soapy water. Rinse with fresh water. Sanitize.
- CLEAN drain screens in the SINKS and scrub out with Barkeepers Friend (NO steel wool!). Spray or wipe down with sanitizer. Clear food scraps from floor sinks and dispose of.
- CLEAN COLD CAST IRON STOVE TOPS (if used) of baked-on food. Use green Scotch Brite pads (yours) if needed then wipe down with a little vegetable oil (yours) to prevent rust. If any scraping needs to be done, use the appropriate implements.
- WIPE OUT ALL FOOD DEBRIS FROM THE OVENS. Clean the inside to look like it did when you first opened it. If the racks need scrubbing, pull them out and use Scotch Brite pads (yours). NO metal please! Pull out the crumb tray under the burners and clean it.
- WIPE DOWN all splatters on the walls and windows with hot, soapy water, rinse, and sanitize.
- **UN-PLUG** ALL COUNTER-TOP EQUIPMENT and wash with a damp (NOT WET!) hot, soapy bar towel. Wipe with fresh water and sanitize. Keep water out of any electrical elements. Make sure you get all those crevices.
- WASH, RINSE, SANITIZE ALL ATTACHMENTS and parts to counter top equipment you used, especially the can opener and mixers.
- CLOSE AND LOCK ALL WINDOWS. MAKE SURE the front door is closed and locked – even though you didn't use it. 😊
- SWEEP the floor of any area you used. Use one packet of cleaner for 2 gallons' hot water for serious scrubbing (grease) or 4 gallons for damp mopping. The bucket is marked inside at 2 gallons' levels. Then rinse the floor with fresh water. When done, rinse out the mop, wring it and hang it back up. Dump out the dirty water in the mop sink.
- Put all garbage in Trash Bins located in each room with black liners. All cardboard broke down flat and stacked separate from other garbage in the dry storage area to be removed by staff. Be Bear Aware and do not put any garbage outside check with management where and how to dispose of it.

○ **TURN OFF LIGHTS & MAKE SURE THE BACK DOOR LOCKED BEHIND YOU.**

○ **OTHER STUFF TO CHECK:** Do you have your keys? Did you put the garbage in the dumpster? Did you leave anything in the fridge/freezer? Did you leave any item of clothing or equipment?

This cleaning information is laminated and available in each workspace.

General Cooking Procedures & Safety

The Lake County Health Department standards for cooking times and temperatures must be maintained at all times. We do have a thermometer to use. All food handling standards for cold foods should be adhered to at all times.

All stationary equipment is to be used according to the manufacturers' recommendations (stoves, ovens, microwaves, etc). We have manuals and can answer specific questions – please ask. Consider using non-cutting gloves when using the meat/cheese slicer or other sharp equipment.

Allergens

Camp Ponderosa is used by multiple parties, sometimes at the same time. We are NOT a peanut, tree nut, gluten, egg or dairy-free environment. If you have issues with particular foods, please let us know before signing the rental contract so we can determine if our facility is right for you. Remember that proper sanitation of the CP work spaces and the equipment is vital in preventing food borne illness and allergic reactions.

Personal Health Procedures

We are committed to the health and well-being of all those who use our facilities as well as those who consume the products made here, so we cannot allow anyone with the following symptoms to work here: diarrhea, fever, vomiting, jaundice, sore throat with fever, or lesions on exposed body parts. Nor can we allow anyone with the following diagnosis to work in the facility: salmonellosis, shigellosis, Escherichia E.coli, Hepatitis A virus, or Norovirus.

Thank you for using Camp Ponderosa Dining Hall!