



BREAKFAST PROGRAM OPERATIONS

Preparing breakfast and setting out the food

SETTING UP THE BREAKFAST ROOM:

- **Before beginning tasks, be sure to put on a hairnet and wash your hands.**
- Take out and set up the tables and chairs for the children; arrange the food service tables and put the tablecloths on (as needed); clean the tables and counters with diluted sanitizer.
- Take out the toaster and warming tray and plug them in (makes sure there is enough water in the warming tray).
- Take out the kitchen implements needed for breakfast preparation.

FOOD HANDLING AND PREPARATION

** Health and hygiene standards must be respected at every stage: preparation, serving, and cleaning. In Quebec, the Ministère de l'Agriculture, des Pêcheries et de l'Alimentation (MAPAQ) has established rigorous guidelines.**

- **Wash your hands before handling food or performing each new task.**
- Take out the food requiring preparation and follow the day's menu and the recommendations in the menu glossary
- Use the cutting boards to prepare the food.
- Cook the hot meal (as required) and place it on the warming tray until it is time to serve.
- Cut and arrange two kinds of fruit in small portions. Cover and place them in the refrigerator until you are ready to serve.
- Prepare a few glasses of milk and juice as well as a tray of yogurt. Place them in the fridge until you are ready to serve.

SETTING OUT THE FOOD

- Place all condiments, jams and spreads as well as cutlery on the service table.
- Five minutes before the children arrive, place the drinks, yogurt or cheese and other items kept in the fridge on the serving table.

BREAKFAST BINS OR BAGS

In some clubs, breakfast is prepared in bins or in individual bags, and the food is wrapped in individual or group servings (*see Breakfast bins or bags* for more details).

Serving breakfast

The volunteers have a big influence on how children react to certain foods. So it is important not to let your own biases show: all food should be presented to the children in a positive light that encourages them to taste everything in each of the food groups, even if it is just a few bites.

DURING BREAKFAST

The head volunteer assigns the tasks to the other volunteers as the situation requires. This may involve being in the kitchen preparing food, at the service table, serving the children in their seats, or even starting cleanup.

MEAL PREPARATION

Make sure there is enough food to meet the needs of all the children in order to avoid any delays. When in doubt, ask the head volunteer about quantities.

SERVICE TABLE

When the children arrive at the service table, the following items should be placed on their tray: food, beverage, and cutlery. It is important that the children not touch anything on the service table to avoid contamination by bacteria or allergens.

A single menu is offered daily. For those children who do not want the menu, encourage them to eat a larger portion of fruit, a yogurt and a beverage. In the case of a food allergy to an item on the main menu, check with the head volunteer about how to proceed.

Whenever possible, make sure all the children in the group, from first to last, have access to the same breakfast choices as well as condiment, jams and spreads.

TABLE SERVICE

Serving the children in their seats is a treat that can be offered on special occasions or holidays. It is also a useful strategy when there is not enough space in the venue to move about safely.

SECOND HELPINGS

It is not always possible, nor appropriate, to offer the children a second helping. At the beginning of the school year, assess the possibility with the regional coordinator. Establish a way to do it that will be explained to the children at the same time as you describe how the club works. Make sure all the volunteers understand the established procedure so they can maintain consistency throughout the year.

- The second helping should not delay arrival in class.
- The child must have finished everything on their tray before being given a second helping.
- Do not systematically offer more food in order to avoid a second helping. The contents of the tray should respect Canada's Food Guide and the single-serving suggestions appropriate for the age of the child.
- Set a specific time for the end of the second helping; for example, 3 minutes before the first bell.
- Avoid having the children get up to serve themselves. Whenever possible, serve the children their second helping in their seats so they have enough time to eat.
- If, for lack of time, it is decided that a second helping is not possible, for example, encourage the children to choose foods that they will finish and not waste.

Cleaning and storage

- Wash all dishes, cooking implements, tables, tools, and work surfaces according to food safety guidelines (see the document *Health and hygiene instructions*).
- Wash the trays every morning with a diluted sanitizing solution,* and once a week wash them using the four-step dishwashing process.
- It is crucial that the premises be returned to the same state as when the team arrived.

*When diluted with water, the sanitizer is effective for only 24 hours. Therefore, it is not necessary to store a bottle of the diluted product for washing the trays.

Maintaining safety standards

FOOD SAFETY

At Breakfast Club of Canada we believe that prevention is the best way to avoid food poisoning and allergic reactions. To ensure this, we require that everyone cooperate fully.

- Check the expiry dates often and never serve any foods passed their “best by” date to the children (except products that were frozen in advance).
- Never put leftovers (milk, juice, or cereal) back in the original containers.
- In the event that a power outage affecting the refrigerator occurs or is suspected and its duration cannot be confirmed, avoid serving any products that require refrigeration. Inform the coordinator before either serving or throwing out any food.
- Helpful hint for future power outages: Freeze water in a transparent glass; once it is fully frozen, put a piece of money on top and leave it in the freezer. If a power outage occurs, the coin will sink into the glass—the lower the coin, the longer the outage.

FOOD ALLERGIES

Refer to the Club’s food allergy policy (see the section on *Allergies and Intolerances* and/or consult the red binder). Make sure ALL volunteers are aware of the policy and apply it.

PHYSICAL SAFETY – CHILDREN AND VOLUNTEERS

- Ensure the service table is safe at all times: no electrical wires, cooking implements, knives, etc.
- Check that the premises are safe for volunteers and children.
- Handle knives and other kitchen tools with care. If you accidentally cut yourself, immediately remove yourself from the area. The work surface and any utensils used must now be thoroughly cleaned and sanitized.
- **Throw out any food that has come into contact with blood.** For example, in the case of a fruit salad, it must be entirely discarded; and the container, cutting board and utensils must be changed.
- Make sure the volunteers use safe practices when they prepare and serve the breakfasts.
- Keep dangerous equipment, knives and other utensils out of the reach of children at all times and store in a locked cupboard.
- Make sure to respect the ratio of 1 adult for every 25 children (primary school).
- Familiarize yourself with the evacuation plan and the location of the first aid kit.
- As a safety precaution, only closed shoes may be worn, even in summer. Non-slip soles are recommended.

Food quality control

- When the order is received or after buying food, rotate the stored food so the older items are used first.
- Respect Club policy regarding leftover food.
- Food supplied by the Club cannot be used for purposes other than our breakfasts. When a member of the school team makes a request for food, advise the head volunteer and the regional coordinator.
- The food offered to the children is prepared on the spot and according to the food safety guidelines of the school board and the safety standards for food allergies.

Management and supervision of daily breakfasts

The following tasks are usually undertaken by the club's head volunteer. Sometimes, however, certain tasks are delegated to other volunteers or members of the school team, as decided by the coordinating committee.

OVERSEEING HOW BREAKFAST IS SERVED

- Plan every step. Assign tasks to the volunteers on site.
- Make sure volunteers respect Breakfast Club of Canada's standards and the MAPAC food safety guidelines at each stage: set-up, preparation, serving, and cleaning.
- Determine the quantity of food to be prepared in order to avoid running out of food and prevent waste.
- Makes sure that the premises are neat and clean before the volunteer team leaves.

SUPERVISING THE CHILDREN

- At the beginning of the school year, in partnership with the school administration and the coordinator, ensure the Breakfast Club program is in line with the school's code of conduct.
- Make sure that the children are well supervised on a daily basis; intercede when needed or when certain behaviour goes against the school's code of conduct.
- If a major intervention becomes necessary (for example, a time-out because of violent behaviour), the head volunteer can request immediate support from the school administration or a member of the school staff.
- With the help of the school, implement strategies to reinforce good behaviour.
- When a child's behaviour violates the school's code of conduct, make sure the consequences of their actions are in line with the way things are done in the school. Establish the guidelines for dealing with unwanted behaviour at the beginning of the year in the coordinating committee meeting or during the strategic meeting.

MANAGING THE VOLUNTEER TEAM

With the exception of school personnel and the volunteers authorized by the school administration, no person can be admitted to the club—even to substitute for someone who is absent—without a full background check.

If there are insufficient volunteers, it is important to immediately inform the the school and the regional coordinator, especially if the situation disrupts the morning routine. This is to ensure that recruitment strategies are put in place.

The head volunteer's mandate is to:

- Be on hand, whenever possible, to meet the new volunteers during their initial training
- Ensure the new volunteers are welcomed and integrated into the team on their first morning. Continue their training regarding procedures and practices.
- Supervise the volunteers to ensure they perform their tasks according to Breakfast Club's standards and food safety guidelines.
- Take part in recruiting volunteers with the coordinator.
- Take part in volunteer recognition activities.

APPLYING HYGIENE STANDARDS

- Provide the volunteers with information regarding health and hygiene standards and, as needed, refer them to the poster.
- Ensure the standards are met at every stage of breakfast preparation.
- When these standards are not respected, take the volunteers aside and speak to them directly.

MANAGING FOOD QUANTITY (IF ORDERS ARE RECEIVED)

Tip to help manage food quantity: on the menu itself, note the number of food items served every morning.

- The amount of food is calculated automatically from the club's attendance. Provide the regional coordination of any changes needed on the order.
- Forward the order to the coordinator within the time frame requested.
- Place the milk order according to the school schedule and observed needs. The coordinator will provide you with the necessary information and the supplier account number (Natrel or another company, depending on the region).

MANAGING MATERIALS AND EQUIPEMENT

- Regularly inspect equipment to make sure it is in good working order. In the case of damage or malfunction, advise the regional coordinator as soon as possible.
- Ensure the equipment, materials, and premises are kept clean.
- Always keep club property under lock and key.
- In case of damage due to vandalism, fill out an incident report (see *General Operations* section) and send it by email or fax to the regional coordinator the same day. If possible, in the case of vandalism, attach a photograph to the report.

Administrative tasks

The following tasks are the responsibility of the head volunteer or an authorized administrative volunteer.

ONLINE REPORT

Complete the online report according to the schedule. The monthly report must include the following documents:

- Milk delivery receipts
- Bill copies for all spending (financial support)
- Deposit report (only if a deposit have been made)
- Payment follow-up (If applicable)
- Bill copies for donations

PAYMENT FOLLOW-UP AND DEPOSIT PROCEDURE

- The parental financial contributions will remain at the school and will be reinvested in the breakfast program. It is suggested to send the parental contributions reminder at the beginning of each quarter and make regular deposits (ideally at least every two weeks).

Breakfast Makes Me Shine (JeunEstime) activities and special events

When the time and number of volunteers allow, we recommend you organize special events to inject some extra fun into breakfast. This can be done by simply playing music or making small changes to the menu. It is also possible to:

- Highlight holidays such as Halloween, Christmas, Valentine's Day, School's Out for Summer, etc.
- Highlight children's birthdays. Sing *Happy Birthday* and serve them in their seats restaurant style; write their names on the board, etc.
- Take part in some of the *Breakfast Makes Me Shine* activities offered by head office.
- Take part, insofar as the Club permits it, in the training and supervision of students involved in the Young Volunteers program (see *Supervising Children, Youth Engagement and Breakfast Makes Me Shine (JeunEstime) values*).

Events with Breakfast Club of Canada, media contact, or partner visits

All visitors, including partners, public personalities, journalists and police officers, as well as events of any kind must receive prior authorization by the coordinator. All requests must be forwarded to them.

Regarding the presence of the media* in the Club, any such activity must always take place under supervision of a coordinator or a representative from head office.

Volunteer teams may sometimes welcome important Breakfast Club of Canada partners. These visits play a vital part in fostering a sense of belonging and commitment by our partners over the long term. Cooperation by the team of volunteers is crucial. When possible, the coordinator or a head office representative will be present. If this cannot be arranged, the coordinator will prepare the volunteer team for the visit.

* Please note: by *media*, we also mean student newspapers, local papers, community radio, and any other local media.

Meetings and committees

The head volunteer must take part in meetings organized outside the normal operating hours of the club, such as:

- Strategic meeting
- Meetings for the coordinating committee. The goal of these meetings is to ensure the club runs smoothly.
- Coffee get-togethers with the head volunteers of other clubs in the region. These meetings allow participants to exchange information and enable the coordinator to personally speak to volunteers and provide group training.
- Meeting with the volunteer team at the start of the school year

Other meetings may also take place during regular Club hours:

- Occasional meetings with the coordinator
- Individual meetings, as needed, with certain volunteers, either to clarify procedures that need to be modified or to recognize work well done
- Meetings with certain children regarding the school's code of conduct

It is important to inform the school and the coordinator as soon as possible if any of the following situations occurs:

- Media request or request to visit the Club
- Unexpected pedagogical day
- Significant problem with a particular child
- Receiving a complaint
- Special request by the school team
- Equipment damage or problem
- Delivery questions
- A staple is out of stock (e.g., yogurt)
- Leave of absence, short or long
- Insufficient volunteers to meet required ratio
- **Visit by a food safety inspector**