

Mission and Introduction

Prep – A Chefs’ Kitchen, has a mission is to inspire the culinary community of Central Oregon, by helping provide our clients with the tools, environment, and guidance – steppingstones, to create and expand while becoming successful and prosperous through expression of their own personal creativity.

THIS HANDBOOK IS PART OF YOUR OPERATING CONTRACT. It is intended to provide Prep Clients with policies and information necessary for success in utilizing the resources at Prep - A Chefs’ Kitchen. Clients are responsible for all content, and in obligation of the contract, must sign the Acknowledgment page in agreement to the rules and policies within.

General Information

Prep is a fully equipped and certified, multi-use kitchen, serving Bend and the surrounding areas of Central Oregon. We have several workstations for rent by the hour and we have space for all your dry and cold storage needs.

The Prep facility is available for anyone needing to utilize a commercial kitchen. This includes food truck owners, private chefs, caterers, bakers, retail vendors, or any other unique food and beverage business concepts.

NOTE: The Prep facility does not allow any form of marijuana edibles to be prepared in its kitchen. In addition, any CBD Oils used in products must be pre-approved by the Department of Agriculture before they are allowed into the Prep facility.

Clients may bring in specialized equipment or small wares upon approval of Prep Management. Storage of equipment and small wares may be available; charge for this storage is tailored to individual needs and size of equipment. All equipment and small wares brought into the kitchen must be properly labeled with the business name.

Description of Workstations

- **Kitchen (1) includes:** 24” Char-broiler grill, 4 burner gas range, gas oven, shared blast chiller, induction range, speed racks, reach in refrigerator and freezer.
- **Kitchen (2) includes:** 7 Burner gas stove top range, gas oven, shared blast chiller, induction range, speed racks, reach in refrigerator and freezer.
- **Bakery (5) includes:** 60 Quart Globe floor mixer, four gas convection ovens, speed racks, induction burners, reach in refrigerator, and baker’s woodwork top.
- **Packaging Area (7) includes:** Plenty of countertop space and prep sinks with direct access to double doors for loading and delivery.

What Prep Provides

In addition to the equipment included in your workstation, Prep provides a commercial ice maker, color coded cutting boards, disposable gloves, aprons, towels, cleaning supplies, trash bags, and a fully stocked first aid kit.

Personal Items

Prep also provides lockers for personal items including jackets, clothing, and purses and you are welcome to bring your own lock during your scheduled time in the kitchen. We also provide a small refrigerator for personal food items. The kitchen also offers free WIFI access and a fully stocked single cup coffee maker. **NOTE:** All personal food items are to be consumed in the back break area and drinks must have a lid with straw if consumed in the kitchen.

Additional Items

Currently, Prep provides *limited*: pots, pans, sheet trays, hotel pans, utensils, storage containers, and knives. **This equipment is not required to be provided by Prep. It is on a first come first serve basis and may not always be readily available for use. Please do not take equipment, supplies, or utensils out of the Prep facility.** We encourage you to invest in the equipment and supplies you need to properly operate your business.

Kitchen Rates

Prep charges by the hour for use of each facility workstation. Storage for both equipment and food are also available at an additional cost. Prep offers ample amounts of dry, cold, freezer and equipment storage at its facility. Please inquire with management about specific pricing and availability. Prior approval and communication of needs with management is required.

Subject to prior approval and appropriate vacancies you may be allowed to rent an adjoining station of the range, bakery, or packaging area are available at half the premium rate. You will be charged time and a half for use of more than one kitchen at a time.

TIERED PRICING SCHEDULE

MONTHLY HOURS	CHARGE PER HOUR
1 – 10	\$25
11 – 25	\$24
26 – 60	\$23
61 - 125	\$22
125 +	\$21

NOTE: Fees are subject to change. Written notice of fee changes will be given to current Clients at least 30 days prior to implementation.

Mobile Unit Accommodations

Under the present laws and regulations Class IV Mobile Units may become independent of commissary kitchens, such as the Prep facility. A probationary or vetting period of one year (monitored by government authority) requires that the mobile unit to be associated with a licensed commercial kitchen during that time frame. All other classes of food trucks must always be attached to a commissary kitchen, for health and safety provisions.

Each year food trucks must apply with Deschutes County Health Services and Prep will sign off on the application as an approved commissary. Mobile Units which do require a permanent commissary can renew their Prep association on an annual basis. Storage and hourly use of the kitchen is not included in the annual fee and will be subject to the pricing schedule on page two.

Notice of Requirements

- *Personal Information page, Valid photo ID, and Food Handlers Certificate must be submitted for all employees and/or family members working at the Prep facility.*
- *Liability insurance is mandatory and will protect your consumable product as well as our business entity and the physical facilities. Any insurance agent whom you currently have car, life, home, or rental insurance through can typically bundle liability insurance for you. **FLIP – OR Food Liability Insurance Program is a popular option for many of our clients.***
- *A current Oregon Food Handler's Certification is required for any individual on the premises at any time. This includes individuals working for you or helping with production/delivery. **No one under 14 years of age, the minimum legal age to work in the State of Oregon, can work or help in the Prep kitchen, for any reason.***

PROPERLY LICENSING YOUR PRODUCT

People who use commissary kitchens are regulated by Deschutes County Department of Health and/or the Oregon Department of Agriculture. These agencies have separate certification programs for different types of food preparation and sometimes these programs overlap.

It is your responsibility to properly certify your product, or you will not be permitted to publicly serve and consume it. Please use the following information to help guide you through the process of correctly licensing your product:

Information on Licensing and Getting Started

For questions regarding the **Deschutes County Health License** contact the **Environmental Health Services at 541-322-7400. Contact Brody Hodges via email at brody.hodges@deschutes.org** for more information. Environmental Health Services also offers temporary, and event permits available for limited usage.

If you plan on PACKAGING and SELLING consumable food or beverage items, you will get certified through the **Oregon Department of Agriculture**.

For more information please visit: <http://www.oregon.gov/ODA/programs/FoodSafety/Pages/Default.aspx> and contact **Jon Harrang at 541-923-0754 or jharrang@oda.state.or.us**.

An **Oregon Food Handlers Certification** is easy to acquire and takes little time. For more information visit: www.orfoodhandlers.com or www.oregonfoodhandler.com. The Oregon Food Handlers Card is required for all clients that work in the Prep Kitchen, and their staff.

If you wish to obtain the **ORLA Serv-Safe Certification**, please visit www.oregonrla.org for more information and steps on how to register for the day course. This website also provides a link to take the Oregon Food Handlers Certification. ***Serv-Safe Certification is not a requirement of Prep – A Chefs' Kitchen but does count towards the Oregon Food Handlers Card.***

Payments and Scheduling

Upon application approval, scheduling your kitchen time and making payments is easy. This may be done in person or over the phone with a manager at 541-797-4459. Prep Clients are invoiced at the end of each month, and this may be paid online or in person.

Clients are required to clock in and out during all hours of production. Pricing is based on accumulated hours throughout the month. Clients will then receive an invoice by email that must be paid within 15 days of being sent. Clients pay for the previous month of scheduled hours and storage, not hours in advance. Any invoice not paid within 45 days of the due date will automatically be applied to the credit card on file. An 18% late fee will be applied to any payments that are 30 days past due.

NOTE: A \$35 fee will be assessed for any declined payment or non-sufficient funds.

Reservations for kitchen time may be made up to 3 months in advance and all scheduling is based on a first come first serve basis. Additional hours may be added the same day, subject to approval by management and appropriate vacancies.

Rescheduling or Transferring Hours

We understand the food industry can be difficult to navigate at times. Rescheduling kitchen hours may be allowed but requires approval by management.

No-shows, leaving early, or any other reserved and unused kitchen hours may not be transferred or carried forward. ***You will be charged for the hours scheduled if you do not show up for your shift or cancel with 24 hours' notice.***

Scheduling and reserving hours at Prep is a commitment. It means that station is completely unavailable to other Clients during that time. Be mindful that other clients may be scheduled directly after you, and you are committed to have the space cleaned and sanitized at your end time. We encourage you to carefully consider how much time you will need for set up, production, and cleaning, and reserve hours accordingly.

Late Fee & Cancelation Policy

We appreciate your understanding of our 24-hour cancellation policy. Last-minute cancellations disrupt our abilities to provide services to other clients in need of time. Failure to provide notice will result in charges of time reserved. Please contact managers via email or by phone (541) 797-4459 for cancellations.

If you are more than one hour late and do not communicate with management, you will be subject to a \$25 late fee. You may also be subject to losing your reservation if another client is interested in renting the space.

General Rules

Prep- A Chefs' Kitchen is a professional work environment with management on site during office hours. Management is responsible for overseeing the facilities, assisting clients who are getting familiarizing with the kitchen, and monitoring compliance of rules and policies.

Non-Discrimination Clause

We strive to foster a professional atmosphere. Mutual respect for others in a shared working environment is mandatory. Prep – A Chefs' Kitchen does not discriminate based on race, religion, gender, gender identity, age, disability, or sexual orientation. A no tolerance policy prohibits discrimination, harassment, and bullying against any person for any reason. Violation of this policy will result in immediate dismissal from the facility and termination of the lease agreement.

Membership Fee

The membership fee is a non-refundable annual fee. This charge helps us cover conveniences such as disposable gloves, aprons, towels, and cleaning supplies. You will pay this fee when you initially sign up and every January thereafter.

Prep charges a \$4 transaction fee per invoice sent through QuickBooks Online to help cover the costs of credit card fees.

False Alarm Response

Each client is given their own unique PIN number for the alarm system. When you access the Prep facility after hours you need to deactivate the alarm immediately. If the alarm is not turned off within three (3) minutes, the alarm company will be notified, and will contact the Bend Police Department. If the Bend Police Department arrives for a false alarm, they will bill Prep for anywhere between \$250 - \$500, and it will be your responsibility to pay this fine within 30 days of notice.

Damages

Each Client will be responsible for any damage to or within the Prep facility including, but not limited to; fixtures, furnishing, equipment, small wares, and/or any supplies provided. The client agrees to pay the full replacement cost for any damaged or destroyed equipment.

Guest and Visitor Policy

Clients can bring family, guests, and/or visitors to the Prep facility. We ask that management be notified in advance of any guest visits.

Illness

Please notify management of any illness that requires you to stay home during scheduled kitchen time including fever, body aches, chills, persistent cough, diarrhea, or vomiting. **Management reserves the right to assess any individual deemed sick and may ask you to leave the premises. If you test positive for COVID, please stay out of the kitchen for at least 5 days and you may be required to wear a mask upon returning to the facility.**

Pick-ups and Deliveries

Clients are responsible for being present and putting away their own deliveries. If you are unable to be present during your time of delivery, you are responsible for teaching your purveyor how to activate and deactivate the alarm system, along with how to put away your delivery in your reserved storage area. You may purchase an additional key card to give to your purveyor. Prep is not responsible for any missing or damaged items. If a false alarm response is triggered by your delivery driver, you would be responsible for paying the fine. *Please refer to page 5 for false alarm response.*

Lost or Stolen Items

Clients are responsible for managing and safely storing their personal items, including kitchen equipment. Clients have access to lockers for personal items. It is recommended that all personal items and equipment being stored at the facility are labeled. Prep- A Chefs' Kitchen is not responsible for lost, damaged, or stolen personal items.

Parking

Parking is available on a first come first served basis. No unattended vehicles in the parking lot at any time. A maximum of 3 parking spaces is allowed per registered Client and accompanying food truck or staff.

Attire

Clients are responsible for wearing an apron or chef coat. Appropriate footwear is required at all times. No sandals or open-toed shoes are allowed. Hair must be properly pulled back and secure or covered with a hat, bandanna, or hairnet.

Smoking and Alcohol Policy

Prep- A Chefs' Kitchen is a non-smoking and alcohol-free facility. Smoking may only be permitted in personal vehicles and in designated smoking areas, a minimum of 10 ft. from the building. We have a no tolerance policy for alcohol consumption of any kind while on the premises.

Allergen Statement

Please be advised that you are sharing equipment and kitchen space that may come in contact with milk, eggs, wheat, soybean, peanuts, tree nuts, fish, and shellfish. **NOTE: Packaged food for resale MUST contain an allergy disclaimer.**

Kitchen Use Policies

Clients of the PREP facility are expected to follow proper sanitation requirements and standards of Oregon Food Handlers Certification. Clients are expected to keep the kitchen in a clean and professional state during all hours of production.

Failure to abide by the following kitchen policies will result in a \$50 cleaning fee added to your monthly invoice. This is non-negotiable. Additionally, any health code violations may result in a \$100 fee.

Clean Up Policy & Food Safety

Personal drinks must always be in a container with a sealed lid.

Cooked items must be properly cooled before storage in the walk-in or freezer. DO NOT put piping hot or steaming items into the walk-in. Clients must utilize the blast chiller or make ice baths to properly cool food. All foods must be cooled and stored properly while at Prep.

Dishes must be properly washed in the dish area or tri-sinks with cleaning supplies provided, air or towel dried, and put away at the end of your shift. Cutting boards, sheet trays, pans, and utensils, must also be completely dry before being put away.

Client must follow all sanitary guidelines for preparation of meat, including proper sanitization of equipment, tables, and cutting boards.

Prep has the right to discard any moldy, poorly handled, or left out food product. We stand behind our name as a clean and professional kitchen that holds high standards, and we support the products produced by our local business.

End of Shift Tasks

Each kitchen space used must be fully cleaned and sanitized before and after your shift. Clients are required to wipe down all surfaces including counter tops, tabletops and bottoms, sinks, and equipment utilized, including the dish area. Make sure to sanitize oven handles and knobs after use. Please also clean any spills or messes left in ovens or on stove burners. Vacuum and mop your station and take out any trash/recycling.

Sweep up ALL large debris in the areas which you have been working, including under floor mats. Please vacuum and mop your station and the dish area before leaving.

Organize and label all food in walk-in and freezer correctly. Food items not safely stored and labeled may be discarded by Prep Management.

Please do not leave any food or beverage items in the day-use refrigerator, freezer, or Blast Chiller. All day-use refrigerators must be emptied at the end of your shift and properly wiped down. This includes sanitizing door handles, shelves, and the bottom of any refrigeration used.

Any cooler, freezer, dry or equipment storage must be cleaned and sanitized regularly. Do not let dust, food debris or mold accumulate, or it may result in a cleaning fee.

Take out your trash and clean recyclables. Trash bags should be tied and placed in the appropriate dumpster. Recyclables must be clean and broken down to the best of your ability. Heavily soiled or greasy recyclables must be put in the trash.

Line trash cans with clean trash bag after disposing of garbage. Clients are responsible for cleaning trash cans out if bags rip open or spill into the bin.

Turn off the dishwasher and lights before leaving, and then set the alarm before exiting the building.

If you have any concerns about safely walking to your car after dark, please call non-emergency to ensure your safety at our facility (541) 693-6911.

Welcome to Prep-A-Chef's Kitchen! We are delighted to have you as a part of this culinary community and look forward to watching your business grow. Feedback and communication are always welcome here. Let us know at any time how we may serve you and your business needs better.