

## Mission and Introduction

Here at Prep – A Chefs’ Kitchen, our mission is to inspire the culinary community of Central Oregon, by helping provide our clients with the tools, environment, and guidance – the 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 ample space for all your dry and cold storage needs.

Prep’s facilities are available for anyone needing to utilize a commercial kitchen including food truck owners, private chefs, caterers, bakers, retail vendors, cooking and baking classes, or any other unique food venture. Have an idea? Just ask us and we will do our best to accommodate.

**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 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, 3.5-quart food processor, 64 oz Vitamix blender and 13” food slicer
- **Kitchen (2) includes:** 7 Burner gas stove top range, gas oven, shared blast chiller, induction range, speed racks, reach in refrigerator and freezer, 3.5-quart food processor, 64 oz Vitamix blender and 13” food slicer.
- **Bakery (5) includes:** 60 Quart Globe floor mixer, 4 gas convection ovens, speed racks, proofing rack cover, induction burner, 8-quart countertop mixer, reach in refrigerator, immersion blender, 3.5-quart food processor, 64oz Vitamix blender, baker’s woodwork top and dough sheeter.
- **Packaging Area (7) includes:** ODA approved, certified trade scales; 10 & 20lbs, two 16” vacuum packaging sealers, plenty of countertop space with direct access to double doors for loading and delivery.
- **Cabela’s Dehydrator available for rental use, priced at \$2/hour.** Pre-scheduling before use is required.

## What Prep Provides

In addition to the equipment included in your work station rental are: commercial ice maker, color coded cutting boards, disposable gloves, parchment paper for sheet pans, plastic wrap, foil, fully stocked first aid kit, cleaning supplies, trash bags, backup labels if you run out, and your choice of locked or unlocked storage containers.

## Personal Items

Prep also provides a storage area for personal belongings, as well as lockers where personal items including jackets, clothing, and purses must always be stored. We also provide a small refrigerator for personal food items. **NOTE:** Clients must provide their own lock to keep items secure in the lockers. The kitchen also has free WIFI access and a fully stocked single cup coffee maker. Personal food items to be consumed on the premises must be stored and eaten only in the break area.

## Additional Items

Currently, Prep provides *limited*: pots, pans, sheet trays, hotel pans, utensils, storage containers, labels, and knives. We encourage you to invest in what you need. **The equipment at Prep is on a first come first serve basis and may not always be readily available for use.**

## 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.

Exclusive rent of adjoining station in the range, bakery and packaging area are available at half the premium rate. Subject to prior approval and appropriate vacancies.

### TIERED PRICING SCHEDULE

MONTHLY HOURS	CHARGE PER HOUR
1 – 20	\$23
21 – 50	\$22
51 – 100	\$21
101 – 150	\$20
150 +	\$19

**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 & Class V 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.

Mobile Units are charged a non-refundable \$300 charge for liability and health safety reasons. 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 for \$150 fee per year. Storage and hourly use of the kitchen is not included in the annual fee and will be subject to 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.*
- *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 certifying 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 Tim Foley at 541-322-7400 or [tim.foley@deschutes.org](mailto:tim.foley@deschutes.org)** for detailed information. Environmental Health Services also offers temporary and event permits available for limited usage.

If you plan on PACKAGING and SELLING consumable food items, you must get certified through the **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](mailto:jharrang@oda.state.or.us)**.

**Oregon Food Handlers Certification** is easy to acquire and takes little time. For more information visit: [www.orfoodhandlers.com](http://www.orfoodhandlers.com) or [www.oregonfoodhandler.com](http://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](http://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 hours of production. Pricing is based on accumulated hours throughout the month. Clients will then receive an invoice through 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 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.**

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 day of, subject to approval by management and appropriate vacancies.

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

## **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. **NOTE:** Please carefully read the kitchen policies on page 7.

## **Cancelation Policy**

You **MUST** call management to cancel reserved kitchen time for any reason to qualify for partial or full refund. **Contact one of our managers at 541-797-4459 for cancelations.**

## **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 Client who are familiarizing with the kitchen, and monitoring compliance with all rules and policies.

### **Non-discrimination Clause**

We strive to foster a professional atmosphere. Mutual respect for others in a shared worked 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 facility and termination of lease agreement.

### **Membership Fee**

The \$150 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.

### **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 two (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, and any durable supplies provided. 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 on 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.

Due to the threat of the COVID Pandemic, Prep will follow the requirements of State and local health officials and in addition will require all persons using the facility to check their temperature as soon as they enter the building. A thermometer and signature page are available in the office. Face masks are also a requirement at this time.

## **Pick-ups and Deliveries**

Client with reserved kitchen time can access the facilities during all business hours for pick-ups and drop-offs. Please limit this time to 15 minutes maximum out of respect for others in production. Clients must be present for deliveries from other purveyors, i.e. Sysco, Aloha, Hummingbird, etc.

## **Lost or Stolen Items**

Clients are responsible for managing and safely storing their personal items, including kitchen equipment. Clients have access to the breakroom lockers for personal items and the locked cages for personal equipment. 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 serve 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. NO parking whatsoever when the Prep facility is closed.

## **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 area, 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**

Client of Prep – A Chefs' Kitchen facilities are expected to follow proper sanitation requirements and standards of Oregon Food Handlers Certification. Client 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.***

## **Clean Up Policy & Food Safety**

Personal drinks must be in a container with 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. Client 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 and sheet pans must be completely dry before storage.

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 produce by our local business.

## **End of Shift Tasks**

Wipe down and sanitize all counters, tables, sinks and equipment including doors, handles, knobs, controls, and bases. Sanitizer and clean towel are required to thoroughly clean surfaces.

**Sweep up ALL large and small debris in the areas which you have been working, including under floor mats. Please mop if necessary.**

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

**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 best of 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 during production hours. **The onsite manager MUST approve the condition of your workstation before you leave.**

After hour procedures include tying up your trash before you leave. Leave the trash in the bin in case there is a hole in the bag, but make sure to tie off the top of the bag if full or may contain an odor. Sweeping and mopping designated work areas when needed. Turn off dishwasher and lights before leaving, and then setting the alarm before exiting the building.

***If you have any concerns about safely walking to your car after dark, please call Security Pro's to ensure your safety at our facility (541) 330-0404.***

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*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 is always welcome here. Let us know at any time how we may serve you and your business needs better.*