

## Quick Tips

### Daily Procedures

- Turn on Warmer/Pre-Heat oven prior to food arrival – ensure there is water in warmer.
- Send back empty, rinsed out containers from day before and thermal containers the food arrived in this morning with driver – plus any notes/forms with your centre name clearly marked.
- Check for MEMOs/Items in bin and post any changes where necessary for parents/Ministry.
- Check temperature of food as soon as it arrives and prior to serving and log it on the sheet.
- Place hot food in warmer/oven and cold food in fridge.
- In the case anything appears to be missing/short/incorrect/not at temp call Customer Care right away at **905.752.8115 ext. 356**.
- Follow directions displayed in the Handling Instructions to ensure your food maintains temperature and quality.
- Rinse out all containers and set aside for driver pick-up the next morning.
- Empty out water from warmer each afternoon.
- Clean warmer regularly with a lime cleaner (for instance CLR for kitchen/bathroom).

### Reminders

- **Allergy updates and meal counts require no less than 2 business days to process and must be requested on the appropriate form.** Wholesome Kids Catering is happy to send more hard copies or electronic copies at any time should they be required.
- **Changes to packed lunches require no less than 3 business days to process.**
- Weekly Meal Count orders, Bulk orders are required Tuesday of the week prior to 3:00pm
- Cake Orders are required the Monday TWO weeks prior by 12 Noon.
- Check your allergy guide for the replacements you should be expecting – if you have any questions or concerns be sure to call the office for clarification.
- Milk/Juice Portions are approximately 10 portions per sleeve of 2% and 8 portions per carton of Homo/Juice.
- Wholesome Kids Catering provides complimentary supplies of Ketchup, Mustard and Margarine. **When you are running low on these items please send your request via email for the item(s) you need.**

*Note: We require 2 full business days notice to process these request and you will receive with your regular delivery at no extra charge.*

## Emergency Kit

When to use your emergency kit:

- If your snacks or part of your snacks do not arrive.
- Items are not edible for any reason and children need to be fed.

*Note: If any of the above should occur, please **notify Customer Care immediately**, then advise what items you have used from the Emergency Kit so that we can send replenishment with your next day's order.*

- Should you use item(s) from your emergency kit to replace missing lunch/snack items, Wholesome Kids Catering will not credit your account for the missing items; however, we will replenish the emergency item(s) used, once we have been notified.
- Should you use items from your own supply, or have to purchase something to replace the lunch/snack items that were missing, Wholesome Kids Catering will credit your account for the missing lunch/snack items, once we have been notified.
- **Check emergency kit regularly** to ensure you have all the items necessary in the case your meal or parts of your meal do not arrive and to ensure the items have not expired
- Emergency Kit should contain: cans of ravioli, can of beans, can of fruit, can of vegetables and crackers/cookies.
- **Wholesome Kids Catering will replace any items that are close to the expiration date or have been used. Please advise Wholesome Kids Catering in writing as to what items you need replenished.**
- There is no extra charge for this emergency provision.

## Wholesome Kids Customer Care

- Telephone: 905.752.8115 ext. 356
- Email: [info@wholesomekids.ca](mailto:info@wholesomekids.ca)