HOMES AND SENIORS SERVICES

POLICY & PROCEDURE NUMBER: *3.10*
DEPARTMENT: *Dietary* **SUBJECT:** ***Food Product Shortages***

APPROVAL DATE: February 2011 **REVISION DATE:** January 2015
REVIEW DATE: May 2018

PROCEDURE:

1) Food product shortage / TOS (total out of stock) are to be reported by staff to the Manager of Support Services (MSS) or the cook (in the MSS absence) immediately.

2) In the absence of MSS:

   a) Have another staff member look for the item.
   b) Look at recent invoice to see if item was out of stock (TOS).
   c) If TOS, have cook or designate call supplier to see if item will arrive in adequate time for production.
   d) If item not available by production time – cook will make a substitution of similar product (i.e. Food group and nutritional value) with a menu item that will not be required until after the next delivery date.
   e) Changes will be marked on menu in RED. Changes will be posted on the daily menu posting on each unit menu boards so that it is visible to residents.
   f) On-site manager must be notified and a note/message left for MSS.

3) If MSS is on vacation – a copy of all orders due for delivery will be printed and given to clerical and kitchen staff.

If an item is required and cannot be located after an extensive search, the cook/clerical staff will call supplier and have item added to next order/delivery. Then steps (2) d – f will be followed.