MOD HAND BOOK

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What is an MOD?

The MOD (manager on duty) is a point person for the store that can respond to issues that arise. The MOD will either help resolve any issues that arise and/or communicate to the proper supervisor(s) and next shift the issue.

Opening MOD

The opening MOD will be to the store by 6:20 am, to insure that the opening FC is here by 6:30. If the FC is not here by 6:30, call the FC to make sure they are on their way to the store. If not or cannot get a hold of the FC start going through the opening procedure for the front end. Second cashier is here by 6:45 and can help with opening.

All opening MOD's need to be trained on how to open the front end, please see Annie or a FC to go through the training it takes about 10 minutes and every six months go through the process of opening.

If the FC is here walk the perimeter of the store, looking for anything out of place, broken windows, departments that are not staffed, etc.

After your main morning duties are done in your department check in with all the other departments, helping with any issues that come up. Communicate the issue to the next shift if not solved, and let the supervisor of that department know what has happened and where we are at for a solution.

Closing MOD

The closing MOD will check in with each department at the beginning of their shift, helping with any issues that come up. Communicate the issue to the next shift if not solved, and let the supervisor of that department know what has happened and where we are at for a solution.

Around 8 pm check in with all departments, help coordinate to make sure everyone gets out on time. Walk the perimeter of the store and parking lot looking for anything out of the ordinary, checking window and back of building.

At nine, make sure all entrances are secured, and help the FC make sure all customers are out of the store.

Check that all windows and entrances are closed and locked, including the sun roof and the roof hatch on the mezzanine.

Follow the last employee out.

Hourly Closing MOD

At the beginning of your shift check in with the lead in the kitchen, service and bakery. Then need to stay on these nights until the last person in their departments leave. IF the kitchen is running late the Hourly MOD can leave at 9:30, either the kitchen, service, or bakery lead needs to stay and help finish closing kitchen, bakery, and service.

At the beginning of your shift check with produce, center store and meat, making sure they know that they need to be closed by 9:30 pm and to plan according to that.

WHAT TO DO WHEN YOU SUSPECT SOMEONE IS SHOPLIFTING

1. **TREAT THE PERSON WITH COURTESY**

2. **GIVE GREAT CUSTOMER SERVICE! Approach and ask** politely, "May I help you?" or "Is there anything I can help you find today?" or “Can I get a basket for you?” Good customers will interpret this as attentive and proactive customer service, while a shoplifter will likely understand that he is being watched.

3. **MAINTAIN CONSTANT SURVEILLANCE.** We must pay close attention to potential shoplifters to prevent them from having an opportunity to steal from us. Even after a person has been observed concealing a product, s/he must still be watched so that they do not have an opportunity to drop the product before being confronted.

4. **STAY NEARBY TO MONITOR THE CUSTOMER - Fronting or facing a shelf nearby** the person is a good way to monitor the person.

5. **PRETEND TO BE A SHOPPER - Another strategy** that may work is to remove your nametag, get a basket, and pretend to be a shopper.

6. **IT IS OKAY FOR A SUSPECTED SHOPLIFTER TO KNOW THAT YOU ARE WATCHING THEM.** Most honest customers won’t even notice because they have nothing to feel guilty about.

7. **GET HELP!** An employee who is watching a suspected shoplifter should get help as soon as possible.

8. **CALL FOR A XX.** XX is our code that additional help is needed to watch a shoplifter. The best way to do this is to ask a cashier or deli employee to page "XX" to the location of the shoplifter. **If the shoplifter** is on aisle three, you might page (or have someone else page), **"XX, please come to aisle three. XX to aisle three**." It is okay if the person realizes you are paging someone to the aisle she/he is on. Any honest customer won’t be paying attention to the page, while spooking a shoplifter into leaving is a desirable end result.

9. **The MOD** or another employee should respond to this page unless they are absolutely unable to.

10. **GET HELP FROM MORE PEOPLE.** It is much easier to effectively watch suspected shoplifters if two or three sets of eyes are on him instead of just one.

11. **CONTINUE WATCHING THE PERSON** from as far back as you can while **the MOD takes a watch position nearer to the person**.

This is the step by step process for all employees on handling a shoplifter.

As soon as you are notified about a suspected shoplifter, the MOD needs to take the lead.

1. Have an employee watch the back door if there are enough people available.
2. MOD needs to keep an eye on the suspected shop lifter, watching for any more items being concealed.

3. MOD will approach the suspect at the door when they try to leave. (I have seen many people use their reusable bags to take to the register once they pass the check stands or try to leave via the back door they have attempted to shoplift.) At the door ask to look through bags or ask for them to remove items from pockets.
4. Once you know they have shoplifted, bring them to the front end office or any office in the building. At this point have a second employee with the shoplifter at all times (I try to have someone of the same gender of the shoplifter as the extra person)
5. Call 208-882-COPS, tell them that you have a shoplifter in custody and that you would like to have an officer sent over.
6. Either wait until the officer(s) shows up or have a cashier ring up all the items that were being shoplifted. The police will need an itemized statement.
7. Write down the time when you suspected that the shoplifter came to the store and let the IT Manager know. He will review camera footage and get a copy to the police department.
8. Have the officer issue a no trespass order for one year.
9. Fill out a customer incident form to the best of your ability, then turn in to HR's box

How to Deal With an Intoxicated Customer

Sometimes inebriated people come into our Co-op. We extend a friendly greeting to everyone who walks into the store without discrimination. Often customers who are inebriated are in the store for a few moments and then leave. In that case it's best not to confront them.

If an inebriated individual stays in the store and/or is belligerent we must ask them to leave in order to protect the comfort and safety of our customers and employees.

1. **APPROACH IN A FRIENDLY MANNER, NOT AUTHORITATIVE - Inebriants respond better to someone who approaches them in a friendly manner rather than an authoritative manner.** You should approach an intoxicated person in a non-aggressive stance with **open, empty hands.**

2. **INVOLVE THEIR SOBER FRIEND - Whenever possible, involve the intoxicated person's sober friend or colleague**. Sober friends can help to calm the inebriant down and get them to comply with your wishes faster than you will ever be able to. They'll respond more to their friend rather than a manager, security guard, or an employee that they do not know.

3. **DON'T GIVE THEM AN ORDER – Intoxicated people do not like to be told what to do.** Offer them choices such as "Walk over here with me?" or "Can I call you a cab" or "Is there someone I can call for you?" **DON'T USE** statements such as "I would much rather help you out then call the police. This is extremely unhelpful.

4. **BE CONFIDENT YET NON-THREATENING - An intoxicated person can sense your fear** – so be confident yet non-threatening with them and show genuine concern for their well-being.

5. **ASK THEM QUESTIONS ABOUT THEMSELVES.** Engage them in a positive manner, without arguing or threatening that will keep them occupied and distracted. When you can, direct them away from the situation or the place where the commotion started. This does two things - keeps others at a distance and allows the inebriated person to save face. When police must be called, it is your job to create a safe environment for employees and customers while keeping the intoxicated person as calm as possible until police arrive. If you can engage with them in a friendly manner you will keep them from becoming agitated and violent.

6. **LET A SLEEPING PERSON LIE.** If an intoxicated cannot be gently aroused from sleep call the police and let the police handle it**.**

7. **GET A BUDDY.** Call an MOD or another staff person if you feel uncomfortable dealing with someone who is intoxicated.

8. **CALL 911.** It's important to call the emergency police number. They will instruct you to stay away from the individual until they get there. Ask the police to issue a **"NO TRESPASS"** order for the individual.

This is the step by step process for all employees on handling an intoxicated customer

As soon as you are notified about an intoxicated customer, the MOD needs to take the lead.

1. Follow the steps above to see if you can get the person to leave.
2. Get other employees to be nearby just in case extra help is needed.

3. In the event that the police have to be called because the intoxicated person is being belligerent, ask the officer to issue a no trespass order for one year.
4. Fill out a customer incident form to the best of your ability found on HR's door, then turn back into HR's box

How to handle a customer injury

As soon as you are notified about a customer injury, the MOD needs to take the lead.

1. If the customer is conscious, ask if they are alright. Ask if they need any assistance. Offer to call someone to come help them, to call them a ride, or to call them an ambulance.
2. If it looks like a back or neck injury recommend to a conscious customer to stay still while we will call for help. If they are unconscious **DO NOT MOVE THEM**, jump right to step four.
3. Fill out the Customer Accident/incident report (found on HR door) to the best of your ability. Once it is filled out return it to HR.
4. If the customer is unconscious stay with the customer and have another employee call 911 (make sure to tell another employee call 911, don't assume that they will. Ask an employee by name to call 911.) **DO NOT MOVE THEM** unless there is a clear danger that is life threatening, gas leak, uncontrolled fire, etc.
5. Stay with the customer until they say they are alright and refuse help for everything or until the paramedics arrive.
6. If the injured person is transported to the hospital, HR will notify that person's emergency contact, if HR is not present once some one more qualified than the MOD takes control of the injured person the MOD will contact emergency contact.

How to handle an employee injury

As soon as you are notified about an employee injury, the MOD needs to take the lead.

1. Assess the situation, if the injured employee needs medical attention, the MOD should arrange for that.
2. If the employee needs medical attention, but is minor, pick up a First Report of Injury form from the break room and take with the injured employee to Quick care at 2500 West A Street (above Walmart), make a copy of the First Report of Injury and turn in to the HR box.
3. If Quick Care is closed or the injury is serious, go to Gritman Medical Center's Emergency Room, 700 S Main St, with a Workers Compensation slip, which can be found in the break room by the first aid kit.
4. Even minor injuries that do not require medical attention, fill out a First Report of Injury form from the break room and turn into HR box. This protects the employee, there have been incidents where a sliver became infected and was causing blood poisoning.

Store Evacuation

In the case of an emergency store evacuation, (i.e. fire, gas, chemical leak, and threats of violence)

*** NOTE*** If any of the steps in this section or manual would endanger your safety, DO NOT do them! Retreat to a safe distance, and then perform the action if you feel that you can do it safely. Your safety is your top priority.

1. A manager/MOD should say the following evacuation announcement over the intercom (push the overhead page button)

Evacuation Announcement

Attention, everyone. We have an emergency. Please leave the building immediately by the nearest exit and proceed to the far end of the front parking lot. Please leave all shopping cars close to the shelf in the aisle you are in. Again all staff and customers, there is an emergency. Please leave the building immediately.

2. Check areas near you **if it can be done safely** to ensure people are evacuating.
3. MOD/manager call 911
4. Evacuate!
5. Assemble by the parking lot entrance by departments.
6. MOD/manger assigns one person to each door to prevent customers from entering. (From the outside)
7. MOD/manger assigns someone to call Melinda if she is not already present.
8. MOD/manger assign point person from each department, making sure all people in their department are accounted for, calling the phone number of anyone who is unaccounted for.
9. Have point persons report to the MOD/manger anyone who is missing form their department, and their list know location.
10. MOD/manager keeps a list to give to emergency personnel of who is missing and where they were last seen.

Uncontained Fire

*** NOTE*** If any of the steps in this section or manual would endanger your safety, DO NOT do them! Retreat to a safe distance, and then perform the action if you feel that you can do it safely. Your safety is your top priority.

1. Get yourself a safe distance away from the fire.
2. Make an evacuation announcement. (page X)
3. Check areas near you **IF it can be done safely** to ensure people are evacuating.
4. MOD/manager call 911
5. Evacuate!
6. Assemble by the parking lot entrance by departments.
7. MOD/manger assigns one person to each door to prevent customers from entering. (From the outside)
8. MOD/manger assigns someone to call Melinda if she is not already present.
9. MOD/manger assign point person from each department, making sure all people in their department are accounted for, calling the phone number of anyone who is unaccounted for.
10. Have point persons report to the MOD/manger anyone who is missing form their department, and their list know location.
11. MOD/manager keeps a list to give to emergency personnel of who is missing and where they were last seen.

When the fire department gives the all clear

12. MOD/manager calls the insurance company (208) 883-7506
13. MOD/manger calls the health inspector and reports the fire. (208) 882 -7506
14. MOD/manger will determine if staff should be sent home
15. MOD/manager will inform staff that they should keep their phone on them until they are informed when the store will re-open

Small Contained Fire

If fire is still burning when MOD/manager arrives

1. Use a fire extinguisher (see floor map for locations) to douse the fire

   PASS

   Pull the fire extinguisher pin

   Aim at the base of fire

   Squeeze the handle

   Sweep across the BASE of the fire

2. MOD/manager either help point person in the department or fill out yourself an Incident Report. Return the Incident Report to the Human Resource office.

Bodily Fluid Clean Up

As soon as you are notified about a body fluid that needs to be cleaned up, either oversee that someone that is trained cleans it up or as the MOD use the following steps to clean it up.

Treat all body fluids as if they are dangerous!

1. Give medical attention to whoever is responsible for the body fluid spell. (Follow the steps on page 6)
2. Keep all employees and customers away from the spill until it is clean and sterile.
3. Put on gloves, goggles and a facemask from the body fluid clean up kit. Clean up the area according to your training. Instructions are included here as a recap.
4. Remove all visible traces of the body fluid with either paper towels or absorbent powder.
5. Sanitize all contaminated surfaces with a Pro Quat 100 solutions (found in the janitor's closet). Ensure that the solution remains on all contaminated surfaces and items for at least 10 minutes.
6. Any tools or machinery should be taken out of service and sanitized with a Pro Quat 100 solution, while ensuring that the solution remains on the contaminated tools or machinery for at least 10 minutes.
7. Any paper towels, or contaminated clothes or food products should be put in a red biohazard bag, sealed and thrown in the trash dumpster.
8. If a broom or a mop was used in the clean-up they also must be washed and sanitized with a Pro Quat 100 solution, while ensuring that the solution remains on the contaminated broom or mop for at least 10 minutes.
9. If there was an injury involved, fill out either a Customer Report of Injury Form or a First Report of Injury Form (for an employee), located on the HR's door and by the first aid kit in the break room, respectively. Place completed form in the HR drop box.
10. Notify Kyle or someone in facilities if you have used a kit so a replacement may be ordered!

IN CASE OF EXPOSURE:

1. WASH YOUR HANDS IMMEDIATELY!
2. WASH YOUR HANDS AGAIN!
3. Sanitize with alcohol or iodine
4. Report the incident
5. You are entitled to medical treatment.

Robbery

DO NOT BE A HERO! YOUR SAFETY IS MORE IMPORTAN THAN MONEY!

During the Robbery

1. Do not resist an armed robber. Do exactly what you are told to do.
2. Avoid calling 911 until the robber has left to avoid a possible hostage situation.
3. React quickly and unemotionally.
4. Without being obvious, try to notice any distinguishing features, actions, or mannerisms of the robber. Be the best witness that you can.
5. Get a description of the getaway vehicle if possible without endangering yourself, especially the license plate number.

After the Robbery

6. Call 911 as soon as the robber leaves the store. Request the police and an ambulance if anyone was hurt during the incident.
7. MOD/manager lock the doors or assign a staff member too. Ask witnesses to stay to report to police. We cannot make any witnesses stay. If someone needs to leave, get their name and contact information so the police can reach them later.
8. MOD/manager do not allow anyone to check out at the registers. Do not touch anything the robber might have touched.
9. Remember that the store is now a crime scene.
10. MOD/manager call the General Manager, Melinda Schab, at (208) 596-2910
11. MOD/manager do not discuss the incident, compare notes with other witnesses, or talk to the media. Inform staff and not to discuss the incident, compare notes or talk to the media also.
12. Refer all questions to the General Manager.
13. After the police have given approval follow closing procedures for all register before resuming business.

Customer Harassment

If you feel you are being harassed by a customer, take steps to shield yourself from it.

If the Customer is Angry

Treat the situation similarly to a complaint.

1. Acknowledge the things are not going well for the customer.
2. Apologize for their frustration.
3. Get help. Tell the customer that you are going to have a manager come over right away to provide more effective assistance.
4. Fill out an Incident Report Form. Having documentation is especially helpful if a customer is consistently abusive toward staff.

If the customer is sexually harassing you

Any unappreciated advances are considered sexual harassment.

- If possible, have a manger or coworkers observe the situation.
- Leave if you need to.
- Tell a manger as soon as possible.

These are the step by step process for an employee to handle customer harassment.

As soon as you are notified the MOD needs to take the lead.

1. Make sure the employee is okay.
2. Fill out an Incident Report Form.
3. If the customer is still in the store ask the employee what they would like you to do and use your best judgment. Each case is going to be different.
    a. It is alright to find duties for the employee to do that will remove them from the sales floor while the customer is still present

Threats of Violence/Assaults

Take all physical and verbal threats seriously:

1. Stay calm, Breathe.
2. Speak in a calm, neutral tone of voice.
3. Find out what the person wants.
4. Get assistance from a manger.

If the escalates and becomes physical:

5. Tell bystanders to call 911
6. Yell a command: Back Off! Get Back! Help!
7. Get something between you and the attacker. It can be anything: a table, chair, shelving, a box, etc.
8. Run away!
9. Do what you need to do to survive until help arrives. You may need to act to prevent harm to yourself or others.
10. After the event is over fill out an incident Report Form.

These are the step by step process for an employee to handle threats of violence and assaults.

As soon as you are notified the MOD needs to take the lead.

1. If there is an injury, administer assistance until a more qualified person relieves you. Follow the steps on how to handle an employee injury.
2. If no one has called 911, call 911 (if you are with an injured person tell another person by name, "call 911 tell dispatch we had a customer assault an employee and need police and first responders."), tell dispatch that we have had a customer make threats or assaulted an employee.
3. Fill out Report of First Injury if an employee is injured, and fill out Incident Report if a customer was injured.

Severe Weather

If there is a threat of severe weather or tornado

1. Review the safe areas of the building with employees. Safe areas should be close to wall/support columns at the center or back of the building and away from glass walls, glass entryways and windows.
2. Provide the power outage flashlights to all supervisor and other managers.
3. Listen to weather radio online at http://www.weatherusa.net/radio

If severe weather is detected in the vicinity of the building

1. Make an announcement in the building three times.

   Sample announcement:

   "May I have your attention please? The National Weather Service has sounded a Severe Weather (Tornado) Warning for this area. Please move away from window and move towards the center or back of the store."

2. Check all areas of the building to make sure everyone has moved to a designated assembly area. Note: Management does not have the authority to detain guests or employees who desire to leave the building during severe weather or tornado conditions. Do not lock exit doors.
3. Protect money and merchandise if it does not threaten safety. Close and lock all checkout terminals and cash registers. Lock the cash/control office safe and doors to the cash/control office.
4. When the 'all clear' is given over the internet weather radio, make the all clear announcement over the P.A system and consult with store management regarding reopening the facility.
5. If there is any property damage as a result of severe weather:
   a. Establish security immediately
   b. Do not put any guest or employee in danger
   c. The facilities department shall inspect the building and assess the damage
      i. Roof
      ii. Structural
      iii. Merchandise/product
6. Call emergency contacts:
   a. Melinda Schab (208) 596-2910
   b. Kyle Parkins (208) 310-3563
   c. Bill Boner (208) 301-1998
   d. Joe Gillmore (208) 596-3493

Excess Snow Load

1. The engineered snow load allowed on this roof is 40lbs/ft^2. We need to shovel the roof if we reach 50 lbs. /ft^2.
2. A conservative average for the weight of snow puts on foot of accumulation weighing about 20lbs. ***NOTE*** The actual weight of snow varies considerably.
3. If 2.5 ft. of accumulation on the roof is achieved
    a. One person from the facilities should measure and cut out all the snow in one square foot on the roof.
    b. Put it in a garbage bag
    c. Weigh the now
    d. IF it weighs more, than 50 lbs., we need to shove the roof.

Shoveling the roof

4. Use caution tape, and cordon off the sidewalk next to 6th street.
5. Gather as many employees as possible and shovel the roof off, depositing the snow on the cordoned off sidewalk. Shovels that are safe for use on the roof are located in the facilities office.
   NOTE Do not try to the bottom layer of ice. The goal is not to have a clean roof, but to remove the excess weight.

What the MOD needs to do

The MOD will help facilities gather employees up to help shovel the roof.

The MOD will help communicate between the department and employees on the roof.

If no one from facilities is available and it is snowing hard, the MOD will contact GM (Melinda), or the Evening Manager (Kyle), or the Fresh unit Manger (Brennus) and get guidance on how to go forward. This could include going on to the roof and weighing a square foot of snow and reporting it back to the contacted manager.

Flooding

*If there is flooding in the parking lot, it is almost certainly because of a city drainage problem, and should be easily dealt with on our end.

1. Ensure that there is a clear path for the water through now or any other debris. Cut a channel from the front of the store towards the alley, and through the alley to the street. Shovels are located in the shed in the alley.
2. If the water is rising toward the front of the store, use snow as a barrier to keep it from coming in while other people work on the drainage channel. If there is no snow, place bags of ice from produce in the most necessary areas.

What the MOD needs to do

Help gather employees to help shovel necessary drainages.

The MOD will communicate between the departments and the employees shoveling.

If no one from facilities is available and it water is flooding the parking lot, the MOD will contact GM (Melinda), or the Evening Manager (Kyle), or the Fresh unit Manger (Brennus) and get guidance on how to go forward. This could include directing the shoveling of drainage channels and placement of snow, ice, and/or sand bags to try to keep water out of the store.

Natural Gas Problems

If you smell gas

1. Wait a few minutes, to see fi the smell dissipates.
2. If the smell is in the kitchen, check to see fi the ventilation hoods are on.
3. If the smell dissipates, leave the area for a minute, and re-enter the area. If you still smell gas, or the smell has not dissipated, call Bill Bonner at (208) 301-1998. If he does not answer, call Mark Tripp at (509) 595-2940.
4. Inform MOD
5. Monitor yourself and your co-workers carefully for symptoms of headaches, nausea, vomiting, or shortness of breath.

   If the smell is strong, and/or anyone begins experiencing any of these symptoms:
6. Turn off the gas feeds to the stove and bakery ovens if the smell is in the kitchen
   a. The gas feed for the kitchen is a red switch behind the warming oven.
   b. The gas feed for the bakery xxx
7. Evacuate the area.

As soon as you are notified about a gas leak the MOD needs to take the lead. Follow the steps above.

If employees are showing symptoms, fill out a Report of First Incident. If a customer is showing symptoms fill out a Customer Incident/Accident form to the best of your ability and turn in to HR.

Sewage Backup

1. Discontinue use of whichever drain or machine is backing up!
2. Call Bill Bonner or Mark Tripp in facilities, by cell phone if necessary.
3. If sewage or water from the drain has spilled out onto the floor it must be cleaned up according to the procedures for a body fluid spill. Keep employees and customer out of the spill.
4. If sewage is continuing to back up, even after the use of the drain has discontinued, discontinue all operations near there, and call Toto-rooter immediately. (208) 882-8822

The MOD needs to take the lead as soon as they are notified, until someone from facilities arrives to take over.

Water outage

1. Bare hand contact on prepared food is no longer allowed. Bare hand contact is still allowed if the food is pre-package, otherwise gloves must be worn at all times while in contact with food.
2. Sanitizing towelettes shall be used to clean hands. *Note* this does not clean hands completely, hence the glove rule.
3. Since we can no longer wash dishes, the deli shall only offer disposable containers to customers until water service is restored.
4. Turn off the Espresso machine, drip coffee brewers, and the ice machine until water is restored.
5. Facilities shall call the city of Moscow Water & Wastewater Division to report the outage and get an estimate for when it may be fixed (208) 883-7097
6. Facilities shall call Hahn Rental (208) 883-4246 for the rental of portable toilets if the outage is expected to be longer than 30 minutes.

What the MOD needs to do

The MOD will take the lead as soon as they are notified, until someone from facilities arrives.

The MOD will help communicate to affected departments, staff, and customers what is going on.

If no one from facilities is available and it water is flooding the parking lot, the MOD will contact GM (Melinda), or the Evening Manager (Kyle), or the Fresh unit Manger (Brennus) and get guidance on how to go forward. This could include going through the steps above.

Power Outages

A point person should be established. The point person should be the highest ranking person in the store.

Melinda

Joe G, Brennus or Kyle

MOD

Point Person

1. Call Avista at (800) 227-9187. Report the outage, and ask how long they estimate that power will be out. Communicate this to other managers and all departments.
2. If they are not already here, call
   a. Joe Gilmore (208) 596-3493
   b. Melinda (208) 596-2910
   c. Bill (208) 301-1998
   d. Brennus (208) 301-8186
   e. Kyle (208) 310-3563
3. As employees come to you assign them task to help out the busier departments
4. Determine if and when staff should go home.

Front End

1. Lock doors and post a sing on the door stating: "Closed due to power outage." Assign a staff person (from another department if necessary) to be at the door to let customers out. Do not let any customers in, but let them know the store will reopen once power is restored.
2. Announce that customers should immediately bring their purchases to the registers. WE have very limited batter backup. Also ask for everyone's co-operation too not open any cooler or freezer doors.
3. Flashlight locations are indicated on the map at the front of this handbook.
4. Ensure all registers are shout down properly.
5. Consult with point person, and perform any required task.
6. If allowed to leave, staff must stay near a phone until the end of their shift and remain in sufficient proximity so as to return within 15 minutes of being called. Staff will be paid for lost hours.
7. Point person needs to determine whether or not the store will re-open that day and notify applicable staff before going home.
8. If the store will close for the evening, staff will go through closing procedures, pulling and counting the drawers before going home.

Wellness Department

1. Send one wellness staff member to the freezer aisle to ensure that customers do not open the cooler doors. WE need to keep as much cold air in as possible.
2. Move through the aisle to ensure that customers are proceeding directly to checkout.
3. Wellness staff should report to the point person to receive instructions and complete any required task.
4. Wellness staff may leave the store once all task are completed and the point person has made the decision to send staff home. If allowed to leave, staff must stay near a phone until the end of their

shift and remain in a sufficient proximity so as to return within 15 minutes of being called. Staff will paid for lost hours.

Grocery

1. Run a strip of caution tape across the door handles of both the freezer doors and cooler doors so customers don't open them.
2. Pull Air curtains down on the open face coolers.
3. Put caution tape on the handles of the back doors of the walk-in coolers and freezer to remind staff not to open them.
4. Call the center store manager (Kerry Morsek (412) 496-9664) to apprise her of situation.
5. Find the point person up front and help with any required tasks.
6. Report to the point person and complete any required task.
7. If allowed to leave, staff must stay near their phone until the end of the shift and remain in sufficient proximity so as to return within 15 minutes of being called.

After 2 hours

8. Load the contents of the open face cooler onto a flatbed and stage outside of walk in cooler.
9. Once all carts are ready to go into walk in cooler load them, then secure walk in door.
10. Load ice cream on to carts, and stage by freezer
11. Once all carts are ready load into freezer, then secure walk in door.

All Computer Users

1. Save your work, and use the shutdown command on your computer.
2. Point person assign a staff member to go around the store and insure all computers have been shut down.

Meat Department

1. Run a strip of caution tape across the door handles of both the freezer doors and the coolers doors so customers do not open them.
2. Pull air curtains down on the open face coolers.
3. Call the Fresh Unit Manager (Brennus Moody (208) 301-8186), if he cannot be reached call the Assistant Meat Manger (Aubrey Loony-young (208) 596-1304)

After 30 minutes

4. Take all chicken out of the case and shingle it onto white trays on the moving meat racks and into shopping cars if necessary.

After 45 minutes

5. Pull all remaining items out of the open face beef case and shingle it onto white trays on the moving meat racks or shopping carts. Wheel these into the walk-in, and grocery walk-in.

After 2 hours

6. Pull the items in the full service meat case and place them on the rolling racks and shopping cars if necessary.
7. Remove all frozen case items and store them in the walk-in freezer.

8. Check in with the point person. If allowed to leave, staff must stay near a phone until the end of their shift and remain in sufficient proximity so as to return within 15 minutes of being called. Staff will be paid for last hours.

Produce Department

1. Inform any customers that they must proceed to the checkout immediately.
2. Fill hand sprayer and water the wet case thoroughly.
3. Wheel anything you may have been prepping or stocking into the walk in cooler.
4. Pull down and snap covers on the wet produce case and the fruit case.
5. Close and latch walk-in cooler door.
6. Cover the fruit island with any table cloths that may be available.
7. Check in with point person, and complete any required tasks.
8. If allowed to leave, staff must stay near a phone until the end of their shift and remain in sufficient proximity so as to return with n 15 minutes of being called. Staff will be paid for lost hours.

Kitchen

1. If any highly perishable foods are out on the counters put them back into the refrigerator they came out of.
2. Make sure all coolers doors are securely closed.
3. Keep oven doors closed – produce will continue baking for a short time.
4. Find a flashlight, and attend to customers if needed.
5. Contact Fresh Unit Manager (Brennus Moody (208) 301-8186) and Assistant Kitchen Manger (Mira Warner (208) 907-5965)

After half hour

6. Check on whatever is in the oven.
7. Break down cardboard boxed and tape them over the cheese case to help maintain temperature.

After one hour

8. Unload small refrigerator onto a cart and into the walk-in. (Service case, Service case back stock, Sandwich bar, Coffee bar, Small Salad bar fridge)
9. Remove all perishables from Grab and go and cheese cases. Put them onto carts and roll them into walk-in cooler.
10. Send all non-essential staff home. Staff must stay near a phone until the end of their shift and remain in sufficient proximity so as to return within 15 minutes of being called. Staff will be paid for lost hours.
11. Mangers should stay in the store until their scheduled shift ends.
12. If it is early in the day, call people from the evening shift and let them know what is happening. They should plan on coming in at the regular time but can call ahead for updates on the situation.

If it is closing time and power is still out

13. Make sure that all equipment is turned off. Double check the ovens.
14. Place the most important perishables quickly into the walk-in. If you need extra room, use the grocery walk in cooler. Put the product on the right hand side, and park carts as efficiently as possible.

15. Call morning PIC's to inform them of situation.
16. Make sure the Co-op is safe and secure before leaving

*Remember, potentially hazardous foods must be discarded after 4 hours in danger zone (40-140 degrees F)

What the MOD needs to do

There is a good chance that the MOD will be the point person, you will be communicating between departments helping to insure that they are shut down properly. You will assign staff from other departments to help any department that needs help. If needed over night the MOD will help secure the store and communicate to the next shift where we are at.

Equipment Breakdowns

Equipment

1. If it is relevant, check to make sure it is plugged in.
2. If it is plugged in but still does not work, check another outlet.
3. Check the breaker switches.
4. If that doesn't work and it is important (product will spoil or work cannot get done) call our facilities manager (Bill Boner (208) 301-1998). If he does not answer, or cannot come, call Mark Tripp (509) 595-2940.
5. If it is really important and neither Bill nor Mark can come, call the appropriate service from the phone tree by every phone.

Freezers and Coolers

1. If it is a freezer or refrigerator and the temperature rises above normal monitor the temperature for the next hour or so in case it is simply defrosting. If the refrigerator is listed on the defrosting schedule, check the defrost times.
2. Tape doors shut (if relevant).
3. If the temperature does not go back down within a hour call Bill Bonner at (208) 301-1998. If Bill does not answer, call Mark Tripp at (509) 595-2940.
4. If it is really important and neither Bill nor Mark can come, call Absolute Refrigeration at (509) 338-4594

Water Pipe

1. If there is water on the floor, mop it up and monitor the situation for an hour or so.
2. If there appears to be an ongoing problem, call Bill Bonner (208) 301-1998. If Bill does not answer, or cannot come, call Mark Tripp at (509) 595-2940
3. If neither Bill nor Mark can come, and water is pouring out call McCoy's Plumbing, (208) 882-2332
4. If fire sprinkler heads are involved call Simplex-Grinnell, (509) 535-6055

Roof Leaking

1. Monitor leak and if it is not severe call Bill Bonner at (208) 301-1998.
2. If leak is ongoing and getting worse, call Flat Roof Specialist, (208) 746-2307

Cash registers/Computers

1. Try to re-boot using control/alt/delete.
2. Check memos.
3. Call Joe Gilmore at (208) 596-3493
4. If Joe does not answer, use the phone tree located by every phone.

Inform your manager immediately of any equipment problems.

The MOD will help call the proper person or company, also could include going through the steps above for each of the different issues.

Contact List

Melinda Schab,	General Manager	(208) 596-2910
Joe Gilmore	IT Manager	(208) 596-3493
Kerry Morseck	Center Store/Merchandising Manager	(412) 496-9664
Kyle Parkins	Evening Manager	(208) 310-3563
Brennus Moody	Fresh Unit Manager	(208) 301-8186
Bill Bonner	Facilities Manager	(208) 301-1998
Mark Tripp	Facilities Assistant	(509) 596-3493
Annie Hubble	Front End Manager	
Mike Kendal	Assistant Produce Manager	
Ashley Douglas	Assistant Wellness Manager	
Joseph Melior	Assistant Grocery Manager	
Mira Warner	Assistant Kitchen Manager	
Mary Means	Assistant Bakery Manager	
Traci Haselhuhn	Assistant Service Manager	
Strom Eclectic		(208) 336-0691
Absolute Refrigeration		(509) 338-4594
Absolute Refrigeration, Cell		(509) 595-0831
McCoy's Plumbing		(208) 822-2332
Flat Roof Specialists		(208) 746-2307
Simplex-Grinnell, Fire Sprinklers		(509) 534-6055
Avista, Power Company		(800) 227-9187
Roto Rooter		(208) 882-8822

Beth Kenworthy, Landlord	(208) 882-3033
Quick Care	Hours: M-F 8am-7:30pm
2500 West A St. #101	Sat 8 am -4:30 pm Sun 11 am – 4:30 pm