

**Division of Rehabilitation Services  
Employment Development Services  
Through  
The Arc of Frederick County**

The Arc of Frederick County (The Arc) provides licensed services through the Developmental Disabilities Administration's (DDA) Community Pathways Waiver Program and an Innovative Service Plan. The Arc is a Division of Rehabilitation (DORS) vendor and provides Job Development, Placement and Retention, and Non-Supported Employment Job Coaching. The Arc operates in accordance with the joint DORS/DDA Supported Employment standards, and is subject to monitoring and program evaluation by DORS and DDA.

Services through The Arc are coordinated as a partnership between people served, their family members, and The Arc. Services are outlined in an agreed upon Individual Plan that teaches people the skills to become employed in the Frederick community. The program is conducted four days per week for four hours each day. Each day there will be a set schedule and routine of tasks that must be completed. A typical length of program is 13 weeks of study. The actual length will be coordinated individually for each person. The cost for participation is \$300 per week for each participant. The cost includes use of aprons and other uniform apparel while enrolled in the program. The 13 week program will be offered 3 or 4 times per year.

Candidates for participation in The Arc's Bakery and Coffee House Training Programs must be at least 18 years old, interested in obtaining a job in the baking or culinary field and must be approved for participation in Employment Skills Training Services funded by the Division of Rehabilitation Services. There is not a required reading level for individuals to participate in the program. Candidates and their families agree to work in partnership with The Arc of Frederick County to achieve training objectives. The Arc of Frederick County has final approval of all individuals who enter The Arc's Bakery and Coffee House Training Programs.

**Need for Service**

The Arc of Frederick County uses information and research on national and local market trends to determine the need for job training programs for people with developmental disabilities. This information is incorporated into developing curriculum including, course length, expansion, modification, and the general need for job training programs for people with developmental disabilities. Examples of research includes: The Arc of The United States, United States Department of Labor, and Frederick County Workforce Services. The Arc's Bakery and Coffee House Training Programs has proven successful in preparing people with developmental disabilities to enter the workforce in Frederick County. Some examples of job placements following participation in the training program include: Weis Markets, Giant Foods, Roy Rogers, Frederick County Public Schools, Smoothie King, Bishop Claggett Center, and Ci-Ci's Pizza.

## **Training Objectives**

The Arc of Frederick County provides an organized, formal training service through our Bakery Training Program to provide a person seeking employment with the skills necessary for employment in the bakery, restaurant, catering, and other similar jobs. Through the structured, community based partnerships; the Bakery and Coffee House Training Programs will enable those served to acquire the necessary skill set to become a highly desired employee. The objective of the program is to help individuals master baking and customer service skills in order to locate meaningful employment.

The Arc believes that people with developmental disabilities desire and deserve the opportunity to have meaningful involvement with their communities and, that given a strong foundation, they will be able to locate community based employment. The Arc's Bakery and Coffee House Training Programs operate at The Arc at Market Street. The base of operations is equipped with two separate industrial kitchens; one gas operated and one electric operated. Training participants develop, learn, and master their skills while training at Marcia's Bakery, Charlotte's Coffee House, and 555 South Market Street's Catering Kitchen. Each entity is a separate business which is patronized by the general public.

The training program will provide opportunities for individuals to begin, understand, and demonstrate the skill set to gain employment within a bakery setting.

The Bakery and Coffee House Training Programs will provide information about safety, sanitation, hand-washing, equipment, equipment placement, and Mise-en-place (French phrase meaning the preparation of equipment and food before service begins). The program will provide on-the- job training by baking: breads, scones, and muffins; a variety of sandwiches, salads, wraps and other main courses; soups and side dishes; and cookies, cakes, pies, and other desserts. Training program participants will also gain knowledge in gluten-free baking.

The program will provide a progression of skills: measuring, timing, rotation of ingredients and food, proper storage and organization of food, portion control, packaging procedures, and proper refrigerator logging.

Upon completion of The Arc's Bakery and Coffee House Training Programs, participants will have demonstrated experience and competencies with:

Safety, Sanitation, Proper Uniform, Equipment Identification, Daily Logging  
Freezer/Refrigerator Temperature, Thermometer Calibration, HACCP (Hazard Analysis Critical Control Points), F.O.G. Training (fats, oil, grease), Mise-en-Place, Ware Washing, Set-up/ Breaking Down Kitchen, Proper Measuring & Scaling, Recipe Comprehension, FAT TOM (Food, Acidity, Time, Temperature, Oxygen, Moisture), Rotation of Ingredients, Danger Zones, Efficiency and Pace , Working Efficiently Alone and as a Team, Customer Service, Retailing and Product Placement, and Scheduling Work Shifts.

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## **Accommodations and Support**

The program will provide modifications as one is learning the job. Through monitoring strengths and needs of the participants, modifications will fade as skills are mastered. The Arc will provide support to assist the person to acquire, exhibit, and master skills that the person will then use in a job.

Modifications are based on individual's needs to complete the necessary job tasks. Intensive initial oversight is provided. This will then be faded as an individual demonstrates mastery of skills. This will provide individuals with the understanding of what it will be like on the job site.

## **Method of Instruction**

The program has a culinary arts instructor who will present tasks in multiple ways to reach each type of learner. The culinary arts instructor is ServSafe certified. The Arc's Bakery Training Program does not result in participants earning ServSafe certification. In providing a wide range of teaching methods The Arc's Bakery Training Program will provide a basic working knowledge of baking and cooking. The culinary arts instructor will provide visuals, hand over hand modeling, and written materials. If there are concerns that arise, the culinary arts instructor and program director will collaborate to develop a solution to best meet The Arc's Bakery Training Program's needs and the needs of the person being served.

The expectations for each individual in The Arc's Bakery and Coffee House Training Programs are based on realistic community employment opportunities. The following are requirements that every individual attending must follow: reporting on time for the programs, proper hygienic hand practices, maintaining personal cleanliness, wearing clean and appropriate uniforms and following the dress code, avoiding unsanitary habits and actions, maintaining good health, and reporting illness.

This program is not a guarantee of employment; however one will obtain the necessary knowledge, skill set, and empowerment to lead towards broader employment opportunities. The individual is responsible for obtaining employment utilizing natural and paid supports that they are eligible to receive. Each step in this process should be viewed as an important learning experience on the journey to an individual's ultimate employment goal.

At the end of each program the person will be able to work as independently as they are able, follow given tasks correctly, maintain an orderly and clean station, be safe and provide wholesome nutritious food.

## **Bakery Training Program Course Description**

The Arc's Bakery Training Program will teach the foundations of working within a commercial kitchen by providing guided hands on opportunities to do the following: complete tasks correctly, maintain orderly and clean stations, understand the importance of safety, and prepare food. The culinary arts instructor will present weekly objectives and provide guidance and support ranging from the foundations of cooking to hospitality and service.

Training participants will gain experience working with a variety of baking and culinary tools that would be used in a commercial kitchen. Examples of tools include:

- Proofer
- Grease Traps
- 20 quart mixer
- 8 quart mixer
- Robo coup
- High temperature dishwasher
- Ice machine
- 3 compartment sink
- Gas ovens- convection and conventional
- Electric ovens- convection and conventional
- Gas and electric range
- Refrigerator units
- Freezer units
- Exhaust units

## **General Course Outline**

### **Week One:**

- Safety
- Sanitation
- Hand washing
- Appropriate attire
- Equipment identification
- Equipment placement
- Daily Logging Freezer/Refrigerator Temperature
- Thermometer calibration
- HACCP (Hazard Analysis Critical Control Points)
- F.O.G. Training

**Week Two:**

- Time scheduling
- Mise-en-Place
- Ware washing
- Correct way to use tools
- Knife skills

**Week Three:**

- Setting up kitchen
- Cleaning up kitchen
- Receiving goods
- Proper wrapping techniques
- Labeling

**Week Four:**

- Proper measuring and scaling
- Recipe comprehension

**Week Five:**

- Timing
- Portion control
- Removing hot items around kitchen safely
- Using kitchen rags instead of oven mitts
- Proper colander usage



**Week Six:**

- FAT TOM (Food, Acidity, Time, Temperature, Oxygen, Moisture)
- Rotation of ingredients
- Rotation of food

**Week Seven:**

- Cooking temperature monitoring
- Proper cooling
- Packaging procedures

**Week Eight:**

- Danger Zones – temperature which microorganisms  grow 41 Danger Zone  140
- Appropriate equipment maintenance

**Week Nine:**

- Time schedule (Importance of Urgency)
- Working efficiently alone and as a team

**Week Ten:**

- Kitchen brigade
- Hours/Scheduling in Bakery/ Restaurant

**Weeks Eleven-Thirteen:**

Reinforcement of skills

## **Specific Lessons**

The Arc's Bakery Training Program will serve as an introduction and give each student a full opportunity to present his or her background, career accomplishments and discuss expectations for this course. The culinary arts instructor will present objectives of the course and expectations of the participants.

The culinary arts instructor will cover the following areas:

### **Introduction: To efficiently prepare good wholesome baked goods**

- Goals
- Safety
- HACCP
- Sanitation
- Tools

### **Dress code**

- Shoes
- Uniform
- Hygiene

### **HACCP**

- Identify foods and procedures
- Develop procedures
- Monitor procedures
- Verify
- Thermometer usage and calibration
- Cleaning and sanitizing
- Equipment maintenance

### **3 compartment sink**

- Wash
- Rinse
- Sanitize
- Drying and storing correctly

**Setting up kitchen/breaking down kitchen**

- Filling out logs AM/PM
- Mats down
- Mise-en-place
- Cleaning as you go
- Mats storage
- Tables cleaned/sanitized
- Proper sweeping
- Proper mopping
- Checklist completed
- Proper sweeping

**Schedule**

- Hours
- Holidays



## **Sanitation and Safety Objectives**

**Serve Safe- identify the critical control points during all food handling processes as a method for minimizing the risk of food-borne illness.**

- HACPP
- Danger zone
- F.A.T.O.M.

**Training Participants must exhibit good hygienic hand practices, maintain personal cleanliness, wear clean and appropriate uniforms and follow the dress code, avoid unsanitary habits and actions, maintain good health, and report illness.**

- Hair
- Nails
- Hand washing

**List major reasons for and recognizing signs of food spoilage.**

- Smell
- Color
- Texture
- Taste

**Outline the major requirements for proper receiving and storage of both raw and prepared foods.**

- Temperature
- Packaging
- Proper refrigeration organization
- Label, date, and rotation

**Describe and identify types of cleaners and sanitizers, and their proper uses.**

## **Safety in the Work Place**

The management of a food service operation must see to it that the structure and equipment have necessary safety features as noted below:

1. Structure, equipment, and electric wiring in good repair.
2. Adequate lighting.
3. Conveniently located emergency equipment, such as fire extinguishers, fire blanket, and first aid kit.
4. Smooth traffic patterns to avoid collisions between workers.
5. Preventing cuts/injuries

**Monitoring Supplements to the Division of Rehabilitation Services  
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- A. Hands-on Skills Checklist
- B. Line Set Up Checklist
- C. Daily Preparation Checklist
- D. Daily Sanitary Duty Checklist
- E. Setting Up the Coffee House
- F. During the Day at the Coffee House
- G. Breaking Down the Coffee House

### **Hands-on Skills Checklist**

<b>Task</b>	<b>Area of strength</b>	<b>Area needs assistance</b>
Assemble food plates		
Prepare coffee/tea		
Repair items		
Work well with my hands		
Operate tools		
Use complex equipment		

## Line Set Up Checklist

**Initial** if completed by yourself

Write **wa** for with assistance

**The culinary arts instructor** initials if the culinary arts instructor completed the task

	Mon	Tues	Wed	Thurs	Fri
<b>Kitchen</b>					
Plates					
Bowls					
Silverware					
Fill sinks					
Place mats					
Heat soup					
Melt butter					
<b>Rolling Cart</b>					
Napkins					
Trays					
To go boxes and bags					
<b>Other</b>					
2 Cutting boards					
Tongs					
Rags					
Soup warmer on (temp 8)					
Knives					
Spoons					
Butter brush					
Plug in panini press					
Take out trash					
Tray baked goods					
Check sheet trays for menu items					
Check ice					

**Daily Preparation Checklist**

*Things we need for tomorrow*

Monday	Tuesday	Wednesday	Thursday	Friday

**Daily Sanitary Duty Checklist**

Sign In	
Wash Hands	
Aprons	
Trash cans	
Mats	
Wash hands	
Set up Dish Tank	
Wash Down Buckets with Rags	
Fold Rags	
Log	

## Setting Up the Coffee House

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- Clock in using TimeLive
- Check all supplies and restock if needed
  - coffee
  - tea
  - sugar packets
  - yellow sweetener
  - blue sweetener
  - stirrers
  - cream
  - napkins
- Plug in coffee machine
- Restock coffee work station:
  - Cups
  - Collars
  - Lids
  - Cater
  - Coffee filters
  - Silverware
  - Napkins
  - Extra plates
- Gather pots and mugs from the kitchen
- Make sure all trashcans have liners and are empty. Empty if needed and remove garbage to dumpster
  - Coffee station
  - Creamer station
- Set up tables and chairs for customers. Spot checking rooms :
  - Center pieces are out
  - Floors are clean
  - Sweep if necessary
- Check bathrooms
  - Toilet paper
  - Soap
  - Replenish if needed
- Check each room
  - Lights are on



- Furniture is clean
  - Supplies are stocked and clean
- Review and display daily menu. Ask Scott about products if needed
- Cut lemons to be added upon request
- Turn music on in designated area
- Unlock doors at 8:00 AM

## During the Day...

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- Remove and report any damaged or expired products from shop floor
- Maintain in-stock and presentable conditions in assigned areas
- Ask Scott to replenish items when they are emptied
- Maintain cleanliness of all equipment, fixtures, and fabric of shop premises
- Use disinfectant to clean up any messes
- Disinfect all door handles and knobs
- Rotate products daily
- Maintain sanitation.
- Wipe down counters and remove all dirty dishes to the kitchen
- Report any suspicious activity within the premise.
- Keep shop clean.
- Mop of spills quickly
- Sweep each shop after a large rush of people come through
- Team up with coworkers to ensure proper customer service.
- Assess customers' needs and provide assistance and information on features or specials.
- Place drinks on the counter for pick up rather than handing them to customers, to avoid spills and possible burns.
- Remember cup sleeves and lids.

## Break Down the Coffee House

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- Check all supplies and restock if needed
  - coffee
  - tea
  - sugar packets
  - yellow sweetener
  - blue sweetener
  - stirrers
  - cream
  - napkins
- Unplug in coffee machine
- Take Coffee thermos and coffee pots to kitchen and clean them
- Take all plates, mugs, flatware to kitchen and clean them
- Restock coffee work station:
  - Cups
  - Collars
  - Lids
  - Cater
  - Coffee filters
  - Silverware
  - Napkins
  - Extra plates
- Gather pots and mugs bring them to the kitchen
- Make sure all trashcans have liners and are empty. Empty if needed and remove garbage to dumpster
  - Coffee station
  - Creamer station
- Set tables and chairs back to original floor plan. Each room you must;
  - Clean floors
    - Sweep
    - Mop
- Check bathrooms
  - Toilet paper
  - Soap
  - Replenish if needed
- Check each room

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- Lights are on
- Furniture is clean
- Supplies are stocked and clean
  
- Bring in SHOPS sign
  - roll up on pole and place along floor
- Lock doors at 2:30pm
- Count money drawer complete register receipt and deposit slip
  - Put register receipt and deposit slip in money bag
  - Put tally bakery items in money bag
- Bring the deposit of money bag to Karen's office
- Money bag should have register key and door key inside
- Clock out using TimeLive