



City Bites Crisis Communication Plan

324 W Edmond Rd.
Edmond, OK 73003

• Alaina Wingo • Callie Bateman • Cassie Cline • Megan Posey •

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Introduction



City Bites is an Oklahoma based restaurant chain consisting of 17 metro locations. The company is owned and operated by the four Blevins Brothers (Mark, Brad, Gary, & Eric). All aspects and responsibilities of the company are handled in house starting with site selection, design, construction, operations & administrative support. City Bites also operates it's own bakery commissary for the purpose of manufacturing and distribution of 17 varieties of cookies & brownies to all of the locations.

The City Bites formula for success has developed through the direct involvement of the Blevins Brothers by being hands on operators in constant contact with management, employees, & customers. They have two philosophies: first, not to ask someone to do a job they would not do themselves and second, to provide a work atmosphere that is relaxed and empowers each employee with the ability to provide guest satisfaction. This attitude has helped to achieve over 25 plus years of continued growth with current annual sales of over \$10 Million and 330 employees.

The City Bites Corporation focuses marketing efforts on the local community contributing to local schools, churches, & charities.

In such a unique and small company every store needs to have impeccable service and safety to guarantee success. Some of these crisis are smaller but all are potentially harmful and this will serve as a guide for employees managers and owners alike. This booklet contains possible problems and ways to handle them both internally and externally. We set up this plan so that in the midst of a crisis when things are hectic this can be a calm straightforward reference for employee and management reaction as well as business reaction to and with media outlets.

Franchise Contacts

City Bites (Corporate)
2608 E. Memorial Rd.
Edmond, OK 73013
(405) 607-8100

City Bites (Edmond)
324 W. Edmond Rd.
Edmond, OK 73003
(405) 330-4224



Acknowledgements

Communication

At City Bites, we have a designated spokesperson who will speak on our behalf in the chance of an incident. An ideal spokesperson would be a publicist or a PR representative of our City Bites family. This individual must be experienced in a crisis situation and be able to act accordingly.

Key Publics

- Employees
- Customers
- Visitors
- Distributors
- Partners
- Suppliers
- Financial Supporters-Bankers, Shareholders and Investors

Emergency Contacts



Edmond Police Department

100 E. First St.
Edmond, OK 73034
(405) 359-4420

Edmond Fire Department

5300 E. Covell Rd.
Edmond, OK 73034
(405) 216-7300

OU Medical Center Edmond

1 N. Bryant Ave.
Edmond, OK 73034
(405) 341-6100

Oklahoma Poison Control Center

940 NE 13th St.
Oklahoma City, OK 73126
(405) 271-5062

Edmond Electric

2004 Old Timbers Dr.
Edmond, OK 73034
(405) 216-77660

City of Edmond

(405) 348-8830



Media Contacts

Edmond Sun

123 S. Broadway
Edmond, OK 73034
news@edmondsun.com
(405) 341-2121

The Daily Oklahoman

100 W. Main, Suite 100
Oklahoma City, OK 73102
(405) 475-3311

Editor: ekelley@oklahoman.com

News Director: rtrammell@opubco.com

Health Reporter: scolberg@opubco.com

Food Editor: dcathey@opubco.com

Tulsa World

315 S. Boulder Ave.
Tulsa, OK 74103
news@tulsaworld.com
(918) 581-8400

Disasters



Introduction

Disasters are defined by their need for outside assistance. Many disasters are unpreventable, and the ones listed here are likely to happen in this area of Oklahoma. Because of the high likelihood, in this section of the City Bites Crisis Communication Plan we will discuss:

- Fire
- Tornadoes
- Flooding
- Snow/Ice
- Earthquakes
- Thunderstorms/hail
- Infestations

In a disaster, it is important to remain calm and to be armed with people around you who have been assigned a certain task. Being able to access this crisis plan during a disaster can save lives and prevent certain damage.

We have also designed key messages to communicate in the event of an emergency.



Disasters

Fire

There are several ways a fire could be started. An electrical problem, a stove or other appliance in the kitchen, a nearby grass fire can all start a fire in or around a building.

No matter the cause, if the building catches on fire, follow these steps:

1. Have the manager on duty sound the fire alarm to alert the department.
2. Evacuate all guests and employees to at least 300 feet away from the building.
3. Have the manager on duty call roll to ensure all employees are out of the building and safe.

Key Message

"Due to a fire at City Bites, located at 324 W. Edmond Road, Edmond, Oklahoma, the restaurant will shut down temporarily to repair fire damages. The fire caused damages to (where the damage is). City Bites hopes to reopen (insert predicted date of reopening)."

Additional Information (Either/or)

"All employees and guests were safely evacuated. There have been no reported injuries. (Number of people) has/have died, (number of people) has/have been injured due to the City Bites fire."

Disasters



Tornado

Tornadoes are unpredictable and extremely dangerous forces of nature. When a tornado watch has been issued in your area, monitor the weather situation on a TV inside the restaurant. Management should keep a close eye on the weather conditions.

Remember, a watch means the conditions are ideal for a tornado to happen. Taking necessary precautions at the first mention of a tornado watch can make a big difference if one actually touches down nearby.

If the weather escalates, follow these steps:

1. Evacuate everyone in the restaurant into the freezer vault in the kitchen.
2. Do not wait for the sirens to start evacuating.
3. Have the manager on duty take roll and determine if all employees are present.
4. Close down any patio seating area and secure that patio objects will not blow away.
5. Shut all windows and ensure that guests are not seated immediately near any windows.
6. Do not let any employees go outside for breaks until the weather shows signs of improvement.



Disasters

Tornado cont...

Key Message

"Due to the tornado watch issued in Oklahoma County, Edmond, OK, City Bites located at 324 W. Edmond Road will shut down temporarily to repair tornado damages. The tornado caused damage to (places of damage)."

Additional Information (Either/or)

"All employees and guests were safely escorted to a protected area designated as a tornado shelter. There have been no reported injuries."

"(Number of people) has/have died, (number of people) has/have been injured due to the tornado."

Disasters



Flooding

Flooding of any kind can be extremely dangerous to road conditions and to a building's structure. When your area is under a flash-flood warning, monitor the weather situation on a TV inside the restaurant. If water begins to seep into the restaurant, do not attempt to keep the water out; instead start making preparations to evacuate the building or move all guests and employees to higher ground.

In the City Bites corporate location, there is a ladder access to the roof on the northeast side of the building.

The roof is strong enough to hold more than 50 people, but this is a last resort.

Key Message

"Due to severe flash-flooding, City Bites located at 324 W. Edmond Road, Edmond, OK, will shut down temporarily to repair flood damages."



Disasters

Earthquakes

Mild earthquakes have become extremely common in this area of Oklahoma. The potential for larger and more damaging earthquakes increases because of the fault line Oklahoma sit on.

In case of an earthquake, alert and instruct all employees and guests to:

1. Drop to the ground and take cover under tables or other sturdy pieces of furniture.
2. Use doorways if there are no sturdy objects available.
3. Stay away from windows, outside doors, large lighting fixtures, and any other large objects suspended from the ceiling that could fall and cause harm or damage.
4. Stay inside the building and remain calm and still until the earthquake stops.

Key Message

"Due to a recent earthquake, City Bites located at 324 W. Edmond Road, Edmond, OK, will shut down temporarily to repair damages caused by the earthquake."

Additional Information (Either/or)

All employees and guests remained safe during the earthquake. There have been no injuries reported.

(Number of people) has/have died, (number of people) has/have been injured due to the earthquake.

Disasters



Thunderstorms & Hail

Thunderstorms and hail can accompany heavy winds and extreme lightning. If your area is under a severe thunderstorm warning, this means that large, damaging hail, extreme lightning, and wind gusts up to 70 mph may occur.

Close down any outside dining areas, secure outdoor furniture, shut all windows, and do not allow employees to leave the building.

Key Message

"Due to severe weather and hail, City Bites located at 324 W. Edmond Road, Edmond, OK. will shut down temporarily to repair lightning and hail damages. The damaged places are (insert damaged places)"



Disasters

Infestations

If your restaurant is believed to have a bug or rodent problem, addressing it promptly can save your brand image from turning into a grimy place of business. Call your local exterminator immediately and alert them of the type of infestation.

Evacuate any employees or guests that are close to where the bug(s) or rodent(s) were seen. If conditions get worse, shut down the restaurant temporarily until the problem is eliminated.

Key Message

Due to a/an (insert type) infestation, City Bites located at 324 W. Edmond Road, Edmond, OK, will shut down temporarily to eliminate the cause of the problem. We are sorry for the inconvenience, and we hope to reopen (predicted date of reopening)."

Customer Issues



Introduction

Customer issues are likely to occur at some point for any business. It is crucial that we prepare ourselves for these situations to arise, and have protocols to fall back on so we can assess these situations calmly and effectively. This section of the City Bites Crisis Communication Plan will cover some common customer issues that are likely to occur.

It is important to remember that disgruntled customers are customers first, and these customers are more likely to be forgiving of an unsatisfactory experience with our brand if they are met with respect and understanding.

If you find you are at an impasse with a disgruntled customer, locate a manager to assist them further.

CUSTOMER ISSUES TO BE DISCUSSED

- Food Poisoning
- Food Allergy
- Irate Customer
- Fighting
- Social Media Complaint



Customer Issues

Food Poisoning

Food poisoning is a serious health threat and should not be taken lightly. All employees are to be trained and practice proper food handling protocol at all times to prevent potential contamination of food from occurring.

Young children, the elderly, pregnant women, and those with weaker immune systems are especially susceptible to food poisoning.

Food poisoning is likely to be detected within a few hours to a few days after consumption.

ALL EMPLOYEES ARE EXPECTED TO:

- Wash their hands before handling food and when returning from the restroom with warm soapy water.
- Wash utensils, food surfaces such as, counter tops and cutting boards, with hot soapy frequently and after use.
- Separate raw food products and ready-to-eat food products to prevent cross contamination.
- Throw out expired food, or food that is suspected of going bad.

Customer Issues



Food Poisoning cont...

Common types of food poisoning

E-coil

- Occurs from contaminated food, such as undercooked meat, unpasteurized milk and cheeses and improper handling of raw fruits and vegetables.
- Symptoms often include severe abdominal pain, vomiting and urine that is dark or tea-colored.
- Symptoms usually develop within 72 hours after exposure.

Salmonella

- Can occur from handling food such as, eggs, poultry, milk and meats improperly.
- Symptoms often include fever, dehydration, upset stomach and abdominal pain.
- Can take up to 48 hours to surface, and can last between 3 - 21 days.

Colostrum (Botulism)

- Most likely to occur from improper handling of food during the refrigeration process and cooking temperature.
- Symptoms usually surface within twelve hours of consumption.
- Symptoms often include stomach discomfort, vomiting, diarrhea and at times nausea.



Customer Issues

Food Poisoning cont...

Caampylobacter

- Can occur from ingestion of undercooked food such as poultry and fish, and poor handling of food.
- Using the same cutting board for raw and cooked food is especially acceptable to contamination.
- Symptoms commonly include fever, severe abdominal pain, dehydration and diarrhea.
- Symptoms usually last from 2 - 5 days.

If you experience the following symptoms, contact a medical professional IMMEDIATELY.

- Blood or pus in stool
- Fever above 101° F
- Diarrhea that has continued for 5 days (2 days for children)
- Dehydration that consists of being dizzy or lightheaded
- Unable to drink fluids from vomiting
- Poisoning from fish, botulism or mushrooms.

Customer Issues



Food Poisoning cont...

Key Message

" It has come to our attention that (Name of bacteria) was detected on (Date) and has affected (Amount of people). Our first concern is our customer(s), and we have taken action by seeking proper medical attention, and covering any medical costs our affected customer(s) require. We have also identified the origin of contamination and have since sterilized the contaminated area and removed all foods that were potentially threatening. We will reopen our doors on (Date) after receiving clearance from the Oklahoma Health Department to ensure our customers we have taken care of this issue. Our customer's happiness and health are at the top of our list, and we are doing everything in our power to prevent another incident like this from happening again in the future."

Thank you,

(Name)



Customer Issues

Food Allergy

At City Bites, we do our best to clearly label areas and menu items that contain common allergy inducing ingredients. For safety, it is imperative that we pay close attention to these labels as well as customer wishes to remove ingredients that could cause them an allergic reaction.

Removal of ingredients or substitutions of ingredients are to be made without explanation from the customer.

Some customers may not be aware of their food allergy, or a mistake may happen in the kitchen when preparing food and cause a customer to experience a allergic reaction.

In either case, this section of the City Bites Crisis Communication Plan will cover the most common food allergies and protocols to assist employees in handling food allergy situations.

The following include common food allergy ingredients:

- Shellfish
- Soy
- Milk
- Peanuts
- Eggs
- Wheat
- Fish
- Tree Nuts

Customer Issues



Food Allergy cont...

Anaphylaxis (Shock)

- An allergic reaction that effects the entire body and has the potential to be life threatening.
- Side effects of anaphylaxis often include impaired breathing, irregular heart rate, drop in blood pressure, rashes and stomachaches.
- Anaphylaxis can trigger within minutes of exposure and must be treated immediately.

Not all customers will experience allergic reactions the same. It is important to be aware of other symptoms that can occur from customers being exposed to an ingredient they are allergic to.

**These symptoms can arise within hours of exposure
(with the exception of Anaphylaxis) :**

- Circulatory collapse
- Vomiting
- Dizziness/Fainting
- Swelling of the tongue
- Hives
- Pale or blue coloring of skin



Customer Issues

Food Allergy cont...

If an allergic reaction occurs, follow these steps:

If the victim has an Epi-pen (Epinephrine), instruct them to administer the pen IMMEDIATELY.

Otherwise

- 1. CALL 911.** Explain the victim's condition to the emergency operator and give them any symptoms the victim is experiencing or other information needed.
- 2.** Position the victim flat, with raised legs and keep them warm.
- 3.** If breathing is difficult or they are vomiting, let them sit up or place them on their side.
- 4.** Administer other possible medications such as Antihistamines/Benadryl.
- 5.** Monitor the victim until paramedics arrive.
- 6.** Speak calmly and ask the victim to practice breathing slowly.
- 7.** If certified and necessary, begin CRP.

Customer Issues



Disgruntled Customer

Unfortunately, there will be times when we have to face less than desirable actions and emotions of customers. It is inevitable that most of us will encounter a customer that is dissatisfied with our brand at some point or another.

Whether or not we are at fault, it is important to handle these situations calmly and respectfully. This section of the City Bites Crisis Communication Plan will go over the steps to follow when engaging a disgruntled customer.

When a customer is upset, follow these steps:

1. Remain calm.

- Be mindful of your tone. Speak calmly and softly, even if the customer is not.
- We are human. If the situation begins to escalate between you and your customer, look for a manager to take over.

2. Listen to the customer's point of view.

- There is a good chance we will make mistakes, and when we do we need to own it.
- Even if a customer is at fault, they still deserve to be heard. Listen to their concerns and do your best to defuse the situation.



Customer Issues

Disgruntled Customer cont...

3. Acknowledge and apologize.

- No matter who is at fault, we still need to apologize if a customer is dissatisfied with our brand in some way. Acknowledge mistakes when they are made.
- Simple gestures can go a long way, such as, "I am sorry about your experience with our brand. Let me see what I can do to make it right."

4. Be Patient

- When someone is upset, they want to be heard and understood. At all costs, try not to interrupt a customer when they are trying to explain their frustration.
- If you must interrupt a customer because they begin to stray from the situation, try saying some thing like, "I'm sorry (ma'am/sir) I just want to make sure I understand your concerns, you said (reiterate the customers concerns). Is that correct?"

5. Correct the concern.

- Correct the mistake/concern if possible
- If we are unable to correct the mistake due to company policy, explain that company policy may prevent us from correcting their concern completely and get a manager to assist the customer further

If a customer is still upset after you have followed the steps above, it is time to get the corporate office involved. Give the customer our corporate information for them to contact us personally, or give them the option to have us to contact them. If the customer would like the corporate office to contact them, retrieve their contact information and give it to your manager.

Customer Issues



Violence

Although City Bites has a zero-tolerance policy towards violence of any kind, violence can occur at any time and in any place. We need to be prepared to react to potentially violent situations or prevent them entirely. OSHA (Occupational Safety and Health Administration) lists three main types of violence in the workplace.

OSHA divides workplace violence into three categories, they are:

- An employee involved with a criminal outsider (ex. robbery)
- An employee involved with a client (ex. customer, patient, student)
- An employee involved with a co-worker

This section of the City Bites Crisis Communication Plan will focus solely on violence between employees and customers.

An employee involved with an outsider

- Be alert, if you suspect an individual or a occupied vehicle of suspicious or threatening behavior, write down the license plate, color, make of car, and the individuals description. **Contact the authorities and inform other employees.**
- Greet each customer, this often discourages thieves because attention has been drawn to them. It also allows employees to practice good observation skills.
- Do your best not to start a confrontation with the outsider. If they request money from the register, give it to them. That is what insurance is for.



Customer Issues

Violence cont...

An employee involved with a client

- This includes threatening behavior, and verbal harassment
- To prevent violent situations from occurring, monitor your work teams, set up open lines of communication, and do not allow conflicts to escalate.
- If conflict escalates between an employee and a customer, try to defuse the situation calmly and without physical restraint. If this is not possible, **call the authorities immediately.**
- Keep a detailed record of violent encounters of any kind.

Customer Issues



Social Media Complaint

Social media can be our biggest ally or our worst enemy. The Internet allows us to have an immediate voice with the entire world, and thus, our entire potential and current client base. We will not be able to please every customer, but that does not mean we have to let he or she walk away with resentful feelings about our brand.

In this section of the City Bites Crisis Communication Plan, we will cover tactics to utilize negative posts about our brand on social media to our advantage.

How to react to social media complaints:

1. Detect complaints quickly

- Keep a close eye on City Bites social media platforms. This will allow the least amount of room for damage.

2. Respond rapidly

- Try to reply within thirty minutes to an hour of a complaint on social media.
- When customers are upset, they want acknowledgment that they are heard and their concerns are being looked into.
- The quicker we respond, the more likely we are to be forgiven.



Customer Issues

Social Media Cont...

3. Acknowledge mistakes and apologize

- Respond publicly with an apology, and then direct the conversation to a private message.
- Do not respond with, "I'm sorry you feel that way". This has a good chance of backfiring by not appearing sincere.
- Instead, try saying, "I'm sorry to hear about your negative experience with our brand (clients name), we would like to talk with you about your experience. Would you mind sending us a private message?"
- Applying the persons actual name, or social media name (i.e. Twitter handle) makes the message personal and shows more interest.

4. Look on the bright side

- Negative feedback can be a good thing. It shows the areas that need improvement and highlight problems that may have been overlooked.
- We can not please everyone. Sometimes, showing that we care is all we can do, but we still need to do it.
- At the least, it shows other customers, who could potentially be loyal or new customers, we are taking the time to listen and react even in negative situations.

First Aid



Introduction

At City Bites we want to make sure it is a safe environment for all employees and customers. Because of this we have made a detailed plan that outlines what to do in a first aid situation. Each employee should be trained and tested on these procedures.

FIRST AID PROCEDURES TO BE DISCUSSED

- Heart Attack
- Choking
- Slips, trips and falls
- Seizure
- Cuts
- Burns



Heart Attack

Symptoms to look for:

- Tightness in chest
- Holding or squeezing left side of chest
- Shortness of breath
- Numbness of either or both arms
- Rapid or irregular heartbeat
- Periods of sweating and cold flashes.

How to handle a heart attack:

1. Call 911. Immediately.
2. Describe the situation calm and clear to the operator.
3. Stay with the person until emergency services arrive.
4. If the person is not responding or has no pulse, perform CPR until medical professionals tell you otherwise.

Instructions for CPR on next page





CPR Procedure

THE Sun GUIDE
How to save a life with CPR

1 If someone has collapsed and isn't breathing normally, the most important thing to do is to call 999 straight away.

2 Then approach the person only if it is safe to do so. If not, wait for professional help to arrive.

3 If it's safe, start hands-only CPR by placing the heel of your hand in the centre of the chest, between the nipples.

4 Now place your other hand on top and interlock your fingers.

5 Push hard in the centre of the chest to a depth of 5-6cm.

6 Push fast to the tune of Stayin' Alive or a song with a similar beat. Aim for 100-120 compressions per minute.

7 Keep going until medical help or a defibrillator arrives, or the casualty regains consciousness.

CENTIMETRES
0
1
2
3
4
5
6

Love Heart
CAMPAIGN FOR CPR IN SCHOOLS
Sun



Choking

Symptoms to look for:

- Blue, purple or maroon skin around the eyes, nose and lips.
- Coughing
- Wheezing
- Hands held around neck
- Inability to talk
- Loss of consciousness

How to assist someone choking:

1. Call 911.
2. If the person has not been choking for long or still able to breath a little bit perform the five back blows recommended by the Red Cross.
3. Deliver five back blows between the person's shoulder blades with the heel of your hand.
4. Perform five abdominal thrusts (Heimlich maneuver)

Heimlich maneuver instructions on next page





Choking out...

Heimlich Manuver Instructions:

1. Stand behind the person. Wrap your arms around the waist. Tip the person forward slightly.
2. Make a fist with one hand. Position it slightly above the person's navel.
3. Grasp the fist with the other hand. Press hard into the abdomen with a quick, upward thrust – as if trying to lift the person up.
4. Perform a total of 5 abdominal thrusts, if needed. If the blockage still isn't dislodged, repeat the five-and-five cycle.

Alternate between five back blows and five abdominal thrusts until the blockage is dislodged or medical professionals arrive.





Slips, Trips and Falls

Prevention:

1. Make sure that all walkways and entry ways are clear of messes and debris.
2. No work tools should be left out of place at any time.
3. There should always be wet-floor signs out if there is a spill and they should be promptly removed when floor is dry.
4. If there is a spill it should be reported and cleaned up immediately.
5. There should be no climbing or sitting on elevated surfaces.
6. Ladders should only be used if authorized and supervised

If a slip trip or fall does occur:

1. Ask if the individual is okay.
2. Do not let them move or get up until help is called.
3. If they have landed on back or neck call 911 immediately
4. If they must be moved rotate them to their side and put one leg slightly in front of the other

First Aid



Seizure

Two types of seizures:

- Tonic-Clonic (convulsions)
- Absence (non-convulsive)

Absence Symptoms:

- Fainting or fatigued
- Staring off for minutes at a time
- Lip smacking
- Eyelids fluttering
- Chewing motions
- Mental confusion

Tonic-Clonic Symptoms:

- Fainting or fatigue
- Falling suddenly
- Convulsions of limbs or entire body



Seizure cont...

How to respond:

1. Call 911 immediately.
2. Remove anything from their mouth to prevent choking.
3. Time the seizure to give medical professionals as much information as possible.
4. Ease person to the floor.
5. Turn them on their side one foot slightly in front of the other to help breathing.
6. Move any objects near them to prevent bruising.
7. Remove any tight or restricting bracelets necklaces or clothing
8. If this is repeat condition make sure they do not operate any type of vehicle to get to the hospital or home.
9. Do not hold them down or restrict movements
10. Do not perform CPR

First Aid



Cuts

Prevention:

In the kitchen it is common to get cuts when dealing with cooking utensils

- Make sure knives and sharp objects are always put into proper holders and never left out on a counter or sink.
- When cutting always cut away from your body.
- When opening packaging use scissors instead of knives.
- Take time and be careful with sharp objects, rushing is often the cause of cuts.

How to respond:

1. Put pressure on the cut.
2. Once the bleeding slows down clean the cut gently with soap and water.
3. For minor cuts apply an antibacterial and put on secure bandage over adhesive bandage.
4. For severe cuts Call 911 and alert manager
5. Put pressure on the wound until medical professionals arrive.
tised.



First Aid

Cuts cout...

5. Put pressure on the wound until medical professionals arrive.
6. Do not pull anything out of wound or flesh
7. Do not attempt to move the person or object if still penetrating the person
8. Make sure that the area where the cut occurred is cleaned with an antibacterial spray and the sharp object is properly cleaned and sanized.

First Aid



Burns

Prevention:

- When dealing with grease ovens and hot surfaces it is imperative that everyone in the kitchen wears protective gloves.
- Do not insert metal or conductive objects into or onto a hot surface without proper instruction and permission.
- No metal jewelry should be worn when operating hot surfaces.
- There should be no matches or lighters used without authorization.
- Make sure if you are dealing with hot surfaces to have proper skin and eye coverings.
- Fire extinguishers should be in convenient places in each room.

Immediate first aid for burns

1. First, stop the burning to prevent a more severe burn.
2. Heat burns (thermal burns): Smother any flames by covering them with a blanket or water. If your clothing catches fire, do not run: **stop, drop, and roll** on the ground to smother the flames.
3. Cold temperature burns: Try first aid measures to warm the areas. Small areas of your body (ears, face, nose, fingers, toes) that are really cold or frozen can be warmed by blowing warm air on them, tucking them inside your clothing or putting them in warm water.



First Aid

Burns cont...

4. Liquid scald burns (thermal burns): Run cool tap water over the burn for 10 to 20 minutes. Do not use ice.

Electrical burn

- After the person has been separated from the electrical source, check for breathing and a heartbeat. If the person is not breathing or does not have a heartbeat, call 911.

Chemical burn

- Natural foods such as chili peppers, which contain a substance irritating to the skin, can cause a burning sensation. When a chemical burn occurs, find out what chemical caused the burn. Call your local Poison Control Center or the **National Poison Control Hotline (1-800-222-1222)** for more information about how to treat the burn.

Tar or hot plastic burn:

1. Immediately run cold water over the hot tar or hot plastic to cool the tar or plastic.
2. Next, look for other injuries. The burn may not be the only injury.
3. Remove any jewelry or clothing at the site of the burn. If clothing is stuck to the burn, do not remove it. Carefully cut around the stuck fabric to remove loose fabric. Remove all jewelry, because it may be hard to remove it later if

Employee Conduct



Discrimination

At City Bites, we pride ourselves in being an equal opportunity employer and will operate as such.

City Bites is at all times free from any discrimination such as:

- Racial
- Age
- Ethnicity
- Religion
- Disability
- Sex
- Nationality



Employee Conduct

Sexual Harassment

This is anything that includes unwanted or sexual:

- Comments
- Jokes
- Advances
- Physical Touch
- Verbal
- Innuendos

Written or graphic material distributed to employees or customers is unacceptable

Employee Conduct



Employee Theft

If at any time you discover that something has gone missing or you see another employee steal from City Bites, you are to contact a manager and your identity will remain anonymous.

Any act of theft will result in immediate termination.

- Substance abuse
- Any suspicious actions concerning Drug or Alcohol abuse should be reported to a manager immediately.
- A front manager who is trained in handling these matters will then get that employee the proper help they need.



Incident Report

Incident Report

Please fill out in case of an incident and turn in to your manager.

Date: _____

Time: _____

Time of Incident: _____

In your own words, please describe the incident:

Print: _____ Signature: _____

