



# **CHESTER KITCHEN POLICIES AND PROCEDURES HANDBOOK AND RESOURCE GUIDE**

**Effective April 13, 2011**

**CHESTER KITCHEN**  
84 Chester St.  
Chester, NH 03036

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Website <http://chesternh.wix.com/chesterkitchen>

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## **I. THE CHESTER KITCHEN**

The Chester Kitchen is a commercial kitchen facility housed within the Town Municipal Complex. Rental of this facility on an hourly basis includes use of the following equipment:

1. Gas Convection Oven
2. Gas Range with oven
3. 3 Bay refrigerator
4. Commercial Hobart Mixer
5. Automatic Dishwasher
6. Food Prep Sink
7. Sanitation Sinks
8. Upright Freezer

There are no pots, pans, or utensils available. Each processor will need to provide their own utensils and equipment for food preparation and processing.

Hourly rental of this facility is restricted to the Kitchen area only. Use of the adjacent Multi-Purpose room is restricted to use of the ladies' or men's rest rooms. The Multi-Purpose room is a rental separate from the Chester Kitchen, and is not to be used to expand your preparation area.

## **HOURS OF OPERATION**

The Chester Kitchen is available for hourly rental between 5:00 AM, and 8:00 PM, 7 days a week. The Administration reserves the right to offer priority to residents and organizations within the Town for their non-profit use.

## **DEFINITIONS**

**ADMINISTRATION** - That group including the Site Administrator, as well as the Board of Selectmen of the Town of Chester.

**FACILITY** - The Chester Kitchen, and all food preparation and service equipment within.

**PROCESSOR** - An individual or organization who has reserved use of the facility.

**MULTI-PURPOSE ROOM** - The gymnasium/auditorium adjacent to the kitchen.

**SITE ADMINISTRATOR** - An individual designated by the administration to oversee facility use, including reservations, collection of fees, and the contact for all questions, or problems arising from use of the facility.

## II. PROCESSOR DESCRIPTIONS

Chester Kitchen reserves the right to determine proper category of use based on a completed application.

### COMMERCIAL USER

The commercial user, or "Commercial Food Service Establishment" (CSFE), must hold a Food Service License issued by the State of New Hampshire, Bureau of Food Protection in order to sell his/her product in a retail environment and may produce at the Chester Kitchen under the following conditions:

1. The "CFSE" (Commercial Food Service Establishment ) must provide Chester Kitchen with a copy of their **New Hampshire** food service license (in state only), and certificate of insurance including liability insurance and/ or event Insurance.
2. CFSE's who have not reserved and completed use of the Chester Kitchen within one fiscal year (July 1-June 30) will not be able to renew their license.
3. Processors from any of the 16 NH self-inspecting cities who desire to use the Chester Kitchen may do so only after obtaining a NH State Food Service License. Licenses from any of the 16 cities do not apply in Chester.
4. Per the State of NH, Bureau of Food Protection, the Chester Kitchen may not be licensed for use as a "commissary" (used for cleaning of food carts, catering trucks, etc.) as it is not open 24 hours a day, and there is no storage of equipment or provisions.

### OCCASIONAL USER

Based on current New Hampshire Bureau of Food Protection Guidelines, an "Occasional Food Service Establishment" (OFSE) is limited to Chester residents only, and may produce at the Chester Kitchen under the following conditions:

1. An "OFSE" must use the facility no more than four times during a 30-day period.
2. The "OFSE" (Occasional Food Service Establishment ) **must be resident to Chester only.**
3. An "OFSE" must not sell products made at Chester Kitchen, OR sales must be for non-profit fund raising events only.
3. An "OFSE" producing for fund raising purposes must provide Chester Kitchen with a certificate of insurance including liability insurance and/ or event Insurance.

The Commercial Food Service Establishment/Occasion Food Service Establishment must:

1. Complete an application for Kitchen, and provide to Chester Kitchen proof of licensing, and insurance, when required (see pages 15, and 16).
2. Identify one contact person who will be responsible at all times to oversee the use of the Chester Kitchen. The contact person must read and agree to follow the Chester Kitchen Operating Policies and Procedures. The contact person is responsible to follow all laws rules and regulations that relate to food service establishments. Chester Kitchen is in no way required to alert or keep a food service establishment informed of their responsibilities. The contact person must go through an orientation to facility and equipment with the site administrator.

### III. CHESTER KITCHEN OPERATING POLICY

An outline of essential **CHESTER KITCHEN** policies and procedures follows regarding: food related sanitation, facility sanitation, safety issues, hygiene, and use of the **CHESTER KITCHEN** facilities.

These policies and procedures are subject to change. It is the responsibility of the processor to keep informed of all changes.

#### ORIENTATION SUPPORT

**Objective:** Chester Kitchen must ensure that people working at the facilities are competent in basic components, even if it is review for some people.

##### 1. Equipment Safety Orientation

Orientation on equipment at the facility is required of producers and their employees. Orientation will include equipment function, operation, and safety standards, as posted throughout the Kitchen.

##### 2. Sanitation Orientation

Sanitation procedures are required for all producers and their employees, and are outlined in the second part of this document. Orientation includes an overview of sanitation objectives and explanation of procedures required at the facility, and proper procedures and methods are posted throughout the Kitchen.

##### 3. Food Safety

Food safety training is the sole responsibility of all producers their employees. It is the responsibility of the producer to seek and obtain training on food storage, cross contamination issues, and safe food handling techniques outside of this facility, as such training will not be provided by Chester Kitchen. See resource list, page 18.

##### 4. H.A.C.C.P. PLAN DEVELOPMENT: HACCP (Hazard Analysis Critical Control Point) may be required by law for the production of some products. You will need to verify this with the NH Bureau of Food Protection.

- I. All producers of all foods are responsible for the HACCP approach and the contamination potential that exists at each step of production. HACCP training may be obtained outside this facility, as the Chester Kitchen does not provide this training. See Resource Guide page 17.

### CHESTER KITCHEN FEE POLICY EFFECTIVE APRIL 4, 2010

#### I. SECURITY AND CLEANING DEPOSIT

##### A. Licensed commercial processors

Each processor will issue a check for \$50 to the Town of Chester as deposit against lost key, or cleaning fee. This check will be deposited by the Town of Chester as a security/cleaning deposit.

Provided cleaning requirements have been met, licensed commercial processors will have their \$50.00 deposit returned to them by the Town of Chester when they no longer hold a State of NH Food Service License for Chester Kitchen use and have returned their key to the Site Administrator.

##### C. Occasional processors (private parties, or local organizations)

Occasional processors will issue a check for \$50 to the Town of Chester as deposit against lost key or cleaning fee which will be deposited by the Town of Chester. Once the Kitchen has been inspected and is satisfactory and the key returned, the Town of Chester will return the deposit fee by issuance of a new check drawn on the Town of Chester to the occasional processor.

## II. HOURLY FEE

\$13.00 per hour, for each hour reserved for processing, payment is required immediately upon use unless prior written arrangements are made with the Site Administrator for weekly or monthly payment. It is expected by the Town of Chester, NH that the Licensed Commercial Processor will rent the Chester Kitchen for use at least once per fiscal year.

## III. FACILITY ADMINISTRATION FEE

A \$10.00 administration fee is required for each individual reservation of the Chester Kitchen, unless the reservation is for usage of consecutive days in the same week. Payment of the administration fee is required in addition to hourly fees (See II). Example, reserve three hours within one day, once a week, you will pay \$49.00, three hours plus administration fee. Reserve two or more days in a row in one week and pay the administration fee only once. Example, you have booked three hours each day for Mon., Tue. Wed. in the same week, and pay \$127, nine hours plus administration fee.

## IV. ORIENTATION

Orientation of the kitchen is free. Please schedule with Site Administrator.

## V. CHECK POLICY

A \$25.00 fee will be charged for a returned check.

## VI. RESERVATION POLICY

Reservations for kitchen use will require **7 days (one week)** notice from requested date of use. Availability of the Kitchen is not guaranteed without prior reservation. Please reserve a block that includes one hour (free) for setup, and one hour (free) for clean up either side of the hours you need for processing. You may reserve by email at [chesterkitchen@yahoo.com](mailto:chesterkitchen@yahoo.com), or by phone to Patricia Martin at 603-887-4979. If you do not receive an email response to your request within 48 hours, please call to confirm.

## VII. CANCELLATION POLICY

- A. The Chester Kitchen requires no less than 24 hours notice of cancellation.
- B. In the event that equipment failure renders the facility temporarily unusable, at no fault of the producer, the producer with time paid in advance will be given credit for time paid.

## VIII. FEE ABUSE POLICY

A facility user that abused the fee policy through misrepresentation, omission, or dishonesty may not be allowed to use the Chester Kitchen, at the discretion of the administration

## IX. POLICY REVIEW

- A. The Administration has the right to review all policies, including fee structure, and to make adjustments as necessary to the operation of the Chester Kitchen.
- B. Changes in general operating policies will become effective immediately upon receipt of notice to processors. Processors will be notified in writing 30 (thirty) days prior to any changes in fee policy, or rate structure.

## ORIENTATION REVIEW POLICY

Producers who have not used the facility within six months must repeat a facility orientation and review the Chester Kitchen operating procedures.

## HYGIENE POLICY

All individuals entering an active food production area must meet hygiene requirements.

## FACILITY USE POLICY

No person will enter a production area they are not scheduled to use unless at the invitation of the producer.

## CLEANING & USE POLICY

**Objective:** Given the Chester Kitchen operating procedures, and information covered in orientation, the following constitutes the Cleaning Policy.

1. Workers must sanitize all food contact surfaces before use. One hour is allotted at no charge.
2. Workers are responsible to clean and sanitize all work areas after using the facility. One hour is allotted at no charge after production is complete.
3. A significant cleaning fine will be charged to producers who fail to properly clean the facility. The administration has a right to charge a \$50 cleaning fee to any "Commercial Processor" or "Occasional Processor" who leaves the kitchen in such a state that requires complete cleaning prior to the next rental. The cleaning fee will be paid to the Town of Chester.
  - a. A portion of the cleaning fine may be credited to a producer who must clean an area, due to failure to properly clean by the previous producer.
  - b. If the site administrator is available, the situation should be brought to his or her attention immediately, before cleaning takes place. If not, the "kitchen check list" should be used to document the situation. (See kitchen check list)
    1. Describe specific area(s) left dirty, the amount of time taken and extent of cleaning, on the "kitchen check list "
    2. The site coordinator must be notified verbally or in writing, not in a public place.
    3. Take a picture of unclean area, when possible.

**Note:** A producer fined three times for cleaning violations may have their contract terminated.

4. Chester Kitchen administration reserves the right to observe producers and evaluate ongoing cleaning and sanitation practices. (See "evaluation of compliance" form, page 13 and 14).
5. Producers who do not allow enough time to produce the product and exit the facility on time will be handled as follows:
  - a. A producer who has an explanation for being in an area time must include this information on the "kitchen check list" before leaving.
  - b. If the site coordinator is on site, inform him or her of the problem. If not, a time conflict is to be described and attached to the "kitchen check list." The "kitchen check list" is to be placed in the privacy box. Include the time an area was to be vacated, and the actual time of evacuation. This information goes on the "kitchen check list." The documented problem should be brought to the attention of the site coordinator verbally or in writing, but not in a public place.
6. Chester Kitchen reserves the right to require a producer who repeatedly vacates an area late to pay expenses associated with that time increase, and to schedule a larger block of production time.
7. Chester Kitchen reserves the right to require a producer and employees to repeat orientation if non-compliance is documented. Repeat programs may be attended at the producer's expense.
8. Chester Kitchen reserves the right to terminate an agreement with a producer when non-compliance is documented.
9. Before starting to use a production area the producer will verify condition of kitchen on the "Kitchen Check List."
10. After the facility is cleaned and sanitized, the producer will add remaining information and any other communication with the site administrator to the "Kitchen Check List" and place it in the secured box.
11. Regarding on-site observation of compliance:  
Announced as well as unannounced observations by the administration during scheduled clean up may be made.
12. Any producer who uses or allows life-threatening procedures will be notified of his or her immediate eviction orally and in writing.
  - a. The producer will discontinue any use of the facility immediately and surrender the key to the Chester Kitchen site coordinator.
  - b. All belongings are expected to be removed from the facility within 48 hours.
  - c. The site coordinator must be present while belongings are removed. The Board of Selectmen may review terminated agreements if requested.



## **LABORATORY TESTING POLICY**

All laboratory testing and fees for testing are the responsibility of the producer. Chester Kitchen does not provide this service. See Resource Guide Page 18.

## **LABEL POLICY**

The address that appears on product labels should be that of the manufacturer, packer, or distributor. The production address can be that of Chester Kitchen; **however**, Chester Kitchen's name and/or logo **shall not** appear on the label. In addition, producers are responsible to provide information on their labels so that **consumers can contact them directly**. Therefore, a **separate address** for written inquiries, as well as a **separate phone number** for phone inquiries, shall be provided. **Labelling requirements are set forth by the Federal Food and Drug Administration and the State of New Hampshire.** See Resource Guide page 18.

## **MARKETING POLICY**

Chester Kitchen assumes no role in advertising and/or marketing. It is not the intention of Chester Kitchen to provide producers with an opportunity to network with each other for the benefit and advancement of their individual business. The Chester Kitchen program exists solely for production purposes. It is the policy of Chester Kitchen that private producer information shall not be disclosed or discussed with other producers or community members. This includes but is not limited to the following areas:

- a. Non-compliance issues

## **EQUIPMENT POLICIES**

### **Broken Equipment**

Report broken equipment immediately to the site administrator. Call the posted phone number.

1. Damage due to normal wear and tear will be paid by Chester Kitchen.
2. If damage is due to improper use or negligence, the responsible company/producer will be billed for the expense of repair.
3. Chester Kitchen is not responsible for inventory, time, or income loss due to equipment failure. Producers should consider buying insurance that will cover this type of loss.

## **DELIVERY TO THE FACILITY**

Site administrator will not accept deliveries at any time. Producers must accept deliveries in person, and only during those hours reserved for their use.

## **STORAGE POLICY**

Chester Kitchen **has** no long-term or short-term storage available. Items brought to the kitchen for use, or delivered during those reserved hours of use, must be removed upon completion of production.

## **SECURITY POLICY**

1. A key to the Chester Kitchen will be issued and arrangements for its return will be made in advance and at the discretion of the site administrator.
2. If a key is lost, the responsible party will pay a \$50 fee to receive a replacement key.
3. The Chester Kitchen key **may not** be duplicated.
4. In the instance that a producer sets off the security system a \$50 fine may be charged.
5. Fire alarms are installed, and may not be disabled. Doing so will result in immediate severance from the Chester Kitchen.

## **TELEPHONE POLICY**

There is no telephone in the Chester Kitchen. Please be sure to have a cell phone with you in the event of emergency. The site administrator must be notified immediately of all facility-related emergencies and/or equipment failures. Phone number is posted.

## **GENERAL POLICY**

Proper procedures for using the facility and equipment are posted.

1. Shirts with sleeves are required. Open shoes are not permitted.
2. Animals are not allowed in the building.
3. Producer(s) responsible for the agreement with Chester Kitchen, or other qualified mutually agreed upon personnel, must be on site at Chester Kitchen at all times while production and cleaning take place.
4. Chester Kitchen is located in the Town Municipal Office Complex, and in a residential area. Please show respect for local residents, and limit noise during hours of kitchen operation.
5. Producers are responsible for keeping his or her own personal equipment and belongings secure.
6. The property of Chester Kitchen is not to be removed from the facility.
7. Chester Kitchen will make every effort to provide a secure facility, but cannot be held responsible for personal belongings or products or supplies left behind.

## **RESPONSIBLE PARTY POLICY**

Processors at Chester Kitchen are responsible to follow all laws, rules, and regulations that relate to them. Chester Kitchen is in no way required to alert producers to keep them informed of their responsibilities, legal or otherwise.

## **FAILURE TO COMPLY**

Failure to comply with the Chester Kitchen policies and/or operating procedures may result in any of the following:

1. a documented reprimand

2. a documented mandate that offender(s) must repeat orientation in order to continue use of the facility
3. expulsion from Chester Kitchen, and termination of future use. The Administration may review terminated agreements if requested.

#### IV. CHESTER KITCHEN OPERATING PROCEDURE

##### CLEANING AND SANITATION PROCEDURE

**Objective:** Given equipment, cleaning solutions, tools and the Chester Kitchen Operating Policies and Procedures, workers will actively promote a clean sanitary environment where food will be prepared free of contamination.

1. The purpose of cleaning is to remove soil and matter that is out of place, including but not limited to: dirt, dust, grime, grease, food particles and bacteria.
  - a. Read Labels on cleaning products carefully, and use the product in the way stated on the container. Do not over, or under dilute.
  - b. Store all cleaning products in the separate area provided
2. The purpose of sanitation is to remove the majority of bacteria using a chemical sanitizing cleaner (Alpha Bac Sanitizer or bleach) and hot water.
  - a. Read labels on sanitizing products carefully and use the product in the way stated on the container. Do not over or under dilute a sanitizing product.
  - b. Test dilution results with a test strip, to be sure of strength.
  - c. Keep sanitizing products stored in the separate area provided for them.
3. Workers at the facility are responsible to follow posted cleaning procedures.
4. Workers at the facility are responsible to follow posted sanitizing procedures.
5. Chester Kitchen provides:
  - a. clean-able painted surfaces, floors and walls;
  - b. proper sewage, garbage storage area, plumbing, and floor drains;
  - c. ample ventilation, lighting, cold storage units, thermometers, hand washing facilities, and rest room facilities;
  - d. cleaning and sanitizing products with directions, a storage area for cleaning and sanitizing products, test kits to monitor the concentration of diluted sanitizing solution, brooms, mop, mop bucket and mop sink, and paper towels for cleaning;
  - e. maintenance cleaning and hired control of rodents and insects as necessary.
6. Areas cleaned by workers at the facility:
  - a. the production area
  - b. dish washing area
  - c. chemical storage area
  - d. cold and freezer storage areas
  - e. equipment storage area
  - f. dumpster area: clean any spills
  - g. rest room facility: clean "spills"

- h. pick up and clean after yourself, as you use sink and toilet area.
- i. replenish soap and towels if needed

7. Floors, wipe up spills promptly as they occur.
8. To maintain proper temperature in cold storage units, the doors must be kept closed as much possible between uses.
  - a. Check cold storage units as you use them using a digital thermometer. Be sure they are running at the proper temperature posted (refrigerators: 40° F. to 32° F.; freezers: 0° F. to 15° F.) Indicate temperatures on log located on refrigerator and freezer doors.
9. Clean from the top down. Clean equipment before counters. Clean counters before the floor. Always clean floor last, mopping area as you leave.
10. When you use the facility leave it clean, sanitized, and ready for the next producer.
11. Remove all trash to the dumpster and replace can liners.
12. Please ensure that both doors to the kitchen are in the lock position, and closed tightly. Both of them stick, and need to be pulled closed with some extra effort to ensure the facility is secured.

## Chester Kitchen Checklist

Processor Name: \_\_\_\_\_ Date: \_\_\_\_\_

Time entered facility: \_\_\_\_\_ Time left facility: \_\_\_\_\_

	Upon Entering Facility:
Cleanliness of Surfaces	Counter tops Sinks Refrigerator Doors Stove top Floor
Working Condition of Equipment	Automatic Dishwasher Hobart Mixer Range Convection Oven Refrigerator
Temperatures	Refrigerator Automatic Dishwasher Rinse Water
Trash	Can empty with new liner

	Upon Leaving Facility:
Cleanliness of Surfaces	<p>Counter tops cleaned with detergent, then wiped with sanitizer</p> <p>Sinks rinsed and wiped out, free of debris</p> <p>Refrigerator doors wiped with sanitizer</p> <p>Stove top wiped down (including backsplash panel and shelf)</p> <p>Floor swept and mopped</p>
Working Condition of Equipment	<p>Automatic Dishwasher rinsed, turned off, removed screens, shut down booster heaters</p> <p>Hobart Mixer cleaned and sanitized, casing wiped with sanitizer, unplugged</p> <p>Range, ensure oven turned off</p> <p>Convection Oven, main burner off, and doors slightly opened</p> <p>Refrigerator doors tightly closed.</p>
Trash	<p>Removed to dumpster</p> <p>Replace can liner</p>

## EVALUATION OF COMPLIANCE

Name or Company Name: \_\_\_\_\_

List workers: \_\_\_\_\_

\_\_\_\_\_

Rating Scale:

1 = Does not comply

2 = Complies with basic expectations

3 = Attitude and behavior are consistent with Chester Kitchen, Town of Chester

\_\_\_\_\_ Surfaces are properly sanitized before contacting food.

\_\_\_\_\_ Cleaning / sanitizing occurs between the preparation of different products.

\_\_\_\_\_ Posted cleaning and sanitizing procedures are followed.

\_\_\_\_\_ Workers meet hygiene requirements.

\_\_\_\_\_ Work areas are clean and neat, spills are cleaned promptly.

\_\_\_\_\_ Garbage area is kept clean and neat

\_\_\_\_\_ Garbage receptacles are cleaned and sanitized

\_\_\_\_\_ Trash is removed and stored in the outside storage area

\_\_\_\_\_ Rest rooms are left suitable for the next person's use

\_\_\_\_\_ Soap and Towels are replenished as needed

\_\_\_\_\_ Hand sink is kept clean as it is used

\_\_\_\_\_ Cleaners are diluted, stored and used properly

\_\_\_\_\_ Cleaning and sanitizing takes place in proper order (top down) so that clean surfaces are not re-contaminated

\_\_\_\_\_ Soiled walls are cleaned and sanitized

- \_\_\_\_\_ The manual dish sink is used properly
- \_\_\_\_\_ Wash sink; use proper amount of detergent
- \_\_\_\_\_ Rinse sink; use clean hot water
- \_\_\_\_\_ Sanitize sink; clean hot water and proper amount of sanitizer
- \_\_\_\_\_ Test Strips are used to ensure dilution of sanitizer/water
- \_\_\_\_\_ Clean items only on the drain board
- \_\_\_\_\_ Dishwashing area is properly cleaned and sanitized according to posted procedure
- \_\_\_\_\_ Dishwashing area is properly swept and mopped
- \_\_\_\_\_ Production area(s) are cleaned and sanitized
- \_\_\_\_\_ Dishwashing machine used proper sanitizing temperatures (170\* F. for one minute, or 180\* F. for 12 sec.)
- \_\_\_\_\_ Chester Kitchen is left clean and sanitized, ready for next processor
- \_\_\_\_\_ Producer vacates Chester Kitchen in a timely manner.





### Chester Kitchen Processor Application

The undersigned company is applying for use of the Chester Kitchen and agrees to abide by the standard terms and conditions of Chester Kitchen as printed in the enclosed Policies and Procedures Handbook.

**Company name**

**DBA (if different)**

**Contact person**

**Address**

**City**

**State**

**Zip Code**

**Mailing Address (if different)**

**City**

**State**

**Zip Code**

**Phone**

**Fax**

**Email Address**

**URL/Website**

**Do you currently hold a NH Food Service License?**

**Yes**

**No**

**Type of Food to be Processed**

**No. of employees**

**Estimated Date to Begin Processing**

**How many hours per day do you plan to use the Chester Kitchen?**

**How many days per week/month do you plan to use the Chester Kitchen?**

**Authorized signature:**

**Printed name:**

**Title:**

**Date:**

**CHESTER KITCHEN**

84 Chester Street  
 Chester, NH 03036  
 603.887-4979



Name of Licensed Processor:     SAMPLE    

Thank you for using the Chester Kitchen!

As a \_\_\_\_\_ user (see definitions in Policies & Procedures Manual),  
 you have access to this commercial kitchen on an hourly basis. The following  
 documentation will need to be included in your file before you begin processing:

\_\_\_\_\_ Application

\_\_\_\_\_ Copy food license (Required for retail sale of food)

\_\_\_\_\_ Insurance Certificate

\_\_\_\_\_ Orientation Date

\_\_\_\_\_ Copied and Read Policies & Procedures Manual

\_\_\_\_\_ Facilities Use Agreement

\_\_\_\_\_ Security / Cleaning Deposit \$50

\_\_\_\_\_ Accept Key

Welcome to the Chester Kitchen!!

Sincerely,

Site Administrator

Date: \_\_\_\_\_

**CHESTER KITCHEN**  
**FACILITY USE AGREEMENT**  
**Attachment**

By signing this addendum, I agree that I have read the policies and procedures as outlined in the Chester Kitchen Manual, and I am willing to follow these policies and procedures. Proof of insurance has been provided as per policy.

As the producer, I assume full responsibility for training employees in the policies and procedures, and therefore assume responsibility for any violations.

I acknowledge that these policies and procedures are subject to change at any time at the discretion of the Chester Kitchen Administration, and I agree to keep apprised of such changes and update my employees in a timely manner.

Producer Signature: \_\_\_\_\_SAMPLE\_\_\_\_\_ Date: \_\_\_\_\_

Producer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Site Administrator: \_\_\_\_\_ Date: \_\_\_\_\_

## RESOURCE GUIDE

### **NH Small Business Development Center**

The New Hampshire Small Business Development Center offers free, one-on-one, confidential business counseling, low cost training programs, and access to information referral. Specialized services include environmental counseling, manufacturing assistance, international trade programs, and innovative economic development initiatives. Warren Daniel, Seacoast Regional Manager, 603-330-1929, [wdaniel@christa.unh.edu](mailto:wdaniel@christa.unh.edu). Mr. Daniels works primarily with the Specialty Foods and Restaurant industry.

**Get technical assistance, and even a loan.** MicroCredit-NH is a statewide non-profit organization with a mission to increase the income and success of the self-employed. MicroCredit-NH is open to participants from all income levels, and values the diversity micro-businesses bring to a business loan group.

Contact **David Hamel**, Regional Manager at 603-620-0963, or 1-800-769-3482 extension 227 or email him at [dhamel@microcreditnh.org](mailto:dhamel@microcreditnh.org).

### **Water activity test, pH test, and Process Review.**

Products sealed in a jar need to meet state requirements. Some products need a microbial test. Currently the State of NH does not provide Process Review, however, the University of Maine does for NH food processors. You will send your samples to:

Dr. Alfred Bushway at University of Maine, Orono.

**Each Sample you send will require a fee of \$15**

#### **For Review He Will Require:**

- Your name, company name, address, phone number, and fax number.
- One container of each finished product in the container *in which it will be sold*.
- Recipe (we keep all recipes and processes strictly confidential).
- Detailed description of how each product is made with particular attention to heating times and temperatures.
- Pack your product carefully and mail to the address below.

**Your results and billing will be mailed back to you, usually within 7-10 days.**

#### **Mailing Address:**

Dr. Alfred A. Bushway  
University of Maine  
Dept. of Food Science & Human Nutrition  
5735 Hitchner Hall  
Orono, ME 04469-5735

#### **Questions?:**

Tel: 207-581-1629

Fax: 207-581-1636

Email: [bushway@maine.edu](mailto:bushway@maine.edu)

For more detailed and up to date information on Food Science go to the University of Maine Website at [www.umaine.edu/foodinfo](http://www.umaine.edu/foodinfo).

**Acquire a NH State License.** The steps needed to get a license:

1. Request a license application and a copy of the Good Manufacturing Procedures ("GMP's") from the Department of Health and Human services, Office of Program Support Bureau of Food Protection, 129 Pleasant Street, Concord. NH 03301-6527. A sample application is available with this package, with the basic information needed for completion of your application form.
2. Complete a process review, if required for your particular product.
3. Contact Ms. Rhonda Thomas or Ms. Royann Bossidy (the Chester Kitchen State Inspectors and contact at the BFP) ph: 271-4589 regarding product(s) your business would like to process. Explain the type of food you wish to produce, and how you process the food (i.e., how it is cooked, packaged, canned, transported, etc.). The Inspectors will be able to tell you if the Chester Kitchen is suitable for your processing, and what type of license for which you should apply.

**FYI...If you currently hold a State License to another authorized commercial kitchen or a license through any of the 16 NH Self-Inspecting Cities, you must reapply for a license to use the Chester Kitchen.**

### **US DEPARTMENT OF AGRICULTURE**

Foods processed with any type of meat product must be approved by USDA.

Call Don Fleming, 781-398-2290, ext. 240. Explain the type of food you wish to produce, and how you process the food (i.e., how it is cooked, packaged, canned, transported, etc.).

### **FOOD AND DRUG ADMINISTRATION**

Interstate retail sale of foods must be approved by the FDA. Call Paula Fairfield, 781-596-7730. Explain the type of food you wish to sell, and how you process the food (i.e., how it is cooked, packaged, canned, transported, etc.).

FDA does not approve, license, or issue permits for finished food products shipped in interstate commerce. However, all commercial processors of LACF and AF, are required to register their establishments and file processing information for all products with the FDA using appropriate forms. Forms are available on the web.

<http://www.cfsan.fda.gov/~comm/lacf-toc.html>.

You can also request forms by writing to:

Food and Drug Administration  
LACF Registration Coordinator (HFS-618)  
200 C St. SW, Washington, D.C. 20204  
email: [lacf@cfsan.fda.gov](mailto:lacf@cfsan.fda.gov)

### **LABELING**

FDA online information for labeling of foods:

<http://www.cfsan.fda.gov/label.html>

NH information: State of New Hampshire, Bureau of Food Protection, 129 Pleasant Street, Concord, NH 03301, 603-271-4859

**Attend Food Safety and HACCP Workshops.** Free workshops are held by the UNH Cooperative Extension, Rockingham County, 113 North Road, Brentwood NH 03833

1. S.A.F.E - Level 1: Safety Awareness in the Food Environment, a free two hour introductory program that emphasizes the importance of personal hygiene, controlling time and temperature, and cross contamination as food flows through your foodservice establishment. SAFE participants receive fact sheets, posters, and a certificate of completion. This workshop is a must to prepare you for receipt of your food service license, and inspection.
2. ServSafe - Level II: The ServSafe program is a national food safety certification program sponsored by the National Restaurant Association Educational Foundation. A two day training provides advanced participants with the latest science-based information on food safety and best practices in the industry. \$135 fee includes coursebook, and Certification Examination.
3. HACCP: Hazard Analysis Critical Control Point, not yet a State requirement but especially helpful if you process seafood, and if you will be processing specialty foods such as pickles, jams, jellies, salsas, any and all acidified foods. Self study course with video available.

For further information, call:

Lynn Harrison, Extension Educator at UNH Coop. Ext, Brentwood, 603-679-5616 or email [lynn.harrison@unh.edu](mailto:lynn.harrison@unh.edu).

#### **Business Consultants:**

Ina Castagna, Castagna Consulting Group, LLC., Wall Street Tower, Suite 808, Manchester, NH 03101, 603-625-1912. Ms. Castagna has expertise as a former broker of specialty food items, and can provide marketing ideas.

#### **NH MADE**

New Hampshire Made, Inc. is a non-profit membership organization committed to increasing the sales of New Hampshire-made products and services by utilizing the power of a New Hampshire brand identity program. The "New Hampshire's Own, A Product of Yankee Pride" logo and tagline are the cornerstones to multi-faceted sales and marketing programs that enable small businesses to collectively share in the cost of marketing and selling their products and services. Visit [www.nhmade.com](http://www.nhmade.com)

New Hampshire Made

PO Box 150

(Physical Address 31 Ward Lane)

Andover, NH 03216

Main Office: (603) 766-4560 or 1-888-647-8674 Fax: (603) 735-6568

Email: [info@nhmade.com](mailto:info@nhmade.com)