

AIS Dining Hall

The AIS Dining Hall supplies meals and snacks to athletes and visitors while they are at the AIS Canberra site, and it is the central place for food supply at the AIS Canberra site. This document outlines the policies and procedures covering the use of the AIS Dining Hall and is part of **Optimising the Nutrition Environment** at the AIS.

Name	Clients/situation	Policy	Additional information
Dining Hall meals	All Dining Hall Patrons	Dining Hall meal times are: 6.30 am -10 am, 12 noon – 1.45 pm 5.45 pm to 8.45 pm Sunday Breakfast: Breakfast 7:30 am – 11 am	High Performance athletes may have access to the Dining Hall in between meal times (see details below), for the times when the Dining Hall is closed to athletes. There is a space created for High Performance athletes (adjacent to the main dining hall, High Performance Athletes room) to access for snacks around training and recovery times. These times are 2-3pm and 8.30-10pm.
Between meal snacks in Dining Hall 10 am -12 noon, 3-5.45 pm	High Performance athletes who have access to the Dining Hall for between meal snacks.	Athletes may consume a snack in the Dining Hall, and leave with an individual tub of yoghurt and / or piece of fruit. The Dining Hall will endeavour to provide portion-controlled snacks in addition to the snacks that the athlete can prepare from the supplies in the serveries.	There is a brief lock down period between 2 and 3pm to allow the Dining Hall to be cleaned. Please see above for added information. Long term NSO camp groups may be assessed for residential access privileges, and this will be assessed depending on their position in the AWE and with the Sports Dietitian's approval.
Food Out of the Dining Hall during Meal Times	All Dining Hall Patrons	NO FOOD IS TO BE REMOVED FROM THE DINING HALL DURING MEAL SERVICES. Dining Hall monitors will be respected for doing their job in policing this policy	Lunch packs can be collected during breakfast if they are pre-ordered (for long stay athletes there is an online lunch ordering system, camps need to order these through the Events and Sports Camps (ESC)). For unwell patrons refer to below standard regarding meal packs.
Meal Passes	All Dining Hall patrons	Meal passes may be purchased by approved visitors/guests directed through residences staff. Larger groups will need to give advanced notice see intranet policy for ASC staff and invited guests including larger groups (2014/045290/D).	If groups are staying offsite the group manager can collect some meal passes at the beginning of the camp (charges may apply) and return unused passes at the end of the camp (reimbursements may apply)
Between meal snacks in Pods / Flats	High Performance athletes within their AWE allocation	AIS Sports Nutrition will coordinate a "Flat order" system to allow a weekly supply of food to be picked up for each Pod / Flat as required.	Athletes can negotiate a "Flat Order" for their group via their Sports Dietitian. Flat Orders can be picked up from Recovery Bar on Wednesdays as per the Sports Dietitian's instruction.

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Extended meal service	Groups who are unable to attend the Dining Hall during regular meal hours	Where possible, the negotiation of earlier or later opening hours for the dining hall is preferred to large group Meal Pack orders. A request for extending meal service hours must be emailed to the relevant ESC Coordinator (who will then advise the Executive Chef). The decision is up to the discretion of the Executive Chef and is dependent on the expected Dining Hall activity for that meal service. If approval is given, all parties must be informed - for example if requested by ESC and approval given, Residence reception staff, the kitchen and the visiting group/team must be notified. Charges may apply.	
Meal Packs	Dining Hall patrons who require additional meals or special meals	<p>Breakfast, Lunch or Dinner Packs are available.</p> <p>Long Stay athletes must fill out the online lunch order form, and submit these at least 24 hours prior to the required meal service time.</p> <p>If a group requires a Breakfast, Lunch or Dinner Pack, ESC staff or the Sports Dietitian looking after that sport, must request this using the Event Booking Management System (EBMS) system. It needs to be noted on EBMS if each meal needs to be individually packed, or whether all meals can be stored in a single container. All orders must be submitted at least 48 hours prior. Charges may apply and additional charges will be made if the meals required are larger than standard sizes.</p> <p>If someone who would be attending dining hall for a meal is unwell and unable to attend Dining Hall, Personal Excellence staff or Residences (for non-high performance groups) may also request a meal pack – this can be arranged through the chefs rostered on at the time.</p>	
Late Meals at Late Notice	All group patrons of the dining hall	When a group discovers they are running late and may not make it to the Dining Hall within opening hours for the meal they must ring ahead either to their ESC Coordinator (in business hours) or the Residences reception (after hours) who will communicate this with the appropriate ESC staff, kitchen staff, residence staff (dining hall monitor) and Sports Dietitian at first available opportunity. Requests for meals outside of opening hours will generally not be accommodated.	The sooner the group calls the easier it will be to assess whether appropriate meals can be accommodated for the group at the time desired.

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Ordering a prepared alternative meal	As deemed required by the Sports Dietitian.	<p>High Performance athletes can arrange to have an alternative meal available to them on a particular occasion when identified as needing this by their Sports Dietitian such as special dietary requirements, if the Sports Dietitian wishes to increase the athlete's access to a particular nutrient or if they have a medical need requiring this.</p> <p>If a High Performance athlete requires a specific meal or an alternative to the dining hall menu items for a particular meal or group of meals, the Sports Dietitian can contact the Foodservice Dietitian, and the athlete can arrange to meet with the Foodservice Dietitian regarding their food choices.</p> <p>The Foodservice Dietitian will negotiate with the appropriate kitchen staff to make arrangements for the specific meal/s. The menu for the dining hall is available for athletes to consider when arranging meals and the Foodservice Dietitian can help with interpretation of this.</p>	
Cooking Your Own Meal		<p>BBQ packs are available on request with at least 2 days notice, via the Sports Dietitian looking after the relevant sport. A standard BBQ pack will be given. Charges may apply. If a group requests something other than a standard BBQ pack, the request will need to be ordered as a function, through ESC and the usual charges will apply.</p> <p>With any BBQ pack, if equipment is borrowed and not returned in the condition it was leant, a charge will apply for cleaning or repair/replacement.</p> <p>Cook your own steak (facilities adjacent to the Dining Hall or in the Residence of Champions)</p> <p>If a High Performance athlete prepares the meal for themselves using meat sourced from the dining hall with suitable notice via their Sports Dietitian, they must consider the people to follow them by ensuring the equipment used is cleaned and the surrounding area is tidy. (ie. The BBQ plate and area around the BBQ). If this does not occur those athletes may not be give this privilege next time.</p>	

Please Note: A High Performance athlete or group refers to a NSO or SIS/SAS athlete or group only, not to other elite or school sporting groups.

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