

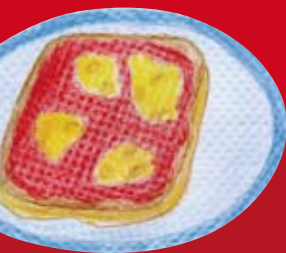


Comune di Pordenone

EDUCATION AND INNOVATION
COUNCIL DEPARTMENT



regulations for school cafeteria meals





Comune di Pordenone

**EDUCATION AND INNOVATION
COUNCIL DEPARTMENT**

Thanks to everybody who has made the realisation of this work possible, in particular Carla Padovan and Mirna Carlet.

A special thank to all the children of the infant and primary schools of Pordenone for their pictures.

Texts edited by the Municipal Dietetic Service (fourth sector):
Miria Coan and Cecilia Cara

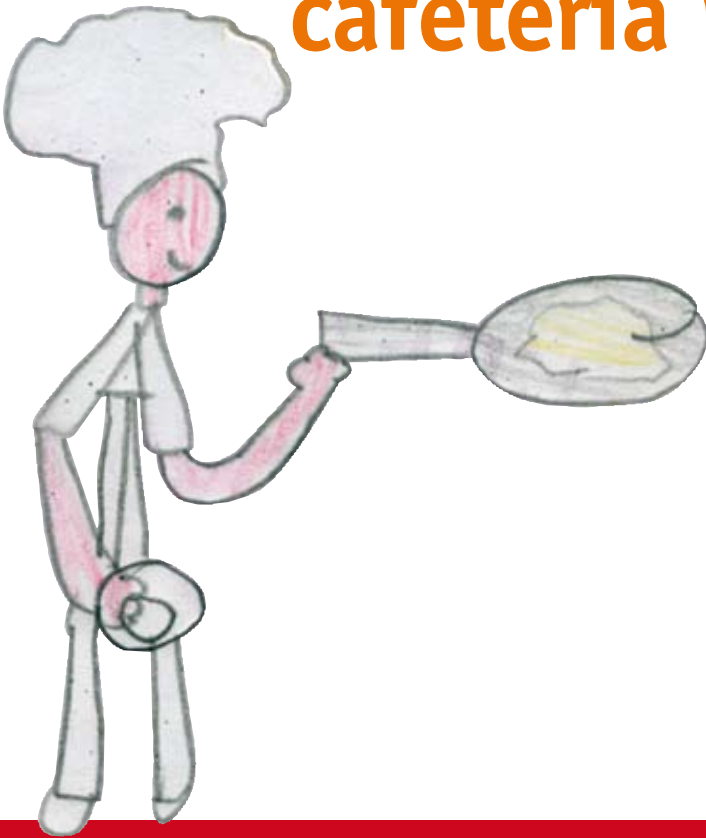
Graphics Silvia Pignat

Photos from the municipal kitchens and state schools of Pordenone

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regulations for school cafeteria meals



INTRODUCTION

The “Regulation” is reaching to its fourth year of life: it is with great satisfaction that I am presenting these Regulations, in confirmation of our commitment to utilize optimal resources and skills in order to reach a high quality level in school cafeteria service.

Considering that a child, in his scholastic period, may consume up to 1500 meals, it becomes obvious that the efforts which we are making are important and incisive. It is our desire to make “eating together at school” not only a healthful experience but also an opportunity for developing autonomy, sharing rules for the common wellbeing, enjoying meals with a convivial spirit, getting to know and understand the flavours and colours of typical dishes, including our own local specialities.

For children, nutrition does not mean only the satisfaction of a physiological need; it also has deep significance for the young persons’ affections, emotions and relations with others. Mealtime at school accompanies children throughout an important growth phase, in which they develop behaviour patterns and lifestyles.

Sector operators have dedicated a great deal of attention, care and effort to their professional evaluation of mealtimes, in a constant interchange of opinions with children, youths, families and educators.

In the same manner, we have created an ever-growing network of persons who, like us, are involved in public healthcare: experts and services of the ASS6 and of the Santa Maria degli Angeli Hospital, as well as family paediatricians.

Our mutual aim is to develop a process of constant improvement in the nutritional quality and hygienic safety of the meals, which should be pleasant to the taste and also respond to children’s physiological needs.

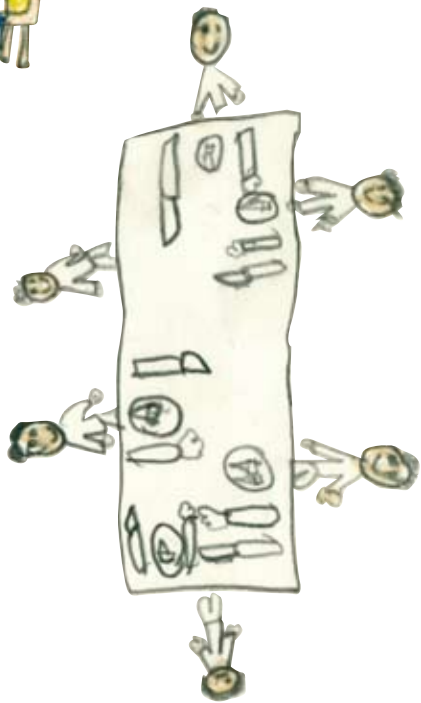
The quality achieved in our school cafeteria service is constantly monitored. The most important data is registered in the annual Budget document, as an element of evaluation for the entire community.

Councillor for Public Education and Innovation
Chiara Mio

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Eating together at school

Lunchtime signifies not only a nutritional requirement, but also the pleasure of “being together”, convivial relations, interchanges, reciprocal knowledge, the discovery of new flavors and colors.

It is an educational moment which follows the didactic activities and, thus, the relationship of adults with children.

A healthy, balanced diet, as we know, is extremely important for all ages, but above all during early childhood and the pre-teen years, where it has a fundamental role both in guaranteeing balanced growth and in favoring the assumption and consolidation of healthful dietary habits.

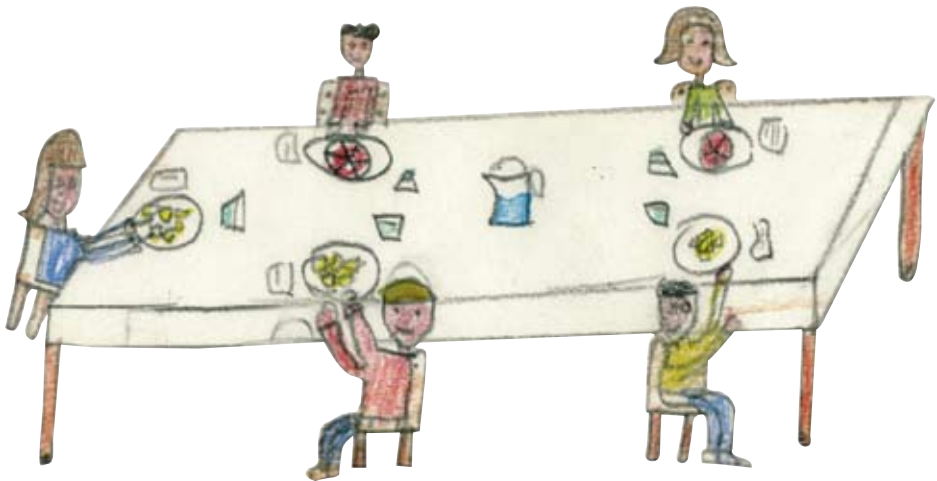
Introducing the Regulations

The Regulations for School Cafeteria Meals is a document which describes the Fundamental Principles, the guarantees and quality standards which the Municipal Administration strives to offer to users.

The Regulations were inspired by the Directive of the Prime Minister (27 January 1994): “Principles for the provision of public services”. It represents the desire of the Municipal Administration to strengthen its relations of trustworthiness with the inhabitants of the city.

The Regulations’ validity will extend over the years. It will be distributed to all families concerned.

If, in the general organization, major changes should take place, the Regulations themselves would be modified.



Fundamental Principles

The right to well-being and health

The Municipal Administration strives to provide meals which meet nutritional, psychological and relationship needs, for the well-being of each and every child in the school system, promoting health-related initiatives in synergy with persons in the territory who pursue the same aims.

Participation, information and transparency

The Municipal Administration promotes timely information and the participation of families in the improvement of the service, guaranteeing modes and forms of gathering suggestions, observations and complaints, and activating checks of satisfaction level.

Equality, impartiality and the right of access

The Regulations guarantee parity of rights for all users compatible with the typology of collective meals for children. All those who use the service are treated with respect and courtesy.

Continuity

The service is provided regularly, without interruption, according to the scholastic calendar. In case of unforeseen events, action will be taken to reduce to a minimum any inconvenience to the users.

Effectiveness and efficiency

The full satisfaction of the users is obtained through continuous checks of the quality of the meals, as well as by the improvement of the service by means of optimal structural, technological, organizational and procedural solutions, compatible with available resources.

The right to privacy

Personal data of the children and families, with respect to the privacy law, are used exclusively in order to optimally provide the service.



Policies

The Municipal Administration is committed to achieving the following goals:

- To meet the needs of families, considering the increase in the request for long-term services.
- To guarantee a school cafeteria service which is able to satisfy nutritional, psychological and relationship needs, as well as to positively influence childrens' choices in educational and health objectives.
- To be a reference point for families, from the moment when the children become part of the collective, in order to make them more aware and accepting of dietary education, which is intended to be shared by many and further developed in future.

- To be able to handle special dietary requests, caring for both the physical and the psychological health of the children who form part of the collective.

- To construct a web of collaboration and reciprocal knowledge among families, public entities and institutions which share the goal of imparting lessons in healthful living.

In this respect, we would like to mention the ASS6 with its services: Food and Nutritional Hygiene, the Veterinary Science and Community Pediatrics; and the Santa Maria degli Angeli Hospital, with its Diabetology Service.

- To obtain high quality certification for the municipal school cafeteria service.



Historical Background...

School Cafeteria Service in the Pordenone Municipality

At the beginning of the 1980^s

the school cafeteria service destined for children in public nursery, elementary and secondary schools in our city had exclusively one direct management, utilizing a dietician and cooks working in municipal kitchens. From the start, this service has stood out for its capacity to conciliate, within a project of comprehensive quality, dietetics, gastronomy and the educational/play approach with the nutritional aspect.

Important was the continuous collaboration with the former Maternal Service to Children, which shared the goal of improving public health

Between 1993 and 2001

with the increasing number of long-term requests in first class elementary and secondary schools, the number of meals grew from 74,000 to 152,000, constraining the Municipal Administration to gradually farm out the management of the service. In accordance with public policy, nursery schools remain under direct management.

With the expansion of the farming out service, the Municipal Administration, ever concerned about food quality, introduced to all the schools in the year 2000 products of biological agriculture as well as typical products such as San Daniele raw ham, Parmigiano Reggiano, Montasio cheese, and traditional foods like corn meal which is used for cooking polenta.

Today, these products represent over 90% of the foods which make up the meals, destined for the 2900 children and youths who frequent our schools.

Currently, in municipal kitchens, about 112,000 meals are prepared.

Another 200,000 are prepared in the cooking area of the external company.

In 2002

the **School Cafeteria Commission** was instituted. In this participate also representatives of the parents, who have the function of monitoring the quality of school meals and verifying respect for the total standards of quality: from the supply of ingredients to the actual consumption at mealtime. They also formulate proposals for the improvement of the service.



Over the years, there have been proposed and maintained numerous dietary education initiatives, in synergy with institutions and professionals, in order to constantly improve the quality of the Service.



Current Organization of the Service

The Pordenone Municipality's School Cafeteria Service is a complex organization which produces and distributes in 20 1st class nurseries, elementary and secondary schools, about 2000 meals every day, with more than 312,000 meals per year, of which 112,000 are destined for children between the ages of 3 and 5. The service chief is the Director of the Instruction Sector.

There are two typologies of service:

1) DIRECT MANAGEMENT: meals for children who attend public nurseries in the city are prepared by highly qualified professional cooks, in the kitchens which are present in some nursery schools;

2) FARMED-OUT MANAGEMENT: meals for children and youths who attend 1st class public elementary and secondary schools are entrusted to an external company, which specializes in the school cafeteria sector. This company is selected in a European competition, and possesses quality certification.

The Municipal Administration strives to guarantee that the cafeteria service entrusted to an external company will possess the same quality standards as those which manage public nursery school meal service in a direct manner.

Meals are prepared and distributed fresh, on the same day of preparation.

They are composed of a "first course", a "second course", a side dish, bread, fruit or a dessert, according to the menu of the day. All the foods used are required to be of high quality.

The meals are transported with optimal means and containers that safeguard the hygienic aspects and maintain the temperature of the food. Transport and transport time are guaranteed; this assures the least time possible between the cooking area and the school, with double delivery in successive moments where there are two mealtime turns.

The distribution is entrusted to an external company, which must make its best effort to undertake its task with competence, kindness and courtesy, guaranteeing, whenever possible, the continuity of personnel in the schools assigned to it: this favors a human relationship with the children, and has a fundamental importance in the acceptance of the food.

Wherever possible, there will be activated the "self service" system of meal distribution, which is very popular with young people.



In the municipal kitchens and in the external company's cooking area, three self-verification instruments are used:

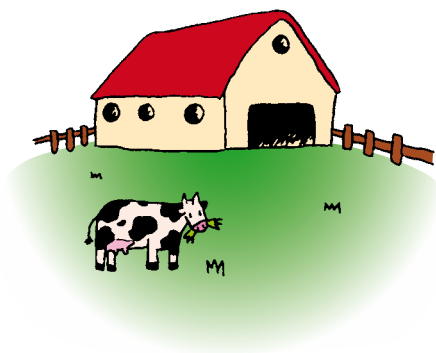
The **"Self-Checking Manual"**, which allows operators to monitor the entire process of meal preparation, from the delivery of the foods, storage, preparation, cooking and distribution to the children, until the phases of sterilization of the apparatus and of the workplace.

This allows the operators to pinpoint eventual critical points and to take effective corrective action in order to prevent or overcome dietary risks. Thus, this system has the aim of reducing the risks of microbe contamination, guaranteeing to the children hygienically safe meals.

The utensils and appliances themselves are acquired on the basis of technological characteristics which are ideal for guaranteeing the safety of the foods and for avoiding spoiling or other changes;

The **"Food Recall Plan"**, which makes it possible to recall a food item from production, transformation and distribution, facilitating immediate removal or recall whenever there is suspicion of a risk to the children's health;

The **"Emergency Procedure"**, which plans the corrective measures to be adopted in case of unexpected critical situations, thus guaranteeing the continuity of the service.



**FOOD
RECALL
PLAN**



Quality commitments

from the choice of products to serving at the table

The Municipal Administration strives to continue the process of improving the service.

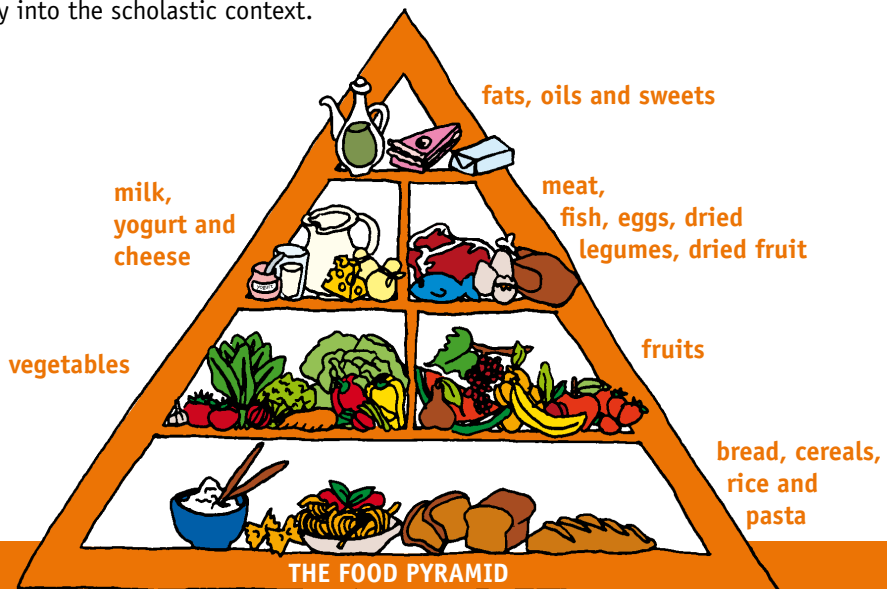
1 Healthful, Satisfying and Tasty Food

- The food proposed is in line with the instructions of the Ministry of Health and the National Nutrition Institute;
- Menus chosen for school meals will be “healthful”, and thus susceptible to variation, in order to let children experiment with new flavors and consolidate certain healthful eating habits, such as the consumption of vegetables, legumes and fish, foods which in general they enjoy less but are essential;
- The service is capable of meeting “special diet needs”, guaranteeing to families and children a sense of being inserted fully into the scholastic context.

2 Food Quality

For the confection of the meals, the following foods are used:

- Fresh beef, pork and poultry meat, from animals which are raised and slaughtered in EEC territory in European Community establishments;
- Foods derived from agricultural or biological production and/or “local food”: pasta, rice, fresh bread, fruit, vegetables, potatoes, legumes, milk and dairy products, eggs, tomato sauce, extra virgin olive oil, fruit juices, broth extract, etc;
- Typical PDO (Denomination of Origin) and traditional products: Parmigiano Reggiano, San Daniele raw ham, Montasio cheese, corn meal;
- Products of Equal and Solidary Commerce production;
- Foods which are not genetically modified.



"I eat almost everything with relish and I feel great"

3 The Scholastic Menu

The menu proposed has as its model the **Biomediterranean diet, the nutritional goals of which may be stated as follows:**

- to encourage the consumption of fruit, vegetables and legumes;
- to stress the superiority of extra virgin olive oil as a condiment;
- to increase the consumption of fish;
- to use little salt, preferably the iodized variety;
- to encourage the consumption of foods rich in starch and fibre.

Every day, the children are served a varied, balanced meal. Special attention is given to the sensorial characteristics of the meal, in terms of palatability and pleasantness (smell, taste, color, consistency), presentation of the dishes served, the actual distribution and the characteristics of the settings in which the meals are eaten. These are, in fact, elements which strongly condition meal enjoyment on the part of children.

The meals are prepared with products over 90% derived from biological agriculture, "local food", typical and traditional foods. There are offers of dietary proposals for the rediscovery of gastronomical traditions and local specialties such as: barley soup, pasta and beans, spezzatino with polenta, risotto, squash bread, etc.

The foods prepared are simple, easy to digest: they are steam or oven cooked, or boiled, never fried or deep fried.

Three types of menu are foreseen: for fall (from September to December), winter (January to March) and spring (April to June), which differ according to the age of the children: nursery school, elementary and secondary. These are planned according to guidelines of the ASS6's Food and Nutrition Hygiene Service.

The Municipal Administration strives to guarantee respect for the menus established, except in case of unforeseen circumstances, and to communicate the content of these meals to the families in order to involve them in a correct integration of the childrens' daily meals.

The Service may, upon instructions and suggestions from the School Cafeteria Commission or from the children themselves, modify those meals which are not enjoyable to a large percentage of them, always keeping in mind nutritional balance.



4 Special Diets

Parents of children who, for health reasons...for example, allergies or food intolerance, celiac disease, diabetes etc....requires a special diet, must present to the School a **medical certificate** upon which are indicated the foods which must not be served to the child. The school will duly advise the municipal cafeteria service of the need for special diets. The municipal dietician, following the scholastic menu, will compile a personalized list. For special situations, he will directly contact the parents.

Parents who, for cultural motives, request that their children not be served certain foods, must compile the form provided by the Service, and must present it to the School

An important result achieved by our service is demonstrated by the increase, in the last years, of requests for special diets due to illnesses such as celiac disease and diabetes (from 3 requests, these have increased to 11). It would not be valid to make the hypothesis that, prior to 2003, there were no children affected by these illnesses; probably, their parents preferred or were constrained to keep them home. Thus, the illness became a cause of isolation, resulting in the fact that the affected children and parents had greater difficulty in dealing with the situation.

This new trend demonstrates families' trust in the service.

5 Checking Systems

The Municipal Administration has chosen to employ in this particularly delicate sphere human and economic resources with the aim of guaranteeing a monitoring system based on periodic inspections with specific indicators, tending toward the constant improvement of the service. There have been identified 5 monitoring ambits, carried out by different subjects:



In the contracts, the Municipality of Pordenone establishes:

- protest against those companies which do not respect the contract, and contextually, the communication of this non-conformity to the Certifying Agency of the supplier;
- the application of penal financial sanctions in case of the verification of violation of the fulfillment of contractual obligations ;
- the expiration or termination of contracts for the motives specified in the special clauses of the farming-out agreement, in addition to that which is prescribed by the Civil Code.

CHECKING TYPOLOGY

SUBJECTS

SURVEYS

1. Check by hygiene/health inspector	Nas Inspectors from ASS6 and Nas	surprise inspections with a written record of the results.
2. Correspondence of the foods to merchandise specifications as indicated in the regulations	Dietician and cooks from the Pordenone Municipality	<ul style="list-style-type: none"> - qualitative and quantitative checks of foods and meals, according to contract terms. - putting into effect and verifying the conformity of self-checking procedures
3. Checks of food quality	Dietician and cooks from the Pordenone Municipality School Cafeteria Commission.	<ul style="list-style-type: none"> - surprise checks in municipal kitchens and in the cooking areas of the external company on the observance of hygienic norms and nutritional aspects. - checks of the conformity of food temperature during the cooking phase, the maintaining and reception of meals into the school.
4. Checks of food quality	Dietician and cooks from the Pordenone Municipality School Cafeteria Commission ASS6 Hygiene, Food and Nutrition Service	<ul style="list-style-type: none"> - surprise checks in the schools at lunchtime, in order to inspect food and service quality in its general aspects - checks on respect for the menu and special diets - inquiry into the children's enjoyment of or displeasure with the meals
5. microbiological and chemical samples of the food and of the cafeteria	External company with a certified laboratory	<p>during the scholastic year is foreseen a microbiological and chemical sample plan with a minimum of 40 food analyses, semi-elaborated and finished products, as well as environmental samples for verifying the quality of various food products, with particular attention to those which are agriculturally produced and/or derived from biological production, and their correspondence to the stipulated contracts. The typology of the samples will be decided in agreement with the Health Department and carried out in nursery, primary and secondary schools at the moment of the delivery of the meals or in the municipal kitchens. The results will be verified by the ASS6 and entered in forms made available by the same.</p>



6 Participation and user satisfaction checks

Since the 1980s, the Municipal Administration has had a school cafeteria service which, as its pivotal point, has the participation of a dietician and municipal cooks.

These operators, each having his/her own specific professional qualifications, coordinate and organize the numerous activities of service management, having set into motion a way of verifying with children, teachers and families, on a daily basis, the enjoyableness of meals and the quality observed in the service.

In 2002, the Municipal Council, in its Deliberation number 31, approved and instituted a School Cafeteria Commission with advisory functions toward the verification of qualitative standards, as well as the promotion of cultural and educational initiatives for scholastic mealtime, constituted by:

- 7 parents and 4 teachers, nominated at the beginning of each scholastic year by the three Institutional Councils and by the President of the 1st class secondary school;
- 2 municipal Councillors, one from the party in power, one from the opposition;
- the Councillor, the Director and the dietician from the School Cafeteria Service.

This work group has as its aim the effectiveness of active parental participation. It has made parents protagonists, aware of their role, and has stimulated them to act, in a dynamic manner, together with all the subjects involved in the School Cafeteria Service.

In the checks undertaken during mealtime in the various schools, the observations of children and teachers are registered on forms which request information concerning the following parameters:

- food quality (presentation, taste, cooking, temperature)
- judgement of food tasting (good, acceptable, unwholesome)
- childrens' enjoyment and consumption (acceptation of everything, of only some items, of nothing on the menu)
- respect for the menu
- general aspects of the hygiene of the cafeteria, the courtesy of the personnel, etc.

All data collected during the verification activity is transmitted in the course of or at the end of each scholastic year, both to the School Direction and to the families.

This has facilitated the guaranteeing of evident quality in the meals, and has made possible systematic verification intervention of satisfaction with the service in general.

All documents and information transmitted to the families are translated into several languages.



The quality of the service: what we have done and what we will do for...

a) ...the quality of the products

- we have increased the number of foods deriving from biological cultivation and “local food”;
- we have rejected the use of genetically modified foods;
- we have intensified checks on the supplying of all the food products;
- we have adopted cooking methods which guarantee the healthfulness and nutritional integrity of the foods;
- we strive to maintain and, whenever possible, improve the quality standards of all foods utilized.

b) ...the choice of suppliers

- we have entrusted the meal and food supply services to certified companies, winners of European public competitions, favoring criteria of quality over those of price;
- we have elaborated special farming-out contracts congruent with our circumstances and linked to various aspects of quality;
- we strive, in future farming-out contracts, to always request quality certification as the essential requirement for accepting the companies as participants in our contract competitions.

c) ...safety

- we have adopted, but also requested of the supplying companies, a system which guarantees food safety and the control of the entire productive process of the foods utilized;
- we pay particular attention to the temperature, to cooking modes and to food storage;
- we strive to increasingly conciliate delicious flavors and attractive food presentation with the demands of hygiene and safety

d) ...the structures

- we have decided to maintain direct management for the service destined for nursery schools, modernizing the appliances installed in our kitchens;
- we have launched an improvement program for local refectories, in order to make them ideal from the hygienic-health point of view and ever more welcoming to the pupils;
- we strive to improve the general situation of the kitchens with appliances which are increasingly more up to date technologically speaking, capable of conciliating taste with the nutritional integrity of the foods;
- we strive to better the internal conditions of the refectories, in order to create ex novo cafeterias to be used exclusively for that function, and to improve existing refectories.



e) ...the environmental impact

- we use crockery made of arcopal, steel, porcelain and glass;
- we use ecocompatible products (detergents and cleaning products);
- we promote the differentiation of waste material;
- we take care to evaluate the enjoyment of the meals, reacting to the consumption/rejection ratio with the adoption of eventual corrective measures;
- we strive to furnish a service with an ever decreasing environmental impact, limiting the use of non-recyclable material and activating projects which involve children, families and schools in a process of consumption with awareness which, in the principle “the more you eat, the less you waste”, recognizes the important role of physiological waste during mealtime.

f) ...quality control

- we guarantee the monitoring of the quality of the service with periodical inspections and specific indicators, by means of surveys on the children’s and youth’s satisfaction;
- we promote the active participation of users in the monitoring system;
- we organize meetings with families and schools, in order to present the service or to overcome eventual critical situations;
- we strive to guarantee the continuity of the monitoring system in order to check the quality of the service according to the standards indicated.

g) ...the quality of the personnel

- we guarantee the participation of qualified professionals, that is, the dietician and the cooks, who are well experienced in direct contact with children and who operate in synergy with the Public Entities and institutions that pursue the same health and educational goals;
- guarantee of specific training for personnel involved in the undertaking of the service;
- we will continue to promote initiatives and formative encounters which will strengthen in the personnel motivation, responsibility and a sense of the importance of their role in furnishing such a delicate service.



h) ...nutritional education

- we have organized a service always characterized by its strong educational value. The constant search for nutritional quality guarantees children's health; this goes hand in hand with a nutritional education activity in which participate all those adults who, in their diverse professional roles, interact with children and youths;
- we are in favor of the rediscovery of gastronomical traditions and local specialties, such as: barley soup, pasta and beans, spezzatino with polenta, risotto, squash bread, Montasio cheese, San Daniele raw ham;
- we collaborate with nursery schools for the creation of "Recipe Laboratories", experiences which are very useful for children, who can hold the foods, discover new tactile sensations and understand how the foods on the cafeteria menu are prepared;

- we have launched, and we now maintain, the project called "Snacks at School", held in diverse elementary schools with the aim of making children aware of what is an ideal breakfast, and providing school snacks which are more healthful and the same for all the children. The children are given the snack at mid-morning (fresh fruit, yoghurt, crackers, biological fruit juice). With superior quality snacks such as these, the pupils' attitude at the table modifies itself positively. We have registered a greater consumption of the meal in its totality, including "difficult" foods like vegetables, soup, fish, legumes, eggs etc..

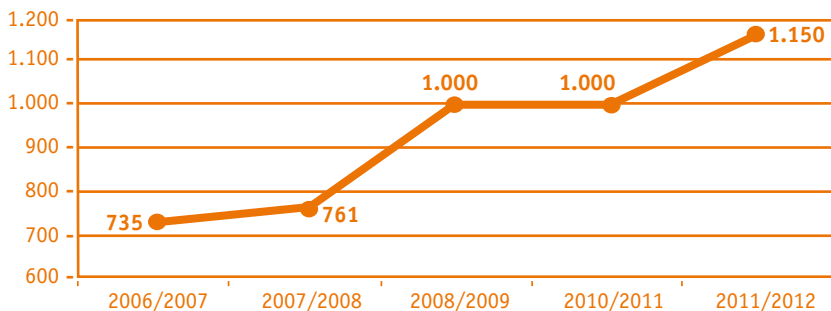


- in close collaboration with the ASS6, we operate for the creation of numerous interventions, some of which are surely ambitious, such as the project called “Lifestyles as factors of health promotion”, which concerns the promotion of health, destined for the population of Pordenone province for the prevention of overweight, obesity, dietary disorders and illnesses provoked by unhealthful nutritional patterns and insufficient physical activity;
- we collaborate in the creation of multicultural projects, for the discovery of new, different foods and flavors;
- we collaborate in the creation of numerous initiatives promoted by the schools;
- we will continue to promote and create nutritional education projects with the aim of making families aware of, and maintaining them in the practice of, “healthful eating” and a “flavor education”;

- we will sustain the creation of aromatic herb and typical local products discovery-projects, in association with sector associations.



Pupils who have adhered to the “Snacks at School” project



Instruments for participation

Citizen satisfaction

The Municipality assures monitoring and control of the quality of the services provided by means of structured evaluation modes (questionnaires, meetings), investing in the users' satisfaction and committing itself to the guarantee of systematic verification activity.



Suggestions, proposals, complaints

For the constant improvement of the service, extremely important is each and every person's contribution. Thus, a form is provided for the expression of proposals, suggestions and complaints. The data acquired will be elaborated and used in order to better the service.

Suggestions, proposals and complaints may be passed on:

- in written form, by letter, fax, e-mail or the suitable form provided by the Education Office and on the Municipality's website
- verbally, to the personnel of the School Cafeteria Service



TOMATO AND PASTA JUST MARRIED!!

Information concerning the service

How to accede to the service: registration

Adhesion to the School Cafeteria Service must be expressed by signing the form which families can find at the secretaries' offices of the schools, at the same time that they register their children as students of the school. After compiling the form, the families must hand it over to the secretaries.

The signer of the request must pay all fees due during the entire scholastic cycle.

Tariffs and payments

The cafeteria service is requested individually. There is a tariff for it, to be paid by each user as established by a Deliberation of the Municipal Council. The tariffs may be modified from time to time; the families concerned will be duly informed in such case.

The Municipal Administration strives to activate an informatized system for making automatic the daily registration procedure for meals, the emission of tickets and the verification of encashment for each individual user. It also strives to lighten the burden of families by allowing them to pay by direct transactions between banks (RID), at any Post Office or at the counters of the Municipal Treasurer's Office.

The prestamped payment tickets will be sent directly to the homes. The total will be calculated on the base of daily attendance in individual schools. Should children miss one or several lunchtimes for motives of illness, their families will not be charged for those lunchtimes.

Easy terms for families

There will be a reimbursement of 25% of costs to be paid by families with at least three children who attend public schools in Pordenone and use the cafeteria service in that same scholastic year.

The request must be presented in the final financial statement with the modes and times specified in the informative circular sent at the beginning of the school year.

The amount of the reimbursement will be calculated by the School Cafeteria Office on the basis of childrens' effective presence in the cafeteria and will be liquidated so that, at the moment of the request, the user will be able to pay fully.

Renunciation and variations

The registration is understood as being renewed each year, except in case of written renunciation, to be presented to the Municipal Cafeteria Service or at the Secretary's Office of the school attended (this is also possible by fax, in which case a photocopy of a valid identification document should be attached).

In addition, all changes of address or school (transfer from one school in the City of Pordenone to another, or outside the City) must be communicated immediately.

Our Offices

The School Cafeteria has become information, too!

For information and explanations:

Location: ex Convento di San Francesco,
Piazza della Motta, 2

Our telephone numbers are:

0434392910 - Director, Education Sector

0434392906 - Dietetic Service

0434392907 - Administrative Office

Our fax number is: 0434392925

E-mail address:

refezione@comune.pordenone.it

We are at your service at the following site:

www.comune.pordenone.it

- Office hours:

from 10:00 until 12:45 am, Monday to Friday

from 3:30 to 5:30 pm, Monday and Thursday



Principal reference norms and documents valid at the time of the drawing up of these Regulations:

1. National and Regional Health Plans 2011-2013;
2. LARN (Levels of Energy and Nutrient Assumption recommended for Italians);
3. Guidelines for a Healthful Diet. National Institute for Research on food and nutrition, 2003;
4. Regional Law n. 15 of 8 August 2000, the Enforcing Regulation of 23-11-2000, and the Italian Presidential Decree of 1 December 2003 n. 427 concerning “Norms for the introduction of biological, typical and traditional products in public cafeterias and for initiatives of dietary education;
5. Practical guide for healthful eating in Collective Cafeterias – Region FVG;
6. Regulation 852/2004/CE , concerning general and specific requisites in the sphere of hygiene for food products, self-checks and HACCP;
7. Italian President’s Decree 327/80, concerning general hygienic requirements for the production of food substances and for the sites, installations and utensils used in the various phases of production;
8. Regulation 178/2002/CE, which establishes the general principles and requirements of food legislation concerning origin and responsibility, establishing also the European Authority for food safety and procedures for the food safety sector;
9. The State-Region Agreement, 28 July 2005, concerning the guidelines for checking the origin of food products;
10. Decree of the Regional Council 3160/2006, in application of Reg. 852/2004 in FVG;
11. Regulation 2073/2005/CE on the microbiological criteria applicable to food products;
12. Regional Law, 18 August 2005 n. 22, concerning norms of simplification in hygiene, labor medicine and public health matters as well as other dispositions for the health and social sector;
13. The Law of 7 August 1990 n.241 and successive modifications and integrations, concerning “New norms for administrative procedure and the right to have access to administrative documents”;
14. Prime Minister’s Directive, 27 January 1994, concerning “Principles of the provision of public services”;
15. Legislative Decree 81/2008 and successive modifications and integrations concerning norms for health and safety in workplaces.
16. Regional note protocol n. 9916 of 12 May 2008 about professional trainings that have to substitute for sanitary book and for HACCP person in charge.
17. Regional Law n. 4 of 17 February 2010 concerning norms in order to support and orientate the consume of regional agricultural products



"I would like to say to my chef"

Observations of children and parents of some primary schools taken from a questionnaire to the families.

thank you chef for all you prepare for us

I would like to change some things, but meals are good

1st class

that he cooks good meals, but I don't like them so much

Dear chef, sorry if I eat nothing, but it's not completely your fault

2nd class

Dear chef, I like almost everything you cook! Keep on like this! I especially like pizza margherita. Uh, I was forgetting something: could you sometimes cook leek croquettes for me, please?

Cook pizza more often, don't put onion on it, and forget to prepare vegetables, please!

That he cooks well, very well in fact, I like everything

Please send a letter to (home address) with the lasagne recipe if you can. Bye bye !

3rd class

You can cook some courses very well, such as scrambled eggs (you cook them better than my mum!), but some others not

I would like to have a wider range of pizzas and to eat lasagne five times a week

4th class

Can you add some chips and wüstels instead of fish and spinachs?

That it would be nice to cook cakes more often

I don't like most of the courses/meals and I would like to have some chips if it's possible. However, some meals/courses are not bad

5th class

My daughter normally eats. She doesn't like some sorts of foods unfortunately, but it's normal/common among children. She also says that she takes an encore of the meal she prefers at most, so I'm not too worried about that

Vegetables are very difficult for children to eat, but I find the leafed ones unnecessary

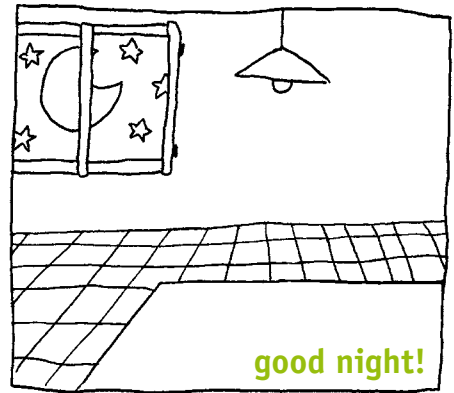
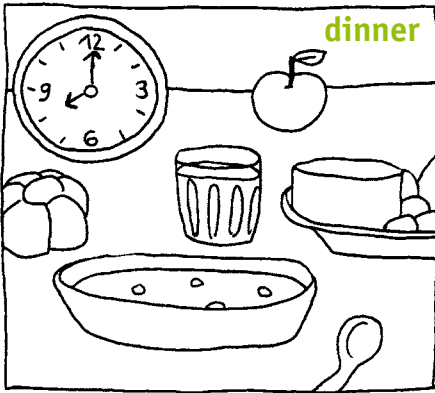
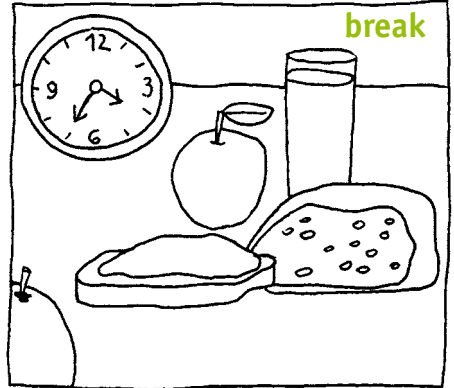
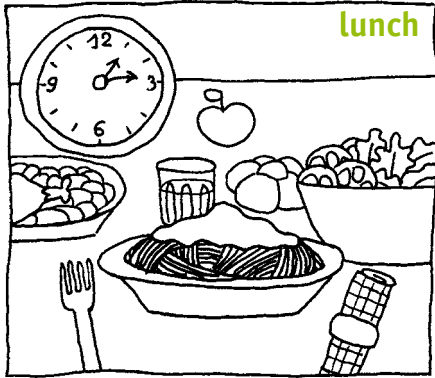
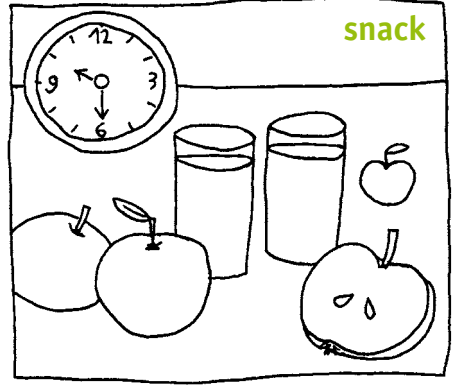
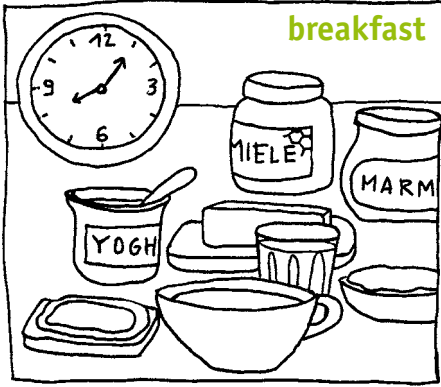
PARENTS

Thank-you for the engagement and attention you gave to our children

It's not due to the school refectory. My daughter doesn't eat because she's influenced by her classmates. She eats fish at home only if she is obliged (than she likes it). My daughter asks for pizza, lasagne, pasta with tomato and tuna fish every day



"today we eat..."



...food to color, choose and taste"



