

Update on Health and Hygiene (HH) and Water Project in Mt Abu

WHAT HAS BEEN ACCOMPLISHED SO FAR IN SHANTIVAN

A growing enthusiastic awareness and impetus for improving Health and Hygiene has developed over three visits to Shantivan. It is reflected in the following changes:

HEALTH AND HYGIENE (HH) COMMITTEE

- Creation of a newly formed **Health and Hygiene committee** – comprising the key managers of the various kitchen departments to manage efficiently the health and hygiene process of kitchen and connected departments.
- **Weekly meetings** are held – with Dr Pratap and Bharatbhai
- **Meeting Agendas and MOM's are published**
- **Non Conformance reports** are filled and they are responsible to follow up outstanding items.
- After **17 trainings - they even had a quiz** and have been certified with Health & Hygiene certifications!!

TRAINING

The HH committee as well as all departments connected with the Shantivan kitchen (26) have been trained to Level 2 – all food handlers be they cooks, sevadharis, department heads – a total of 250 have been through several rounds of training.

- Training has been based on the **4 C's** – cooking / cooling, / cleaning / cross contamination
- Wearing **Personal Protective Equipment (PPE)**- caps/ gloves/ aprons and shoes where required
- **Washing of hands mandatory** – drying with paper and disposing in foot operated bins
- Separation and storage of **raw/cooked food in cold storage**
- **Food temperature control** - is being strictly monitored during cooking and serving – hot food to be maintained at 63 degrees Celsius and cold food under 5 degrees Celsius at the servery
- Special large hot cases have been purchased and implemented **to maintain constant heat of food whilst serving**
- **All fridges/freezer** – temperature control checked, monitored and documented.
- **Improvement in dish washing and sanitisation** – 4 step process introduced to all sevadharis and labourers – i) scrape remnants, ii) use soap, iii) rinse, iv) sanitise.
- **Dish drying** – every 10 plates tea towels are changed. They have ordered a few hundred tea towels and also a washing machine to maintain hygiene.
- The food is now covered with food grade white paper – **NO MORE NEWSPAPERS! According to recent Indian law** – newspapers are now banned in kitchens.

CLEANING

Training given to all kitchen departments, sevadharis and kitchen labourers.

- All kitchen departments have developed their customised **cleaning checklist – being implemented for daily weekly and monthly cleaning. Supervisors from each department trained about cleaning standards.** Future plan to get the help of a professional cleaning company to train our in house supervisors and improve our systems to a higher standard.
- **Dining room cleaning** is with mops and sanitised
- **Power hose cleaning for high risk areas** – eg kitchen and vegetable chopping area.
- Using proper tools for cleaning. Encouraging use of **vinegar (instead of harsh chemicals)** for all cleaning except on natural wood

ROOM CLEANING

A comprehensive training with all the caretakers of various accommodation blocks resulted in the following decisions:-

- Training of all accommodation related labour in good cleaning practices
- Once a **week bleaching of bathrooms** walls and floors and toilets. (preventing mold)

- Cleaning of rooms with **colour coded microfiber cloths and cleaning caddies with appropriate materials to be ordered.**
- **Weekly changing of bed linen** – encourage more cotton bedsheets to be purchased

KITCHEN INFRASTRUCTURE changes

We recognised the need to **upgrade the Infrastructure in the Shantivan Kitchen Complex to support the maintenance of health and hygiene in the main Kitchen.**

Some of the main relevant changes that have been approved is as follows:

- Improve/expand the existing **utensils washing facilities** – **ordering of two new dishwashers** (capacity for more than 5000 dishes per hour)
- Build the **welfare facilities for the Kitchen Labourers, eg washing, changing, showering facilities**
- **Lockers and hand wash basins** at entry to all kitchen departments
- Modifications within the main cooking **kitchen to make it a restricted access zone**
- Installation of a separate **viewing gallery where a specially produced video of the Kitchen activity will be shown.** Visitors will also have a main overview of the Kitchen from the gallery.
- **Guidelines for sevadharis and visiting BK's/contacts** related to Health Hygiene issued. **Regular announcements** in bhattis and special programs are being made. These are also be sent to various Zones in India as information for the sevadharis

MEDICAL

- Medical Dispensary for Manmohini Complex is in process of approval. Plan is to have doctor and nurse available during the peak season for those being accommodated there.
- It was agreed to conduct medical checks with various tests, on the Kitchen Complex for Shantivan Niwasis on a 6 monthly basis. Dr. Pratap and Dr. Banarsi to draft up necessary forms and arrange for Medical Officer to conduct same.
- Health Screening Questionnaires to be completed by all sevadharis who come to help on the campus
- It was proposed to conduct Medical Camps periodically in Shantivan for the Local Labor and the residents of the local community.

UPDATE of GYAN SAROVAR AND PANDAV BHAVAN

Audit and Training has been completed of Gyan Sarovar and Pandav Bhavan Kitchen complexes

In GS Kitchen, few areas needed improvement – better systems for dish washing to be implemented, vegetable chopping area to be improved and dining/serving experience to be improved. Room cleaning and house keeping areas to be addressed. Recommendations have already been made for regular changes of bed linen and mattresses

An overhaul and new design is being considered for Pandav Bhavan main Kitchen.

FUTURE VISITS before Baba's season begins will focus on:

- GYAN SAROVAR - minor kitchen, dining improvements
- Enhancing proper room cleaning systems. Focus on refresher training for accommodation caretakers and labourers.
- Reinforcing trainings for kitchen sevadharis (esp. Shantivan complex) – customised videos are being prepared for this purpose.
- Ongoing refresher trainings for all department heads of kitchen/dining
- Continue focus on the timely implementation of the infrastructure changes at Shantivan

IN SHORT – the FOOD IS SAFE TO EAT! AND CROSS CONTAMINATION RISKS are REDUCING!

WHAT'S HAPPENING WITH THE WATER SITUATION?

Water is the next gold! Reviewing the water systems and upgrading current systems has been a key priority of the Madhuban management committee– as well as creating eco-friendly systems to draw rainwater! Below are some of the main changes under progress:

- 1) **Water Treatment Plant** - the specs are currently being finalised to install a water treatment plant on the Shantivan campus that will serve all complexes at the base of the mountain, Manmohini, Anand Sarovar etc. This will allow us to ensure that any water (whether it's from our sources, eg riverbed etc or bought in by tankers, is ALL treated to WHO standards (ie potable drinking water) before entering the campus). The estimated completion date for this is the end of December.
- 2) A **Water testing laboratory** is being built on the Shantivan campus to ensure that in the future, water from various sources on campus is being tested regularly.
- 3) The **main Kitchen is now** only utilises mineralised water for all purposes from washing vegetables to cooking.
- 4) **Upgrade of Mineral Water (RO) plants** – we have around 50 industrial RO (Reverse Osmosis) plants connected to various accommodation blocks as well as Kitchen and Dining areas. These supply mineral water at various locations and are being upgraded. The domestic RO units will be slowly eventually phased out.
- 5) **Cleaning of all water tanks** on ALL campuses, SV, GS and PB – all overhead and underground water tanks are under a regular cleaning schedule. There is time gap allocated in September for the two major overhead tanks cleaning (5 lakh litres) in Shantivan, which are being professionally outsourced.
- 6) **Sewage Treatment Plant upgrade** – a current audit is being planned of the STP with the view for future upgrades.
- 7) **Tree Planting** – A project has already begun to plant somewhere close to 40,000 saplings of trees in the vicinity of Shantivan and Abu Road.
- 8) **Rainwater Harvesting systems** are being improved as well as ensuring efficient borewell charging with rainwater.

FUTURE steps – Awareness raising for saving water – trainings for labourers, sevadharis and niwasis to be planned. Guidelines already being given to visitors coming for a short stay to bring enough clothes to avoid unnecessary washing.

Recommendations for DF's coming for the season between October 2019 to March 2020

The water will be regularly tested and all necessary measures have been taken to ensure drinking water is safe in Gyan Sarovar, Pandav Bhavan and Shantivan.

If you are planning to stay in Shantivan anytime from October to December 2019 /or early Jan 2020 – we would still recommend the extra caution that you purchase mineral water bottles for brushing teeth; especially if you have health issues and/or low immunity. The Water Treatment Plant will only be functional by December, thereafter it will be safely guaranteed to brush teeth with the normal tap water.

SOME PHOTOS.... TO INVITE YOU into the GROUND EXPERIENCE....

A newly formed Health and Hygiene Committee!



ALL KITCHEN RELATED DEPARTMENT HEADS UPDATING DADI JANKI ON PROGRESS AND RECEIVING BLESSINGS!



TRAININGS FOR DEPARTMENT HEADS AND SEVADHARIS



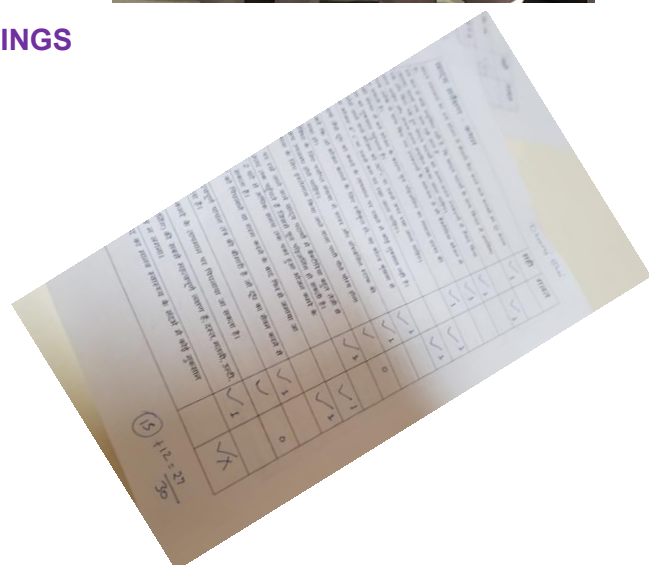
TRAININGS FOR LABOURERS FOR KITCHEN AND CLEANING DEPARTMENTS



KITCHEN CLEANING TEAM KITTED AND READY FOR SERIOUS BUSINESS....! AND THERE IS FIRST AID – JUST IN CASE....



QUIZ TIME TO TEST KNOWLEDGE...AFTER 17 TRAININGS





....AND CERTIFICATE CEREMONY!

EVERYONE IN THEIR PROTECTIVE GEAR.....CHOPPING VEGGIES.....



IN MAIN KITCHEN....COOKING....BELOW (see next pg)



READY TO SERVE....! (DID YOU NOTICE.....NO NEWSPAPERS!)



GOOD TEMPERATURE CONTROL MAINTAINED WHILST SERVING – 63 DEGREES AND ABOVE!



AT LAST – DRIED SANTISED STACKED DISHES, KATORIS AND GLASSES!





THE DRYING SQUAD..... USING BRAND NEW TEA TOWELS....!



IMPROVING SIGNAGE



THANKS FOR YOUR
ATTENTION.....AND
YOU ARE BEING
WELCOMED TO YOUR
HOME WITH LOVE
AND....CLEANLINESS!

CREATING GUIDELINES FOR SEVADHARIS AND VISITORS....AND AGENDA’S AND MINUTES
AND COMPLETING NON – CONFORMANCE REPORTS! THAT’S A LOT OF EFFICIENCY!

SHANTIVAN KITCHEN COMPLEX

NON - CONFORMANCE REPORT

Report for collection of issues

Type of Report
Please tick
Priority

Health
Safety
High

Hygiene
Systems
Medium

Structural
People
Low

Department

Request Date

Exact Location

Serial Number

Details of Non Conformance

Action Required

Signature

Title

Date

Date discussed by
the H&H
Committee

Signature

Date completed

Signature

1

MINUTES OF MEETING - KITCHEN H&H COMMITTEE (STRUCTURAL)

Venue:- Nirman Bhawan 3rd Floor

Date:- 26.07.2019 6.35 pm to 8.00 pm

THE FOLLOWING POINTS WERE DISCUSSED IN PRESENCE OF BK.BHARAT BHAIJI AND BK.PRATAP MIDHA BHAIJI
CONCLUDED BY KITCHEN H & H COMMITTEE AS FOLLOWS.

Sl.No

Department

Names of the Participants

Name

1

GHRC

BK.PRATAP MIDHA BHAIJI

2

CONSTRUCTION

BK.BHARAT BHAIJI

3

CONSTRUCTION

BK.ABHINAV BHAI

4

GHRC

BK.SUJATHA BHEN

5

KITCHEN

BK.RAJSEKHAR BHAI

6

ROTI DEPARTMENT

BK.RAGHAVENDRA BHAI

7

DINING DEPARTMENT

BK.BHANU BHAI

8

YATRA KITCHEN

BK.KRISHNA BHAI

9

PATIENT KITCHEN

BK.BHAGAWAN BHAI

10

VEGETABLE DEPARTMENT

BK.BALU BHAI

11

VEGETABLE TRANSPORT

BK.RAJU BHAI

12

MILK DEPARTMENT

ABSENT

13

TOLI KITCHEN

ABSENT

14

VIP BARTHAN DEPARTMENT

BK.CHINNU BHAI

15

ANAI DEPARTMENT

BK.RAJESH BHAI

16

SAFAI DEPARTMENT

BK.MISHRA BHAI

17

VIP DINING

ABSENT

18

HEALTH & SAFETY MANAGER,BKWSU UK

BK.OMPRAKASH BHAI

19

HEALTH & HYGIENE SPECIALIST,BKWSU UK

BK.ARUN BHAI

20

BK.SYBIL BHEN