

Inclusive Quality Framework for Food Services

Designing Work Environments That Support Inclusive Employment

AMSI STANDARD FOS1
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Introduction

Across the United States and worldwide, individuals with intellectual and developmental disabilities (IDD) are increasingly contributing to the food service industry—as baristas, prep assistants, dishwashers, greeters, bussers, and more. Yet, many workplaces still lack structured, inclusive systems that support consistent performance, safety, and professional development—especially for employees with disabilities.

This industry represents a common point of entry into competitive employment for individuals with IDD. However, their work often remains:

- Underrecognized by the public
- Unsupported by clear expectations
- Excluded from formal definitions of quality and inclusion

Café Joyeux and similar establishments exemplify a new model of inclusive employment—reimagining hospitality as a setting for:

- Social inclusion
- Dignity
- Professional growth

These environments demonstrate that, with structure, training, and compassion, food service settings can provide more than jobs—they can offer meaningful long-term participation.

To support this vision, the American Support Standards Institute (AMSI) developed the **FOS1** standard as part of its pro bono initiative. Like other AMSI standards, FOS1 provides a detailed, practical, and actionable framework designed to:

- Ensure consistency in service and preparation quality
- Elevate visibility and respect for the contributions of workers with IDD
- Support café owners, restaurant managers, job coaches, and employment professionals
- Promote measurable, inclusive practices rooted in performance and safety

FOS1 is intended for:

- Food service managers building high-quality, inclusive operations
- Employment professionals supporting individuals with IDD in culinary roles
- Job coaches and direct support staff providing individualized, on-the-job support

A critical focus of this standard is food safety. ServSafe®, the nationally recognized certification created by the National Restaurant Association, outlines best practices in:

- Hygiene and personal cleanliness
- Prevention of foodborne illness
- Safe food handling
- Cleaning and sanitizing
- Allergen awareness

When working with individuals with IDD, ServSafe principles must be adapted using:

- Visual aids and simplified instructions
- Supervised, structured practice
- Appropriate kitchen tools and materials
- Documentation aligned with local health codes (e.g., NYC DOHMH)

This standard supports both:

- **Internal quality management**—ensuring consistent, safe operations
- **External validation**—aligning with inclusive hiring, credentialing, and employment initiatives

FOS1 applies to:

- Cafés and coffee shops employing individuals with IDD
- Restaurants with supported employment or vocational training programs
- Culinary social enterprises and nonprofit food hubs
- Institutional or corporate food service programs

The standard is organized by ten **Quality Factors**, each with specific indicators and measurable objectives, reflecting the AMSI Inclusive Quality Standards model as applied to the café and restaurant environment.

Purpose and Scope

The purpose of **AMSI FOS1: Inclusive Quality Framework for Food Services** is to define a clear, structured system for implementing inclusive employment and service quality in food service settings where individuals with intellectual and developmental disabilities (IDD) are employed.

This standard supports:

- Consistency in food and beverage service quality
- Safe and compliant food preparation and handling
- Inclusive job design and equitable role expectations
- Coordinated support across supervisors, job coaches, and staff

- Integration with public health and employment best practices

Scope of application includes:

- Full-service cafés and restaurants
- Coffee shops, snack bars, and bakery cafés
- Culinary training hubs or nonprofit food enterprises
- Institutional or contract food service programs employing individuals with IDD

It covers a broad range of roles and responsibilities, including:

- Baristas, greeters, food runners, and servers
- Dishwashers, prep cooks, kitchen assistants, and bakers
- Cleaning and sanitation team members
- Front-of-house and back-of-house trainees with support needs

FOS1 may be used by:

- Employers and managers setting quality expectations
- Job coaches and direct support professionals structuring supports
- Regulatory and credentialing bodies promoting inclusive practices
- Community organizations advancing competitive integrated employment

This voluntary standard is designed to align with applicable food safety and employment regulations at the local, state, and federal levels. It offers a shared framework for advancing operational excellence and inclusive workforce development in the food service sector.

Strategic Foundation & Compliance

AMSI FOS1 is built on foundational frameworks such as:

- **ISO 9001** – Quality Management
- **ISO 22000 / HACCP** – Food Safety Management
- **ISO 45001** – Occupational Health & Safety
- **ServSafe / NYC Department of Health** – Local food safety compliance

However, this standard goes beyond technical compliance. It incorporates **inclusion and support for individuals with IDD into every layer** of café operations—ensuring not only legal safety and service quality, but also meaningful access and opportunity for supported employees.

It strengthens these frameworks by providing:

- **Practical tools** such as visual guides, training checklists, and job aids
 - **Transparent support processes** for coaching, accommodations, and performance monitoring
 - **Continuous improvement cycles** based on employee feedback, service quality data, and operational outcomes
-

How the Standard is Structured

This standard provides a unified framework for inclusive food service operations—supporting both quality and equitable employment for individuals with IDD. It draws from AMSI’s inclusive quality model established in **WSQ1** and adapts these principles to the specific conditions of the café, restaurant, and quick-service sectors.

Each chapter (quality factor) includes:

- **Indicators** – measurable aspects of inclusive and operational performance
 - **Objectives** – specific goals tied to inclusion, safety, and business outcomes
 - **Metrics** – ways to assess implementation and success
 - **Probes** – required forms of evidence and documentation
 - **Annexes** – templates, visual tools, or checklists
 - **Implementation Notes** – day-to-day guidance for owners, managers, and support staff
-

The Ten Quality Factor Chapters:

1. Management & Leadership
 2. Service Delivery
 3. Human Resources & Training
 4. Health, Safety & Food Compliance
 5. Procurement & Equipment Maintenance
 6. Quality Assurance & Continuous Improvement
 7. Risk Management & Emergency Procedures
 8. Governance & Management Review
 9. Communication, Coaching & Change Management
 10. Documentation & Record Control
-

Why It Matters

AMSI FOS1 is not only a food service operations guide—it is a framework for building **inclusive, measurable employment systems** in one of the most visible and socially engaging industries.

By using this standard, AMSI FOS1 ensures:

- **Café** (restaurant, and quick-service) **owners and managers** have a consistent model for inclusion, food safety, and quality
- **Support professionals and job coaches** can align services with workplace needs
- **Individuals with IDD** gain access to supported employment and skill development
- **Auditors and reviewers** can verify both service quality and inclusion fidelity

This ensures that **inclusion is not a slogan—it is a structured and supported practice embedded in daily café operations.**

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Chapter 1 – Management & Leadership

Quality Factor 1: Inclusive Leadership and Operational Responsibility

This chapter establishes the leadership systems that embed inclusion, safety, and service quality into the café or restaurant’s operational foundation. It ensures that leadership responsibilities, strategic planning, and day-to-day oversight support both business performance and equitable employment for individuals with IDD.

Indicator 1.1 – Strategic Planning & Future Vision

Objective 1.1.1 – Mission and Inclusion Commitment

- **Metric:** 100% of internal planning or policy documents include a clear statement of commitment to inclusion and accessibility for individuals with IDD
- **Probes:** Statement of values; orientation materials; workplace posters; public menu or website language
- **Responsible:** Owner / General Manager
- **Reporting Cycle:** Annual

Objective 1.1.2 – Leadership Accountability for Inclusive Quality

- **Metric:** Job descriptions and/or organizational chart show who is responsible for inclusive practices, quality oversight, and support planning
 - **Probes:** Organizational chart; manager checklist; documentation of oversight routines
 - **Responsible:** Café Owner or Senior Supervisor
 - **Reporting Cycle:** Quarterly
-

Indicator 1.2 – Compliance and Health Standards Integration

Objective 1.2.1 – Compliance with Local and Federal Food Regulations

- **Metric:** All food safety procedures align with NYC Department of Health and ServSafe standards and are accessible to all team members
- **Probes:** Inspection readiness checklist; updated SOPs; sanitation logs; ServSafe certifications or equivalent
- **Responsible:** Kitchen Manager / Compliance Lead
- **Reporting Cycle:** Per inspection and internal audit schedule

Objective 1.2.2 – Inclusive Application of Food Safety Procedures

- **Metric:** Staff with IDD have access to training and tools adapted for their needs to follow health protocols
 - **Probes:** Visual task guides (e.g., handwashing); individualized training documentation; coaching support log
 - **Responsible:** Job Coach / Onboarding Lead
 - **Reporting Cycle:** Monthly
-

Indicator 1.3 – Resource Allocation for Inclusion

Objective 1.3.1 – Time and Tools for Coaching and Accommodation

- **Metric:** Schedule or staffing plan includes built-in time or resources for job coaching, modeling, and accommodations
- **Probes:** Shift planning documents; records of coaching sessions or accommodations implemented
- **Responsible:** Scheduler / Support Supervisor
- **Reporting Cycle:** Monthly

Objective 1.3.2 – Budget for Inclusive Materials and Support Tools

- **Metric:** A portion of the operating budget is allocated to job aids, visual tools, or accommodations for supported employees
 - **Probes:** Budget line item; purchase records; tool/inventory log
 - **Responsible:** Owner / Administrator
 - **Reporting Cycle:** Annual
-

Annexes

Annex A – Mission and Vision Visibility Checklist

- ☐ Mission statement displayed in staff breakroom
 - ☐ Vision included in onboarding materials
 - ☐ Mission and vision published in employee handbook
 - ☐ Organization’s website reflects current statements
-

Annex B – Strategic Plan Template (Key Elements)

1. Executive Summary
 2. Mission & Vision Alignment
 3. Strategic Objectives (1–3 years)
 4. Key Performance Indicators (KPIs)
 5. Staffing and Resource Plan
 6. Contingency and Risk Planning
 7. Leadership Signatures & Approval Date
-

Annex C – Strategic Review Log Template

Review Date	Reviewed By	Summary of Changes	Next Review Due
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Implementation Notes

- Schedule a standing quarterly meeting to ensure the leadership team reviews the strategic plan and mission/vision language as part of operational updates.
 - Assign responsibility for mission visibility to a communications lead who ensures alignment across internal and public-facing materials.
 - Keep review logs and plan updates stored centrally in a digital format accessible to auditors and stakeholders.
-

Chapter 2 – Service Delivery

Quality Factor 2: Consistency, Safety, and Inclusion in Café Operations

This chapter defines the inclusive delivery of café, kitchen, and bakery services. It ensures that customers receive consistent, safe, and high-quality service, while supported employees—including individuals with IDD—are meaningfully engaged in front-of-house and back-of-house roles with the accommodations and coaching they need.

Indicator 2.1 – Consistent Execution of Core Café Services

Objective 2.1.1 – Standardized Daily Operations

- **Metric:** 100% of core service tasks (e.g., beverage prep, order handling, table clearing, dishwashing, restocking) are documented with clearly defined steps
- **Probes:** Standard Operating Procedures (SOPs); visual task flow charts; laminated guides in work areas
- **Responsible:** Operations Manager / Shift Leader
- **Reporting Cycle:** Quarterly review and update

Objective 2.1.2 – Staff Role Clarity and Task Match

- **Metric:** Job responsibilities are tailored to match individual abilities, with clear expectations and support plans
- **Probes:** Task assignment sheets; individualized role profiles; inclusion support plans
- **Responsible:** Job Coach / Team Supervisor
- **Reporting Cycle:** Per employee onboarding and semiannual review

Indicator 2.2 – Safety and Cleanliness During Service

Objective 2.2.1 – Sanitation and Clean Work Practices

- **Metric:** 100% adherence to daily cleaning schedules for workstations, dining areas, and utensils
- **Probes:** Cleaning logs; inspection checklists; spot check records
- **Responsible:** Cleaning Lead / Shift Supervisor
- **Reporting Cycle:** Daily logs; weekly audit

Objective 2.2.2 – Inclusive Access to Safety Protocols

- **Metric:** All employees, including individuals with IDD, are trained on hazard prevention and emergency actions using accessible formats
- **Probes:** Visual or simplified training aids; participation logs; demonstration assessments
- **Responsible:** Health & Safety Coordinator / Coach
- **Reporting Cycle:** During onboarding and annually

Indicator 2.3 – Inclusive Customer Service Integration

Objective 2.3.1 – Supported Interaction Roles

- **Metric:** Customer-facing roles are offered with proper preparation and coaching based on the individual's communication abilities

- **Probes:** Social scripts; customer service cue cards; coaching logs
- **Responsible:** Job Coach / Floor Lead
- **Reporting Cycle:** Per staff rotation schedule

Objective 2.3.2 – Feedback-Informed Service Support

- **Metric:** Adjustments to service roles and tasks are informed by feedback from individuals with IDD and their coworkers
- **Probes:** Staff feedback forms; coaching session notes; incident review logs
- **Responsible:** Inclusion Coordinator / HR
- **Reporting Cycle:** Quarterly

Indicator 2.4 – Inclusive Kitchen and Bakery Operations

Objective 2.4.1 – Task-Based Support in Food Preparation Areas

- **Metric:** 100% of supported employees assigned to kitchen or bakery roles have clearly defined and coached tasks appropriate to safety level and skill
- **Probes:** Prep task lists; visual recipes or portion guides; daily coaching notes
- **Responsible:** Kitchen Supervisor / Job Coach
- **Reporting Cycle:** Weekly review

Objective 2.4.2 – Safe Integration of Supported Employees in Food Prep Zones

- **Metric:** Physical layout, workflow, and staff training ensure safe and inclusive participation of individuals with IDD in kitchen and baking spaces
- **Probes:** Floor plan with work zones; visual safety signage; incident logs with follow-up
- **Responsible:** Safety Officer / Inclusion Coordinator
- **Reporting Cycle:** Monthly walk-through and quarterly assessment

Objective 2.4.3 – Role Rotation and Exposure to Back-of-House Skills

- **Metric:** Employees with IDD are given options to train in both front-of-house and back-of-house (kitchen/baking) roles with ongoing assessment
- **Probes:** Training schedule; rotation logs; individual preference forms
- **Responsible:** Job Coach / Training Lead
- **Reporting Cycle:** Per 90-day coaching cycle

Annexes

Annex A – Individual Support Plan for Food Service Workers with IDD (Template)

Name	Job Title	Support Provider	Supervisor
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1. Assigned Tasks & Workstations:

- Food prep (cutting, measuring)
- Kitchen sanitation (dishwashing, wiping surfaces)
- Front service (serving, greeting)
- Bakery production
- Restocking inventory
- Other: _____

2. Required Accommodations:

- Visual schedules
- Task cue cards
- Verbal prompts
- Flexible timing
- Assistive tools
- Social support: peer or coach

3. Orientation Completed:

- Tour of all areas
- Intro to team
- Job duties overview
- Health & hygiene practices
- Emergency exits

4. Coaching Schedule:

- Daily | Weekly | Monthly
- Notes: _____

5. Person-Centered Notes:

(Interests, sensitivities, routines)

Annex B – Inclusive Work Task Checklist (Daily Use)

Task	Completed	Notes
Clean tables after customer use	<input type="checkbox"/>	
Sweep kitchen floor	<input type="checkbox"/>	
Refill napkin dispensers	<input type="checkbox"/>	
Load dishwasher	<input type="checkbox"/>	
Portion bakery items	<input type="checkbox"/>	
Restock front refrigerator	<input type="checkbox"/>	

Annex C – Orientation Verification Form (For Supported Employees)

Employee Name: _____

Date: _____

Support Provider: _____

Orientation Topic Date Covered Notes

Tour of facility

Intro to coworkers

Job expectations

Sanitation rules

How to ask for help

Implementation Notes

- Each employee with IDD must receive individualized support planning upon hire, with input from family, coaches, and supervisors.
 - Ensure staff understand the difference between task assistance (instruction) and over-support (doing it for them).
 - Orientation should be paced to meet the individual's learning style — using visuals, modeling, repetition, and consistent language.
 - Create inclusive work teams by encouraging peer mentoring and checking regularly for social isolation or confusion.
 - Keep all completed checklists and support forms in a digital or physical employee support folder accessible to managers and auditors.
-

Chapter 3 – Human Resources & Training

Quality Factor 3: Inclusive Workforce Preparation and Support

This chapter ensures that hiring, onboarding, and training practices foster an inclusive workplace where all employees—especially individuals with IDD—receive the support they need to succeed in their roles. It integrates accommodations into every HR process, building both team cohesion and individual confidence.

Indicator 3.1 – Inclusive Hiring and Onboarding

Objective 3.1.1 – Job Descriptions with Essential Functions & Accommodations

- **Metric:** 100% of active job descriptions identify essential functions and list example accommodations for supported employees
- **Probes:** Job postings; internal HR templates; accommodation language checklists
- **Responsible:** Human Resources / Hiring Manager
- **Reporting Cycle:** Reviewed annually or before each hiring cycle

Objective 3.1.2 – Inclusive Onboarding for Supported Employees

- **Metric:** All new hires with IDD complete onboarding using visual and step-supported tools, including orientation in tasks, work quality standards, and social expectations
 - **Probes:** Visual schedules; task shadow logs; onboarding checklist
 - **Responsible:** Job Coach / Trainer
 - **Reporting Cycle:** Upon hire and within first 30 days
-

Indicator 3.2 – Staff Development and Team Integration

Objective 3.2.1 – Cross-Training to Promote Team Flexibility

- **Metric:** Each café team member (excluding management) receives cross-training in at least 2 functional areas (e.g., register, barista, busser)
- **Probes:** Training logs; skill assessment records
- **Responsible:** Training Coordinator / Shift Lead
- **Reporting Cycle:** Semiannual update

Objective 3.2.2 – Peer Support for Inclusion

- **Metric:** At least 1 peer partner per shift is trained to provide informal support and inclusion reinforcement
- **Probes:** Peer training records; inclusion checklists; shift support logs
- **Responsible:** Inclusion Coordinator / Assistant Manager

- **Reporting Cycle:** Reviewed quarterly

Indicator 3.3 – Performance Coaching and Advancement

Objective 3.3.1 – Individual Coaching Plans

- **Metric:** All supported employees receive personalized coaching goals tied to task mastery and social interaction development
- **Probes:** Coaching plan documents; goal tracking forms; monthly coach reviews
- **Responsible:** Job Coach / Support Specialist
- **Reporting Cycle:** Monthly

Objective 3.3.2 – Recognition and Advancement for All Employees

- **Metric:** Employees, including those with IDD, are considered for internal recognition and advancement opportunities using inclusive criteria
 - **Probes:** Promotion eligibility criteria; recognition forms; employee satisfaction surveys
 - **Responsible:** Human Resources / General Manager
 - **Reporting Cycle:** Annual review
-

Annexes

Annex A – Onboarding Checklist for Employees with IDD

Task	Completed	Notes
Employment paperwork completed	<input type="checkbox"/>	
Job description reviewed together	<input type="checkbox"/>	
Introduction to support staff & team	<input type="checkbox"/>	
Initial training schedule provided	<input type="checkbox"/>	
Safety and hygiene procedures explained	<input type="checkbox"/>	
Uniform, name tag, time clock explained	<input type="checkbox"/>	
Orientation schedule completed	<input type="checkbox"/>	

Signed by:

- Employee: _____
- Supervisor/Coach: _____
- Date: _____

Annex B – Competency Log for Food Service Tasks

Task	Date Trained	Date Observed	Skill Rating (1–3)	Notes
Wash dishes thoroughly				
Prepare ingredients safely				
Take orders with support				
Use hand sanitizer/handwashing				
Greet customers appropriately				

Skill Rating: 1 = Needs assistance, 2 = Progressing, 3 = Independent

Annex C – Reasonable Accommodation Request Form

Employee Name: _____

Job Role: _____

Requested Accommodation:

- ☐ Adjusted task instructions
- ☐ Visual job aids
- ☐ Additional training time
- ☐ Modified schedule
- ☐ Other: _____

Supporting Notes (from job coach or provider):

Approved by (Manager/Supervisor): _____

Date: _____

Implementation Notes

- Onboarding for employees with IDD must include both general workplace orientation and disability-specific support planning.
- Training should be paced, visual when possible, and include repeated modeling and reinforcement over time.

- Use the Competency Log as an evolving tool to track each employee's progress. This supports decisions about independence, coaching needs, and recognition.
 - Maintain clear boundaries: training is not just about job tasks—it must also cover social expectations, workplace rules, and safety practices.
 - HR policies must include a written procedure for requesting and responding to accommodation needs, accessible to both the employee and support provider.
-

Chapter 4 – Health, Safety & Food Compliance

Quality Factor 4: Inclusive Food Safety and Workplace Health Practices

This chapter ensures that all health and food safety protocols are implemented consistently, are accessible to all staff, and meet legal compliance requirements. It also addresses employee well-being, accident prevention, and the use of visual or adaptive tools to support supported employees with IDD.

Indicator 4.1 – Food Safety Protocols and Hygiene

Objective 4.1.1 – Visual and Accessible Food Safety Standards

- **Metric:** All employees, including those with IDD, have access to visual instructions or simplified guides for food handling and hygiene
- **Probes:** Handwashing diagrams; allergen symbol guides; clean/dirty dish indicators
- **Responsible:** Kitchen Manager / Job Coach
- **Reporting Cycle:** Reviewed monthly

Objective 4.1.2 – Active Use of Food Safety Logs

- **Metric:** 100% of daily sanitation and temperature checks are recorded and reviewed
 - **Probes:** Temperature logbooks; cleaning schedules; cross-contamination checklists
 - **Responsible:** Food Safety Lead / Shift Supervisor
 - **Reporting Cycle:** Daily logs; weekly review
-

Indicator 4.2 – Workplace Health and Injury Prevention

Objective 4.2.1 – Hazard Identification and Response Planning

- **Metric:** Hazard risk maps and response procedures are available in visual or plain language formats
- **Probes:** Fire exit maps; spill response guides; PPE posters
- **Responsible:** Safety Coordinator / Site Manager
- **Reporting Cycle:** Updated semiannually

Objective 4.2.2 – Injury and Incident Documentation with Inclusion Lens

- **Metric:** 100% of workplace injury or incident reports include an evaluation of whether accommodations or coaching could prevent recurrence
 - **Probes:** Incident reports; coaching follow-up forms; supervisor debriefs
 - **Responsible:** Manager / Inclusion Coordinator
 - **Reporting Cycle:** Per incident
-

Indicator 4.3 – Health Training and Coaching Support

Objective 4.3.1 – Tailored Safety Training for Supported Employees

- **Metric:** All employees with IDD complete individualized training on safety expectations and emergency procedures
- **Probes:** Training records; skill demonstration checklists; coaching logs
- **Responsible:** Job Coach / Safety Trainer
- **Reporting Cycle:** Upon onboarding and annually

Objective 4.3.2 – Wellness Support and Job Retention

- **Metric:** Health concerns impacting job performance are documented and addressed in collaboration with the employee and coach
 - **Probes:** Wellness plan notes; accommodation records; health-related coaching updates
 - **Responsible:** Inclusion Coordinator / HR
 - **Reporting Cycle:** As needed; reviewed quarterly
-

Annexes

Annex A – Daily Health & Safety Compliance Checklist

Item	Checked (✓)	Notes
Handwashing stations stocked		
Floors dry and clear of obstacles		
Gloves available in food prep areas		
Refrigerators at correct temperature		
Trash bins emptied and covered		
No expired products in storage		
First aid kit fully stocked		
Emergency exits accessible		

Completed by: _____

Date: _____

Annex B – Safety Orientation Quiz (Supported Employees)

Name: _____

Date: _____

Circle the correct answer or complete the blank:

- What must you do before preparing food?
 - Check your phone
 - Wash your hands
 - Eat lunch
- Where do you throw away trash?

-
- What should you do if the floor is wet?
 - Walk fast
 - Tell someone
 - Clean it up without gloves
 - What do you wear on your hands during food prep?

-
- Who do you talk to if you feel unsafe?
-

Annex C – Food Safety Refresher Training Log

Employee	Date	Topic	Trainer	Signature
		Proper glove use		

		Fridge temp checks		
		Dishwashing procedure		
		Allergen awareness		

Implementation Notes

- Conduct safety and food compliance refresher training **monthly** for all staff, with adaptations for employees with IDD.
 - Use **visual cues** in high-risk areas (e.g., color-coded zones, glove signs, handwashing posters) to reinforce training.
 - Quiz employees in simplified formats to assess understanding, and ensure language is accessible to individuals with IDD.
 - Empower employees to report safety concerns. This should be part of the orientation process and reinforced during team huddles.
 - Daily checklists should be signed and archived. Spot-checks by managers help ensure accountability and identify trends.
-

Chapter 5 – Procurement & Equipment Maintenance

Quality Factor 5: Inclusive Tools, Materials, and Environment

This chapter addresses how purchasing, equipment setup, and maintenance routines can directly support inclusive employment. It ensures that tools and supplies meet health and safety requirements while also being adapted or selected with accessibility in mind for individuals with IDD.

Indicator 5.1 – Inclusive Procurement Practices

Objective 5.1.1 – Selection of Accessible Tools and Supplies

- **Metric:** New tools or materials introduced into the café are evaluated for safety and usability by supported employees
- **Probes:** Product selection forms; visual aids with step instructions; feedback from job coaches or supported employees
- **Responsible:** Procurement Lead / Operations Manager
- **Reporting Cycle:** Per new purchase cycle

Objective 5.1.2 – Visual Labeling and Color-Coding of Materials

- **Metric:** 100% of food and cleaning supplies used by supported employees are labeled using visuals or color codes
- **Probes:** Label samples; cleaning supply posters; bin identifiers
- **Responsible:** Shift Lead / Safety Coordinator
- **Reporting Cycle:** Reviewed monthly

Indicator 5.2 – Equipment Use and Safety

Objective 5.2.1 – Clear Guidelines for Equipment Operation

- **Metric:** All machines (e.g., coffee grinders, dishwashers, mixers) have visual operating procedures and safety rules accessible at point of use
- **Probes:** Posted instructions; tool-specific training logs; error or accident reports
- **Responsible:** Kitchen Manager / Job Coach
- **Reporting Cycle:** Reviewed quarterly

Objective 5.2.2 – Risk Assessment for Supported Employee Use

- **Metric:** Risk assessment completed for all equipment used by employees with IDD, with decisions documented and support plans in place
- **Probes:** Risk logs; signed approvals for use; adaptive tools or restricted access logs
- **Responsible:** Safety Officer / Inclusion Coordinator
- **Reporting Cycle:** Per equipment assignment and annually

Indicator 5.3 – Preventive Maintenance and Repairs

Objective 5.3.1 – Regular Preventive Maintenance Schedule

- **Metric:** 100% of café equipment has a preventive maintenance schedule and log
- **Probes:** Maintenance logbooks; service vendor reports; internal inspection forms
- **Responsible:** Facilities / Maintenance Lead
- **Reporting Cycle:** As per manufacturer or internal policy

Objective 5.3.2 – Safe Access During Repairs

- **Metric:** All staff are informed about restricted zones or equipment during repair or maintenance work, with alternative work assignments arranged
- **Probes:** Safety notices; shift reassignment logs; repair alerts
- **Responsible:** Shift Supervisor / Operations Coordinator
- **Reporting Cycle:** Per maintenance occurrence

Annexes

Annex A – Equipment Inspection & Maintenance Log

Equipment	Location	Last Inspected	Condition	Next Service Due	Notes
Dishwasher	Kitchen	07/01/2025	Good	10/01/2025	
Oven	Bakery	07/01/2025	Satisfactory	09/01/2025	
Refrigerator	Front Service	07/02/2025	Excellent	10/02/2025	
POS System	Counter	07/01/2025	Good	08/01/2025	

Annex B – Inclusive Equipment Use Guide (For Supported Employees)

Equipment	What It Does	How to Use Safely	Who Supports
Dishwasher	Cleans dishes	Use gloves; load trays carefully	Coach or peer
Mixer	Mixes dough/batter	Ask for supervision; never open while running	Supervisor
Oven	Bakes food	Never open alone; always wear mitts	Supervisor
Refrigerator	Stores cold items	Keep closed; check labels	Peer/supervisor
Trash Compactor	Compresses waste	DO NOT USE without permission	Supervisor only

Annex C – Vendor Approval & Inventory Checklist

Approved Vendors

- Bread & Bakery: Sunrise Bakery – Approved
- Produce: City Fresh Market – Approved
- Cleaning Supplies: Sanisafe Inc. – Approved

Item	Vendor	Last Ordered	Quantity Received	Checked By
Dish soap	Sanisafe	06/30/2025	4 bottles	M.L.
Flour	Sunrise Bakery	07/01/2025	50 lb	A.R.
Lettuce	City Fresh	07/02/2025	10 heads	S.K.

Implementation Notes

- Maintenance logs must be updated **monthly** by designated staff and reviewed quarterly by management.
 - Provide supported employees with simple laminated equipment guides showing **what**, **how**, and **who to ask** if unsure. Visual formats work best.
 - Never assign equipment use (like ovens or slicers) to employees with IDD unless a risk assessment and support plan are completed and approved.
 - Procurement should prioritize vendors who deliver on time, offer safe packaging, and accommodate volume changes.
 - Include individuals with IDD in inventory tasks (e.g., counting, labeling, restocking) using color-coded systems, checklists, and clear containers.
-

Chapter 6 – Quality Assurance & Continuous Improvement

Quality Factor 6: Monitoring, Feedback, and Inclusive Improvement Cycles

This chapter establishes a system for regularly reviewing café service quality—including customer experience, employee inclusion, and workflow effectiveness—through data collection, stakeholder feedback, and collaborative planning. It ensures that supported employees with IDD are not only included in the workplace but are also involved in shaping its growth.

Indicator 6.1 – Internal Monitoring of Service Quality

Objective 6.1.1 – Inclusive Walkthrough and Observation Tools

- **Metric:** Monthly internal reviews include visual task checks, health and safety reviews, and inclusive participation observations
- **Probes:** Observation checklists; health and inclusion logs; rotation and support data
- **Responsible:** Quality Lead / Inclusion Coordinator
- **Reporting Cycle:** Monthly

Objective 6.1.2 – Documentation of Inclusion Indicators

- **Metric:** Inclusion performance indicators are tracked as part of regular café quality review

- **Probes:** Inclusion metrics; coaching and peer support logs; employee participation dashboards
 - **Responsible:** Manager / HR Liaison
 - **Reporting Cycle:** Quarterly
-

Indicator 6.2 – Feedback and Stakeholder Input

Objective 6.2.1 – Feedback from Supported Employees

- **Metric:** Employees with IDD provide input on working conditions and support through structured tools or accessible formats
- **Probes:** Pictogram surveys; verbal or visual feedback forms; team check-ins
- **Responsible:** Job Coach / Inclusion Support
- **Reporting Cycle:** Every 90 days

Objective 6.2.2 – Customer and Peer Feedback Loops

- **Metric:** Feedback from customers and coworkers on inclusive service experience is reviewed and discussed for quality adjustments
 - **Probes:** Customer comment cards; peer support logs; incident resolution records
 - **Responsible:** Floor Manager / Inclusion Facilitator
 - **Reporting Cycle:** Monthly summary
-

Indicator 6.3 – Improvement Planning and Follow-Up

Objective 6.3.1 – Annual Inclusive Quality Improvement Plan (QIP)

- **Metric:** A QIP is developed with input from staff and supported employees, outlining specific inclusion goals and actions
- **Probes:** QIP document; goal progress tracker; meeting notes with supported staff present
- **Responsible:** General Manager / Inclusion Team
- **Reporting Cycle:** Annually, with mid-year check-in

Objective 6.3.2 – Coaching Adjustments Based on Quality Reviews

- **Metric:** Coaching plans and training supports are adjusted based on quality review findings and staff feedback
- **Probes:** Revised coaching plans; training updates; feedback response logs
- **Responsible:** Job Coach / Program Lead
- **Reporting Cycle:** As needed; minimum quarterly

Annexes

Annex A – Quality Observation Form (Frontline & Support Staff)

Area	Observation	Meets Standard? (Y/N)	Notes
Hand hygiene compliance			
Uniform clean & proper			
Customer greeted politely			
Workstation organized			
Food prepared per checklist			
Social inclusion among staff			

Observer Name: _____

Date: _____

Annex B – Quality Review Meeting Template

Meeting Name: Quarterly Quality Review

Date: _____

Facilitator: _____

Agenda:

1. Review of current metrics (compliance, service, inclusion)
2. Summary of employee feedback
3. Summary of customer feedback (if applicable)
4. Trends noted by coaches or supervisors
5. Action items and deadlines

Attendees: _____

Next Meeting Scheduled: _____

Annex C – Feedback Collection Form (Supported Employees)

Your Name: _____

Date: _____

1. What do you like most about your job?

2. What is hard or confusing for you?

3. Who helps you the most?

4. Is there something you want to learn or try?

5. Anything you want to change or improve?

Form can be completed with support, via pictures, or orally if preferred.

Implementation Notes

- Use observation tools at least **once per month per employee** to monitor service quality, inclusion, and compliance.
 - Schedule **quarterly quality improvement meetings** that include staff, coaches, and management. Consider inviting employees with IDD if appropriate.
 - Always combine feedback from multiple sources: employee reflections, peer input, customer reviews (when applicable), and performance data.
 - Reframe quality as **team learning**, not punishment. Highlight success stories and recognize contributions from supported employees.
 - Track all feedback and outcomes over time using a shared spreadsheet or folder, and include results in annual service review reports.
-

Chapter 7 – Risk Management & Emergency Procedures

Quality Factor 7: Anticipating and Managing Operational Risks Inclusively

This chapter ensures that emergency preparedness and risk reduction are proactive, inclusive, and adapted to the needs of all employees—including those with IDD. It

supports a workplace culture where everyone knows what to do in urgent situations and feels safe participating fully.

Indicator 7.1 – Risk Prevention in Daily Operations

Objective 7.1.1 – Routine Hazard Identification and Inclusion Planning

- **Metric:** Work areas are reviewed for risks at least quarterly, and inclusion accommodations are integrated into prevention plans
- **Probes:** Visual hazard maps; shift walkthrough logs; support plan notes with risk actions
- **Responsible:** Safety Coordinator / Inclusion Lead
- **Reporting Cycle:** Quarterly

Objective 7.1.2 – Employee-Specific Safety Considerations

- **Metric:** Risk assessments for supported employees identify task-specific adaptations or restrictions
 - **Probes:** Safety notes in coaching plans; adaptive tool checklists; incident prevention logs
 - **Responsible:** Job Coach / Shift Supervisor
 - **Reporting Cycle:** Upon assignment change and annually
-

Indicator 7.2 – Emergency Procedures

Objective 7.2.1 – Accessible Emergency Instructions

- **Metric:** All employees, including individuals with IDD, are trained in emergency steps using visual or plain language guides
- **Probes:** Fire exit maps; pictogram instructions; drill participation logs
- **Responsible:** Site Manager / Safety Officer
- **Reporting Cycle:** Training during onboarding and semiannually

Objective 7.2.2 – Emergency Role Practice for All Staff

- **Metric:** Emergency drills include active participation of supported employees, with coaching and debriefs afterward
- **Probes:** Drill rosters; post-drill coaching notes; scenario walkthroughs
- **Responsible:** Safety Coordinator / Job Coach
- **Reporting Cycle:** Twice per year minimum

Annexes

Annex A – Individual Emergency Response Profile (IERP)

Employee Name	Support Role	Primary Work Area
---------------	--------------	-------------------

1. Preferred Communication Style:

☐ Verbal ☐ Visual ☐ Gestural ☐ Needs assistance

2. Emergency Supports Required:

☐ Assistance evacuating ☐ Needs reminders during drills
☐ Uses visual exit signs ☐ Calm support for sensory overload

3. Who Provides Support:

4. Notes for Fire/Alarm Events:

Completed by: _____ Date: _____

Annex B – Emergency Drill Log

Drill Type	Date	Time	Participation Rate	Notes
Fire Drill				
Lockdown				
Medical Emergency Response				

Reviewed By: _____

Corrective Actions Taken: _____

Annex C – Risk Identification Checklist (Food Service Settings)

Risk Area	Risk Description	Is Plan in Place? (Y/N)	Notes
Burns	Contact with ovens, hot trays		
Slips	Wet floors, mopping during hours		

Sharp Tools	Knives in kitchen, bakery slicers		
Crowding	Confusion during peak hours		
Power Outages	Loss of refrigeration or lighting		
Emotional Stress	Overwhelm due to noise or pressure		

Implementation Notes

- Every supported employee must have an **Individual Emergency Response Profile (IERP)** completed upon hire and updated annually or after any incident.
- Emergency drills should be **inclusive and paced**—staff must be trained to guide employees with IDD respectfully and without panic.
- Risk assessments must address both **physical hazards** (like burns, spills, sharp tools) and **behavioral/environmental risks** (like sensory overload or communication gaps).
- Keep emergency roles clear: supervisors should know who is responsible for guiding each employee with IDD out of the facility.
- Consider using **role-play and visual stories** to help supported employees prepare for emergency situations and drills.

Chapter 8 – Governance & Management Review

Quality Factor 8: Oversight, Accountability, and Inclusive Decision-Making

This chapter defines how café operations, including those involving employees with IDD, are governed and reviewed by leadership. It ensures that inclusive employment practices are monitored at the management level and that decisions are informed by data, staff input, and person-centered values.

Indicator 8.1 – Governance of Inclusive Practices

Objective 8.1.1 – Defined Inclusion Responsibilities Across Leadership

- **Metric:** Leadership roles explicitly include responsibilities for inclusive employment, safety, and quality improvement
- **Probes:** Organizational charts; job descriptions; meeting agendas
- **Responsible:** General Manager / Program Director
- **Reporting Cycle:** Annually

Objective 8.1.2 – Policy Oversight Supporting Supported Employees

- **Metric:** Policies for employee accommodations, task assignment, and coaching are reviewed with inclusion as a core lens
 - **Probes:** Policy manuals; revision history logs; annual compliance reviews
 - **Responsible:** HR / Governance Committee
 - **Reporting Cycle:** Annual policy cycle
-

Indicator 8.2 – Internal Reviews and Decision-Making

Objective 8.2.1 – Management Review of Key Quality Indicators

- **Metric:** Quarterly leadership meetings include data review on service quality, staff turnover, inclusion metrics, and feedback
- **Probes:** Meeting minutes; dashboards; action plans from quality reviews
- **Responsible:** Management Team / Quality Lead
- **Reporting Cycle:** Quarterly

Objective 8.2.2 – Staff and Supported Employee Participation in Review

- **Metric:** Employees with IDD and peer staff participate in structured feedback for annual planning
 - **Probes:** Inclusive feedback tools; focus group notes; planning meeting reports
 - **Responsible:** Inclusion Coordinator / HR
 - **Reporting Cycle:** Annually
-

Annexes

Annex A – Management Review Meeting Template

Meeting Title: Annual Management Review

Date: _____

Facilitator: _____

Agenda:

1. Review of Strategic Goals and Mission Alignment
2. Results from Quality Assurance Reviews
3. Health and Safety Compliance Trends
4. Staffing and Retention Status
5. Risk and Incident Reports

6. Financial Overview (if applicable)
7. Training Compliance Summary
8. Feedback from Supported Employees and Advocates
9. Recommendations for System-Level Improvements

Attendees: _____

Decisions Made / Actions Assigned:

Next Review Date: _____

Annex B – Service Dashboard Summary (Quarterly or Annual)

Area	Indicator	Status (R/Y/G)	Notes
Staffing	Coach-to-employee ratio	Green	
Quality	Customer feedback score	Yellow	Under review
Safety	Number of incidents	Green	
Inclusion	Social engagement observations	Red	New peer program needed
Training	% Completed annual refreshers	Green	

Annex C – Governance Documentation Review Log

Document Reviewed	Last Updated	Reviewed By	Outcome
Employee Handbook	06/01/2024	HR Manager	Revised
Emergency Plan	01/15/2025	Safety Lead	Approved
Individual Support Plan Template	04/01/2025	Program Director	Reconfirmed

Implementation Notes

- Governance reviews should include **at least one independent or neutral participant**, such as a senior leader not involved in daily operations.
- Ensure that feedback from supported employees, their families, and direct support staff is presented as **primary evidence** for decision-making.
- Dashboards can be color-coded (e.g., red/yellow/green) to easily highlight performance areas and trends over time.
- Keep formal meeting notes and all supporting review documents in a **shared, auditable location** for transparency and regulatory compliance.

- Governance must address not just compliance, but how well the environment **supports inclusion, person-centered outcomes, and sustainable operations.**
-

Chapter 9 – Communication, Coaching & Change Management

Quality Factor 9: Inclusive Communication, Coaching, and Responsive Adaptation

This chapter ensures that all communication and coaching practices are tailored to support a diverse team—including individuals with IDD—and that the organization can adapt effectively to change. It promotes a culture of openness, clear expectations, and responsive support during transitions or workflow updates.

Indicator 9.1 – Inclusive Workplace Communication

Objective 9.1.1 – Accessible and Multi-Format Internal Communication

- **Metric:** All routine instructions and team updates are shared in verbal, visual, or written formats appropriate to each employee’s needs
- **Probes:** Message boards with pictograms; visual schedules; briefing scripts
- **Responsible:** Shift Lead / Job Coach
- **Reporting Cycle:** Daily and weekly

Objective 9.1.2 – One-on-One Communication Protocols

- **Metric:** Staff are trained to communicate clearly and respectfully with all coworkers, including those using assistive or alternative communication
 - **Probes:** Coaching manuals; peer training logs; feedback from supported employees
 - **Responsible:** Inclusion Coordinator / Training Lead
 - **Reporting Cycle:** Annually
-

Indicator 9.2 – Coaching for Skill Development and Retention

Objective 9.2.1 – Coaching Plans Aligned to Individual Goals

- **Metric:** Every supported employee with IDD has a written coaching plan tied to job tasks and long-term growth
- **Probes:** Coaching plans; milestone logs; coach debrief reports
- **Responsible:** Job Coach / Program Supervisor
- **Reporting Cycle:** Updated quarterly

Objective 9.2.2 – Peer Support and Mentoring Options

- **Metric:** Staff without disabilities are offered training to serve as mentors or peer supporters when appropriate
- **Probes:** Peer support logs; participation records; training evaluations
- **Responsible:** HR / Inclusion Team
- **Reporting Cycle:** As part of training calendar

Indicator 9.3 – Responsive Change Management

Objective 9.3.1 – Preparing for Organizational or Task Changes

- **Metric:** Coaching teams and managers plan transitions (e.g., new menu items, workflow shifts) with visual aids, walkthroughs, or rehearsals
- **Probes:** Change prep materials; mock shift notes; communication logs
- **Responsible:** Shift Lead / Job Coach
- **Reporting Cycle:** Per major change

Objective 9.3.2 – Monitoring Post-Change Adjustment

- **Metric:** Post-change evaluations are conducted to assess how supported employees are adjusting and if further support is needed
 - **Probes:** Adjustment logs; informal check-ins; coaching plan updates
 - **Responsible:** Program Coordinator / Supervisor
 - **Reporting Cycle:** Within 30 days of change
-

Annexes

Annex A – Inclusive Communication Tools Inventory

Tool	Purpose	Where Used	Support Staff Trained? (Y/N)
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Visual Task Boards	Step-by-step task reminders	Kitchen & counter	Y
Job Cue Cards	Reinforce hygiene & safety	Restroom, food prep	Y
Emotion Cards	Express needs and feelings	Break room	Y
Pictogram Menus	Understand food items	Point-of-sale station	Y
Communication App (e.g., GoTalk, Proloquo2Go)	Assist verbal communication	Varies	N (in training)

Annex B – Coaching Session Log Template

Date	Employee	Task Observed	Skill Noted	Feedback Given	Coach Signature
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Coaching Categories:

- ☐ Task Modeling
- ☐ Prompting or Cueing
- ☐ Reinforcement
- ☐ Social Interaction
- ☐ Transition Management

Annex C – Change Planning Worksheet (Inclusive Teams)

Change	Why It's Needed	Who It Affects	Support Needed	Rollout Date
New POS system	Faster checkout	All staff	Extra training sessions	08/15/2025
Menu redesign	Improve clarity	Employees with IDD	Visual aids & role-play	09/01/2025
Updated uniforms	Brand alignment	Frontline staff	Extra sizing options	10/01/2025

Implementation Notes

- Communication plans must go beyond general announcements—**tailor information formats** to suit staff with IDD (visuals, repetition, modeling).
- Coaches should complete **structured observation logs** during shifts to help identify growth areas and successful strategies.
- Include individuals with IDD in **change planning conversations** where possible, or ensure their perspectives are represented by coaches or advocates.

- Any workplace change should come with a **transition plan** and time for supported employees to adjust (preview visits, trial tasks, Q&A sessions).
 - Consider a communication and coaching coordinator role who ensures consistency across teams, tools, and updates.
-

Chapter 10 – Documentation & Record Control

Quality Factor 10: Consistent, Confidential, and Inclusive Recordkeeping

This chapter ensures that all documentation related to café operations—including training, coaching, quality review, and employee support—is accurate, secure, and accessible in ways that uphold inclusion and accountability. It emphasizes both compliance and practical usability for teams supporting employees with IDD.

Indicator 10.1 – Inclusive and Accurate Service Documentation

Objective 10.1.1 – Task and Coaching Documentation for Supported Employees

- **Metric:** All task assignments, progress notes, and coaching plans are documented and updated in accessible formats
- **Probes:** Coaching logs; visual task completion checklists; progress summaries
- **Responsible:** Job Coach / Shift Supervisor
- **Reporting Cycle:** Weekly

Objective 10.1.2 – Daily Operations Records with Inclusive Indicators

- **Metric:** Shift logs and café reports include notes on participation and support needs of all employees
 - **Probes:** Shift summary sheets; participation notes; task rotation logs
 - **Responsible:** Operations Manager / Team Lead
 - **Reporting Cycle:** Per shift and weekly roll-up
-

Indicator 10.2 – Confidentiality and Access Control

Objective 10.2.1 – Protection of Employee Personal and Support Information

- **Metric:** All records containing sensitive or support-related information are stored securely and accessed only by authorized staff
- **Probes:** Access logs; digital system permissions; confidentiality training records
- **Responsible:** HR / Data Privacy Officer
- **Reporting Cycle:** Quarterly audit

Objective 10.2.2 – Shared Access to Support Documents

- **Metric:** Coaching teams and managers have shared access to real-time support documentation to ensure consistent implementation
- **Probes:** Shared drive records; version control logs; cross-team planning meeting minutes
- **Responsible:** Program Lead / Inclusion Coordinator
- **Reporting Cycle:** Ongoing

Annexes

Annex A – Document Tracking Log

Document Name	Version	Location	Last Updated	Owner	Review Date
Employee Handbook	v3.1	HR Drive	01/01/2025	HR Manager	01/01/2026
Food Safety Manual	v2.0	Shared Folder	06/15/2025	Compliance Officer	12/15/2025
Inclusive Job Aids	v1.2	Break Room Binder	03/10/2025	Job Coach Lead	09/10/2025
Orientation Checklist	v1.0	Front Desk	07/01/2025	Operations	07/01/2026

Annex B – Inclusive Documentation Support Checklist

Task	Can the employee complete it independently?	Notes / Support Plan
Sign timesheet	<input type="checkbox"/> Yes <input type="checkbox"/> No	Use large-font template with signature line

Complete feedback form	<input type="checkbox"/> Yes <input type="checkbox"/> No	Use visual scale version
Read policy update	<input type="checkbox"/> Yes <input type="checkbox"/> No	Offer simplified summary orally
Acknowledge safety training	<input type="checkbox"/> Yes <input type="checkbox"/> No	Use coach-led review with icons

Annex C – Document Retention Schedule

Record Type	Minimum Retention Period	Storage Method
Employee files	7 years after termination	Secure HR platform
Incident reports	6 years	Locked cabinet & digital folder
Training logs	3 years	Shared cloud drive
Individual support plans	6 years	Confidential folder (restricted)
Feedback & surveys	2 years	Program team database

Implementation Notes

- Maintain all documents in a **centralized, access-controlled system**—physical or digital—based on sensitivity and user roles.
- All document formats used by supported employees should meet **accessibility standards** (plain language, visuals, optional oral review).
- Version control should be applied to every policy, checklist, and job aid. Mark obsolete documents clearly and remove them from circulation.
- Coaches and supervisors must **support documentation tasks** during sessions, including timesheets, acknowledgments, and incident reports.
- Conduct **annual reviews** of all key documents with stakeholder input, including staff and individuals with IDD or their representatives.

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