DS-110

CANADIAN PACIFIC RAILWAY COMPANY

INSTRUCTIONS

TO

EMPLOYEES ON DINING, CAFE PARLOR

AND

BUFFET PARLOR CARS

Revised Edition - June 1949

1920

CANADIAN PACIFIC RAILWAY COMPANY

Sleeping, Dining and Parlor Cars and News Service

INSTRUCTIONS

TO

EMPLOYEES ON DINING, CAFE PARLOR

AND

BUFFET PARLOR CARS

(SUPERSEDING BOOK OF INSTRUCTIONS FOR EMPLOYEES ON DINING AND CAFE CARS, DATED JULY 1st, 1920)

F. Matt

No. 1220

AL-3-8184

ISSUED TO _____

DISTRICT _____

FOREWORD

The Company's world-wide reputation is largely built up by the efficiency of its employees, and no employee can be efficient unless he combines courtesy with service.

Courtesy is nothing more than considerate behaviour toward others or a duty performed in a kindly, polite manner.

Employees who are obliging and courteous, alert to anticipate the wants of passengers and cheerful in executing their orders will help maintain the high standard of service and earn the good will of our patrons.

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INSTRUCTIONS

To Employees on Dining, Cafe Parlor and Buffet Parlor Cars

KNOWLEDGE OF THE WORK: In order to maintain a consistently high standard of service in Canadian Pacific dining cars, the rules in this book have been formulated to guide employees in performing their duties in an orderly and unified manner.

Good dining car service is one of the best known mediums of advertising our Railway. Meals, tastefully prepared and served piping hot against a background of gleaming silver and snow-white napery by courteous and efficient employees, neatly attired, create a lasting impression in the minds of the travelling public.

The procedure in regard to the preparation of food and service is fully outlined in the booklet 'STANDARD OF PORTIONS AND TABLE SERVICE' and Supplement dealing with Table d'Hote service and these books should be in the possession of all Stewards and Chefs.

From time to time revised service instructions and bulletins are issued so that employees may be kept posted on all matters pertaining to dining car service.

Bulletin books are carried on all cars and should be turned in each trip in order that new bulletins can be posted therein, to be read and signed by all members of crews.

When new circulars are issued, a copy will be handed to each employee concerned, to be added to his rule book.

The attention of Stewards is directed to paragraph 'INVENTORY OF EQUIPMENT', page No. 21 which outlines various additional circulars to be carried.

Instruction classes and refresher courses are held at the various points periodically and employees should make it a point to attend and listen carefully to the Instructor and pass on to him any suggestions for the general good of the service.

GENERAL INSTRUCTIONS

ADDRESSING PASSENGERS: In addressing passengers the terms 'Sir' or 'Madam' should be used. Refrain from speaking abruptly.

ADDRESSES: Employees are required to leave their present address and telephone number with representative of the Department at home terminal and at points where crew quarters are not available. Any change in address must be reported.

ANIMALS, BIRDS, ETC: Dogs or any other animals or pets will not be permitted in dining cars.

ANNOUNCEMENT OF MEALS: Call for meals must be made in a pleasant tone of voice, throughout the entire train by two waiters, one starting from the front end of train and the other from the rear, using the following procedure:—

'First call for Lunch—Dining car forward (or 'in rear', as the case may be)

'Second call for Lunch—.....etc.

'Last call for Lunch—.....etc.

In the case of Breakfast, a general announcement likely to disturb passengers who may want to remain in bed must not be made in sleeping cars, unless Chimes are in use, or when authorized by special bulletin during the season of heavy traffic. Sleeping car employees will, however, notify passengers as they arise that Breakfast is being served.

When practicable, Stewards must make the last call for all meals.

Where Chimes are supplied to dining cars they should be used in lieu of verbal meal announcements and should be sounded harmoniously.

APPEARANCE: Cleanliness is imperative—bathing facilities are provided at terminal points.

Employees should be clean shaven and be very particular about appearance of hands and fingernails.

The regulation uniform only must be worn while on duty. Your attention is directed to Circular No. 401 which fully covers Uniform regulations.

Employees must be in full uniform at all times when in their car until they retire at night.

When dressing or undressing, this should be done discreetly.

APPROACHING TUNNELS: Approaching snow-sheds or tunnels, ventilators must be closed and blower fan shut off in air-conditioned cars. Where required, one or more lights should be turned on but these must be turned off promptly when no longer required.

ARTICLES FOUND IN CARS: Employees must hand to the Steward all articles found by them.

Articles found enroute must, if possible, be delivered to owner promptly and receipt taken. Steward, however, before making delivery must first assure himself that passenger claiming property is rightful owner, otherwise articles must be turned in to the nearest representative of the Department with written report.

On completion of trip, car must be searched carefully for lost articles or personal property left behind by passengers. Articles found and not returned to owners must be tagged with Form 1756 and turned in by Steward.

Money and valuable articles or jewellery are held for period of one year and if unclaimed at the end of that time are returned to the finder. Other articles will be returned to the finder after a period of ninety days, if still unclaimed.

ATTENTION TO BE PAID TO PASSENGERS: Stewards must seat passengers when they enter cars and during service of meals see that each passenger is promptly and properly served, that waiters are obliging and courteous in manner, looking after those small details which go so far to make finished service.

Each passenger must be given a clean menu card by the Steward and care must be exercised that no soiled menu cards or beverage lists are allowed to remain on tables.

Should passengers enter car during temporary absence of Steward, waiters will at once seat such

passengers and perform all service prescribed for their care by Steward.

Stewards must see that ladies and children are assisted across vestibules when unaccompanied.

As the use of any type of heating apparatus is prohibited in cars, other than that provided in Tourist and Observation, Stewards will arrange to assist mothers with young children in the preparation of formulas and sterilizing and heating of bottles.

AUTHORITY OF STEWARDS: Stewards have full charge of their respective cars and their orders must be obeyed by all employees under their jurisdiction. Stewards must maintain strict discipline at all times and see that subordinates carry out their duties.

Personal familiarity between Stewards and crews is undesirable and must be avoided. Stewards should adhere strictly to regulations as an example to other members of their crews and thus permit maintenance of discipline.

AUTHORITY OF TRAIN CONDUCTOR: Train Conductor's instructions must always be carried out.

BULLETIN BOOKS: For up to date information on service matters, etc., Bulletin Books should be consulted before each departure and new bulletins carefully read and signed by Steward and members of his crew.

Bulletin books to be handled in accordance with local regulations.

CANVAS AISLE STRIPS: Must be laid in body of car and in passageway after each meal and before leaving cars at terminal. Strips must be lifted before serving of each meal. Strips must not be carried in heater rooms at any time.

CAR TRANSFERS: In cases where cars are transferred, complete inventory of equipment, Form DC-94 in duplicate, will require to be made out and Stewards will affix signature to each copy, one copy to be turned in and forwarded to Superintendent and duplicate to remain on car. Each class of dining, cafe or buffet car is equipped with a standard and where cars are

transferred or interchanged, equipment of one car must not be drawn upon to increase another or to make up shortages. If additional equipment is considered necessary, it must be obtained by requisition in regular manner.

CARE OF CARS AND EQUIPMENT: Stewards are required to make a careful inspection of cars in their charge before leaving terminal station to see that they are properly equipped and supplied for the trip, also to make sure that everything is in proper condition and working order. If any defects are discovered, report should immediately be made to representative of the Department so that they may be remedied before departure. Otherwise, prompt report of such defects and requirements should be made to proper representative on arrival at destination or at intermediate points if necessary.

Stewards will be held responsible for proper care of all property on cars and must see that all doors, windows, lockers, etc., are properly secured each night and before leaving cars at terminal points.

When cars are in service, Stewards will be required to see personally that all lockers, refrigerators, meat boxes, etc., are kept clean and neat.

Chefs will be held personally responsible for the condition and safety of all kitchen ice boxes, refrigerators, lockers and equipment, and are to report to Stewards when any repairs are needed or new equipment required.

CARE OF TABLES: Waiters must be careful to brush off tables between courses so that a neat and tidy appearance will be presented at all times. Crumber and tray must be used and service performed without disturbing passengers more than is absolutely necessary. Table cloths must be removed and clean ones substituted immediately table is vacated—excepting where one or two people leave a large table, in which case clean napkin should be spread over the vacated space. Clean undercovers must always be used and tables kept fully set up until all passengers have been served.

Stewards should see that waiters do not drop or dump quantities of silver flatware on tables, which

not only damages the silverware but creates a disturbing effect on passengers.

At close of meal all tables must be stripped and cloths removed (excepting those necessary for the crew), before members of the crew sit down for their meal.

When tables are cleared, all equipment must be put in first class condition and locked away.

The stacking of equipment on tables, buffet or in pantry between meals is strictly prohibited.

CARRYING MAIL, PACKAGES AND PARCELS: Stewards or members of crews are not allowed to carry mail, packages or parcels except on authority of the Superintendent or his representative.

CARRYING OF PERSONS OTHER THAN MEMBERS OF THE CREW: It is the duty of Stewards to find out if there is anyone not a regular member of his crew and if so to notify the Train Conductor. The penalty for carrying person or persons other than the regular members of the crew is dismissal and the value of the fare of which the Company is defrauded will be deducted from the pay of the offending employees.

CASH TRAYS: Silver cash trays must always be used for presenting checks, making collections and returning change to passengers.

CHAIR COVERS: Where chair covers are provided, Stewards should see that they are properly applied and removed again at the end of the trip and should see that they are at all times in clean and presentable condition.

CIGARS AND CIGARETTES: Stewards will be held responsible for the condition of cigars and cigarettes on cars and should see stocks carried are commensurate with the demand of the run, also that old stock is moved ahead of the new for first disposal.

Stewards should be governed by local instructions regarding Provincial taxes on cigars and cigarettes where applicable.

CLEANING ENROUTE: Stewards must see that their cars and equipment are always kept in thoroughly clean condition.

Carpets must be well swept before tables are set up for each meal, and car afterwards thoroughly aired.

Chairs must be wiped and if necessary, washed before each meal and hat racks underneath dusted. Employees must not handle chairs when their hands are wet or greasy. Chairs should also be frequently inspected for slivers, loose tacks, etc., which might cause damage to clothing of passengers.

Rubber tile on passage or platform floors must be scrubbed and mopped dry before each meal. For this purpose mop and pail should be used with soap powder.

Floor racks in kitchen and pantry must be lifted and scrubbed and flooring underneath thoroughly cleaned every night, oftener if necessary.

Refrigerators, ice boxes, etc., must be stripped, scalded out and well aired at least once a week, more often when conditions permit.

All lockers must be kept clean and tidy at all times.

The range, plate warmer, hood, broiler, etc., must be regularly cleaned out and kept free from dust, grease, etc. The broiler grill must be regularly cleaned each day with special scraper.

Copper and stainless steel pots must be kept clean and brightly polished at all times.

COFFEE AND TEA: Good coffee and tea are essential and constitute one of the most important parts of a meal. Great care must be taken to ensure that coffee and tea are always made according to instructions.

Coffee pots and tea pots must be thoroughly cleaned and scalded before each meal. Pots should be hot before using.

Tea must be made individually, as ordered, and the water used must be **BOILING, BUBBLING HOT.** A fresh tea bag must be used for each order.

Green tea should be carried for service when requested.

CREW MEALS AND LATE PASSENGERS: Members of crew are not allowed to eat in car while passengers are being served. Should a passenger desire to be served while the crew are eating, he or she should be placed at a remote table, seated with back to crew, and a waiter assigned to remain in attendance.

CRITICISM OF SERVICE: Stewards must report any criticism or comment on the service, whether favorable or unfavorable, to the Superintendent.

CROCKERY AND GLASSWARE: Care should be exercised by crews in the handling of crockery and glassware to prevent breakages, and particular attention must be given to see that cracked or chipped crockery or glassware are not placed on tables for passengers' use.

Broken or chipped crockery or glassware must be culled and turned into Storeroom at end of each trip for replacement, along with report from Steward showing details.

CUSTOMS: Customs regulations must be complied with crossing International boundaries. Dutiable articles must not be carried across the International border by employees under any circumstances.

DEADHEAD EMPLOYEES MEALS: Deadhead dining car employees when entitled to free meals, are furnished with meal order, Form DC-20 which authorizes service of free meals and such employees will be fed special crews' meals prepared for the crew of the dining car on which such deadhead employees travel, credit being taken at the rate of 75c per meal, unless otherwise specified on Form DC-20.

Sleeping car employees deadheading, are entitled to the trainmen's rate and will be furnished with DC-20A authorizing meals at one-half rate, which will entitle them to order from passengers' menu, the same as employees operating train, credit in such case being taken for amount collected.

Deadhead News Agents and helpers, when entitled to free meals, will be furnished with form DC-20 and will be fed special crews' meals prepared for the crew of the dining car on which such deadhead employees travel, credit being taken at the rate of 75c per meal, unless otherwise specified on Form DC-20.

DEFECTS, ACCIDENTS AND DAMAGE TO CARS AND EQUIPMENT: If any defect of a serious nature develops during the trip, Stewards must wire nearest point ahead where repairs can be made so that necessary men and material will be available on arrival.

Prior to arrival at terminal of run, Stewards should make a thorough examination of cars and obtain from members of crews particulars of any defects, to be reported on Form DC-41. Original copy to be hung on knob of buffet door, duplicate copy to Platform office and triplicate to Superintendents with reports.

Defects to be described as accurately as possible to enable Car Department to readily locate and remedy them.

In case of accidents, all employees must remain with cars until receipt of instructions from Superintendent or his representative.

All cases of breakages of equipment sustained in train accidents or other rough handling of trains must be reported promptly to the Superintendent in writing, such reports to be signed by Train Conductor, Stationmaster or Yardmaster.

DISCIPLINE: Employees guilty of any breach of rules will be disciplined by having demerit marks placed against their records. A record of each employee is kept and cases of negligence or improper conduct noted thereon, as well as the penalty assessed.

For each repetition of a similar offence the number of demerit marks will be doubled. When an employee has accumulated sixty (60) demerit marks his services will be dispensed with.

In each case where demerit marks are assessed, the employee will be notified.

For every twelve consecutive months' good service, free from demerit marks, an employee will have twenty (20) demerit marks deducted from those standing against his record.

If Stewards' orders conflict with existing instructions, no exception must be taken at the time but the facts must be reported to the Superintendent.

Good judgment in emergencies and meritorious conduct will entitle employees to merit marks.

DELAYED TRAINS—FREE MEALS: In accordance with present instructions, passengers on trains delayed standing or likely to be delayed at one point twelve hours or more, are to be fed free meals on

instructions from Operating Department representative, at the following rates:

Breakfast	$1.00
Lunch	$1.25
Dinner	$1.50

Passengers travelling on free transportation are not entitled to free meals under this arrangement.

The party authorizing the service of free meals will sign meal check covering all free meals served, separate check for each meal.

Passengers in standard and tourist cars should be served before second class or colonist coach passengers.

Stewards will turn in to Superintendent at Home station memorandum set up as follows:—

RECORD OF FREE MEALS SERVED

Train No.....ex.....Date.....

Delayed at.....(point or mileage)

Train standing from.....(give time)

Train Condr. or Officer gave permission serve free meals at.....

(give time)

Number free meals served:

Sleeping Car Passengers	Check No.
Tourist Car Passengers	" "
First Class Coaches	" "
Number of free orders of food supplied to Colonist Car Passengers	" "

Name of party who authorized Free Meals.

.....

(Sgd) Steward.....

Diner.....

Note: Copies of 'Free Service' menus should accompany this report.

EMERGENCY MEDICAL CHESTS: Are carried in each dining, cafe and buffet car in addition to Medical Chest regularly carried in one of the sleeping cars on each train, and it will be the Stewards responsibility to see that this Medical Chest is handled in accordance with instructions and kept under lock and key so that the contents will be intact whenever it is required.

Should an emergency arise necessitating the use of the First Aid appliances with which the box is equipped, Steward should produce the box immediately. Whenever chest is used, Steward should see that scissors, forceps and other equipment are collected and put back into the chest and the chest turned into the nearest Platform office or Linenroom so that each article can be carefully sterilized and First Aid supplies replenished before the box is re-sealed.

At the conclusion of each trip Stewards should see that the Emergency Medical Chest is turned in to Platform office or Linenroom unless otherwise governed by local instructions, and make sure that it is drawn again before next departure, making sure that the seal on the chest is intact.

On local runs where cars are in and out daily, it will be the duty of Stewards to examine the Emergency Medical Chest daily to see that the seal is intact, and the chest should be turned in at least once every three months for checking at the Linenroom. If necessary to open the chest at any time account injury to employee or passenger, the chest should be turned in on arrival of train.

See special circular No. 400 for further particulars.

BAND-AIDS: Stewards should carry small envelope containing 6 'Band-Aids' to be used for minor cuts and scratches without necessity of opening Emergency Medical Chest.

EMPLOYEES LEAVING THE SERVICE: No employee is allowed to leave the Company's service without giving the required notice. On leaving the service, all property of the Company must be turned in.

EMPLOYEES TO REMOVE CAP IN DINING CAR DURING MEALS: The train crew and other employees passing through dining cars while passengers are eating should remove their caps. Train and Sleeping Car Conductors, when collecting transportation may wear caps while performing such duty. Stewards must report any infraction of this rule.

FLIES: During the Summer and Fall seasons flies swarm into cars while standing in yards due to doors and kitchen roof ventilators being open during cleaning and stocking of cars. Stewards are responsible for and must supervise the elimination of flies by use of spray gun and liquid exterminator or fly swatter.

FIRE EXTINGUISHERS: Employees should familiarize themselves with the use of and location of Fire Extinguishers on cars. For operation, follow instructions in front of Extinguisher.

GAMBLING, SMOKING, DRINKING, ETC: Gambling, card playing, smoking, drinking intoxicating liquors, chewing tobacco or gum on trains or on Company's premises is strictly prohibited.

GARBAGE: Must not be thrown from cars on to right of way. The attention of employees is directed to Circular No. 397 showing garbage disposal points and instructions on handling of garbage.

GRATUITIES: Employees must not solicit gratuities from passengers.

HEATING, LIGHTING, AIR-CONDITIONING: Mechanical Department Instructions MP-75, supplemented from time to time by bulletins, give a clear outline of the proper method of operating heating, lighting and air-conditioning for best service advantages, and your attention is drawn to this Instruction book for careful reading. In addition, there are blue-print instructions in air-conditioning control locker on each car, together with floor plan showing location of heating valves, water by-pass valve, etc., The instructions are concise and employees should adhere to them to obtain best results from proper operation of the systems.

LIGHTS

Conservation of electric energy is of vital importance and should be kept in mind at all times, and the minimum of lights used before and after meals and during stocking of cars. This also applies to the use of air-conditioning apparatus.

Stewards are responsible for seeing that all lights are turned off when leaving cars at terminals, also air-conditioning system.

ICE, WATER AND FUEL: It is the duty of Stewards to personally see that cars have an ample supply of ice, water and fuel before leaving terminals, and that supply is replenished at regular supply points enroute. (See Circular No. 397 for particulars of points where ice, water, coal and gas is available on demand or by wire advice).

ICE FOR TABLE USE

Ice for this purpose must be cracked only in ice bag, using ice mallet. Never use linen for this operation.

Ice for the table, after being cracked in ice bag, must be washed, drained and placed in ice bowl or special container. Use a table spoon in handling to glasses.

Ice must not be thrown onto car platforms or slid along kitchen floors as it is not only a dangerous practice but is damaging to rubber flooring and kitchen racks.

WATERING OF CARS

When dining cars are being watered at points enroute, valve controlling overhead tanks in kitchen must be closed once the tanks are filled so that water will not be syphoned up from the tank underneath car, thus draining the system.

WATER FILTERS

Inspection card on water filters should be checked frequently and filters reported for changing when required.

GAS

On all cars equipped with gas facilities, employees should be alert to close MAIN GAS COCK when gas is not required and before leaving cars at end of run. Before striking match to light gas, make sure keys on gas plate are closed. Conserve gas supply as much as possible by shutting off gas between meals and when otherwise not required.

INCIDENTS: Location of accidents must not be pointed out to passengers. Employees should refrain from discussing such incidents with or in the presence of passengers or of making comparisons of this or any other department of the Company.

Employees should make immediate report to Superintendent of any incident or occurrence giving full particulars.

INFORMATION REGARDING EARNINGS: No information must be given anyone but authorized officers of the Company about the number of meals served or earnings of car.

INJURIES—PERSONAL: In case of personal injury to passengers or employees, Train Conductor must be immediately notified and Steward at once make out full report in triplicate on Form 1409. One copy to be handed to Train Conductor, one copy to nearest representative of the Department, the third copy to be turned in with reports to home office. If accident was due in any way to use of any appliances on car, it must be examined in presence of Train Conductor to determine whether or not it was in any respect defective and full particulars must be given in report.

If a physician is called, the report must give his name, address, and by whose order he was summoned.

Nothing must be said by employees regarding the liability of this Company in case of loss or injury but mention must be made in reports of any question of this nature asked.

INVENTORY OF EQUIPMENT TO BE CARRIED BY STEWARDS:

- Regulation uniform.
- Book of Instructions to Employees on Dining, Cafe Parlor and Buffet Parlor cars, DC-240.
- Book, 'Standard of Portions and Table Service' (Green Book)
- Booklet 'Standard of Portions and Table Service' Table d'Hote meals, dated, May 1st, 1941.
- Price List of a la carte items,
- Booklet, Rates of Pay and Rules for Employees on Dining, Cafe Parlor and Buffet Parlor cars.
- Booklet, MP-75—Heating, Lighting, Water Raising and Air-Conditioning instructions,
- Circular No. 397—Disposal of Garbage and points where Ice, Water & Fuel may be obtained.
- Circular No. 398—Travellers' Checks, Meal Coupons, etc.

Circular No. 399—Complimentary News Papers and News Bulletins,

Circular No. 400—Medical Chests—Location of, various trains,

Circular No. 401—Uniform Regulations,

Punch,

Set of keys on ring including,

Night Latch Key,

End Door Key,

Toilet Door Key,

Linen Locker Key,

Dixie Cup Machine Key

DC-14—Remittance Book,

DC-41—Defect Report,

DC-53—Requisition Pad 'Provisions and Equipment',

DC-53A—Requisition Pad 'Minerals, cigars, cigarettes,

DC-54—Wine Report,

DC-63—Trip Consumption Report,

DC-100—Time Tickets,

DC-139—Linen Tag (Code for Wiring linen exchanges)

DC-162—Receipt for meals,

DC-179—Customs Declaration Form,

Form 1409—Personal Injury Report,

" 1756—Lost Article Tag,

" CD-2—Telegram blanks,

" 63—Meal Checks,

" 63A—Meal checks, Trainmen,

" 63F—Meal checks 'bi-lingual' (Prov. of Quebec)

" 63M—Meal checks, Military.

" 74—Meal checks, Children,

APR-51B—Stickers for envelopes,

APR-354—Report of meals served and cash collected.

Good supply of envelopes for mailing reports,

Supply of pencils and carbon paper.

(Cafe Car and Buffet Parlor Car Stewards must have

in their possession copy of Sleeping Car Rule Book, DC-233—see 'Inventory of Equipment', pages 19 and 20).

KITCHEN EQUIPMENT: The use of empty tin cans as containers of foodstuffs of any kind is prohibited. Only the crocks or containers provided may be used for such purposes.

KITCHEN AND PANTRY LOCKERS: Dry stores, such as cans, package goods and bottles, should be placed in lockers in an orderly and safe manner as a precaution against accidents due to falling objects when locker doors are opened.

Stewards and Chefs should supervise the storing of supplies newly drawn from the Storeroom to see that the old stock is placed in front for first disposal.

Meats must, as far as possible, be kept stored in sliding drawers in refrigerators using a clean dish towel as underliner.

LINEN, HANDLING OF: Each employee is required to become thoroughly familiar with the following instructions in connection with the care of and accounting for LINEN, and the method of arranging exchanges enroute.

Each car is equipped with linen according to car inventory form DC-87-A and waiter in charge of linen will be held strictly accountable for it, both as to its condition and number of pieces.

Steward must see that linen is properly handled and accounted for, and not used for other purposes than intended. Severe action will be taken whenever linen is misused.

Table linen must be placed in soiled linen locker as each table is stripped.

For such purposes as dusting chairs or woodwork, cleaning silver, copper, etc., special cleaning cloths are provided and must be used exclusively. Fish cloths and coffee straining bags must receive special attention at the hands of crews.

Each car is equipped with canvas covers which must be spread upon the tables on which silver is cleaned.

Waiters must wear cooks coat and colored apron when cleaning silver.

Detachable apron strings must not be turned in with soiled linen but must be taken to linenroom separately and quantity of clean strings drawn equivalent to the number of soiled turned in.

Table linen which has become torn, damaged or spotted in any way must not be used. Before setting up tables waiters should examine each piece of linen carefully, and any found to be damaged or stained must be knotted and placed in linen locker with soiled linen.

Kitchen linen must be kept separate from table linen and placed in special jute bags supplied for the purpose.

LINEN CHECKING: Linen will be checked by Linenroom staff and suit on cars brought up to standard upon return to home station at specified periods. At all other points cars will be given an even exchange only.

Waiter is required to count and sign for linen and for this purpose Linen Checking Form DC-87A which consists of three folds, i.e., original 'Leaving', duplicate 'Leaving' and triplicate 'Arriving', has been provided.

Waiter must see that car never leaves terminal without suit card, Form DC-45A and Linen Checking Form, DC-87A in suit card rack on inside of linen locker door, and if either form is missing, Linen Storekeeper or his assistant should be advised immediately.

Before receiving clean linen at home station, waiter must count clean linen remaining in locker and when clean linen is put on car he must count it and then fill in his check in column 'Waiter's Count' on fold of DC-87A original 'Leaving' and sign form. Any discrepancies between waiter's and checker's count should be adjusted before leaving, after which fold original 'Leaving' is to be detached and turned in to Linenroom. At end of trip waiter must check both clean and soiled linen and show figures in column 'Waiter's Count' on 'Arriving' fold, sign name and replace folds duplicate 'Leaving' and 'Arriving' in suit card rack.

At point where car lays over and where even exchange only will be made, waiter must attach tag, form DC-139 to each bag of soiled linen showing name of car and contents of bag. Linen Storekeeper or one of his staff will fill in the quantities of soiled linen taken off and clean put on in exchange in proper column on 'Arriving' fold of linen form DC-87A and form will remain on car until return to home station. Each bag of clean linen supplied will be tagged with form DC-139 showing name of car and contents of bag and waiter will be required to check quantities furnished and sign tag.

PASSING POINTS

Exchanges will not be on basis of standard exchange and Stewards must wire for quantities of linen required and see that quantities of soiled equivalent to that wired for are put off. When putting off soiled linen, tag form DC-139 must be attached to each bag showing name of car and contents of bag. In addition, quantities should be noted in proper column on 'Arriving' fold, DC-87A.

Each bag of clean linen supplied will be tagged with form DC-139 showing name of car and contents of bag and whenever possible waiter should count linen before departure, fill in check on tag, sign and hand to Platform Inspector. If this cannot be done, waiter must count linen as soon as possible after departure, complete tag DC-139 and hand to Steward who will return it to district concerned from the first stop. Waiter must also enter quantities of clean linen received in proper column on 'Arriving' fold of DC-87A.

LINEN TELEGRAPH CODE

Code to be used when wiring for linen requirements —see Form DC-139.

REMOVAL OF SOILED LINEN AND STORAGE IN LOCKER

After each meal, soiled linen must be removed from soiled linen bin, sorted, counted and bagged so as to keep the following pieces of linen together:

Bag No. 1—To contain napkins, undercovers, white aprons, doylies,

Bag No. 2—To contain fish strips, dish and glass towels (placed in jute bags),

Bag No. 3—To contain Waiters' coats only,

Bag No. 4—To contain table cloths only,

Bag No. 5—To contain sheets, slips and face towels,

Bag No. 6—To contain silver towels, cooks coats, pants and aprons.

The above refers to dining cars and on cafe cars it will only be necessary to keep dish and glass towels, cooks coats, pants and aprons separate from all other linen.

Waiters when removing and storing soiled linen should keep memoranda of the quantities of each article so that before arrival at exchange points it will be unnecessary to remove soiled linen from bags for counting.

BAGGING OF LINEN

Waiters must bag all soiled linen for exchange points in the manner indicated above and at destination before he leaves car.

Bags must be securely fastened using metal lock to ensure mouth of bag being tightly closed and sealed.

It will be the duty of Stewards to see that instructions outlined herein are carried out, and they will be held equally responsible and disciplined if there is any failure to do so.

LIQUORS: Carrying of intoxicating liquors, etc., by employees in dining, cafe or buffet parlor cars for sale of, or for personal use, is strictly prohibited.

Only bottled goods supplied by the Company and listed on Beverage Lists are to be handled and sold at prices listed.

LOCKS AND KEYS: Stewards will be held personally responsible for the careful handling of all the locks and keys. Stewards must carry the keys in their locker, only giving them out to members of crew to lock up or unlock, after which Stewards must see that they get the keys back promptly. Should it be necessary at any time to have locks removed enroute, on account of keys not working or other reason, the locks removed must be turned in complete.

LOITERING: Strangers, employees off duty, friends or relatives of employees on duty will not be permitted in or around dining, cafe or buffet parlor cars.

LOUD TALKING OR SHOUTING: Must not be indulged in at any time.

LOUNGING: in or around cars in unbecoming positions or carelessly attired is not permitted.

MEALS AND MEAL HOURS: The instructions contained in booklet 'Standard of Portions, and Table Service', and supplements thereto, regarding the preparation and service of meals, must be strictly adhered to. We have built up a reputation for the quality of our food and you must see that it is maintained. Well cooked meals, served piping hot down to the last passenger, clean table linen and gleaming table appointments, with courteous attention from Stewards and Waiters working in co-operation with the kitchen staff, ensures satisfaction. To provide piping hot meals all bakers, platters, bouillon cups, casseroles, plates, cups, etc., must be heated, and all cooked foods kept covered on the steam table or in the oven, until served, and orders must not be served faster than the Waiters can remove them.

Broiled items must be cooked to order, and special care taken that steaks and chops are cooked as requested.

Special care should also be taken in the preparation of cold dishes, such as Salads, cold meats, etc., the vegetables should be fresh and crispy and orders arranged on cold platters or dishes so as to have eye-appeal when placed before the passengers.

SUBSTITUTIONS

Stewards are not permitted to substitute an item from a higher priced table d'hote meal for those shown on the lower priced meal.

MEAL CHECKS

Meal checks are in triplicate and supplied to Stewards by Superintendent's office and Steward's personal receipt is required. Responsibility for the issue of these checks to passengers will rest entirely with the Steward, who, immediately passenger is seated, must place menu card, meal check and pencil

in front of passenger with polite request that order be written. When this has been completed, waiter will remove second portion of check which is to be handed in to kitchen and the check placed face down on the table with remaining portions intact. It is important and Stewards should ensure that the number badge of the waiter serving each passenger shall be shown on the lower left hand corner of the meal check for identification purposes. Meal checks Form 63 for all runs, form 63F for Province of Quebec.

Meal checks, Form 63M to be used in all cases where Military Meal Coupons are presented. Individuals to write orders on checks and sign same.

Should passenger desire to give supplementary order, he or she should write it on original check and waiter should remove third portion of check turning it into kitchen, allowing the original or first portion on which collection is to be made, to still remain upon table, face down. Before passenger's meal is completed, Steward must price check at the table, returning it face down until collection is made. If passenger so requests, waiter should detach coupon at bottom of check and present to passenger.

When two or more passengers, apparently of same party, are seated together, meal check must be placed in front of each passenger and only when specially requested should one meal check be used for more than one person.

Stewards are required to send in to the office of the Auditor of Passenger Receipts, the three portions of each meal check. Any Steward failing to strictly comply with these instructions will leave himself open to immediate dismissal from the service.

CHILDREN'S MEALS

Children under twelve years of age will be served meals at half the regular rates, and reduced portions served.

Special meal checks, form 74 are issued to Stewards on Dining, cafe and buffet parlor cars for use only in serving Children's meals.

SPECIAL MEAL ORDERS

Meals in dining cars must not be served free or at reduced rates, except on special order signed by the

Manager and countersigned by authorized representatives or as hereinafter provided.

SPECIAL MEAL COUPONS

Stewards and Restaurant and Lunch Counter Managers are authorized to accept meal or cash equivalent coupons issued by other Companies, as listed in special Circular No. 398 when presented in lieu of cash.

No coupons of any Company other than authorized in this special circular are to be honored, unless on special instructions from the Manager, General Superintendents or Superintendents, of this Department.

When so authorized and in lieu of collection by cash or coupons for military or Government parties, receipt for meals served to be taken on Form DC-162 and all information called for on this form must be completed. Forms to be handled in accordance with instructions on reverse side of Form.

TRAINMEN'S MEALS

Trainmen on duty will be served meals at one half the regular menu card prices, with a minimum charge of twenty-five cents. The term 'on duty' covers only the following employees actually engaged in operation of trains on which dining, cafe or buffet parlor car is running:—

Train Conductor	* Trainmen
Sleeping Car Conductor	Mail Clerk
Parlor Car Conductor	Express Messenger
Sleeping Car Porters	News Agent
* Train Baggageman	News Agent's Helpers

*—Second Trainman and Train Baggageman only when actually forming part of crew operating train.

Passenger Train Conductors and Sleeping and Parlor Car Conductors are the only train employees permitted to take meals with the regular passengers, the other members of train crew are to be served their meals either before or after service to regular passengers.

Train employees have the privilege of ordering from the regular menu intended for passengers at

that meal and are required to write out in detail on Trainman's check, form 63A the desired meal and sign it with their full name and occupation. Dining Car Steward will price out such checks at full rates, then mark check 'half-rate' and show in figures the amount to be collected. In the event of check totalling an odd amount, for example, 85c, the half amount, 42½c will be figured as 40c to be paid by trainman and check so marked.

Where two trainmen are in service and both men cannot leave their duties at the same time, it should be arranged to serve one before and the other after regular passengers are served.

PORTERS' MEALS

It is most important in the interests of good sleeping car service that porters be served in dining cars before rather than after passengers, and as far as possible at the following hours:—

Breakfast.....	6.30 A.M.
Lunch.....	12.00 NOON
Dinner.....	5.00 P.M.

Not more than thirty minutes must be occupied at meals. Co-operation by Sleeping Car Conductors and Dining Car Stewards will permit of this plan of serving porters' meals before instead of after passengers without inconvenience to anyone. The same procedure, as far as possible, must be followed in serving train crew.

Employees meal checks are to be handled the same as passengers meal checks, i.e., written in full by employees before meals are served, and no verbal orders are to be accepted.

MENUS: Under no circumstances must changes or erasures be made by Stewards or employees on printed menus. 'Special to-day' slips or attachments of any kind must not be used with menu cards or beverage lists except when authorized by Superintendent.

It is important that menu cards be checked over before each meal to ensure that they are in clean condition.

When new menu cards are issued, those remaining on car from the previous print should be removed and turned in to Superintendent's office.

For the accommodation of passengers requesting souvenir menus, Stewards should carry several special envelopes to contain the menus offered to passengers.

MONTHLY NEWS LETTER: A chronicle of news items pertaining to employees of this Department in which we are pleased to incorporate extracts of complimentary letters received during the month expressing appreciation of patrons for services rendered to them. The names of employees concerned are listed in this bulletin and there are other items of interest which makes it well worth reading.

NEWS AGENTS: News Agents must not be permitted to canvass in dining or cafe cars.

NIGHT LIGHTS: Before crew retires for the night, Steward should see that sufficient night lights are left burning, including the light at the buffet.

OBJECTIONABLE PERSONS: If passengers in a manner offensive to others refuse to conform with the Company's rules, Steward should consult the Train Conductor in whose hands the matter must be left for necessary action.

Criminals and others in charge of Police officers, persons afflicted with any contagious or infectious disease or who are known to be insane will not be admitted into dining cars, but any meals required must be served to such persons in the accommodation they occupy; dishes and table ware used to be thoroughly sterilized and table linen kept separate in the case of contagious or infectious diseases.

PASSING STATIONS AND OTHER TRAINS: Crews are not allowed on the platform or steps of cars when at or passing stations and other trains. Visiting, waving or making signs to employees on stationary or passing trains is forbidden.

Stewards will be held responsible for any infractions of this rule by members of their crews.

PERSONAL EFFECTS OF EMPLOYEES: The baggage and clothing of employees must be kept in prescribed lockers.

The quantity of baggage carried by employees must be regulated to space available for carrying same.

PRECAUTIONS AGAINST FIRE: Every precaution must be taken to prevent loss or damage by fire; no rubbish, rags, string, waste paper or litter of any kind should be allowed to accumulate in lockers, charcoal bins or in any part of the car.

Particular care should be taken to see that no string or rubbish of any kind is allowed to accumulate at the bottom of lockers where there are electrically controlled valves as there is danger of fire resulting from an electric spark in the operation of the valves. Where dirt accumulates under such lockers, they should be reported for cleaning to the Car Department.

Under no circumstances must linen or any other equipment be placed in lockers containing electrical equipment, or in heater rooms.

Employees are forbidden to smoke when engaged in bagging soiled linen, and should take every care when stripping linen from tables to see that no burning smoking materials are contained therein.

When ash trays are being emptied, employees should be alert to see that all smoking materials are disposed of in a metal container and quenched with water.

EMPLOYEES SHOULD BE FAMILIAR WITH THE LOCATION OF FIRE EXTINGUISHERS IN EACH CAR.

RANGES, STEAM TABLES, ETC: Stewards and Chefs must make themselves familiar with the working and proper handling of ranges, etc., and must personally see that the waterbacks of ranges and steam tables are kept filled with water at all times.

Kitchen employees should exercise care to see that nothing is allowed to accumulate in trough of steam table and cause a blockage of the drain.

REGISTERING: Local regulations regarding registering must be complied with.

REMITTANCES: Cash remittances must be made in accordance with instructions.

REPORTING FOR DUTY: Employees must comply with local regulations relative to reporting for duty and have their necessary equipment available at all times.

REPORTS: HANDLING OF VARIOUS: Reports must be handled in the following manner:—

FORM DC-14 — CASH REMITTANCES

'Original' to be retained by Agent or Cashier to whom remittance is made. 'Duplicate' to remain in book. See that 'Duplicate' is stamped and signed. Carefully preserve copies of remittance receipts in book for future reference.

Always have 'Original' report APR-354 receipted and stamped at the same time as DC-14. Remitter's name to be in block letters.

FORM DC-41 — DEFECT REPORT

To be handled in accordance with instructions.

FORM DC-53 — REQUISITION FOR PROVISIONS & EQUIPMENT

To be handled in accordance with local instructions.

FORM DC-53A — REQUISITION FOR MINERALS, CIGARS & CIGARETTES

Same as above.

FORM DC-54 — WINE REPORT

Form DC-54 must be made out after the last sale on the last day of each month, form to be signed by Steward and turned in to home office so that it will be received at earliest possible date after end of month.

This form to be used when bar is transferred from one car to another or one Steward to another.

FORM DC-63 — TRIP CONSUMPTION REPORT

Form DC-63, with all necessary particulars filled in must be turned in to home station of car at the end of locally specified periods and at end of month. It must be accompanied in each case by Storeroom invoices and credit notes for all supplies furnished or turned in during the period covered, also copies of reports and APR-354's sent to Auditor of Passenger Receipts during the same period.

Invoice tally on back cover of Form DC-63 must be filled out to cover invoices for all supplies received during the period covered and Storekeeper's signature obtained on the tally in each instance.

All particulars covering consist of crew, movement of car and dates, particulars of meals served and cash collected including separate revenue for wines, cigars, etc., credits for empty bottles and supplies turned into Storeroom also equipment broken for which no credit allowed must be shown in the spaces provided.

Before commencing a new trip, Form DC-63 will be issued by headquarters of car showing quantities of supplies on hand from last trip and Stewards will fill out columns headed 'Supplies furnished for the trip' and 'Total supplies on car during trip'. Checker at headquarters of car will fill out column 'Supplies on hand at end of trip'; but if car is enroute at end of month, Steward will fill out this column.

After last meal has been served on last day of each month, Stewards are required to take careful inventory of all stocks on cars and fill out Form DC-63 as indicated directly above and return this form to headquarters immediately.

All reports must be completed on the last day of each month, also when supplies are transferred from one car to another or cars transferred from regular to special service and vice-versa or there is a transfer of Stewards.

FORM DC-100 — TIME TICKETS

To be handled according to instructions issued from time to time.

FORM DC-139 — LINEN TAGS

To be used when making linen exchanges —

FORM CD2 — TELEGRAM BLANKS

When necessary to draw supplies from storerooms enroute Stewards must wire for such supplies as may be required using Form TD2 so as to ensure supplies being ready immediately on arrival.

Telegraphic requisitions must always be legibly written, original to be turned in for transmission and Operator's receipt taken in space provided on carbon copy which must remain in book for reference.

FORM APR-354 — AUDITOR'S TRIP REPORT

To be handled in accordance with instructions issued from time to time by this Department and the Accounting Department.

ROOM SERVICE: In the case of passengers wishing to be served meals in their accommodation, Stewards must ascertain if such passengers are unable to go to the dining car and if so, every effort must be made to serve them as attentively as possible without neglecting regular service.

SAFETY REGULATIONS: The observance of SAFETY FIRST in the performance of duties is of paramount importance and should always be kept uppermost in mind. Read and remember instructions issued from time to time in the interest of safety and attend safety meetings regularly.

SERVICE CLOTH: Waiters are not permitted to carry a service cloth, or make use of towels or napkins for wiping dishes, etc., in the dining room. All equipment for table service should be in thoroughly clean condition before being brought to the dining room.

SILVERWARE: All members of dining car crews handling or having access to silver equipment will be held jointly responsible for the proper care and protection of silverware and should any shortage occur on cars each employee concerned will be subject to discipline if shortage cannot be satisfactorily explained.

Special attention must be given to the heating of such items of silverware as bakers, platters and coffee pots. Bakers and platters should be placed in plate warmer and coffee pots at bottom of cup warmer. UNDER NO CIRCUMSTANCES SHOULD SILVERWARE BE PLACED IN OVENS OR ON RANGE TOPS.

SILVER: CLEANING OF: Tables used for silver cleaning must first be covered with canvas covers supplied for the purpose.

Only the polish and other articles supplied by the Company are to be used for cleaning silverware. 'IDEAL' polish is the standard authorized silver cleaner and must be used as follows:

Shake well contents of bottle; apply polish to silver with small cloth, rub article briskly, then rinse with very hot water and dry thoroughly with clean dry cloths provided for the purpose. Do not waste silver polish by placing in washing water.

Special attention should be paid to forks to make sure that the tines are thoroughly cleaned and any stains removed by using brush supplied for the purpose.

After using 'Ideal' polish as above, polish silver with canton flannel, using 'Silvo' silver polish to bring out the lustre of silverware. Then use piece of clean flannel and carefully wipe, being particular to remove all traces of the silver polish. Silver brush will remove polish from parts difficult to get at with flannel. Flannel on which polish has caked must not be used.

Interior of coffee and chocolate pots, sugar bowls, creamers, etc., must be cleaned by use of small pot mop dipped in 'Ideal' silver polish. Spouts of silver pots should be cleaned with spout brush. After cleaning or washing silver pots they must be thoroughly rinsed and dried inside.

All silverware must be thoroughly cleaned as above once each day. Articles needing it must receive thorough cleaning twice or three times per day. Between meals articles used but not requiring thorough cleaning must be polished with flannel to remove finger marks, etc., then carefully wiped with clean flannel.

Employees using table linen or linen other than that provided for silver cleaning will be disciplined.

The second waiter, being responsible for condition of linen, will be required to report infractions of this rule to protect himself.

Stewards will be held personally responsible for seeing that the above instructions are strictly adhered to and will receive same discipline as other members of crew for any failure to carry them out.

STEWARD'S BERTH IN SLEEPING CARS: Where dining cars are operated on trains at night, Stewards are permitted to occupy berth in sleeping car but under no circumstances may lower berth be occupied to the exclusion of paying passengers. When berth in sleeping car is occupied, Steward must notify his crew where he is located and must also make proper arrangements for being called; the excuse that he was not called will not be accepted for failure to be on duty in his car at the proper hour.

STEWARDS' TRANSFERS: When a car is transferred from one Steward to another, a Wine Report Form, DC-54, must be made out in triplicate showing stock of supplies on hand in good condition at time of transfer. Three copies must be signed by both incoming and outgoing Stewards, each Steward retaining a copy and Original to be turned in to home station immediately. When transfers are made, 'broken necks' or wines, minerals, cigars or cigarettes in bad or questionable condition must not be taken over by the incoming Steward; outgoing Steward must turn these in to Storeroom.

SUGGESTIONS FOR BETTERMENT: The Company is continually on the alert for ideas and suggestions for the betterment of the service, improvements to our equipment and other facilities and safety measures. Employees are invited to submit their suggestions by letter to The Suggestion Bureau, Windsor Station, Montreal, and their adoption if considered of practical benefit to the Company will be suitably recognized. If desired by employees, their suggestions may be submitted direct to this Department as well.

STOCKING OF CARS: Stewards must be on hand when supplies are being drawn from storerooms and should make careful examination of them at that time to ensure that they are fresh and of standard quality. Before signing requisitions, all supplies should be checked off and quantities verified.

Trucks used for transporting supplies from Storeroom to cars should be safely loaded and covered with canvas sheet in order to protect the supplies from dust and dirt.

Stewards and Chefs are personally responsible for seeing that supplies are properly stored and handled with care and that perishable articles are promptly stored in ice boxes.

STRIPPING OF CARS: Stewards and Chefs assigned to stripping of cars will be held personally responsible for the manner in which equipment and supplies are placed in containers for transporting to Storeroom. Perishable supplies should be kept separate from dry goods and placed in covered containers in orderly manner. Crockery, glassware and silverware should be handled with extreme care to prevent damage or loss between cars and Storeroom.

TAIL GATES: When dining car is operated on rear of train, also during switching operations, stewards should see that tail gate is placed in position on rear of car. Tail gate, when not in use should be secured by catch.

TOILETS AND WASHROOMS, USE OF: Employees are permitted to use washroom and toilet facilities in car immediately ahead or behind the dining car, but should avoid causing inconvenience to the occupants of such cars. Employees should wash their hands in washroom of car immediately after using toilet.

TURNING IN EMPTIES: Stewards must turn in to nearest Storeroom all empty bottles, jars, cases, milk cans, etc., for credit.

UNIFORM REGULATIONS: The attention of employees is directed to Circular No. 401 dated March 20th, 1949, which fully covers uniform regulations and personal appearance.

URNS, COFFEE; CARE OF: When the serving of coffee is completed, urn must be washed out thoroughly and cover left partially open. Faucet should also be opened to permit of ventilation.

Urn should be thoroughly cleaned at least once a week and stiff brush used to get all sediment out of crock and crevasses. Faucet and gauge should also receive special attention with spout brush to remove sediment and then be thoroughly rinsed with hot and cold water to remove any trace of cleaning compounds used.

Water should be left in the urn at all times when not in use.

COFFEE BAG should be removed from urn as soon as coffee has been made; grounds disposed of and coffee bag after being rinsed in clear **cold** water should be left in water until required again.

When coffee bag becomes soiled or dirty it should be replaced.

VENTILATION: The ventilation of cars is a matter of great importance, and Stewards should see that this matter receives special attention. On air-conditioned dining cars the air in car can be changed by turning blower fan switch to VENT when air in car becomes heavy with smoke, etc, during the course of a meal. Care should be taken, however, not to leave the switch in VENT for a long period as a draughty condition will result.

VERBAL ORDERS: Employees are reminded that verbal orders are under no consideration to be accepted under penalty of dismissal. Passengers and employees should be requested to write their meal requirements on meal checks provided.

VERMIN; ETC: Where there is any indication of vermin on cars, a written report should be submitted at home terminal or turn-around station and, if in the judgment of the Steward this should be reported by wire, the following code words should be used:

Mice.....'diamonds'
Bedbugs.....'pearls'
Lice.....'Opals'
Rats.....'sapphires'
Cockroaches.....'Rubies'

VESTIBULES, VESTIBULE DOORS AND TRAP DOORS: Stewards must see that vestibules and car steps are properly cleaned and kept clear of obstruction at all times. During Winter months close attention must be paid to the removal of snow and ice from vestibule platforms at both ends of car for the safety of passengers.

All doors to be kept securely closed when trains are running and only opened when trains come to a full stop.

Employees using vestibules of adjacent cars for taking on stores or any other purpose must see that the doors are promptly closed after use.

VESTIBULE CURTAINS: When cars are coupled, Stewards must see that vestibule curtains are fastened at both ends of car and also that curtains are unfastened when it is known that cars are to be uncoupled and at terminus of run.

WAITERS TAKING STATIONS: Waiters must take stations at side of car between tables while set up and when not actually engaged in serving passengers during meal. They must not lounge against wall but stand erect.

When train is at the station, waiters must take position at opposite side from receiving platform.

WAITERS' TRAYS: Must be kept clean and always used for service to passengers. Carrying dishes, etc., to and from tables in hands will not be tolerated.

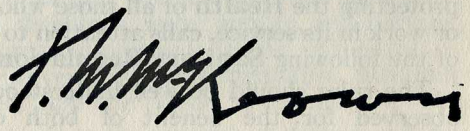
WEAPONS: Carrying of weapons of any kind is strictly prohibited, under penalty of dismissal.

WINDOW BLINDS: Must always be kept at uniform height, both in dining room and passageway. Especially between meals, blinds should be drawn down on the sunny side of car to preserve ice consumption during the Summer season in air-conditioned cars. When cars are standing in stations at main terminals, blinds should be drawn down until receiving time if cars are set up for service, as well as approaching terminus of run if meals are not being served.

WINDOW DRAPES: Must be kept hung in a uniform manner and should be reported for cleaning when they become soiled.

WOODWORK: Employees should be careful not to leave finger marks on woodwork and sills and woodwork should be dusted off before each meal.

The greatest care must be exercised to prevent damage to woodwork if stores are being carried through passageway. Keys must not be allowed to hang from locker doors.



MANAGER.

DATED AT MONTREAL.
JUNE 1ST, 1949.

SANITARY REGULATIONS

For the Instruction and Guidance of Employees.

(While primarily prepared for Sleeping Car Service, dining car employees should note these SANITARY REGULATIONS where they apply to dining units.)

The Company, with the desire of guarding the **Safety and Comfort** of the travelling public and protecting the **Health** of all those who are its patrons or work in its service, calls attention to the importance of the following **Sanitary Regulations.**

The rules should be well understood and carefully observed for the benefit of both employees and passengers.

COMMUNICABLE DISEASES: In all places where people congregate there is danger of transmitting **communicable diseases,** such as measles, scarlet fever, diphtheria, smallpox, typhoid fever, tuberculosis, tonsilitis, influenza, and the common cold. The term "communicable" covers all diseases popularly known as contagious or "infectious".

Every case of these diseases comes from a pre-existing case and close contact with those who are ill increases the danger of infection. Some diseases are conveyed readily from one person to another, while others are communicated only with difficulty.

Sometimes those who are well harbor the germs of certain diseases and one of these "carriers" of a disease, or a person who has the disease in such a mild form that it is not recognized, may be the source of a severe attack in others when the disease is transmitted to them.

Communicable diseases are caused by minute living organisms called bacteria. They are too small to be visible to the naked eye and can be seen only with a microscope. They grow in the mouth, nose, throat, lungs and other parts of the body and cause sickness of various kinds, depending on the kind of bacteria present.

These minute organisms are thrown off from the bodies of diseased persons in the secretions and discharges, often in great numbers, and may get on the hands and clothing or be deposited on the floor or furnishings of cars.

A number of diseases may be contracted from the lower animals, such as rabies from dogs, plague from rats, anthrax from cattle; but the great source of infection of **communicable diseases** is man himself.

For this reason, hygiene, which deals with the care of the body — as sleep, baths, exercise, food and drink — and sanitation, which deals with surroundings, as air, soil, dwellings, water supply, and climate, have assumed great importance in the protecting of health, and in preventing **communicable diseases** being transferred from one person to another.

Lowered resistance to the invasion of disease may be produced in many ways. Wet and cold, fatigue, insufficient and unsuitable food, bad air, insufficient sleep and excesses of all kinds diminish the resistance of the body to infection.

Some diseases, however, such as typhoid fever, smallpox, measles, scarlet fever and colds, often attack the young and strong.

The bacteria of **communicable diseases** quickly die when exposed for a few hours to direct sunlight. This explains why they are more apt to live in the dust of rooms than in the dust on the street. Some are killed by exposure to air and drying and all are killed by great heat and certain chemical compounds called disinfectants. These disinfectants are used either in form of solutions or as gaseous disinfections in fumigation.

The great importance of protecting the public health and guarding against infection from **communicable diseases,** wlll show how necessary it is that the following sanitary rules should be carefully read, fully understood, and faithfully observed by all in the Company's service.

(1) **Sweeping: Dry sweeping** of the interior of the car in transit with **an ordinary broom is prohibited.** This rule applies to the Smoking Room as well as to the body of the car.

A whisk-broom and dustpan should be used when necessary and the least possible dust raised into the air that people breathe.

(2) Mopping: Uncarpeted floors should be wiped with a **wet mop.**

Brooms or mops that are used for cleaning must **never be moistened in the water of the toilet hopper.** This water always contains many germs from remains of discharges, even though nothing is visible. Mopping with it only spreads these germs in a thin layer on the floor to dry and be rubbed into dust.

For the same reason, cloths used for cleaning the cuspidors should not be used on the floor, nor those used for wiping the floor be used for cleaning the washbasins.

When cleaning cuspidors a small amount of disinfectant should first be placed in the bottom to remove odors; they should then be thoroughly rinsed with clean water, and finally the outside polished with a duster.

(3) Dusting: Dry dusting of the interior of the car **is prohibited.**

Dust and cinders will necessarily collect on the window ledges and car furnishings to some extent. They should be removed from time to time but must not be stirred up into the air that is breathed. They may be removed by wiping with a damp cloth, and this cloth should not be shaken in the car.

(4) Brushing: The brushing of passengers' clothing in the body of the car **is prohibited.**

The dust swept from clothing is not only a nuisance to people sitting near, but it may contain disease germs. All brushing should be done as gently as possible, and only in places where the dust cannot bother passengers, for example, in the passageway.

(5) Ice and water: Ice that is put into the ice compartment of the drinking water tank **must be handled only with ice scoop.** If the scoop is misplaced or lost, use a clean towel over the hand.

Buckets that are used for ice **must not be used** for any other purpose. They must be kept clean when not in use and must be washed before using.

Every care should be taken to protect the drinking water from contamination. Nothing but water and ice is to be put into the coolers.

The coolers must be kept covered and the covers must not be laid on the washstands. Under no circumstances should the hands be put inside the coolers.

(6) **Drinking cups:** Individual paper cups are supplied to Parlor cars and Employees must see that these are always available to passengers.

(7) **Flies and mosquitoes:** The annoyance caused by flies and mosquitoes needs no comment. Beyond this, however, these insects are often the conveyors from person to person of the germs of certain diseases.

Mosquitoes distribute the germs of malaria and yellow fever by biting, and, contrary to popular opinion, one must consider these diseases in Canada.

Flies live in filth and carry germs on their feet; they are especially dangerous when they alight on food.

Do not allow table waste or refuse to accumulate on the Company's premises, as all refuse attracts flies and acts as breeding places for them. Garbage cans must be kept covered at all times when not in use and when cans are being removed from cars for emptying at terminals enroute.

It is the responsibility of Car Departments at main terminals to see that garbage cans are thoroughly steamed out each trip and Stewards should report any instances where this has not been done.

Every effort should be made to keep flies and mosquitoes out of cars and to drive out or destroy those that gain entrance.

(8) **Screens:** Screens on non-airconditioned cars **must be kept closed** whenever windows are open.

The rule for closed screens applies to the layover period in cleaning yards as well as to cars in service. Open windows without screens should be limited to the necessities of car cleaning and unscreened doors should be kept closed as much as possible.

(9) **Ventilation and heating:** This is now provided in the majority of our rear end equipment by means of automatic air-conditioning and thermostatic heat controls.

Instructions for proper method of operation are found in blueprint circular contained in each electric locker and also in booklet of instructions issued by the Mechanical Department.

When the heat is on in non-airconditioned cars, deck sash should be opened on the opposite side of the car from the prevailing winds, particularly in severe weather. When deck sashes are opened on both sides of car they should be alternated and not opened in pairs opposite to each other.

The automatic heating and cooling systems will enable employees to maintain a comfortable temperature in cars for both day and night service by proper regulation.

Where the heating system is hand-controlled, the employees must regulate the heat to provide the desired temperature of 72° for day service and from 60-65° for night service.

The health and comfort of patrons is dependent largely on the ability of employees to maintain consistent car temperatures at all times, and your close attention is directed to this important feature of service.

(10) **Disinfectant:** There is a can of disinfectant solution on each car. This liquid will kill disease germs when it comes in contact with them. It will also destroy bad odours in toilets.

For general use dilute one tablespoonful of disinfectant to one gallon of water, and use it whenever there is any occasion for it. For example, the following instances;

(a) In cuspidors that are used by coughing people, enough fluid to cover the bottom of the vessel is sufficient.

(b) In the toilet hoppers and on the floor of toilets that become soiled, or that have bad odours, they must be sprinkled and left moist or mopped with an old cloth wet with the solution. No large amount of

the fluid should ever be left on the floor on account of its sharp odour.

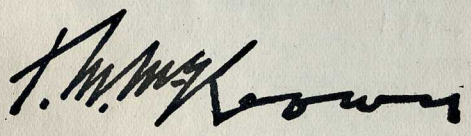
(c) If spit, vomit, or other discharges get on the floor or on the furnishings, moisten the place with this liquid before trying to clean it up. Use a wet rag with the disinfectant solution to wipe up the discharge. This will kill the disease germs at the same time it cleans. Destroy the rag when through.

(11) **Fumigation:** Fumigation consists in filling the car with a gas which will kill disease-producing bacteria. It should be done according to directions already on file.

Whenever a car has carried a person suffering from a communicable disease, it must be fumigated as soon as vacated. This is in addition to the regular monthly, weekly, or other schedule of fumigation for various lines and terminals.

In order that the District Offices may be informed as to the necessity of this extra fumigation, the Conductor is required to note on his inspection report the fact that a sick passenger has been carried, giving the space occupied. He is not expected to make a diagnosis but if any passenger is sick and is suspected of having any one of the communicable diseases, report should be made and the proper measures carried out at the end of the trip.

If space occupied by a sick passenger is vacated enroute, it must not be resold until the car has reached its terminal and has been fumigated.



MANAGER.

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