

Front of the House Food Safety

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Martin Bros. Distributing, Inc.

"Poor Customer Service and Food Safety Practices"

●○○○○○ Reviewed October 23, 2014

There was a guy at the window who started getting my drink order ready. He hooked his dirty, un-gloved finger INSIDE my drink cup, set it down on the counter, and walked toward the bathrooms. Then one of the female employees picked up the same (now contaminated) cup and proceeded to make my milkshake. Needless to say, this entire cup went right into the garbage where it belonged when I got home.

I (wrongly) assumed that if I completed an online survey with my complaints, that McDonald's management or customer service would contact me and make things right. Boy was I wrong!! No one from McDonald's has ever contacted me about this problem. When I called the restaurant to talk about it, I got left on hold and gave up.

Front of the House Citations

- Staff scraped food off plate with thumb
- Dietary staff touched food and non-food items with gloved hands
- Staff touched ready-to-eat foods with bare hands
- Water mugs refilled in unsanitary manner
- Kitchen staff failed to wash hands or change gloves between tasks of dirty and clean in the dining room
- Dietary aide cleared soiled dishes and failed to wash hands prior to returning to serving other residents

Front of the House Citations

- (Dietary Aide) observed to serve drinks to 14 residents by carrying the glasses by the top/lip portion of the glass.
- DA-D would repeatedly touch his person during the service of beverages
- Staff held toast with their bare hands to spread the peanut butter, then folded the toast up and handed it to the resident
- Another staff (probably CNA) spread butter on toast with bare hands, and other did the same with a muffin
- Another staff handle a banana, cut it up and put on cold cereal
- Staff touching plates with bare hands
- Frig temp in kitchenette was 48 degrees and freezer 20 degrees

Front of the House Citations

- Improper use of gloves, touched other items than food when serving meals
- Dining staff donned gloves without washing hands
- During noon meal dietary staff carried resident's plated food from kitchen to the dining area passing through a common hall and failed to cover the food during transport
- Coffee mugs, soup bowls, etc. stored wet
- Staff did not wash hands after hugging a resident and went back to serving food Maintenance staff touched phone and then plate when serving food
- Milk temperature at 45.6 degrees



11 of 19 citations

Violations of gloving and
handwashing

First Impression?

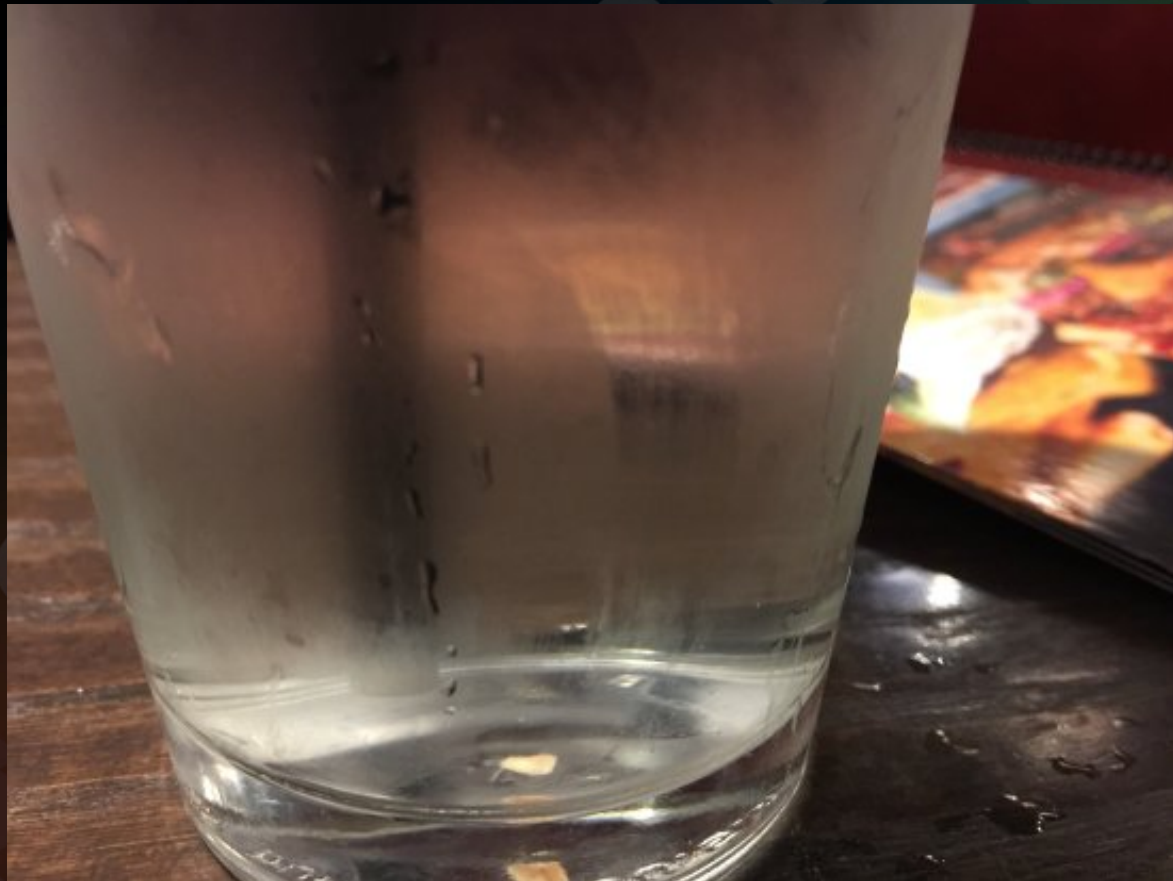


Sit Down & Get Comfortable





Ending to the Meal



80% of customers who noticed
unclean conditions in a
foodservice operation told friends
& relatives



A Case for Cleanliness

- More than 90% noticed dirty floors
- 50% reported dirty restrooms
- 75% reported they had visited a foodservice establishment that in their opinion was unclean
- Only 33% reported the problem to the manager or server
- Over 70% never returned to the establishment





Cleanliness and Sanitation of the Dining Room

Policy: The cleanliness and sanitation of the dining room is to be maintained.

Procedure: Employees involved in the service of food to customers in the dining room must observe the following procedures to ensure its safety:

Before service:

1. Clean and sanitize tables.
2. Wash hands before handling place settings, food, or beverages.
3. If tableware is preset, it should be protected from contamination by being wrapped, covered, or inverted.

During service:

1. Handle all dishes, glasses, cups, and flatware by non-food contact surfaces only.
2. Immediately wipe up spills as they occur. Use designated cloths and appropriate sanitizing solution.
 - a. Quaternary ammonia – 200 ppm
 - b. Iodine – 12.5-25.0 ppm
 - c. Chlorine – 50 ppm-100 ppm.

After service:

1. Remove unused flatware after the meal, clean and sanitize.
2. If tables are covered with linens, remove after meal and replace with clean tablecloths. Cloth linens, tablecloths, and napkins should be taken to the laundry and kept separate from other linens used in the establishment, such as custodial towels. Treat stains promptly.
3. If no tablecloth is used, remove all materials (salt and pepper shakers, sweetener, etc.) clean and sanitize tables. Replace materials and reset tables.
4. Wipe table seats if necessary after table tops have been cleaned and sanitized.
5. Sweep and mop floors or vacuum carpet after meals.

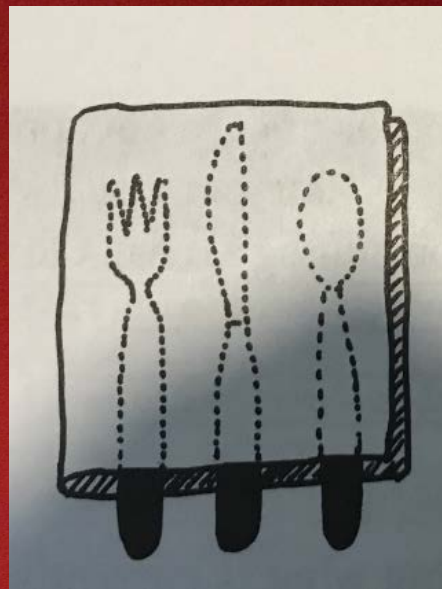
The restaurant manager will:

1. Monitor employees to ensure that dining areas are properly maintained and all foods are served safely.
2. Provide supplies needed to maintain the cleanliness and sanitation of dining areas.
3. Follow up as necessary.

Gracious Service







-904.11 Kitchenware and Tableware

(A)

SINGLE-SERVICE and SINGLE-USE ARTICLES and cleaned and SANITIZED UTENSILS shall be handled, displayed, and dispensed so that contamination of FOOD-and lip-contact surfaces is prevented.

(B)

Knives, forks, and spoons that are not pre-wrapped shall be presented so that only the handles are touched by EMPLOYEES and by CONSUMERS if CONSUMER self-service is provided.

(C)

Except as specified under ¶ (B) of this section, SINGLE-SERVICE ARTICLES that are intended for FOOD-or lip-contact shall be furnished for CONSUMER self-service with the original individual wrapper intact or from an APPROVED dispenser.

Long story short, there is no specific "time frame", if silverware is out on a table it needs to be wrapped to prevent contamination by using a napkin or some other means. All of the silverware will need to be cleaned and sanitized after use of the table. If the silverware is unwrapped (like at a buffet), it needs to be in a container that easily dispenses the single-use silverware, handle-side-up, to prevent contamination of the lip-contact surface (the part people eat off of). If not in a dispenser, the single-use items needs to in an sealed plastic wrap from an approved vendor (these are the spoon/fork combos you buy pre-wrapped like at a convenience store).

Sanitize Surfaces

- Video
- <https://www.youtube.com/watch?v=Y48u9GmrRg4>
- Wipe down surfaces, seats, menus with a damp cloth and disinfectant
- Tablecloths need to be swapped out between uses



Laundry and Linen Use

Policy: All employees will ensure that clean and sanitized cloths, towels, aprons, table linens, and mop heads are used at appropriate intervals during the work period.

Procedure: Linens used in the restaurant for purposes of cleaning and sanitizing are not used in other areas of the establishment. Linens should be kept separate by functional use to minimize risk of cross contamination. All restaurant employees must:

1. Use wiping cloths and other cleaning cloths for purposes of cleaning and sanitizing, as needed.
2. Wiping cloths used for food spills from tableware and carry-out containers shall be maintained dry and used for no other purpose.
3. Wiping cloths used for food contact surfaces shall be held between uses in an appropriate sanitizing solution.
 - a. Quaternary ammonia – 200 ppm
 - b. Iodine – 12.5-25.0 ppm
 - c. Chlorine – 50 ppm-100 ppm.
4. We recommend that wiping cloths and aprons are changed as needed but at least every four hours to minimize the risk of cross contamination. Soiled cleaning linens and aprons should be placed in a designated container by use and taken to the laundry area at the end of each shift.
5. Place soiled table linens in a designated container for transportation to the laundry at the end of each meal period.
6. Transfer wet mop heads to a separate designated container to be taken to the laundry at the end of each shift. This will minimize mold growth and infestation by pests.

In the laundry, the following procedures are recommended:

1. Linens should be washed in temperatures appropriate for color and type of fabric; generally wash water of 120°F is recommended.
2. Detergent appropriate for water type is recommended. Other cleaning agents might include a pre-soak solution and a product to minimize mold growth, particularly in humid conditions.
3. Clean and soiled linens are to be kept separate in the laundry. Employees should wash their hands prior to handling clean linens.
4. Any linen that comes in contact with human blood or other bodily fluids should be earmarked for special treatment in the laundry. This special treatment would include soaking in a chlorine bleach solution and washing in a separate load.
5. Best practice is to avoid direct linen contact with food.

The restaurant manager will:

6. Provide sufficient containers to store clean and soiled linen separately.
7. Provide appropriate cleaning agents to effectively clean all items laundered.
8. Monitor all employees to ensure that they are following procedures.
9. Follow up as necessary.





Disposable
gloves are so
hot right now!

I love how that
hair net brings it
all together!

For accessories this year,
it's *all* about aprons and
non-skid shoes.



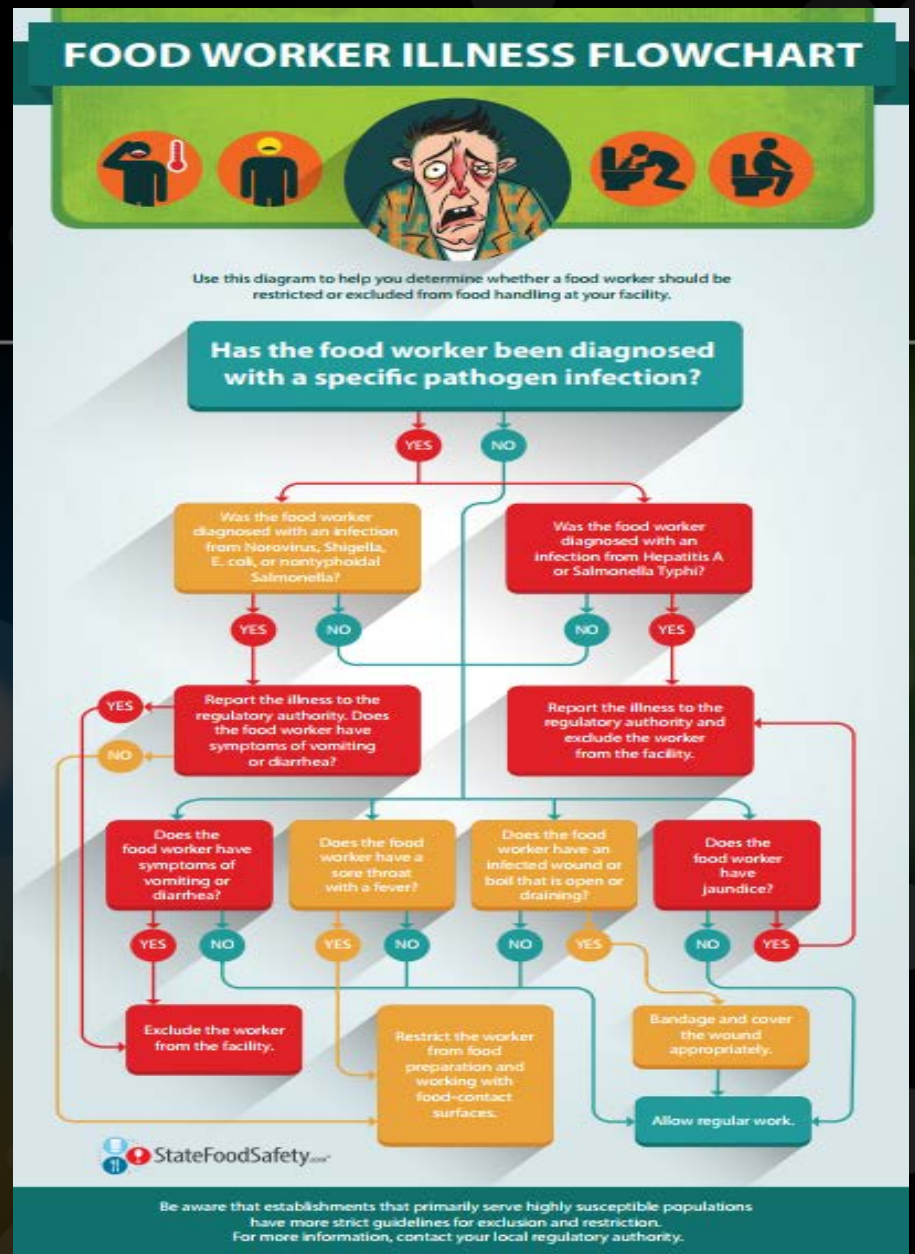


12% of food workers said they worked when they were sick with vomiting or diarrhea

National Center for Environmental Health

Recommendations:

- Policies that require food workers to tell managers when they are sick
- Schedules that ease the pressure to work such as on-call workers
- More research
 - Experienced managers (4 or more years) led to fewer workers working sick
 - The link between paid sick leave & working while sick



Feeling sick?

¿Se siente enfermo?



Your manager
needs to know.

*Su supervisor
necesita saberlo.*

VOMITING
INFECTED SORES
DIARRHEA
YELLOWING OF EYES
SORE THROAT
FEVER

VÓMITOS, LLAGAS INFECTADAS,
DIARREA, DOLOR DE GARGANTA, FIEBRE

If you are suffering from
any of these symptoms,
you **must** report them
to your manager before
working your shift.

Si usted tiene cualquiera de estos s
íntomas, debe informarle a su
supervisor antes de empezar a trabajar.

Managers are required to report the following
foodborne illnesses to the Health Department:

Los gerentes o supervisores estan obligados a reportar al Departamento
de Salud las siguientes enfermedades transmitidas por los alimentos.

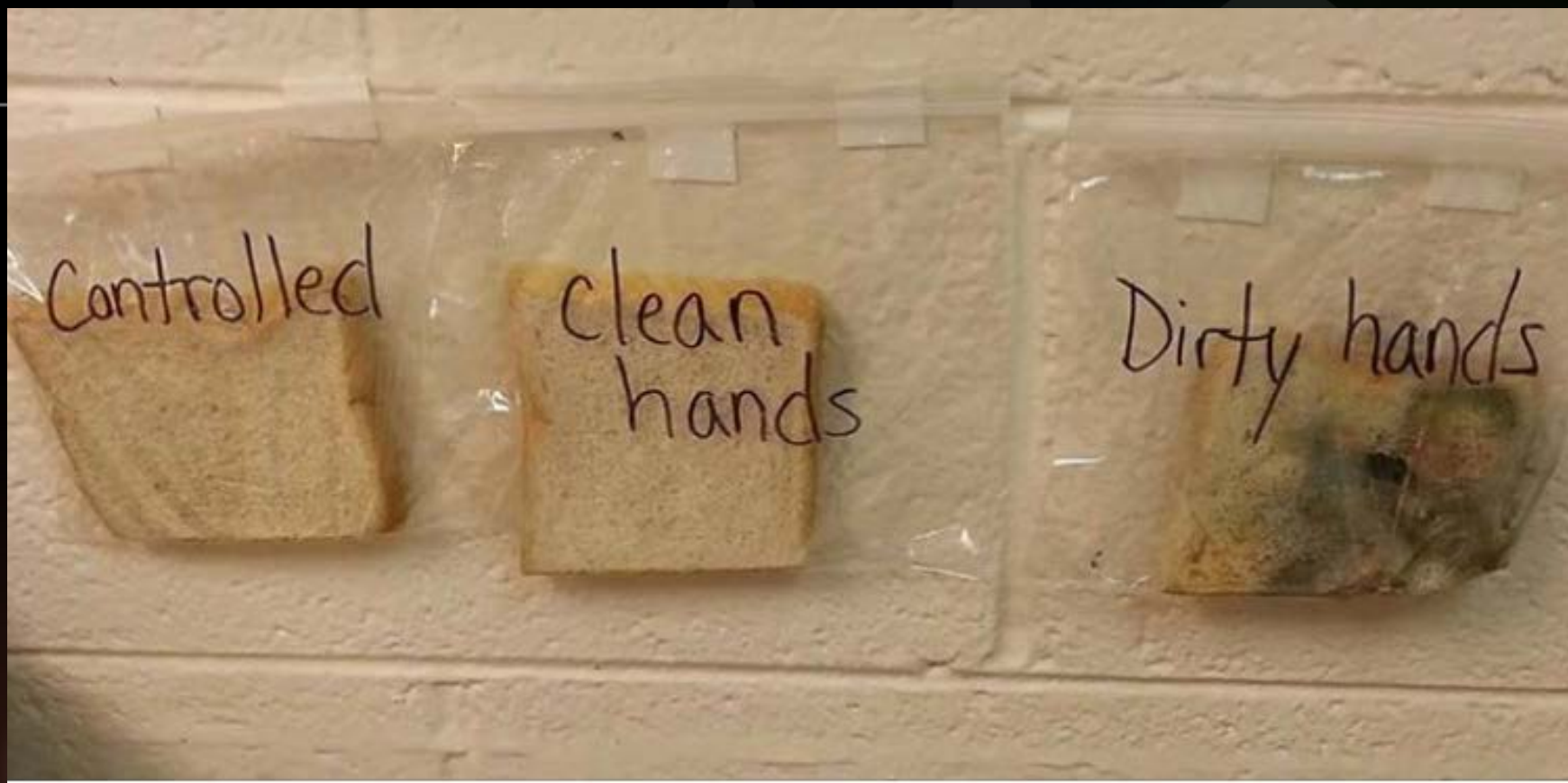
- Salmonella - Norovirus - Hepatitis A - Shigella - E. Coli



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10 deadly weapons





**FoodHandler®**

Do you know what is ON a food service employee's hands?



Every year, CDC reports new foodborne disease outbreaks caused by food handlers in retail food service establishments who practice poor hand hygiene and improper use of gloves¹.



THE YEAR 2015 RECORDED 902 FOODBORNE DISEASE OUTBREAKS.

15.202
FROM THOSE RECORDED OUTBREAKS,
15,202 ILLNESSES WERE REPORTED
WHICH REQUIRED 950 HOSPITALIZATIONS.

ULTIMATELY RESULTING IN SEVERAL DEATHS AND PRODUCT RECALLS.



15
DEATHS



20 RECALLS



Food workers' hands can be easily contaminated during food preparation but often have many germs even before they come to work^{2,3}.

150

**A TYPICAL HAND SURFACE BEFORE
HAND WASHING HAS 150 DIFFERENT
TYPES OF BACTERIAL SPECIES⁴.**



HAND WASHING IS IMPORTANT, BUT NOT ALWAYS EFFECTIVE MAKING GLOVES THE LAST DEFENSE AGAINST CROSS CONTAMINATION BY HANDS⁴.



BEFORE & AFTER

33%

of test subjects had **YEAST** on their hands after washing hands².

94%

of test subjects had **BACTERIA** on their hands after washing hands².



96%
CROSS CONTAMINATION
REDUCTION

THE ONE SAFE CUFF FIRST SINGLE GLOVE DISPENSING SYSTEM DECREASES CROSS CONTAMINATION BY 96%⁵.

Make glove use easy and part of the food service culture. Never allow bare hand contact with ready to eat foods.



111 Institute for Systems Geriatrics/Prostate: R225, Surveillance for Healthcare System Performance, State of Texas, 2014, Internal Quality Affairs, Strategic IT Department of Health and Human Services, LLC.

112 Nig, L. A., R. S. Whitlock, L. L. Long, T. Uhlrich, and L. A. Anderson. 2010. "Evaluation of an Oral cancer screen based on liquid biopsy of the oral cavity." *Journal of the National Cancer Institute* 102 (10): 759–766.

113 Jones, A. S., A. Jolly, L. A. Long, C. A. Cunningham, and L. A. Nig. 2014. "Early and late-stage oral cancer screening with salivary-based self-administered tests: a review of the literature." *Journal of the National Cancer Institute* 106 (1): 1–10.

114 Jones, A., Cunningham, L. A., Long, L. A., and Nig, L. A. 2015. "Surveillance of oral cancer screening with self-administered tests: a review of the literature." *Journal of the National Cancer Institute* 107 (1): 1–10.

115 Kline, J. 2014. *Oral Cancer*. 1st ed. New York, NY: CRC Press.

STOP!
DON'T TOUCH!



AVOID BARE-HAND CONTACT WITH ANY READY-TO-EAT FOODS

Ready-to-eat foods are those that do not require any further cooking. Avoid cross-contamination at mealtimes. When assisting at meals, do not use bare hands to hold foods such as:

- Toast
- Bread
- Rolls
- Cookies/Muffins

Keep a physical barrier between your clean hand and the ready-to-eat food

Food example, when adding jelly to toast, either:

- Wear a clean glove
- Hold the toast with deli paper
- Use the knife and fork or tongs for holding

Wash hands between any contamination

This also means you must wash your hands if you touch anything that is even possibly contaminated. Remember:

- Place gloves on clean hands
- Change gloves often, because gloves can get contaminated the same as hands
- Remove gloves when contaminated, rewash your hands, and put on clean gloves

Do not wear gloves when feeding others

Treat residents or patients with the same dignity you would like for your own family. Strive to create a homelike environment.



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MartinsNet.com | 1-800-847-2404



/MartinBrosDist

<http://www.foodhandler.com/food-safety/video/>



When To Glove



Why Glove

Does staff distribute and serve food under sanitary conditions?



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Extension and Outreach

FOOD SAFETY

A STANDARD OF
EXCELLENCE

A Guide for Employees in Assisted Living



As a member of the **food safety team**
at your assisted living facility,

**YOU CAN PREVENT
FOODBORNE
ILLNESS!**



HANDWASHING IS BASIC

HOW do you wash your hands?

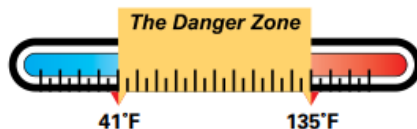
- Use a designated handwashing sink.
- Use soap and hot water, and vigorously rub hands together for 10 to 15 seconds or the time it takes to sing *Happy Birthday* twice.
- Turn off faucets by using a single-use paper towel.
- Dry hands with another paper towel or hand dryer.

WHEN do you wash your hands? OFTEN!

- Before beginning work shift
- Before returning to work from break
- After eating, drinking, or smoking
- After using the restroom
- After sneezing, coughing, or using a tissue
- After touching any body part, such as hair or nose
- Before putting on single-use gloves
- Before each new work task
- After any activity which may contaminate hands

TEMPERATURE AND TIME

Temperature and time are critical factors in foodservice. It is important to limit the time food is in the TEMPERATURE DANGER ZONE.



Temperature and Time Recommendations (check local requirements)

- Hot foods are held above 135°F.*
- End-point cooking temperatures are taken for all hot food items.
- Temperatures are taken and recorded at the beginning of service. Leftovers are reheated to 165°F.
- Cold foods are kept below 41°F.
- Temperatures for refrigerators and freezers are taken and recorded daily.
- Ingredients for recipes or menu items to be served cold are chilled before preparation.
- Thawing is done under refrigeration.



*Based on the 2009 FDA Food Code. Contact your local health department for guidelines in your area.

DO THE 2 STEP

CLEANING and SANITIZING

Step 1: CLEAN

Wash equipment and work surfaces with hot, soapy water. Rinse thoroughly.

Step 2: SANITIZE

Sometimes chemicals are used for sanitizing, and sometimes high temperature is used.



Use sanitizing buckets in all production and service areas. Change solution frequently, since it loses its effectiveness. Keep wiping cloths in the solution; change as needed.



Test strips are used to monitor and verify chemical concentrations for sanitizing solutions. Record results.



Dish machine chemical concentration or temperature is checked and recorded at each meal. For a chemical dish machine, test strips are used to verify concentration. For a high-temperature dish machine, a temperature sensor is used at each meal to verify the rinse temperature shown on the gauge.

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For more information,
go to www.iowahaccp.iastate.edu



This research project was funded by the USDA Cooperative States Research, Education, and Extension Service, Project No. 2002-51110-01525. The mention of trade or company names does not mean endorsement. The contents are solely the responsibility of the authors and do not necessarily represent the views of USDA.

HS 0024 October 2014

SafeEggs.com

FOOD SAFETY— It's in your hands



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SafeEggs.com/foodservice

- PASTEURIZED SHELL EGGS -

Word Search

Food Safety - It's in your hands

M N G F O O D S A F E T Y V C U T N
T R B N J E W C T Y W Q A E X C B B
Q B B Q U A L I T Y A C Z A O L N M
H D S S W A Q S A Q T X A Q M K L I
S E F O O D B O R N E I L L N E S S
D S A K K I Y P U K R W F G Y H J K
F N A L L O U H B M G E R T Y N M K
G E S H T W E T E N S E C O N D S W
H E W H Q H A S D F G H J K L P Q R
J Z D R L B U I O G L O V E S O W E
K I C I T A I Y T R E R T T Y U O E I
U N F N G C T Q W E R T Y U I O E I
Y G R S T T I H A Z A R D S E P D D
T J T E R E O I E U I K G H J L S E
J I H W Z A Q W J V T
F R L K U R K L U I M K C N
B I D H

CAUTION – Germs Hiding!

A Personal Checkup

Circle **always** **sometimes** or **never** for each question.



- 1 I wash hands and put on fresh gloves before preparing or serving food. always sometimes never
- 2 I wash hands and change gloves between recipes. always sometimes never
- 3 I wash hands and change gloves after doing anything that could contaminate my gloves. always sometimes never
- 4 In the refrigerator, I store raw meat below produce and ready-to-eat foods. always sometimes never
- 5 I sanitize equipment, like slicers and mixers, between uses. always sometimes never
- 6 I clean and sanitize knives between uses. always sometimes never
- 7 I clean and sanitize cutting boards between uses. always sometimes never
- 8 I clean and sanitize work surfaces (like counters) after running a mixer. always sometimes never
- 9 I use clean, sanitary utensils for serving food. always sometimes never
- 10 I keep raw meats separate from ready-to-eat foods during food preparation. always sometimes never
- 11 In self-service areas, I label food so customers don't want to taste-test. always sometimes never
- 12 I use separate utensils for serving each food. always sometimes never
- 13 I keep soiled dishes separate from clean ones. always sometimes never
- 14 I keep garbage separated from food preparation and service. always sometimes never
- 15 I wash hands after touching garbage or garbage containers. always sometimes never
- 16 I sanitize dining tables between seatings. always sometimes never
- 17 I cover food in transport. always sometimes never

CAUTION

Handwashing Log

Date: _____ Location: _____

Instructions: Complete this form immediately BEFORE washing hands. Please follow established procedures. Food Safety... it's in your hands!

Employee Name	Time	Before Starting Work	Before New Food Prep	After Restroom	After Handling Soiled Items	Other
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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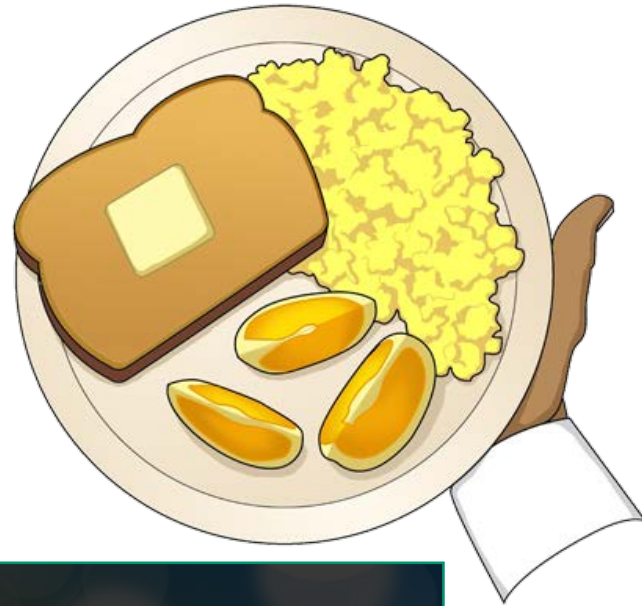
Educational Inspirations

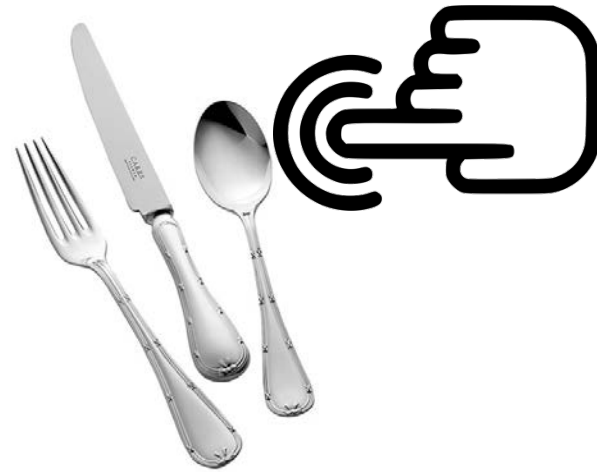
- Using GloGerm to emphasize proper handwashing;
- Give staff a copy of your sanitation inspection form and let them be the inspectors and then discuss their results
- NCES has "beach balls" with sanitation questions. Where ever your left thumb lands on the ball is the question you must answer
- Sanitation bingo
- Servsafe has food safety jeopardy

Gracious Service













kitchen sanitation



Cold food is not
served at an
appropriate
temperature.

(Hint: Draw a glass of milk at
50° F.)



kitchen sanitation



While setting the
table, the food
worker touches
the tines of the
fork.



kitchen sanitation



Food worker
sneezes over
food while
serving.



kitchen sanitation



Food worker is
wearing a dirty
apron.



kitchen sanitation



Food server holds
glass by the rim.





Serving Food Safely (NRA)

- Don't re-serve food returned by a customer
- Serve condiments in their original container
- Don't combine leftover condiments with fresh
- Don't re-serve uneaten bread
- You can re-serve unopened, prepackaged food in good condition as well as bottles of ketchup, mustard, and other similar condiments
- Clean condiment containers regularly



Salad Bars



- Follow personal hygiene & handwashing procedures
- Wear gloves when handling ready to eat foods
- Place all exposed food under sneeze guards
- Provide a clean & sanitized utensil for each container. Change each meal or when contaminated

Salad Bar

- Replace existing containers of food with new containers when replenishing
- Assist customers who are unable to properly use utensils
- Store eating utensils with handles up or in a manner to prevent customers from touching the food contact surfaces

Monitoring the Salad Bar

- Check food containers to ensure utensils are stored on a clean & sanitized surface or in the containers with handles out of the food
- Watch customers are not:
 - Touching food with bare hands
 - Coughing, spitting, or sneezing on food
 - Placing foreign objects in food
 - Using the same plate for a second trip
 - Putting food back in containers after handling it

Corrective Action

- Remove and discard contaminated food
- Demonstrate to customers how to properly use utensils
- Replace contaminated serving utensil with a clean & sanitized one
- Clean & sanitize food bar surfaces

SALAD BAR

ETIQUETTE



Always WASH your hands first!

USE serving UTENSILS, not your fingers.

If a UTENSIL or plate FALLS on the floor,
DON'T put it back! Tell a cafeteria person.

TASTE food items at your TABLE,
not at the salad bar.

Your HEAD stays ABOVE the SNEEZE GUARD
or food shield. Ask a friend or a cafeteria
person for help if you can't reach.

Be POLITE in line and WAIT your turn.

FreshLIFE
Enjoy a SALAD today



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Services provided on a confidential basis.

Pay Attention to the Buffet

- Maintain proper hot and cold temps
- Stick to the 2 hour rule
- Assign a staff member to watch over the food stations
- Do not add food to the pans that have been sitting out. Switch the entire pan out.

Verification & Record Keeping

- Monitor and record temperatures of food
- Remove & discard potentially contaminated food
- Plan for use of leftovers at the end of service period
- ANSI certification of equipment

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NEW RESTAURANT EMPLOYEE ORIENTATION FOOD SAFETY CHECKLIST

Name: _____

Position: _____

PROCEDURES	✓	COMMENTS
Personal Hygiene		
Designated uniform – clean daily		
Hair restraint – cover all hair		
Jewelry – limited to plain ring, remove watch		
Fingernails – short, unpolished, clean. No artificial fingernails		
Employees with illness and symptoms - review restaurant policy and Food Code		
Open sores, cuts, abrasions, or burns must be completely covered when handling food		
Smoking policy – review restaurant policy and Food Code		
Sneezing/coughing - appropriate action taken		
Eating, drinking, & gum chewing in designated areas only		
Break and Meal – Review Restaurant Policy Where breaks/meals occur When breaks/meals occur		
Locker room – storage of personal items		
Handwashing & Glove Use		
Handwashing procedures: When to wash hands Where to wash hands How to wash hands		
Use of disposable gloves When to change How to use		
Cleaning and Sanitizing		
Laundry and linen use – use appropriate cloths/handling and storage		
How to prepare and when to use cleaning solutions		
How to prepare and when to use sanitizing solutions		
Use of test strips to determine product strength		
Material Safety Data Sheet accessibility		
Other Information		
Review copy of Food Safety brochure to employee		

I understand these policies and procedures and I agree to follow them because of their importance to safety of customers. I understand that following these policies and procedures is a condition of employment in this restaurant.

Employee Name _____

Date _____

Restaurant Manager _____

Date _____

Storage

- Prepared food that was not put on the bar should be labeled, held and used X # of days after dated (according to produce fact sheets)
- Leftover food:
 - Option 1: may not be saved
 - Option 2: may be saved and used the next day **IF** has been out of refrigeration **< 2 hrs****AND**
has been held at **less than 41° F**



SafeFood® Checklist for Complimentary Breakfast Service

Complimentary breakfasts are frequently offered at hotels and motels. The scope varies for menu items and service styles; typical offerings include coffee, breads, cereals, fruit, yogurt, milk, sausage gravy, scrambled or hard cooked eggs, and guest-prepared waffles. Some of these foods must be temperature controlled for safety (TCS); thus, organizations providing them are required by Food Code 2005 to have a food service establishment license. It is the manager's responsibility to certify that employees who oversee the breakfast set-up have proper training to ensure both the safety of food and the physical safety of guests. This checklist summarizes the steps to be followed to minimize risks. Check Yes, No, or N/A (not applicable) for each practice in your operation. Develop a plan for addressing practices that were marked No.

Food	Yes	No	N/A
Are cold foods (i.e. milk, yogurt) kept below 41°F while in storage and during service?			
Is milk provided in individual containers or served from an approved dispenser?			
Are cereals offered in individual packages or dispensed from a commercial bulk dispenser that can be washed and sanitized?			
Are commercially prepared, ready-to-eat hot foods rapidly heated to an internal temperature of at least 135°F?			
Are hot foods held at 135°F or higher during service using one of the following?			
Hot well			
Heat lamps/flat top heating unit			
Crockery cookers			
Are temperatures checked with a sanitized and calibrated food thermometer before and throughout service?			
Hot foods			
Cold foods, including milk			
Are individually wrapped, portion-controlled (PC) packages used whenever possible?			
Are expiration dates monitored and foods rotated on a first-in, first-out (FIFO) basis?			
Are self-served foods kept covered or protected?			
Are prepared foods supplied by an approved vendor who holds an appropriate license?			

Equipment	Yes	No	N/A
Do all refrigerator units (including dispensing equipment) have thermometers?			
Are utensils changed as needed during service?			
Are food and service items stored in locked areas to avoid possible contamination or tampering?			
Are disposable (single-service) plates, bowls, flatware, and cups used?			

Physical Injuries	Yes	No	N/A
Is space adequate for traffic flow and employee restocking?			
Is space adequate for parents with young children and other guests to maneuver safely?			
Does lodging staff monitor actions of guests to avoid intentional or unintentional contamination of food?			
Are electrical cords and warming devices for hot holding and cooking equipment protected?			

Employees	Yes	No	N/A
Do employees wash their hands as needed?			
Before starting work in the food area			
Before putting on gloves			
Before handling different types of food products			
When changing tasks			
After using the restroom or taking out the trash			
After cleaning			
After coughing, sneezing, eating, or drinking			
After touching bare skin or clothing			
Do employees wash their hands in designated hand sinks?			
Are gloves or utensils used to handle ready-to-eat foods?			
Are employees given training in food safety on the following topics?			
Personal hygiene practices (i.e., tobacco use, jewelry, eating)			
Proper hand washing			
Proper use of gloves			
Prevention of cross contamination			
Time and temperature abuse of foods			
Are employee reporting agreements on file for each food handler?			

Cleaning	Yes	No	N/A
Is a three compartment sink or commercial dish machine used to clean and sanitize food equipment, tableware, and utensils?			
Is the three-step cleaning process (wash/rinse/sanitize) used for all food contact surfaces, serving equipment, counters, and guest tables?			
Is sanitizer approved for food surfaces used and a test strip used to check proper concentrations?			
Chlorine (50 - 100 ppm)*			
Quats (200 - 220 ppm)**			
Iodine (12.5 - 25 ppm)			
Are microwave ovens cleaned at least daily or as needed?			
Are cleaning cloths disposable or designated for food areas?			
Are display decorations cleaned often?			

* One tablespoon chlorine bleach with one gallon of warm water

** Follow manufacturers' directions. Products will vary with concentrations and contact time needed for sanitizing. Labels must indicate the product is approved for food contact surfaces.

Additional Resources

Food and Drug Administration Food Code 2005
www.cfsan.fda.gov/~dms/food5-toc.html

Iowa Department of Inspection and Appeals
www.dia.iowa.gov

Iowa State University Extension Distribution Center
www.extension.iastate.edu/store

Iowa State University Extension Food Safety Project
www.iowafoodsafety.org

Iowa State University Hotel, Restaurant and Institution Management Extension
www.extension.iastate.edu/HRIM

Date _____ Initials _____

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File: FN 2, Health and Safety 1

... and justice for all
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To Go.....



Resident Refrigerators

- The refrigerator is checked out for safety by our building services department and tagged with date inspected.
- A temperature log is posted on the front and nursing staff record temps daily.
- Family is instructed in safe food storage practices and refrigerator is care planned.
- Housekeeping cleans it weekly but if they find a real mess, family is contacted. If it is till not maintained, family is asked to remove it because it's a safety issue.
- We follow our policy of 72 hours for leftovers here except beverages which are 7 days then follow shelf life guidelines for other items residents purchase. I go through resident refrigerators once a week and toss things. If I see that something is going to expire soon, I try to give residents a heads up so they can eat it before it gets discarded because they have gotten very angry with dietary staff when their food had been thrown away.

Food from Outside Sources

Policy

Food obtained for resident consumption is done so through approved reputable suppliers. The food procurement requirements for this facility are not intended to restrict resident choice. All residents have the right to accept food brought into the facility by family or other visitors, however, the food must be handled in a way to ensure safety to the resident.

Procedure

1. Family members or other visitors may bring the resident food of their choosing.
2. Any food or beverage brought into the facility for resident consumption will be checked by a staff member before being accepted for storage. Any suspicious or obviously contaminated food or beverage will be discarded immediately.
3. No raw food brought in from family will be stored or cooked by this facility.
4. All food items that are already prepared by the family or visitor brought in must:
 - a. Be labeled with content, date (the date the item was brought into the facility) and resident's name.
 - b. Be sealed in a container with a non-plastic wrap top. The container will not be provided by the facility.
5. Appropriately labeled food (as mentioned above) may be stored in unit refrigerators or resident refrigerators (if applicable).
 - a. Foods that do not require refrigeration may be stored in a resident's room or in the unit pantry. Food or beverage in the original container that is past the manufacturer's expiration date will be discarded by nursing staff.
 - b. All cooked or prepared food brought in for a resident and stored in the unit's pantry or personal room refrigerator will be dated when accepted for storage and discarded after five days. No home-prepared food items that are canned or preserved will be permitted.
 - c. Food and beverage in their original containers that are past the manufacturer's expiration date will be discarded by the nursing staff.
6. Potentially hazardous foods that are left out for the resident without a source of heat or refrigeration longer than two hours will be discarded.
7. Nursing staff will monitor resident's room, unit pantry, and refrigeration units for food and beverage disposal.
8. The facility RD or designated staff member will educate the resident and/or family about safe food handling, i.e., keeping hot foods hot and cold foods cold. A refrigerator and microwave are available to residents and families to help assure that foods are stored and served at a safe temperature.

Food Allergies

what you need to know



Millions of people have food allergies that can range from mild to life-threatening.

Most Common Food Allergens



Peanuts



Tree nuts



Fish



Shellfish



Eggs



Milk



Wheat



Soy

*** Always let the guest make their own informed decision.**

When a guest informs you that someone in their party has a food allergy, follow the four R's below:

- **Refer** the food allergy concern to the chef, manager, or person in charge.
- **Review** the food allergy with the guest and check ingredient labels.
- **Remember** to check the preparation procedure for potential cross-contact.
- **Respond** to the guest and inform them of your findings.

*** Sources of Cross Contact:**

- Cooking oils, splatter and steam from cooking foods.

When any of the below come into contact with food allergens, all must be washed thoroughly in hot, soapy water:

- All utensils (spoons, knives, spatulas, tongs, etc.), cutting boards, bowls and hotel pans.
- Sheet pans, pots, pans and **DON'T FORGET FRYERS AND GRILLS.**

*** If a guest has an allergic reaction, notify management and call 911.**

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www.youtube.com/watch?v=e6UwOzgIm6Q



Cleaning and Disinfecting after Incidents Involving Body Fluids

Policy:

This standard operating procedure (SOP) should be implemented to safely and properly respond to all incidents requiring cleaning and disinfecting of body fluid spills. Body fluids – including vomit, diarrhea, and blood – are considered potentially infectious. Norovirus is easily spread through projectile vomiting and because a low infectious dose is needed. Cleaning and disinfecting procedures should ensure this virus is killed.

Procedure: In the event of an incident involving body fluids, the following steps should be taken:

1. Contain the affected area
 - Discontinue foodservice operations if spill occurred in food preparation or service areas.
 - Block off the area of the spill from staff and students until cleanup and disinfection are complete.
 - For incidents involving vomit, contain all areas within 25 feet of the spill.
2. Sick staff and/or students (customers) should be sent to the school clinic/nurse for assistance.
3. Contact workplace administrators (i.e. in school settings, this would be building principal and district superintendent; in restaurants this would be manager or owner).
4. Foodservice employees with symptoms of vomiting or diarrhea must be excluded from the foodservice operation or sent home. *See Employee Health and Hygiene SOP.*
5. Affected area should be cleaned by designated foodservice employees and/or custodial staff with training in how to clean and disinfect body fluid spills.
6. Cleaning Process
 - Retrieve the Body Fluid Cleanup Kit. Refer to the Food Safety *Sample SOP Assembling a Body Fluid Cleanup Kit*, www.nfsmi.org/documentlibraryfiles/PDF/20111012102252.pdf
 - Put on personal protective equipment (PPE), including:
 - Disposable, non-latex gloves. Gloves should be vinyl or nitrile (rubber), and non-powdered. Consider double gloving (wearing two gloves on each hand). Replace gloves if they tear or become visibly soiled. Keep hands away from face while wearing gloves.
 - Disposable gown or apron and disposable shoe covers.
 - Face mask with eye protection, or goggles.
 - Remove visible body fluid
 - Pour sand, or liquid spill absorbent material, on body fluid spill.
 - Use a disposable scoop, or equivalent, and disposable paper towels to remove the sand and body fluid from the affected surfaces.



Responding to a Foodborne Illness Complaint

Policy: All restaurant employees will respond to a complaint of a foodborne illness promptly and will show concern for the individual making the complaint.

Procedure: When a complaint is received related to a foodborne illness, employees will:

1. Indicate concern for the individual and let that person know that the complaint will be referred to the restaurant manager.
2. Contact the restaurant manager if she/he is onsite.
3. If the restaurant manager is not on site write down the information about the complaint using the **Foodborne Illness Incident Report**.

The restaurant manager will:

1. Talk with the individual making the complaint. Get basic information required to complete the **Foodborne Illness Incident Report**.
2. Try to resolve the complaint in house.
3. Remove all food from service. Store suspected food item in refrigerator in separated, dated container labeled "DO NOT EAT".
4. If a foodborne illness outbreak is suspected call the local Health Department to report the possibility of an outbreak and obtain assistance with the foodborne illness investigation.
5. Document:
 - a. Symptoms
 - b. Names and phone numbers and address of customers and employees affected
 - c. Physician's names and phone number
6. Work with the media should they become involved.

Creating a Food Safety Culture

- make training fun
- lead by example
- explain why
- follow up
- use job aids

