

TRAINER GUIDE

FOOD SAFETY ON THE GO



MODULE 3: FOOD SERVICE MANAGEMENT STAFF



Pilot version

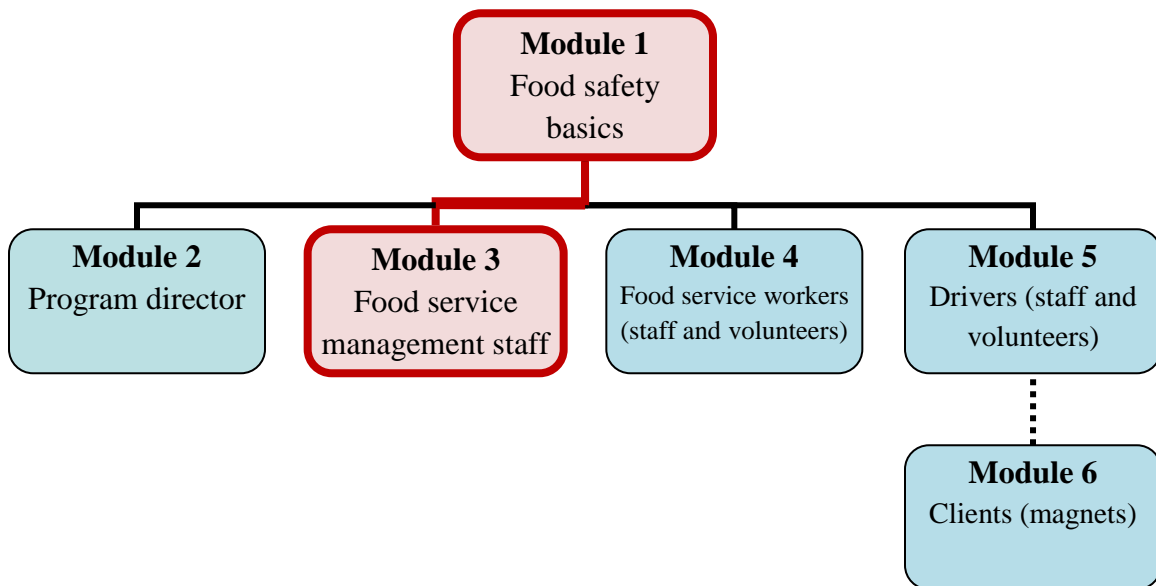
Table of contents

Introduction	3
Training guidelines.....	4
Recommended facilities and materials.....	4
Activities	4
Evaluations	4
Training tips	4
Module 3 - Food service management staff	5
Length	5
Audience	6
Purpose.....	6
1. The food service management staff is responsible for food safety	6
PRE-TEST	7
2. All staff and volunteers need food safety training	8
3. Programs need food safety policies and procedures throughout the flow of food	8
a. Purchasing	10
<i>i. Suppliers</i>	10
<i>ii. Risky foods</i>	10
b. Receiving.....	12
c. Storage.....	13
d. Preparation.....	14
<i>i. Thawing</i>	14
<i>ii. Preparation</i>	14
<i>iii. Cooking</i>	15
<i>iv. Cooling</i>	16
<i>v. Reheating</i>	16
e. Holding	17
f. Delivery	17
g. Client handling and storage of home-delivered meals	20

4. Staff and volunteers need to be in good health and maintain good personal hygiene	21
a. Health	22
b. Hygiene.....	23
i. <i>Washing hands</i>	23
ii. <i>Personal hygiene</i>	24
ii. <i>Single-use gloves</i>	24
5. Programs need a policy on food product recalls	25
6. Programs need a policy on cases of foodborne illness	27
7. A Hazard Analysis and Critical Control Point (HACCP) system	28
8. Inspections are important	30
a. Self-inspections.....	30
b. Health inspections by the regulatory agency	30
Key points	31
Activity: Scenario and discussion	31
POST-TEST	34
More information	35
Glossary	36
Food safety websites	37
References	38

Introduction

“Food Safety on the Go” is a food safety training program for staff, volunteers and clients of home-delivered meal programs. It is made up of 6 modules. Module 1, Food safety basics, is an overview of food safety for all staff and volunteers. Modules 2 through 5 are for specific individuals within a program: Module 2 is for the program director, Module 3 is for the food service management staff, Module 4 is for food service workers (staff and volunteers), and Module 5 is for drivers (staff and volunteers). Module 6, which is for clients, is in the form of magnets for drivers to give to clients.



“Food Safety on the Go” is a “train-the-trainer” course. A staff member in a home-delivered meal program who receives the full training can use relevant modules to train others within the program. For example, the program director should receive Module 1, Food safety basics, and Module 2, Program director. Drivers should receive Module 1, Food safety basics, and Module 5, Drivers (staff and volunteers), and also provide clients with magnets from Module 6, Clients.

Thank you for participating in the “Food Safety on the Go” training program.

Training guidelines

Recommended facilities and materials

- Meeting room
- Computer with Microsoft PowerPoint software
- Projector and projection screen (or wall)
- PowerPoint files for the relevant modules (for the trainer)
- Trainer Guides for the relevant modules (for the trainer)
- Course Books for the relevant modules (one for each participant)
- Pre-tests and post-tests (one of each for each participant, for each relevant module)
- Pens/pencils (one for each participant)

Activities

An activity is included at the end of each module to help reinforce participants' knowledge of the material.

Evaluations

A pre-test is given to participants at the beginning of each module, and a post-test at the end of each module, to help determine how useful the module is and what participants have learned. Participants are also asked to complete a course evaluation after finishing the course.

Training tips

- If possible, set up the training area at least a half hour before the training session. Make sure that the equipment is working properly, and that all materials and supplies are ready.
- Prepare for the training session by reviewing the information in the trainer guide(s).
- Encourage participants to share their experiences and to ask questions.
- If possible, try to illustrate some points with your own experiences.
- Allow time for breaks if needed.
- Ask participants to turn off their cell phones during the training session.
- If you have time at the beginning of the training session, you can try to assess participants' food safety knowledge by asking them if they have had food safety training, and if so, how much training. It can help to have an idea of the level of food safety knowledge of participants.

For more training tips, please see the following website:

<http://www.acphd.org/healthequity/training/documents/TraintheTrainerFacilitationGuide.pdf>

Module 3 - Food service management staff

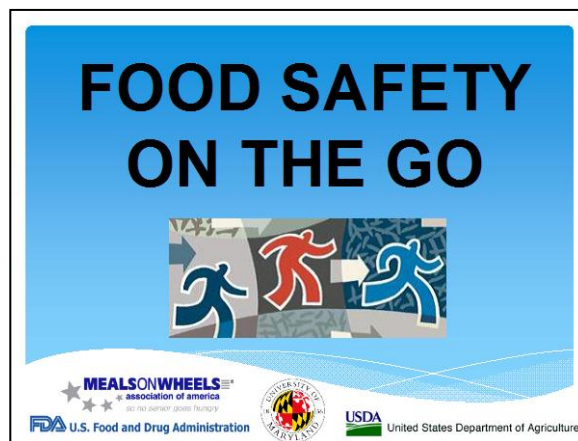
Length

~50 minutes

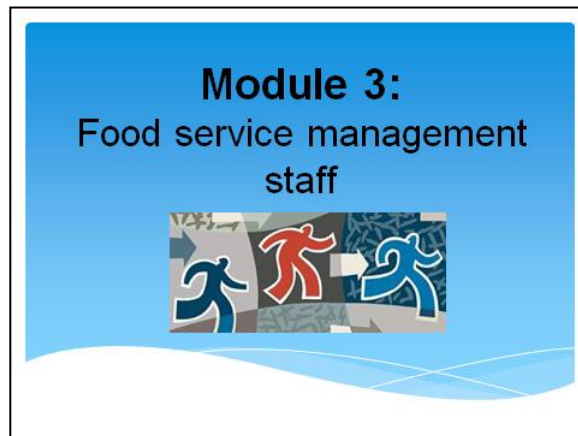
Trainer note

- Welcome participants, introduce yourself and have participants introduce themselves.
- Explain that “Food Safety on the Go” is a food safety course for home-delivered meal programs.

Trainer: Go to slide 1.




Trainer: Go to slide 2.



Trainer: Go to slide 3.

Module 3

- ❖ Audience:
food service
management staff
- ❖ Responsible for
food safety
- ❖ Questions before
and after course



Audience

This lesson is for the food service management staff of a home-delivered meal program.

Purpose

This lesson discusses the food safety responsibilities of the food service management staff in a home-delivered meal program.

1. The food service management staff is responsible for food safety

The food service management staff of a home-delivered meal program is responsible for making sure that safe food is provided to clients.

Trainer note

- Explain that you will give participants a page with a few questions (pre-test) to try to answer as best they can before the course, and then again after the course (post-test). Let them know that this is to see how useful the course is, they will not be graded, and it will take about 5 minutes each time.
- Hand out the pre-test, and pens or pencils if needed. Give the participants 5 minutes to answer the questions, and collect the pre-tests.

NAME

MODULE 3: FOOD SERVICE MANAGEMENT STAFF

PRE-TEST

Please check “true” or “false” for each sentence.

	TRUE	FALSE
1. It is safest if home-delivered meals are kept out of the temperature danger zone until clients receive the meals.		
2. If a food is cooked, it can't cause foodborne illness.		
3. Not everyone in a home-delivered meal program needs to know about food safety.		
4. A bean sprout salad with feta cheese would be a good dish to include in a home-delivered meal for an older adult.		
5. Some clients may have refrigerators set above 40° F, which can strongly increase the risk of foodborne illness.		
6. A HACCP plan can easily be transferred from one program to another.		
7. Programs do not need to conduct self-inspections if they are inspected by a state or local health department.		
8. It is recommended that home-delivered meals be labeled with a “use-by” date and instructions for storage and reheating.		
9. A food product recall is an action by a food manufacturer or distributor to remove products from commerce that may cause health problems or death.		
10. If no clients have ever reported a foodborne illness, a program doesn't need a policy on cases of foodborne illness.		

Trainer: Go to slide 4.

Food safety training

- ❖ Train staff and volunteers:
 - > when they start
 - > at least once a year
- ❖ Document training for legal reasons



2. All staff and volunteers need food safety training

To minimize the risk of foodborne illness, all staff and volunteers in a home-delivered meal program need general food safety training. In addition, staff and volunteers need further food safety training specific to their responsibilities. Food service managers need to make sure that all food service staff and volunteers are properly trained in food safety. State, local, or other relevant food safety regulations may specify certain training requirements. For a program to deliver safe food, it is important to train staff and volunteers in food safety as soon as they start working or volunteering at the program, and at least once a year after that. For legal reasons, it is important that a program document that staff and volunteers have completed food safety training.

Trainer: Go to slide 5.

Food safety regulations



- ❖ Programs must follow:
 - ✓ state
 - ✓ local
 - ✓ other relevant food safety regulations

3. Programs need food safety policies and procedures throughout the flow of food

Programs must follow all state, local and other relevant food safety regulations.

Trainer: Go to slide 6.

Food safety regulations

- ❖ Differ by state and region
- ❖ Find out regulations from local health departments
- ❖ Make sure caterers and vendors follow state and local food safety laws

Regulations such as time and temperature requirements can differ by state or region, and programs should find out from local health departments which regulations apply to them. They also need to make sure that their caterers and vendors are following appropriate food safety regulations.

Trainer: Go to slide 7.

Food safety policies

- ❖ Need to be proactive
- ❖ Throughout the flow of food:
 - > purchasing
 - > receiving
 - > storage
 - > preparation
 - > holding
 - > delivery
- ❖ Team effort needed
- ❖ Make sure staff and volunteers are following food safety practices



It only takes one mistake for a foodborne illness outbreak to happen. To avoid a foodborne illness outbreak, a food safety system must focus on prevention. It is not enough for a program to be reactive and only correct violations found during inspections. To make sure that safe food is delivered to clients, proper food safety policies and procedures are needed throughout the flow of food, which includes purchasing, receiving, storage, preparation, holding and delivery. A team effort is needed to develop and follow all food safety policies and procedures. Food service managers must make sure that food service staff and volunteers are following proper food safety practices at all times.

Trainer: Go to slide 8.

Purchasing

- ❖ Suppliers should:
 - have a good reputation
 - follow federal, state and local food safety laws
 - buy products from approved sources
- ❖ Look at suppliers' latest inspection reports

a. Purchasing

i. Suppliers

Suppliers should have a good reputation and follow federal, state and local food safety laws. Suppliers should be buying their products from approved sources, which also follow federal, state and local laws. It can be useful to look at copies of suppliers' latest inspection reports.

Trainer: Go to slide 9.

Risky foods

RAW, **UNDERCOOKED**,
or **UNPASTEURIZED**



- animal products
- sprouts
- juices

ii. Risky foods

Home-delivered meal clients are very vulnerable when it comes to foodborne illness. Programs should carefully choose the types of foods to include in home-delivered meals, to reduce the risk of foodborne illness.

There are some foods that are not recommended for highly susceptible populations such as older adults, and these foods are not advisable for home-delivered meal clients (1). They include:

- raw or undercooked fish, for example in sushi or ceviche
- refrigerated smoked fish or precooked seafood, such as shrimp or crab, that has not been reheated
- raw shellfish, such as oysters, clams, mussels, or scallops
- raw or undercooked meat or poultry
- hot dogs, deli meats, or lunch meats that have not been reheated
- unpasteurized, refrigerated pâtés or meat spreads
- raw or unpasteurized milk
- soft cheeses made from unpasteurized milk, such as feta, brie, camembert, blue cheese, or queso fresco
- raw or undercooked eggs, such as eggs with runny yolks
- foods that contain raw or undercooked eggs, such as salad dressings, cookie dough, cake batter, sauces, or drinks such as eggnog
- raw sprouts, such as alfalfa, bean, or other sprouts
- unpasteurized or untreated juice from fruits or vegetables

Trainer: Go to slide 10.



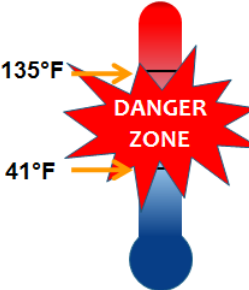
Programs also need to make sure that potentially hazardous foods, which are foods that support the growth of harmful bacteria, are handled properly. Potentially hazardous foods include:

- animal products, such as milk and other dairy products, eggs, meat, poultry, fish and shellfish
- cooked plant foods, such as rice, beans and vegetables
- tofu or other soy protein; sprouts and sprout seeds; sliced melons, cut tomatoes, and cut leafy greens

Trainer: Go to slide 11.

Temperature “danger zone”

- ❖ Between 41°F and 135°F
- ❖ Potentially hazardous foods should not stay in “danger zone”
- ❖ Make sure staff and volunteers know



Bacteria grow fastest at temperatures between 41°F and 135°F, known as the temperature “danger zone.” To prevent the growth of harmful bacteria, potentially hazardous foods should spend as little time as possible in the temperature danger zone. Time-temperature abuse occurs when potentially hazardous foods are held for too long in the temperature danger zone. Foodservice managers should determine which foods are potentially hazardous, and make sure that foodservice staff and volunteers know that these foods need to be kept at proper temperatures to be safe (2).

Trainer: Go to slide 12.

Receiving

- ❖ Employees who receive deliveries should check quality and safety
 - temperatures, code dates, thawing/refreezing, pest damage....
 - should not accept deliveries that do not meet standards

b. Receiving

A program is responsible for checking the quality and safety of foods that are delivered to the program. Employees who receive food deliveries should be trained in proper inspection procedures. These procedures include checking products for safe temperatures, expired code dates, signs of thawing and refreezing, pest damage, and other possible food safety hazards. Deliveries should not be accepted if they do not meet standards.

Trainer: Go to slide 13.

Storage

- ❖ Maintain food quality and safety:
 - store in appropriate areas (refrigerated, frozen, dry storage...)
 - label foods
 - rotate products by “first in, first out” (FIFO) method
 - throw away food past expiration date
 - use appropriate containers

c. Storage

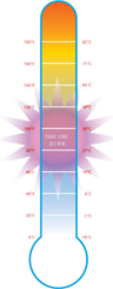
Food should be stored in a way that maintains its quality and safety. Storage procedures should include:

- storing foods in appropriate areas (refrigerated storage, frozen storage, dry storage, etc...)
- labeling foods properly
- rotating products according to the “first in, first out,” or FIFO method, to make sure that the oldest product is used first
- throwing food away that is past its expiration date
- using appropriate storage containers

Trainer: Go to slide 14.

Storage

- keep potentially hazardous food at safe temperatures
- check and write down temperatures of food and storage areas
- keep storage areas and equipment clean and dry




- keeping potentially hazardous food at proper temperatures; the federal Food Code (2009) recommends 41°F or lower for cold foods, or 135°F or above for hot foods

- regularly checking temperatures of stored food and storage areas, and keeping a written log of temperatures
- keeping all storage areas and equipment clean and dry to prevent contamination

Trainer: Go to slide 15.

Preparation

- ❖ **Thawing**
Thaw frozen food in refrigerator, under cool water, in microwave, or as part of cooking process
- ❖ **Preparation**
Write down temperatures and preparation times.
Use clean and sanitized utensils.



d. Preparation

Food needs to be prepared, cooked, cooled, reheated and held properly to avoid contamination and growth of harmful bacteria.

i. Thawing

Frozen food should be thawed in the refrigerator, under cool running drinkable water, in a microwave, or as part of the cooking process.


ii. Preparation

Product temperatures and preparation times should be written down. Only clean and sanitized utensils should be used in food preparation.

Trainer: Go to slide 16.

Cooking

- Can lower some bacteria and viruses to safe levels
- May not kill spores or toxins
- Cook foods to minimum temperatures for specific amounts of time
- Use a food thermometer
- After cooking, serve food as soon as possible



iii. Cooking

Food needs to be handled correctly before cooking, since cooking may not kill spores or toxins produced by some bacteria. Cooking can, however, lower the number of some bacteria and viruses in foods to safe levels. Foods need to be cooked to specific minimum internal temperatures for designated amounts of time. Minimum temperatures that are recommended in the federal Food Code (2009) are listed on the following websites:


- <http://www.fda.gov/Food/FoodSafety/RetailFoodProtection/FoodCode/FoodCode2009/ucm188327.htm#chart4a>
- <http://www.fsis.usda.gov/OA/thermy/foodservice/FoodServiceMagnet-ENG.pdf>
- http://www.fsis.usda.gov/PDF/IsItDoneYet_Magnet.pdf
- <http://www.fsis.usda.gov/OA/thermy/foodservice/FoodServicePoster-ENG.pdf>
- http://www.fsis.usda.gov/food_safety_education/Thermy_For_Businesses/index.asp

A food thermometer should be used to measure the temperature of a food, according to the manufacturer's instructions. After cooking, food should be served as quickly as possible so that it spends as little time as possible in the temperature danger zone.

Trainer: Go to slide 17.

Cooling

- ❖ If cooked food will be stored and served later, cool it rapidly.
- ❖ Cool from 135°F to ≤41°F within 6 hours, and from 135°F to 70°F within first 2 hours.
- ❖ To cool large amounts:
 - divide into smaller amounts
 - place in shallow pans
 - use ice-water bath, ice paddles, or blast chiller
 - add ice or cold water as part of recipe




iv. Cooling

After cooking, if a food is going to be stored and served later, it needs to be cooled rapidly. This way, the food can spend as little time as possible in the temperature danger zone, and growth of harmful bacteria can be prevented. After cooking, potentially hazardous food must be cooled from 135°F to 41°F or below within six hours. Also, the food must be cooled from 135°F to 70°F within the first two hours. To cool large amounts of food, the food should be divided into smaller amounts to allow faster cooling, and may be placed in shallow pans. An ice-water bath, ice paddles, or a blast chiller can be used to safely cool food. Ice or cold water can also be added to certain dishes as part of the recipe.


Trainer: Go to slide 18.

Reheating

- ❖ If food that was cooked and cooled is reheated
 - it must reach ≥165°F for 15 seconds
 - it must reach ≥165°F within 2 hours



165°F →




v. Reheating

If potentially hazardous food that was cooked and cooled is reheated for hot holding, all parts of the food must reach a temperature of at least 165°F for 15 seconds. Reheating should be done quickly and the food must reach this temperature within two hours.

Trainer: Go to slide 19.


Holding

- ❖ Food can be contaminated after preparation or cooking

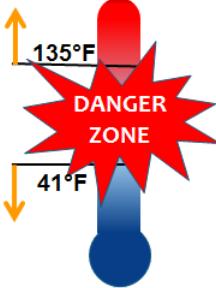


KEEP
HOT FOOD

HOT
and
COLD FOOD



COLD



- ❖ Use a food thermometer

e. Holding

Food can become contaminated after preparation or cooking if it is not handled safely and held at the right temperature. It is a must to **keep cold food cold, and hot food hot** to prevent growth of harmful bacteria, since harmful bacteria grow fastest in the temperature danger zone between 41°F and 135°F. A food thermometer should be used to measure the internal temperature of a food. The federal Food Code recommends that hot potentially hazardous food be held at 135°F or above, and cold potentially hazardous food be held at 41°F or below.

Trainer: Go to slide 20.

Delivery

- ❖ Need to train drivers in safe delivery procedures
- ❖ Safest for meals to spend **no** time in danger zone
 - May not be required by state or local regulations
- ❖ Routes should be as short as possible



f. Delivery

Staff and volunteer drivers need to be trained in safe delivery procedures. Home-delivered meal clients are at considerably higher risk of foodborne illness, and of serious health complications from foodborne illness, than others in the population. Strict procedures to prevent growth of harmful

bacteria are needed to minimize clients' risk of foodborne illness. It is safest if home-delivered meals do not spend any time in the temperature danger zone before clients receive the meals. This way, even if a client does not handle the meal properly, it still has a lower chance of causing foodborne illness. Even if clients are given information on proper handling and storage of home-delivered meals, they may not always follow recommendations. It is safest to keep hot potentially hazardous food at 135°F or above, and cold potentially hazardous food at 41°F or below until clients receive the meals.

Time and temperature requirements can vary by state or region, and should be checked with the local health department. State, local, or other relevant food safety regulations may or may not require that home-delivered meals remain at the above hot-holding or cold-holding temperatures during delivery. However, it is safest if meals can be kept at these holding temperatures until clients receive them.

The time from when food is prepared to when it is eaten should be as short as possible. The shorter a driver's route, the less chance for harmful bacteria to grow to unsafe levels in the meals. Volunteer and staff drivers' routes should be as short as possible for both meal safety and meal quality. If a route takes more than two hours, it should be split into two or more routes if possible. When delivering frozen meals, route time limits are less important for meal safety and quality, as long as the meals are kept at 0° F or below.

Trainer: Go to slide 21.

Delivery

- ❖ Meal pick-up and delivery times should be written down
- ❖ Meal temperatures should be measured and written down:
 - when meals are picked up from kitchen
 - during delivery at least once a month, when last client receives meal, or at end of route
- ❖ Inside of vehicles should be cleaned regularly

It is recommended that the times at which drivers pick up meals from the kitchen and deliver the meals to each client be recorded. Meal temperatures should also regularly be measured and written down when meals are picked up from the kitchen. At least once a month, meal temperatures should also be tested and recorded on each route during delivery to make sure that meals stay out of the temperature danger zone. On test days, the temperature of a test meal can be measured and recorded when the last client on a route receives his or her meal. Alternatively, program staff could measure and record the

temperature of a test meal at the end of a driver's route. If the temperature of the test meal is found to be in the temperature danger zone, corrective action is recommended. This may include shortening the driver's route or changing delivery equipment so that meals can remain at safe temperatures during delivery.

The inside of program vehicles and volunteers' private vehicles should be cleaned regularly. Program delivery vehicles should be checked for cleanliness before drivers go on their routes. Volunteer drivers should be reminded to keep the inside of their vehicles clean.

Trainer: Go to slide 22.

Delivery

- ❖ **Delivery equipment should:**
 - keep meals at safe temperatures
 - be food-grade
 - not let food mix, leak or spill
 - let air circulate
 - be cleaned and sanitized regularly
- ❖ **Drivers should have hand sanitizing wipes or lotion (alcohol ≥ 60%).**
- ❖ **No pets during delivery**




Delivery equipment should be able to keep meals at proper hot-holding or cold-holding temperatures at all times. It is recommended that insulated food containers that can keep hot food at 135°F or above and cold food at 41°F or below be used. Containers should be food-grade, and designed so that food will not mix, leak or spill. They should be able to let air circulate to keep temperatures even, and should be cleaned and sanitized regularly.

Drivers should carry alcohol-based disposable hand sanitizing wipes or hand sanitizing lotion in their vehicles, in case it is not possible for them to wash their hands at certain times during meal delivery. The lotion should have an alcohol content of at least 60 percent. Hand sanitizers are not a substitute for washing hands with soap and water, since they don't remove soil and other material that might be on hands. Soap and water are needed for that. Also, drivers should not bring pets along in their vehicles during meal delivery, as pets could contaminate the meals.

Trainer: Go to slide 23.

Delivery

- ❖ Meals should be labeled with:
 - > "use-by" or "discard by" date
 - > instructions for storage and reheating
- ❖ If client not home, driver should not leave meal
- ❖ If program allows, meal can be left with neighbor
- ❖ Clients need to eat meals right away, or refrigerate or freeze them



It is recommended that home-delivered meals be labeled with a “use-by” or “discard by” date, which is no more than four days after delivery, as well as instructions for storage and reheating. The label might be color-coded by day of the week. A sample label for a hot meal could be:

EAT RIGHT AWAY OR REFRIGERATE

DISCARD BY:
Date no more than 4 days after delivery

TO REHEAT A MEAL:

- Heat until food is hot and steaming.
- If using the oven, set to at least 325°F.
- If using a microwave, cover the dish, and partway through cooking, stir it and turn it so that it heats evenly.

If a client is not at home, the driver should not leave the meal, outside or inside, for the client. Leaving a meal in the temperature danger zone strongly increases the chance that it will cause foodborne illness. Even if a client has provided an insulated container for the meal, the container may not keep the meal at a safe temperature. There is an added risk of tampering when meals are left outside. The client may also be away from home for a longer time than planned, which increases the chance that the meal will become unsafe to eat. If the program allows, a meal could be left with a neighbor. In this case, it is important that the driver explain to the neighbor how to store the meal.

g. Client handling and storage of home-delivered meals

Clients need to eat meals right after they receive them, or refrigerate or freeze the meals. It is best if home-delivered meals are labeled with a “use-by” date, or a “discard by” date, and instructions for

storage and reheating. If the client can't read the use-by date or instructions, it is important that the driver read and explain them to the client upon meal delivery.

Trainer: Go to slide 24.

Client appliances

- ❖ Refrigerators set above 40° F increase risk of foodborne illness
- ❖ Assessor should check kitchen appliances (oven, microwave, refrigerator...)




When home refrigerators are set at too high a temperature, above 40° F, this can strongly increase the risk of foodborne illness. A number of clients may have their refrigerators set too high.

When an assessor goes to a client's home for an initial assessment, it is recommended that the assessor check the client's kitchen appliances, such as the oven, microwave and refrigerator, which may be used to heat or cool home-delivered meals. This way the assessor can make sure that these appliances are working and that the refrigerator is set at a safe temperature.

Trainer: Go to slide 25.

Health of staff and volunteers

- ❖ Infected employees cause at least 2/3 of outbreaks in U.S restaurants
- ❖ Report health issues to management:
 - vomiting, diarrhea, jaundice, sore throat with fever; any exposed boil or open, infected wound or cut on hands or arms
 - a diagnosed illness caused by certain bacteria or viruses, or exposure to this type of illness
- ❖ Must be excluded from working with food



4. Staff and volunteers need to be in good health and maintain good personal hygiene

a. Health

Infected employees are thought to cause at least two thirds of foodborne illness outbreaks in U.S. restaurants (3). Viruses and bacteria that cause foodborne illness can be transferred through food from an infected staff member or volunteer to a client. Staff and volunteers need to be in good health and to maintain good personal hygiene to lower the chance of foodborne illness in clients.

Staff and volunteers should know that they need to report the following health issues to the food service management:

- vomiting, diarrhea, jaundice, sore throat with fever, or any exposed boil or open, infected wound or cut on the hands or arms
- an illness diagnosed by a health practitioner that was caused by: *Salmonella Typhi* or typhoid-like fever, *Shigella* species, Norovirus, hepatitis A virus, *E. coli* O157:H7 or other Enterohemorrhagic or Shiga toxin-producing *E. coli*
- illness with typhoid-like fever within the past 3 months, unless treated with antibiotics
- exposure to typhoid-like fever, shigellosis, Norovirus, hepatitis A virus, *E. coli* O157:H7 or other Enterohemorrhagic or Shiga toxin-producing *E. coli*, by eating or serving food that was involved in a foodborne illness outbreak, or by living with a diagnosed person

Trainer: Go to slide 26.

Cover wounds on hands/arms

- ❖ Cover with a clean, dry bandage that prevents leaking
 - bandages on hands should also be covered with disposable gloves




Any wounds on hands or arms should be covered with a clean, dry bandage that keeps the wound from leaking. Bandages on hands should be covered with disposable gloves as well. Staff or volunteers who could transmit harmful viruses or bacteria to food or to others must be excluded or restricted from working with food.

Trainer: Go to slide 27.

Washing hands

- ❖ One of the best ways to reduce risk of foodborne illness
 - up to 80% of infections transmitted by hands
 - harmful bacteria and viruses can survive on unwashed hands for hours



b. Hygiene


i. *Washing hands*

Staff and volunteers need to maintain personal cleanliness and wash their hands properly. Washing hands is one of the best ways to reduce the risk of foodborne illness, as it can keep harmful viruses and bacteria from spreading. Up to 80 percent of all infections are transmitted by hands, and harmful bacteria and viruses can sometimes survive on unwashed hands for hours.

Trainer: Go to slide 28.

Washing hands

- ❖ Wash hands in warm soapy water for at least 20 seconds:
 - before and after handling food
 - after using restroom
 - after touching one's hair, face, body, clothing, or anything else that could contaminate hands
- ❖ Dry with a clean paper towel or a hand dryer





Hands should be washed in warm soapy water for at least 20 seconds before and after handling food, after using the restroom, and after touching one's hair, face, body, clothing, or anything else that could contaminate hands. Hands should be dried with a clean paper towel or a hand dryer.

Trainer: Go to slide 29.

Personal hygiene

Staff and volunteers who work with food need to:

- > keep fingernails short and clean
- > bathe/shower
- > keep hair clean
- > wear clean clothes and hair restraint
- > remove and store aprons before leaving area
- > remove jewelry from hands/arms
- > not eat, drink, smoke, or chew gum or tobacco



ii. Personal hygiene

Poor personal hygiene is a common cause of foodborne illness. Staff and volunteers need to have good personal hygiene so that they don't spread harmful viruses or bacteria to food or to others. Staff and volunteers who work with food should keep their fingernails short and clean, bathe or shower before working with food, and keep their hair clean. They should also wear clean clothes and a clean hair restraint when working with food. If food service workers wear aprons and leave a food preparation area, to go to the restroom for example, they should take off their aprons and store them properly. Food service workers should remove any jewelry from their hands and arms before working with food. They should not eat, drink, smoke, or chew gum or tobacco while handling food or while working in a food preparation area.

Trainer: Go to slide 30.

Single-use gloves

- ❖ Gloves can keep hands from contaminating food
- ❖ Gloves used to handle food:
 - > should be designed for handling food
 - > should be used only once
 - > don't take place of washing hands
- ❖ Food handlers should change gloves:
 - > before beginning a new task
 - > as soon as gloves are soiled or torn
 - > after handling raw meat, and before handling ready-to-eat food



ii. Single-use gloves

Gloves can help keep hands from contaminating food. There are gloves that are specifically designed for foodservice operations. Gloves should be used only once, and never washed and reused. Gloves don't take the place of washing hands. Food handlers need to wash their hands at least as often when

wearing gloves as when not wearing them. They should wash their hands before putting on gloves and when changing gloves. Food handlers should change gloves:

- before beginning a different task
- as soon as the gloves become soiled or torn
- after handling raw meat, and before handling ready-to-eat food, in other words food that will be eaten without any more preparation, washing or cooking

Trainer: Go to slide 31.

Policy on recalls

- ❖ **Need a policy on food product recalls, that follows state and local requirements**
 - recall = action by a food manufacturer to remove products from commerce that may cause harm

5. Programs need a policy on food product recalls

Programs need a policy on how to handle food product recalls. A food product recall is an action by a food manufacturer or distributor to remove products from commerce that may cause health problems or death. A program's recall policy should follow any relevant state or local health department requirements.

Trainer: Go to slide 32.

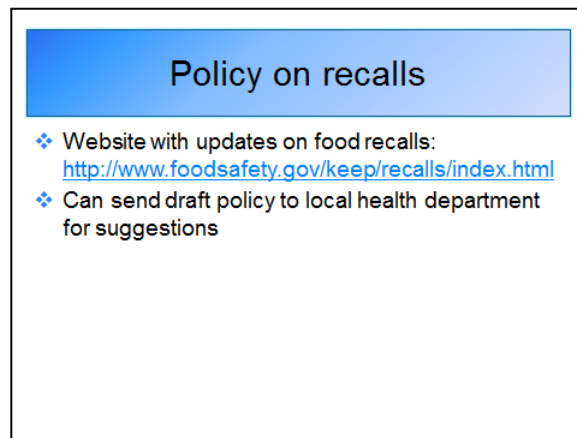
Policy on recalls

- ❖ **Procedures:**
 - Determine who is responsible for keeping up-to-date on recalls
 - Determine who will contact local health department and handle phone calls from clients and media
 - Identify recalled product, and learn reason for recall
 - Determine whether recall is relevant to program
 - Count recalled product in inventory
 - Identify where and how to segregate product
 - Place warning labels on product
 - Notify staff not to use product
 - Determine amount of recalled product that has been used
 - Identify whether product was served, to whom it was served, and when it was served

Procedures for food product recalls may include the following:

- Determine who is responsible for keeping up-to-date on current food product recalls
- Determine who will contact the local health department and other regulatory agencies, and handle phone calls from clients and the media
- Identify the recalled food product, and learn the reason for the recall
- Determine whether the recall is relevant to the program
- Count the recalled product in inventory
- Identify where and how to segregate the product
- Place warning labels on the product
- Notify staff not to use the product
- Determine the amount of recalled product that has been used
- Identify whether the product was served, to whom it was served, and when it was served

Trainer: Go to slide 33.



The following website provides up-to-date information on food recalls, and allows people to sign up for e-mail messages or other types of updates on the latest recalls:


<http://www.foodsafety.gov/keep/recalls/index.html>

Once a program prepares a policy on food product recalls, it can send the policy to the local health department and to other regulatory agencies, as well as to any legal representatives of the program, and ask them to review the policy and make suggestions.

Trainer: Go to slide 34.

Policy on foodborne illness

- ❖ **Procedures:**
 - Develop form (client name; contact information; symptoms; doctor's name, phone #; foods consumed)
 - Determine who will handle calls
 - Contact local health department immediately in case of a suspected outbreak
 - Label foods and save in freezer
- ❖ **Can send draft policy to local health department for suggestions**



6. Programs need a policy on cases of foodborne illness

Programs should have a policy on how to respond to cases or outbreaks of foodborne illness, in case any occur. The policy should follow any relevant state or local health department requirements.

Procedures may include the following:

- Develop a form for reports of client foodborne illness. The form can include the client's name; contact information; symptoms; doctor's name and phone number, if the foodborne illness was diagnosed by a doctor; and information on the foods and beverages that the client consumed.
- Determine who will handle phone calls from clients, the media, the local health department and other regulatory agencies.
- Contact the local health department immediately in case of a suspected outbreak.
- Label suspected foods and save them in the freezer for possible testing.

Once a program prepares a policy on cases of foodborne illness, it can send the policy to the local health department and to other regulatory agencies, as well as to any legal representatives of the program, and ask them to review the policy and make suggestions.

Trainer: Go to slide 35.

Hazard Analysis and Critical Control Point (HACCP) system

- ❖ Food safety system that identifies, evaluates and controls hazards throughout flow of food
- ❖ Supported by FDA
- ❖ Based on a written plan specific to each program's menu, clients, equipment, and processes
 - may not be easy to transfer a HACCP plan from one program to another

7. A Hazard Analysis and Critical Control Point (HACCP) system

A Hazard Analysis and Critical Control Point (HACCP) system is a food safety system that can be used to identify, evaluate and control food safety hazards throughout the flow of food (4,5). These can be biological, chemical, or physical hazards that are likely to cause illness or injury if not controlled. A HACCP system is meant to prevent, eliminate, or reduce food safety hazards to an acceptable level before a food reaches the consumer. The Food and Drug Administration (FDA) supports the use of a HACCP system, though it is not required for foodservice operations..

A HACCP system should be based on a written plan that is specific to each program's menu, clients, equipment, and processes. For this reason, it may not be easy to transfer a HACCP plan from one program to another.

Trainer: Go to slide 36.

Hazard Analysis and Critical Control Point (HACCP) system

- ❖ Find food safety hazards
- ❖ Figure out steps to control hazards
- ❖ Put procedures in place to make sure food is safe

A HACCP plan involves finding food safety hazards, figuring out the steps needed to control the hazards, and putting procedures in place to make sure food is safe.

Trainer: Go to slide 37.

Hazard Analysis and Critical Control Point (HACCP) system

- ❖ 7 HACCP principles:
 - Conduct a hazard analysis
 - Determine critical control points (CCPs)
 - Establish critical limits
 - Establish monitoring procedures
 - Establish corrective actions
 - Establish verification procedures
 - Establish record-keeping and documentation procedures
- ❖ See federal Food Code (website)

There are seven HACCP principles, which outline how to create a HACCP plan:

- Conduct a hazard analysis
- Determine the critical control points (CCPs)
- Establish critical limits
- Establish monitoring procedures
- Establish corrective actions
- Establish verification procedures
- Establish record-keeping and documentation procedures

More information on creating a HACCP plan can be found in the federal Food Code (2009), at the following website:

<http://www.fda.gov/Food/FoodSafety/RetailFoodProtection/FoodCode/FoodCode2009/ucm188363.htm#a4-4>

Trainer: Go to slide 38.

Self-inspections

- ❖ Conduct self-inspections often to make sure proper food safety procedures are followed
- ❖ Can use same checklist as regulatory agency
- ❖ Correct risks as soon as possible



8. Inspections are important

a. Self-inspections


Programs should conduct self-inspections often to make sure they are following proper food safety procedures. Programs can use the same type of checklist for self-inspections that the regulatory agency, such as the local health department, uses for inspections. The federal Food Code (2009) also has a Food Establishment Inspection Report Form, which can be found at the following website: <http://www.fda.gov/Food/FoodSafety/RetailFoodProtection/FoodCode/FoodCode2009/ucm188327.htm#form3a>

If any food safety risks are found during a self-inspection, it is important to correct them as soon as possible.

Trainer: Go to slide 39.

Health inspections

- ❖ Inspectors use state/local health code to examine whether basic food safety standards are met
- ❖ Program must correct problems
- ❖ Cooperate with inspectors and build a positive working relationship



b. Health inspections by the regulatory agency

State, county or city health inspectors, who may also be called sanitarians, health officials, or environmental health specialists, conduct inspections of foodservice operations in most states. Some health departments conduct inspections at least every six months, and inspectors often arrive unannounced. Inspectors use the state or local health code as a guide to examine whether a foodservice operation is meeting basic food safety standards. The inspection system allows the program to know how well it is following important food safety practices. The program must correct any problems noted in the inspection report.

Inspectors can be very helpful in making sure a program provides safe food to clients. It is important to cooperate with inspectors, ask them questions during inspections, and build a positive working relationship with them.

Trainer note

- Explain that the key points in the course book list the main points of the lesson, and are for participants to read over when they have a chance.

Key points

- The food service management staff of a home-delivered meal program is responsible for making sure that safe food is provided to clients.
- For a program to deliver safe food, it is important to train staff and volunteers in food safety as soon as they start working or volunteering at the program, and at least once a year after that.
- Programs must follow all state, local and other relevant food safety regulations.
- Regulations such as time and temperature requirements can differ by state or region, and programs should find out from local health departments which regulations apply to them.
- Programs also need to make sure that their caterers and vendors are following relevant food safety regulations.
- Proper food safety policies and procedures are needed throughout the flow of food, which includes purchasing, receiving, storage, preparation, holding and delivery.
- Staff and volunteers need to be in good health and to maintain good personal hygiene to lower the chance of foodborne illness in clients.
- Programs need a policy on how to handle food product recalls, as well as a policy on how to respond to cases or outbreaks of foodborne illness, in case any occur.
- A Hazard Analysis and Critical Control Point (HACCP) system is a food safety system that can be used to identify, evaluate and control food safety hazards throughout the flow of food.
- Programs should conduct self-inspections often to make sure they are following proper food safety procedures.
- It is important for a program to cooperate with state, county or city health inspectors, and build a positive working relationship with them.

Activity: Scenario and discussion

Trainer: Go to slide 40.

Trainer note

- Ask for 1 or 2 volunteer participants to read the scenario aloud – one could read the first paragraph, and one the second paragraph, for example.

Home-delivered meals linked to foodborne illness outbreak (6)

A lunch of roast chicken, stuffing, potato, green beans, and gravy, as well as raspberry crumble and custard, was delivered to 140 clients of a home-delivered meal program. Between 5 and 14 hours after the meal, at least 49 people developed stomach pain and diarrhea. One client, an 81-year-old woman, was found dead the following morning. The other victims had severe symptoms but recovered within a few days.

The meals were packed in containers at 11 a.m. and delivered between noon and 1 p.m. All of the food, except for the chickens, had been prepared that morning. On the previous day, the chickens were thawed for three hours in warm water and roasted for 3 and a half hours at 450 degrees F. They were then stored at room temperature overnight, for 19 hours, and reheated for 30 minutes at 450 degrees F before delivery. The program had previously found that the average temperature of its meals was 175 degrees when the meals were packed, at 11 a.m., and 120 degrees two hours later at the end of the delivery route. The 49 victims of this foodborne illness outbreak all received their meals toward the end of the delivery route. Several types of harmful bacteria were identified in the meals.

Trainer note

- Ask participants to raise their hands and say how this outbreak might have been prevented.
- Go over the correct answers.

Discussion question: How might this outbreak have been prevented?

Answers:

- It is not safe to thaw chicken at room temperature, as this allows dangerous bacteria to grow in the chicken. The chicken should have been thawed in a safe manner, for example in the refrigerator.
- The cooked chicken should also have been stored at a safe temperature, in the refrigerator, and not left out at room temperature. Again, leaving chicken at room temperature allows dangerous bacteria to grow.
- In addition, the meals should have been kept at a safe temperature during delivery. Harmful bacteria can grow in chicken at 120 degrees, which is within the temperature danger zone. Meals kept in the temperature danger zone during delivery can be an ideal place for harmful bacteria to multiply.

Trainer: Go to slide 41.



Trainer note

- Explain that you will again give participants a page with a few questions (post-test) to try to answer as best they can. Let them know again that this is to see how useful the course is, they will not be graded, and it will take about 5 minutes.
- Hand out the post-test, and pens or pencils if needed. Give the participants 5 minutes to answer the questions, and collect the post-tests.



NAME

MODULE 3: FOOD SERVICE MANAGEMENT STAFF POST-TEST

Please check “true” or “false” for each sentence.

	TRUE	FALSE
1. It is safest if home-delivered meals are kept out of the temperature danger zone until clients receive the meals.		
2. If a food is cooked, it can't cause foodborne illness.		
3. Not everyone in a home-delivered meal program needs to know about food safety.		
4. A bean sprout salad with feta cheese would be a good dish to include in a home-delivered meal for an older adult.		
5. Some clients may have refrigerators set above 40° F, which can strongly increase the risk of foodborne illness.		
6. A HACCP plan can easily be transferred from one program to another.		
7. Programs do not need to conduct self-inspections if they are inspected by a state or local health department.		
8. It is recommended that home-delivered meals be labeled with a “use-by” date and instructions for storage and reheating.		
9. A food product recall is an action by a food manufacturer or distributor to remove products from commerce that may cause health problems or death.		
10. If no clients have ever reported a foodborne illness, a program doesn't need a policy on cases of foodborne illness.		

Trainer note

- Explain that there is a website with the FDA Food Code 2009, for more information.

More information

- FDA Food Code 2009
<http://www.fda.gov/Food/FoodSafety/RetailFoodProtection/FoodCode/FoodCode2009/default.htm>



Glossary

Bacterium: A single-celled organism.

Calibrate a thermometer: Ensure that a thermometer gives accurate readings by adjusting it to a known standard, such as the freezing point or the boiling point of water.

Campylobacter: A group of bacteria, some of which can cause foodborne illness.

Clean: Remove visible soil.

Contamination: The unintended presence of harmful substances or microorganisms.

Cross-contamination: The transfer of harmful bacteria or viruses from one food or surface to another.

E. Coli: A group of bacteria, some of which can cause foodborne illness.

Flow of food: The path food takes through a foodservice operation; it can include purchasing, receiving, storage, preparation, cooking, holding, cooling, reheating, plating and delivery.

Food Code (FDA): A model for state and local regulators to use to develop or update their food safety rules. It is issued by the Food and Drug Administration (FDA), an agency within the federal government.

Food product recall: An action by a food manufacturer or distributor to remove products from commerce that may cause health problems or death.

Food safety: The conditions and practices that preserve the quality of food to prevent contamination and foodborne illness.

Foodborne illness (often called “food poisoning”): Any illness that is caused by eating food that is contaminated.

Foodborne illness outbreak: An incident in which two or more people get the same illness after eating the same food.

Hazard analysis and critical control point (HACCP) system: A food safety system that can be used to identify, evaluate and control food safety hazards throughout the flow of food.

Health inspector (may also be called sanitarian, health official or environmental health specialist): State, county or city employee who conducts foodservice inspections.

Hepatitis A virus: A virus that can cause foodborne illness.

Immune system: The body’s defense system against illness.

Infectious dose: The number of harmful bacteria or viruses that are needed to cause illness.

Jaundice: Yellowing of the skin and eyes; a symptom of various diseases including hepatitis A.

Norovirus: A group of viruses that can cause foodborne illness.

Personal hygiene: Maintaining cleanliness of one's body and clothing to preserve overall health and well-being.

Potentially hazardous food: Food that supports the growth of harmful bacteria.

Ready-to-eat food: Food that will be eaten without any more preparation, washing or cooking.

Salmonella: A group of bacteria, some of which can cause foodborne illness.

Sanitize: Reduce the number of microorganisms on a surface to safe levels.

Shigella: A group of bacteria, some of which can cause foodborne illness.

Spore: A form that some bacteria can take to protect themselves in unfavorable conditions.

Temperature danger zone: The temperature range between 41 and 135 degrees Fahrenheit; many bacteria that cause foodborne illness grow fastest within this temperature range.

Time-temperature abuse: Allowing food to remain too long at a temperature which supports the growth of harmful bacteria.

Toxin: A poison that is produced by living cells or organisms.

Virus: A very small infectious agent that can only multiply inside a living cell.

Food safety websites

- Food safety for older adults
<http://www.foodsafety.gov/keep/groupofpeople/olderadults/index.html>
http://www.fsis.usda.gov/PDF/Food_Safety_for_Older_Adults.pdf
- Federal food safety gateway
www.foodsafety.gov
- U.S. Department of Agriculture (USDA) Food Safety and Inspection Service
www.fsis.usda.gov
- U.S. Department of Agriculture (USDA) food safety spotlights
http://healthymeals.nal.usda.gov/nal_display/index.php?info_center=14&tax_level=1&tax_subject=231
- U.S. Food and Drug Administration (FDA) education resource library
<http://www.fda.gov/Food/ResourcesForYou/Consumers/ucm239035.htm>
- Partnership for Food Safety Education
www.fightbac.org
- Iowa State University Extension food safety project
<http://www.extension.iastate.edu/foodsafety/educators/index.cfm?articleID=295&parent=2>
- UC Davis food safety music
<http://foodsafety.ucdavis.edu/index.html#>

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