Traveling the Pathway of Food

Army Catering Program

FOOD SAFETY PROGRAM FOR THE ARMY CATERING PROGRAM

HACCP/FOOD SAFETY PROGRAM
PROPRIETARY INFORMATION

The information contained in this manual is highly confidential and should not be disclosed outside FMWRC. Copies should be properly handled, and should not be left out in the open where unauthorized individuals could have access to them.

For our customers, safe food and cleanliness rank in importance with quality and price value. The frequent news reports about alleged and proven food borne illness outbreaks have heightened everyone's awareness of the importance of safe food handling.

FMWRC and the Army Catering Program has long been committed to a comprehensive food safety program -- food safety certification for all management and supervisory employees, food safety training for frontline employees, food safety audits and our "clean as you go" approach to sanitation.

All FMWRC food operations are required to adhere to the food safety standards described in the “Traveling the Pathway of Food” HACCP/Food Safety Program Manual.

KNOW YOUR BASE’S SANITATION DEPARTMENT REGULATIONS!

Where THE BASE’S SANITATION DEPARTMENT IS MORE stringent than the FMWRC standard, you are required by law to follow these regulations.

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I. INTRODUCTION

Letter from Phillip D. Kitzko CEC CMCE, Food & Beverage Specialist, FMWRC

HACCP Program for the Army Club and Catering Foodservice Division

February, 2009

Food safety is extremely important to our company. Our customers trust us to set high standards and we cannot allow that trust to be shaken by the occurrence of even one food borne illness incident. We have always tried to be one step ahead when it comes to quality and food safety, and that is why our company's Hazard Analysis Critical Control Point (HACCP) program is so important.

I am asking for everyone's support and compliance with the HACCP program. If you and all of your employees consistently follow our food safety standards and HACCP record-keeping requirements, FMWRC will have the highest quality and safest food service in the Armed Forces.

Thank you for your commitment.

Sincerely,

Phillip D. Kitzko CEC CMCE
Food and Beverage Specialist
US Army Family and MWR Command
Alexandria, VA.

I. INTRODUCTION

A. HACCP PROGRAM FOR THE ARMY CATERING PROGRAM AND CLUB FOOD SERVICE DIVISION

HACCP (Hazard Analysis Critical Control Point) is a concept first used by Pillsbury Company to ensure the safety of food prepared for astronauts in the NASA space program. Many U.S. and Canadian health departments have begun to incorporate HACCP in their inspections. FMWRC has developed a HACCP program that addresses the specific needs of our company. This program complies with the U.S. Food and Drug Administration (FDA) 2001 Food Code.

HACCP is a comprehensive food safety and self-inspection system that goes beyond routine inspections of equipment and appearance, and helps uncover and solve dangerous defects in food handling.

HACCP looks at the flow of potentially hazardous foods -- the path that food travels throughout the food service operation. We must follow this path from recipe development through delivery of products, storage, preparation, holding or displaying, serving, cooling, storing leftovers for the following day, and reheating foods. Each step of the way poses the risk of contamination due to mishandling.

The major factors in mishandling food are:

- Incorrect food storage, leading to cross-contamination;
- Inadequate temperature control;
- Preparing food several hours before a meal and leaving it unprotected;
- Inadequate hand washing procedures;
- Not using disposable gloves or sanitized utensils for handling ready-to-eat foods.

I. INTRODUCTION (Continued)

B. HOW TO USE THIS RESOURCE MANUAL (LEARNING GUIDE)
ABOUT THIS RESOURCE MANUAL (LEARNING GUIDE)

- This manual is designed as a learning guide or workbook to provide self-based study of the HACCP/Food Safety Program for managers.
- HACCP is also addressed in each Food Safety Certification course.
- By reviewing this manual and completing the exercises, managers will be better prepared for employee training.

PURPOSE AND OBJECTIVES

- This manual will provide a HACCP program developed and approved specifically for Army Catering Program operations.
- After reviewing this manual, managers will be able to:
  - Fully understand HACCP/food safety requirements;
  - Train frontline employees to understand and implement the HACCP procedures in their daily job responsibilities.

PRE-TESTS AND POST-TESTS

- Pre-tests help managers to determine their current level of knowledge.
- Post-tests determine understanding of the manual contents.

MANAGER RESPONSIBILITY

- Maintain current sanitation certification (to be renewed every year).
- Provide food safety training for frontline employees.
- Read and become familiar with the HACCP/FOOD SAFETY PROGRAM.
- Set up and implement HACCP procedures.

I. INTRODUCTION (Continued)

B. HOW TO USE THIS RESOURCE MANUAL (LEARNING GUIDE)

MANAGER RESPONSIBILITY (Continued)

- Train frontline employees in HACCP procedures.
- Take pride in and ownership of a clean and sanitary environment for our customers and employees.

EMPLOYEE RESPONSIBILITY

- Participate in food safety training.
- Participate in HACCP training.
- Follow correct sanitation and HACCP procedures.
- Ask questions for clarification and make suggestions for improvement.
- Take pride in and ownership of a clean and sanitary environment for our guests.

II THE HACCP SYSTEM

PRE-TEST

THE HACCP SYSTEM

Please answer the following questions to determine your level of knowledge.

1. HACCP stands for:

H (_____)

A (_____)

C (_____)

C (_____)

P (_____)

2. HACCP looks at the path that food travels throughout the operation.
This is called (_____)

3. The first step in HACCP is (_____)

4. An example of a hazard is (_____)

5. When monitoring critical control points, you are checking to see that
(_____)

6. What is a visual way to follow the flow of food?
(_____)

PRE-TEST ANSWER SHEET

THE HACCP SYSTEM

Please answer the following questions to determine your level of knowledge.

1. HACCP stands for
   Hazard
   Analysis
   Critical
   Control
   Point

2. HACCP looks at the path food travels throughout the operation. This is called
   Flow of Foods.

3. The first step in HACCP is
   Identifying Hazards.

4. An example of a Hazard is:
   Bacterial contamination
   Survival of bacteria
   Cross-contamination
   Physical hazards
   Chemical contamination

5. When monitoring critical control points, you are checking to see that
   Standards/criteria are met.

6. What is a visual way to follow the flow of food?
   Flow chart.

II. THE HACCP SYSTEM

A. THE SEVEN STEPS OF A HACCP PROGRAM

1. Identify hazards at each step in the flow of food and determine their severity and risks.
2. Identify the critical control points.
3. Set up procedures and standards for critical control points.
4. Monitor critical control points.
5. Take corrective action on results that do not meet standards.
6. Develop record keeping systems for the HACCP program.
7. Verify that the HACCP program is working.

B. STEP 1 - IDENTIFYING HAZARDS

- Identify potentially hazardous foods. These may be products served as separate items or ingredients in recipes. Listed below are food categories considered potentially hazardous.
- The U.S. Food and Drug Administration (FDA) identifies potentially hazardous foods as food of animal origin that is raw or heat treated; food of plant origin that is heat treated or consists of raw seed sprouts, cut melon, and garlic- in-oil mixtures.

Other examples include:

- eggs and egg products
- meats (i.e., pork, beef, lamb)
- poultry
- milk and milk products
- seafood
- tofu or other soy protein foods
- baked potatoes

II. THE HACCP SYSTEM (Continued)

B. STEP 1 - IDENTIFYING HAZARDS (Continued)
Served alone or as ingredients in recipes, potentially hazardous foods are especially vulnerable to microorganisms, which are the major cause of food borne illness.

- Recognize the flow of food - the path that foods travel in your operation.
- The sequence may include the following:
  Development of recipe
  Purchase of ingredients and supplies
  Delivery of ingredients and supplies
  Storage of ingredients and supplies
  Preparation -- thawing, processing and cooking
  Holding or display of food
  Service of food
  Cooling and storing of food
  Reheating for service

- Identify hazards such as
  Bacterial contamination
  Survival of bacterial contaminants
  Biological, physical and chemical contamination
  Cross-contamination

- Estimate risks -- review your operation's capacity to control the hazards involved in the foods you serve. If you serve a large number of potentially hazardous foods, several factors can increase the chance of food borne illness:
  1. Type and age of customer…young, elderly, or immune suppressed
  2. Customers may have very low resistance to food borne illness;
  3. Vendors/distributors (must be ARMY approved);
  4. Equipment and facilities (must be in good working condition
     - Employees (must be trained in safe food handling and preparation procedures).

II. THE HACCP SYSTEM (Continued)

C. STEP 2 - IDENTIFYING CRITICAL CONTROL POINTS

Refer to Section III Critical Control Points of this program for detailed information.

D. STEP 3 - SETTING UP PROCEDURES AND STANDARDS

Establish the standards (criteria) for each critical control point as well as standards to prevent cross-contamination.

Refer to Section IV Food Safety Requirements for detailed information.

E. STEP 4 - MONITORING CRITICAL CONTROL POINTS

Monitoring (checking to see that the standards/criteria are met) is one of the most important aspects of the HACCP system. To monitor you must

- Focus on critical control points throughout the flow of food;
- Determine whether standards are being met.

F. STEP 5 - TAKING CORRECTIVE ACTION

Corrective action must be taken promptly if the standard for a critical control point has not been met, e.g., continuing to heat to a specified temperature, sanitizing a utensil, etc. Document corrective action to make your system more effective.

G. STEP 6 - DEVELOPING HACCP RECORD-KEEPING SYSTEMS

The HACCP system requires a record-keeping system for all critical control points. Logs and charts used for record keeping must be simple, accessible and scheduled so that employees can do them quickly and consistently.

Document the monitoring of critical control points, occasions when standards are not met and all corrective action taken.

Refer to HACCP Temperature Logs (Section V) for examples and explanations.

II. THE HACCP SYSTEM (Continued)

H. STEP 7 -- VERIFYING THAT THE HACCP PROGRAM IS WORKING

Once your HACCP system is implemented, you must verify (confirm) that it is effective over time. Both internal (quality control) and external (health department) verifications are helpful.

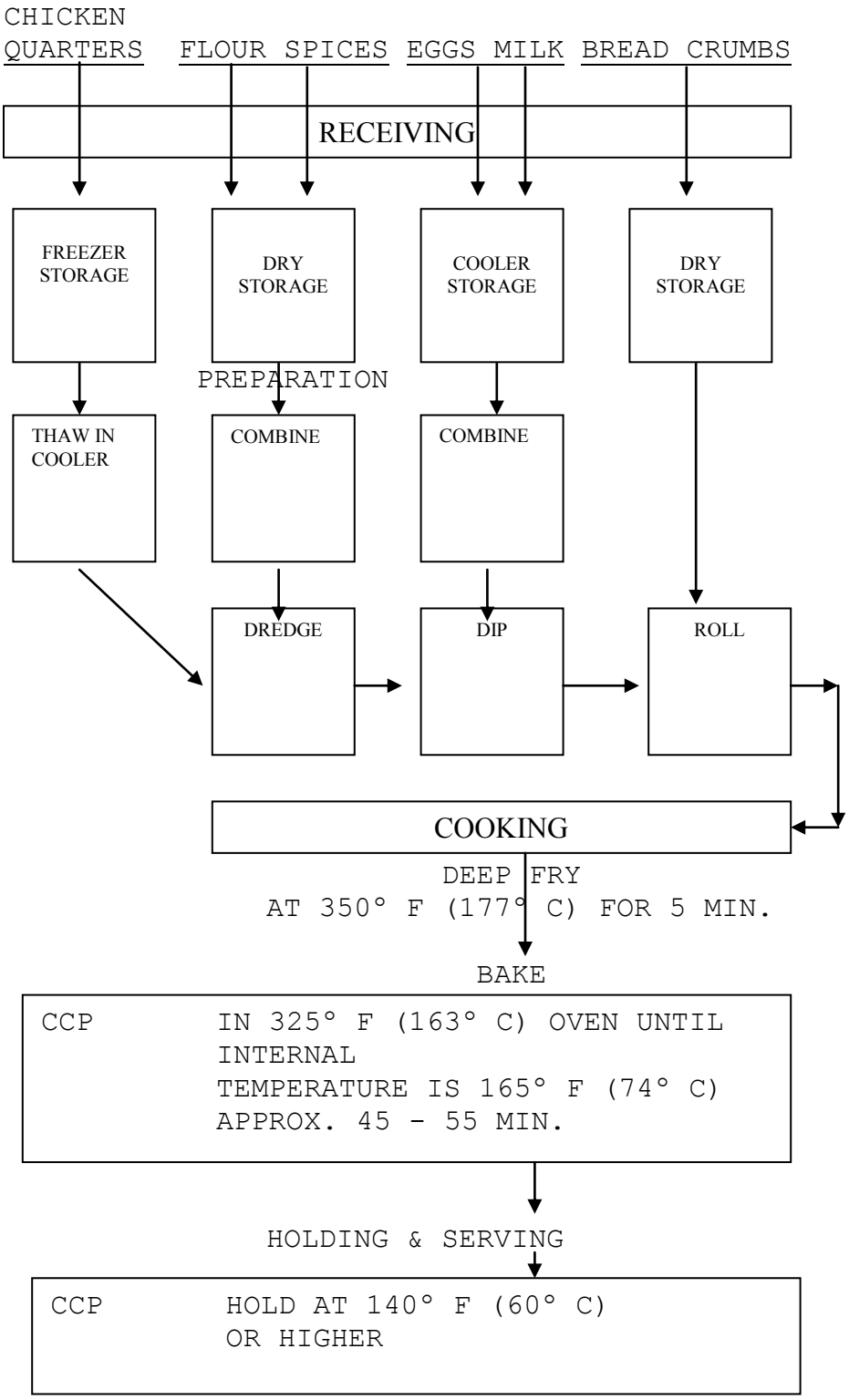
Revisions to your operation's system may become necessary, e.g. changing to a pre-prepared (convenience) item when even revising the recipe and/or flowchart will not correct the problems that are occurring.

A HACCP system is meant to be continually updated.
Adjustments may need to be made, i.e., when:

- Changes in customers, vendors / distributors, menu items, or equipment and facilities create new hazards; or when these changes make some of the standards or corrective actions become obsolete.

HACCP PRODUCTION FLOW CHART

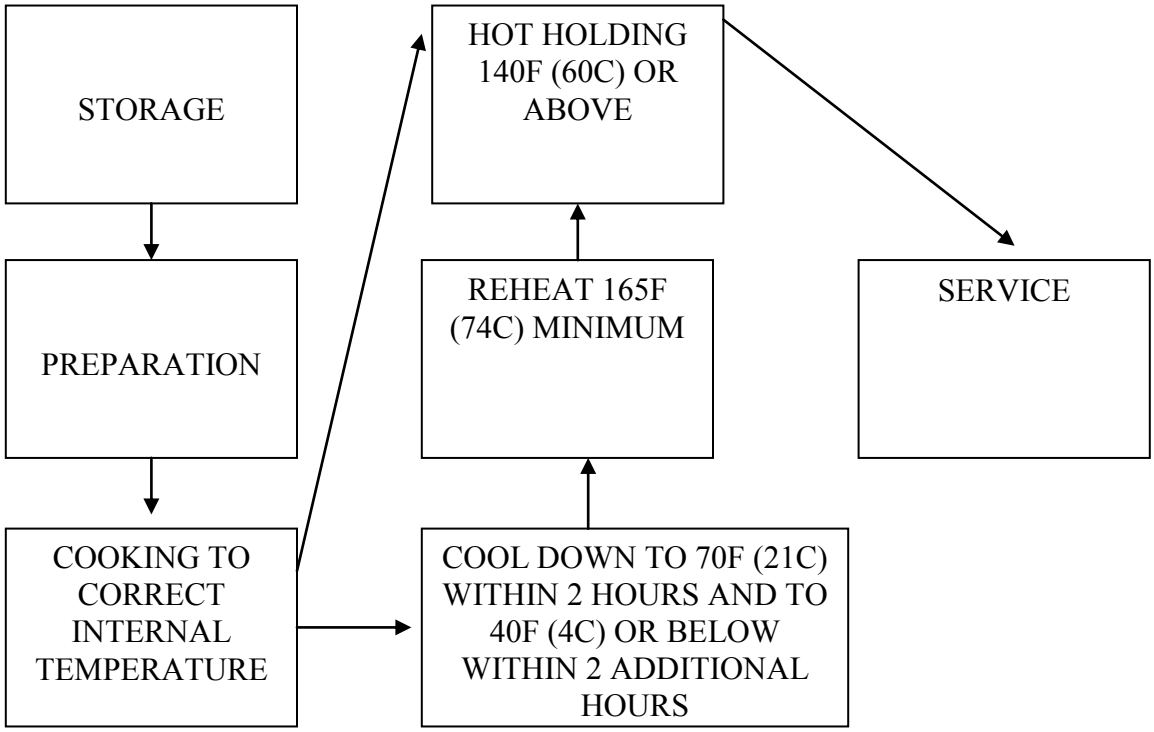
FRIED CHICKEN



Potential Hazards	Critical Control Points	Critical Limits	Monitoring Procedures
Rapid bacterial growth, spoilage, contamination, foreign object		Frozen items with no signs of thawing, chilled items below 40F (4c), no spoilage contamination or foreign objects	Visual inspection, measure/record temperature
Rapid bacterial growth		Freezer storage 0f (18c) or below, refrigerated stage 40f (4c) or below	Measure/record temperature 3 or more times per day
Incomplete thawing can cause undercooking, rapid bacterial growth		Thaw in cooler or under cold running water 70f (21c) or below, chill to 40f (4c) after thawing	Observe thawing
Contamination		Do not recycle used batter/breading	Observe practices
Undercooking may not kill illness causing bacteria (Salmonella)	CCP	Internal temperature of 165 f (74c), immediate transfer to hot holding after cooking	Follow time/temperature instructions, measure/record center temperature
Rapid bacterial growth	CCP	Product above 140f (60c), hold batches less than 4 hours	Measure/record temperature every 2 hours

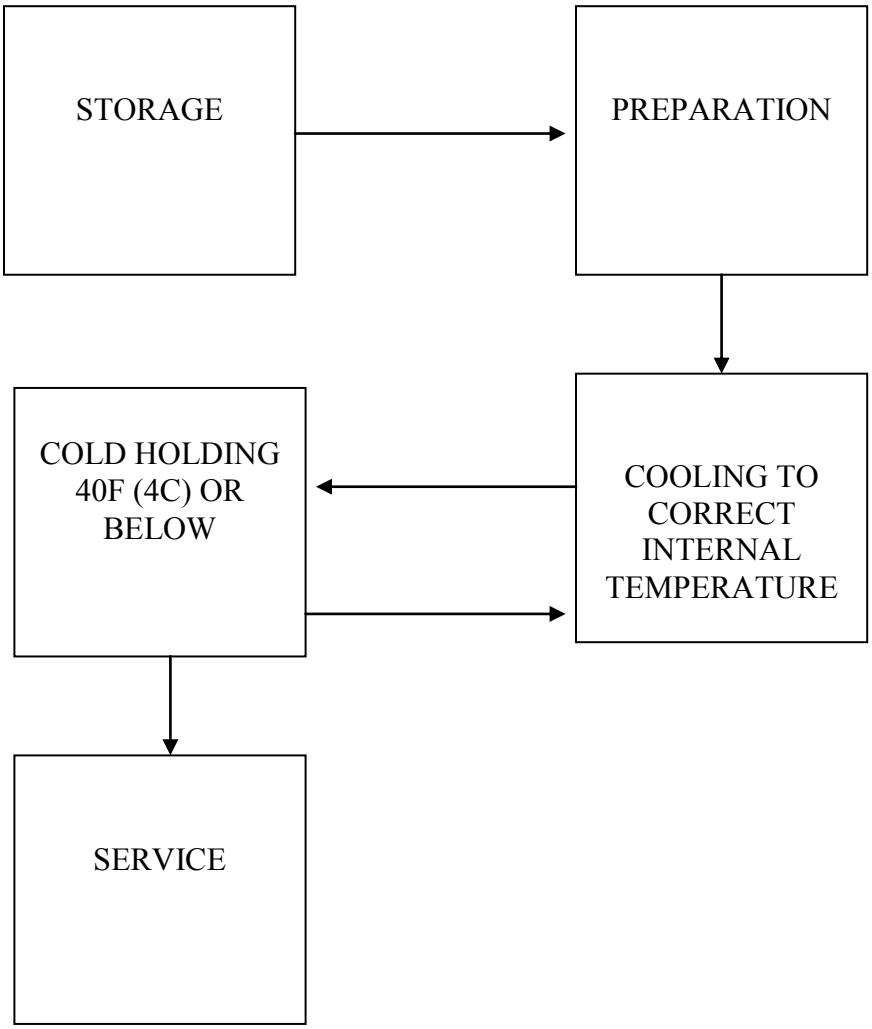
HACCP FOOD SAFETY PROGRAM

GENERAL PRODUCT FLOW OF MANY HOT FOODS THAT ARE POTENTIALLY HAZARDOUS



HACCP FOOD SAFETY PROGRAM

GENERAL PRODUCT FLOW OF MANY COLD FOODS THAT ARE POTENTIALLY HAZARDOUS



HACCP/FOOD SAFETY PROGRAM

POST-TEST
THE HACCP SYSTEM
Please answer the following questions to determine level of knowledge.
1. HACCP stands for
H (_____)

A (_____)

C (_____)

C (_____)

P (_____)

2. HACCP looks at the path food travels throughout the operation.
This is called (_____).

3. The first step in HACCP is (_____).

4. An example of a hazard is (_____).

5. When monitoring critical control points, you are checking to see that
(_____
_____
_____).

6. What is a visual way to follow the flow of food?
(_____).

HACCP/FOOD SAFETY PROGRAM

POST-TEST ANSWER SHEET

THE HACCP SYSTEM

Please answer the following questions to determine level of knowledge.

1. HACCP stands for
   Hazard
   Analysis
   Critical
   Control
   Point

2. HACCP looks at the path food travels throughout the operation. This is called Flow of Foods.

3. The first step in HACCP is Identifying Hazards.

4. An example of a hazard is bacterial contamination, survival of bacteria, cross-contamination, physical hazards, chemical contamination.

5. When monitoring critical control points, you are checking to see that standards/criteria are met.

6. What is a visual way to follow the flow of food? Flow Chart.

HACCP / FOOD SAFETY PROGRAM

III CRITICAL CONTROL POINTS

PRE-TEST

Definition of Critical Control Points
Critical Control Points for this Program
Sample Corrective Action

POST-TEST

HACCP / FOOD SAFETY PROGRAM
PRE-TEST
CRITICAL CONTROL POINTS

Please answer the following questions to determine your level of knowledge.

1. A critical control point is: (_____).

2. If the standard for the critical control point is not met, corrective action must be taken (_____) and (_____).

3. Critical control point: Food is cooled quickly and safely to 70ºF (21ºC) within two hours and then to 40ºF (4ºC) or below within an additional two hours (total cooling time four hours).

Observation: After four hours of cooling, leftover meat sauce was above 60ºF (15ºC).
Corrective Action: (_____).

4. In the general flow of hot foods, after cooking to correct minimum internal temperature, you need to do one of two things:
(_____)
OR
(_____)

HACCP / FOOD SAFETY PROGRAM

PRE-TEST ANSWER SHEET

CRITICAL CONTROL POINTS

Please answer the following questions to determine level of knowledge.

1. A critical control point is: Any point or procedure in a specific food system at which control can be applied and a food safety hazard can be prevented, eliminated or reduced to acceptable levels.

2. If the standard for the critical control point is not met, corrective action must be taken promptly and recorded.

3. Critical control point: Food is cooled quickly and safely to 70ºF (21ºC) within two hours and then to 40ºF (4ºC) or below within an additional two hours with a total cooling time of four hours.

Observation: After four hours of cooling, leftover meat sauce was above 60ºF (15ºC).

Corrective Action: Discard meat sauce immediately. Record action on HACCP temperature log.

4. In the general flow of hot foods, after cooking to correct minimum internal temperature, you need to do **one** of two things:

- move to hot holding - 140ºF/60ºC or above
- cool to 70ºF/21ºC within two hours and then to 40ºF/4ºC or below within an additional two hours.

III. CRITICAL CONTROL POINTS

A. DEFINITION OF CRITICAL CONTROL POINTS

- Critical Control Point: Any point or procedure in a specific food system at which control can be applied and a food safety hazard can be prevented, eliminated or reduced to acceptable levels.
- Critical control points may differ for each kind of food and method of preparation. While they are not necessary at every stage in the flow of foods, they are necessary at one or more stages. For example, raw chicken may carry Salmonella even if it is received at correct temperatures.
    - Because the Salmonella, at receiving, is not eliminated, reduced or minimized, receiving is only a control point at which to check for correct temperatures and assure that the product is placed in storage as quickly as possible.
    - It is later, in the flow of foods -- during the cooking process -- that the Salmonella is eliminated which makes cooking a critical control point.

In the development of this HACCP/FOOD SAFETY PROGRAM, seven critical control points have been identified. Refer to the following page for a list of these critical control points.

A visual way to follow the flow of food is to create a flow chart. It illustrates the flow of food and critical control points in a one-page format. A flow chart follows a recipe from the point where ingredients are received to the point of service. See example HACCP Production Flow Chart (for Fried Chicken) in the previous section (II. The HACCP System).

III. CRITICAL CONTROL POINTS

B. CRITICAL CONTROL POINTS FOR THIS PROGRAM

1. RAW FOOD IS COOKED TO CORRECT MINIMUM INTERNAL TEMPERATURE.

2. HOT FOOD MUST BE MAINTAINED AT A MINIMUM TEMPERATURE OF 140ºF (60ºC) OR ABOVE WHILE HOLDING AND SERVING.

3. FOOD IS COOLED QUICKLY AND SAFELY TO 70ºF (21ºC) WITHIN TWO HOURS AND THEN TO 40ºF (4ºC) OR BELOW WITHIN AN ADDITIONAL TWO HOURS (TOTAL COOLING TIME FOUR HOURS).

4. FOOD THAT IS COOKED, COOLED AND REHEATED FOR HOT HOLDING IS REHEATED RAPIDLY (WITHIN TWO HOURS) TO 165ºF (74ºC) FOR 15 SECONDS.

5. COLD FOOD MUST BE MAINTAINED AT 40ºF (4ºC) OR BELOW WHILE HOLDING AND SERVING.

6. REFRIGERATION EQUIPMENT MUST BE MAINTAINED AT 40ºF (4ºC) OR BELOW.

7. HANDS ARE PROPERLY WASHED AND DISPOSABLE GLOVES OR CLEAN, SANITIZED UTENSILS ARE USED TO PREVENT CONTAMINATION OF READY-TO-EAT FOOD FROM HANDS.

III. CRITICAL CONTROL POINTS

C. SAMPLE CORRECTIVE ACTION

1. Corrective action must be taken promptly and recorded if the standard for a critical control point has not been met. For example, if food temperatures are found to be outside the safe range for a specified time, appropriate action must be taken immediately to prevent the occurrence of a food borne illness.

Listed below are examples for each Critical Control Point.

Critical Control Point:

RAW FOOD IS COOKED TO CORRECT MINIMUM INTERNAL TEMPERATURE
Observation
-- Baked chicken has not been cooked to minimum internal temperature of 165ºF (74ºC).

CORRECTIVE ACTION
-- Continue cooking process until chicken has reached correct internal temperature. Temperature must register on thermometer for 15 seconds. The chicken may not be served or used for further processing in recipe until it has reached the required internal temperature. Record action.

Critical Control Point:

HOT FOOD MUST BE MAINTAINED AT A MINIMUM TEMPERATURE OF 140ºF (60ºC) OR ABOVE WHILE HOLDING AND SERVING.

Observation
-- Beef stew was held at a temperature of 120ºF (49ºC) for ONE hour.

CORRECTIVE ACTION

-- Rapidly reheat beef stew to 165ºF (74ºC) for 15 seconds and hold above 140ºF (60ºC) or serve immediately (within one hour). Record action.

III. CRITICAL CONTROL POINTS

C. SAMPLE CORRECTIVE ACTION (Continued)

Critical Control Point:

HOT FOOD MUST BE MAINTAINED AT A MINIMUM TEMPERATURE OF 140ºF (60ºC) OR ABOVE WHILE HOLDING AND SERVING. (Continued)

Observation
-Beef stew was held at temperature below 120ºF (49ºC).

CORRECTIVE ACTION
- If beef stew has been held at this temperature for less than two hours, rapidly reheat to 165Fº (74Cº) for 15 seconds and hold above 140Fº (60Cº). Record action.
- If the item has been held at this temperature for more than two hours, discard immediately. Record action.

Critical Control Point:

FOOD IS COOLED QUICKLY AND SAFELY TO 70ºF (21ºC) WITHIN TWO HOURS AND THEN TO 40ºF (4ºC) WITHIN AN ADDITIONAL TWO HOURS (TOTAL COOLING TIME FOUR HOURS).

Observation
- After four hours of cooling leftover meat sauce/gravy, the product temperature was above 60ºF (15ºC).

CORRECTIVE ACTION
- Discard meat sauce/gravy immediately. Record action.

Critical Control Point:

FOOD THAT IS COOKED, COOLED AND REHEATED FOR HOT HOLDING IS REHEATED RAPIDLY (WITHIN TWO HOURS) TO 165ºF (74ºC) FOR 15 SECONDS.

Observation
- Leftover chili has been reheated too slowly (over a period of more than two hours) and reached an internal temperature of only 150ºF (65ºC).
CORRECTIVE ACTION
- Rapidly bring temperature to 165ºF (74ºC) for 15 seconds and serve the chili immediately (within one hour). Record action.

III. CRITICAL CONTROL POINTS

C. SAMPLE CORRECTIVE ACTION (Continued)

Critical Control Point:

FOOD THAT IS COOKED, COOLED AND REHEATED FOR HOT HOLDING IS REHEATED RAPIDLY (WITHIN TWO HOURS) TO 165ºF (74ºC) FOR 15 SECONDS. (Continued)

CORRECTIVE ACTION (Continued)
-- If the initial reheating process exceeded three hours without the product reaching the required temperature of 165ºF (74ºC), discard the chili immediately. Record action.

Critical Control Point:

COLD FOOD MUST BE MAINTAINED AT 40ºF (4ºC) OR BELOW WHILE HOLDING AND SERVING.
Observation
-Chicken salad was held at 52ºF (11ºC).

CORRECTIVE ACTION
- If the chicken salad has remained between 41ºF and 70ºF (5ºC and 21ºC) for less than two hours, serve the product immediately (within 30 minutes) or chill product quickly to reach safe product temperature. Record action.

-If the item has been held at this temperature or higher for more than two hours, discard immediately. Record action.

III. CRITICAL CONTROL POINTS

C. SAMPLE CORRECTIVE ACTION (Continued)

Critical Control Point:

REFRIGERATION TEMPERATURE MUST BE MAINTAINED AT 40ºF (4ºC) or below.

Observation
- Refrigeration thermometers register ambient temperature of 52ºF (11ºC) or above.

CORRECTIVE ACTION
- Immediately check product temperature. Discard all potentially hazardous foods immediately if product temperature is 50ºF (10ºC) or above. Remove other foods to safe refrigerated storage area immediately. Record action.

- Contact the appropriate maintenance department for repair and document request in writing. Follow up as necessary. Record action.

Critical Control Point:

HANDS ARE PROPERLY WASHED AND DISPOSABLE GLOVES OR CLEAN, SANITIZED UTENSILS ARE USED TO PREVENT CONTAMINATION FROM HANDS OF OF READY-TO-EAT FOOD.

Observation
- Employee is observed returning from restroom to production area and resuming work without first washing hands.

CORRECTIVE ACTION
- Have employee wash hands immediately. Remind him/her of hand washing requirements. Discard any food that was touched by his/her bare hands. Record observation and corrective action.

POST-TEST

CRITICAL CONTROL POINTS

Please answer the following questions to determine your level of knowledge.
1. A critical control point is: (_____).

2. If the standard for the critical control point is not met, corrective action must be taken (_____) and (_____).

3. Critical control point: Food is cooled quickly and safely to 70ºF (21ºC) within two hours and then to 40ºF (4ºC) or below within an additional two hours (total cooling time four hours).

Observation: After four hours of cooling, leftover meat sauce was above 60ºF (15ºC).

Corrective Action: (_____).

4. In the general flow of hot foods, after cooking to correct minimum internal temperature, you need to do **one** of two things:
(_____)
OR
(_____)

POST-TEST ANSWER SHEET

CRITICAL CONTROL POINTS

Please answer the following questions to determine level of knowledge.

1. A critical control point is: Any point or procedure in a specific food system at which control can be applied and a food safety hazard can be prevented, eliminated or reduced to acceptable levels.

2. If the standard for the critical control point is not met, corrective action must be taken promptly and recorded.

3. Critical control point: Food is cooled quickly and safely to 70ºF (21ºC) within two hours and then to 40ºF (4ºC) or below within an additional two hours.

Observation: After four hours of cooling, leftover meat sauce was above 60ºF (15ºC).

Corrective Action: (Discard meat sauce immediately. Record action on HACCP temperature log.)

4. In the general flow of hot foods, after cooking to correct minimum internal temperature, you need to do one of two things:
Move to hot holding - 140ºF/60ºC or above
OR
Cool to 70ºF/21ºC within two hours and then to 40ºF/4ºC or below within an additional two hours.

IV. FOOD SAFETY REQUIREMENTS

Sanitation

Receiving/Storage

Preparation of Foods

Cooking of Foods

Holding and Serving of Foods

Cooling of Foods

Reheating of Foods

IV. FOOD SAFETY REQUIREMENTS

A. SANITATION FOR EMPLOYEES

1. CCP: HANDS ARE PROPERLY WASHED AND DISPOSABLE GLOVES OR CLEAN, SANITIZED UTENSILS ARE USED TO PREVENT CONTAMINATION OF READY-TO-EAT FOOD.

FROM HANDS.
NOTE: This critical control point requires visual monitoring by management and supervisors to ensure that all employees and management are in compliance with the facility's hand washing and glove use requirements.
- Document any non-compliance and the corrective action (i.e., discarding ready-to-eat food that was touched by bare hands, rescheduling training, etc.).
- Schedule training to review correct procedures for hand washing and use of disposable gloves at least twice per year. Document training.
- Ensure food safety training for new frontline employees (refer to part II, Tab V of the HACCP manual ("Food Safety Training Requirements For Frontline Employees"). Document training.

2. HANDWASHING POLICY IS ENFORCED
- Hands must be washed frequently and correctly:
- After using restroom facilities
- Before starting to work and when returning from restroom or breaks
- After handling raw meat, poultry, seafood and produce
- Before working with ready-to-eat foods
- Between handling different types of food
- After coughing, sneezing or blowing nose
- After touching hair, face, nose, other parts of body
- After eating, drinking and smoking
- After cleaning
- After handling chemicals
- After handling dirty equipment
- After handling trash and other contaminated objects
- Hand sinks are used only for hand washing purposes. Sinks used for food preparation or for washing utensils and equipment cannot be used for hand washing.

IV. FOOD SAFETY REQUIREMENTS

A. SANITATION FOR EMPLOYEES (Continued)

3. HANDWASHING POLICY IS ENFORCED (Continued)
- Hand washing signs (in all appropriate languages) must be posted over all hand sinks and in employees' lavatories.
- A sufficient supply of disposable towels, antibacterial or antimicrobial hand soap, hot and cold water and trash containers must be available. Disposable towels must be kept in towel dispensers at all times. Soap dispensers are in good working condition.

4. DISPOSABLE GLOVES OR UTENSILS ARE USED WHEN HANDLING READY-TO-EAT FOODS.
- Disposable gloves or cleaned, sanitized utensils must be used to properly handle foods that require no further processing or cooking/heating (ready-to-eat foods). Gloves are not needed when handling raw food that will be cooked, and when cleaning or handling trash.
- Disposable gloves must be changed with each activity or whenever gloves become torn or contaminated. For example, never use the same gloves for first slicing cooked turkey, then opening cans or cleaning the work table before continuing to slice the turkey. Gloves are always changed when switching from raw food to ready-to-eat food. Gloves may not be washed and then reused. Gloves must be discarded also when leaving the work area, i.e., when going to the restroom, on breaks, etc. Hands must be washed first before putting on gloves.

5. GOOD PERSONAL HYGIENE PRACTICES ARE IN PLACE.
- Employees have a neat, clean and well-groomed appearance. Hands and fingernails are clean. Fingernails are well trimmed, without nail polish or artificial fingernails. This applies to employees and managers while working with food in production areas and during service.
- Cuts and burns on hands must be properly bandaged and covered with disposable gloves. Cuts and burns on exposed arms must be properly bandaged so they are not a source of contamination.
- Aprons, smocks, lab coats and gloves are not worn in restroom facilities.
- Cuts and burns on hands must be properly bandaged and covered with disposable gloves. Cuts and burns on exposed arms must be properly bandaged so they are not a source of contamination.
- Aprons, smocks, lab coats and gloves are not worn in restroom facilities.

IV. FOOD SAFETY REQUIREMENTS

SANITATION FOR EMPLOYEES (Continued)

6. OPERATION'S APPROVED DRESS CODE IS ENFORCED
-- Employees wear approved clean uniforms, aprons and shoes.
-- Jewelry on hands and arms such as rings, bracelets and watches, except a smooth surface ring / band, are not worn by employees and managers who are handling, preparing cooking and serving food. Medical bracelets may be worn if needed for a medical condition. In isolated circumstances, where a ring cannot be removed, a barrier such as a finger cot must be placed over the ring.
-- Proper hair restraints are worn (hair nets, hats or caps). Hair restraints must cover hair sufficiently to prevent hair from falling onto food or food equipment and to minimize hand contact with hair. Visors or barrettes alone are not sufficient as a hair restraint. In accordance with Navy and U.S. health codes managers and supervisors must enforce hair restraints to be worn by anyone (including visitors, maintenance, vendors, etc.) entering any kitchen or other food preparation areas.

7. EATING, SMOKING, DRINKING AND GUM-CHEWING CONFINED TO DESIGNATED BREAK AREAS
-- Eating, smoking, drinking and gum-chewing are not allowed in production, service or equipment and utensil washing areas. No employees' coffee mugs or drinking cups are stored at work stations.

8. ACCURATE FOOD THERMOMETERS ARE USED
- Employees use cleaned, sanitized and calibrated food thermometers (must be accurate to at least +/- 2ºF from 32ºF or +/- 0.5ºC from 0ºC).

IV. FOOD SAFETY REQUIREMENTS

SANITATION IN FACILITIES

1. WASHING, RINSING AND SANITIZING PROCEDURES ARE POSTED (IN ALL APPROPRIATE LANGUAGES) AT ALL POTWASHING AND DISHWASHING STATIONS

- Correct products, temperatures and procedures must be posted at these stations for reference and adhered to at all times. Material can be obtained from the Ecolab representative.

2. SANITIZERS ARE AVAILABLE AT ALL WORK STATIONS

- Clearly labeled sanitizers of the correct concentration must be used to sanitize all food contact surfaces of stationary equipment (e.g., work counters, tables). Required concentration for Mikroklene (iodine sanitizer):
- pot sink - minimum 12.5 ppm and no more than 25 ppm;
- stationary equipment, spray bottles, solutions for storing wiping cloths - must be maintained at 25 ppm;
-- dispensing equipment must be set at 25 ppm. Required concentration for Ster Bac Blu and Oasis 144 (quaternary sanitizer):
- must be set up at 200 ppm for all dispensing equipment, for use on stationary equipment, spray bottles, solutions for storing wiping cloths.
- Each work station has its own sanitizing solution container for holding wiping cloths. Sanitizing solutions must be checked (using sanitizer test strips) throughout the day to assure correct concentration. Spray bottles with sanitizing solutions also may be used for sanitizing of work surfaces.

3. APPROVED WIPING CLOTHS ARE USED

-- Terry cloth-style or loose-knit cloths fray easily, can not be properly sanitized and, therefore, must not be used in foodservice operations. Approved wiping cloths, i.e., disposable cloth or cotton cloths that can be laundered, must be used.

IV. FOOD SAFETY REQUIREMENTS

SANITATION IN FACILITIES (Continued)

- Only non- metallic pads may be used for pan scouring. Steel wool or stainless "Curly Q" pads leave metal particles that can contaminate foods and beverages.

4. EFFECTIVE AND SAFE PEST ELIMINATION PROGRAM IS IN PLACE

- The operation shows no evidence of insects, rodents or other pests. A log is kept to report any evidence and location of pests observed.
- Pest elimination is handled by licensed pest elimination company personnel only. This includes insecticides used for fly control (no in-house use of fly spray).
- Facility is properly prepared for spraying (food and equipment removed, covered, etc.)
- Pest elimination reports are retained and kept on file after each inspection and/or treatment of the facility.

IV. FOOD SAFETY REQUIREMENTS

RECEIVING/STORAGE

1. PRODUCTS ARE PURCHASED FROM APPROVED VENDORS.

2. FOOD IS RECEIVED AT CORRECT TEMPERATURES AND IN GOOD CONDITION

- Always spot-check frozen and refrigerated foods. Frozen foods must always be received frozen. Refrigerated potentially hazardous foods must be received at 40ºF (4ºC) or below.

Exception: Shell eggs and shellfish may be accepted at a maximum product temperature of 45ºF (7ºC).

- Products must be received in good condition (no dented, swollen or rusted cans, thawed or refrozen products, crushed cases, etc.).

3. REFRIGERATED AND FROZEN FOOD IS STORED AS SOON AS POSSIBLE, BUT NOT TO EXCEED ONE HOUR.

- Always store refrigerated and frozen food first (before storing non-perishables, paper products and chemicals). Store meat, poultry, seafood, eggs and dairy products before other less-perishable foods. Eggs must be refrigerated immediately.
- The time period for storing refrigerated and frozen foods may be extended to no more than two hours only under extreme conditions and when the need for that extension can be documented.

4. PRODUCTS ARE STORED CORRECTLY

- Toxic and chemical materials must be separated into the following categories and stored separately from each other:

1. Detergents, sanitizers and related or drying agents;
2. Acids, caustics, polishes and chemicals.

- Toxic and chemical materials may not be stored above or next to food, food equipment, utensils or single-service articles.

IV. FOOD SAFETY REQUIREMENTS

RECEIVING/STORAGE (Continued)

4. PRODUCTS ARE STORED CORRECTLY (Continued)
- When opening cases, contents (cans, boxes, etc.) must be checked for condition (no dented, swollen or rusted cans, thawed or refrozen products, crushed cases, etc.)
- Glass, china, pottery or other breakable containers always must be stored on bottom shelves. These containers must be stored on separate shelves, away from raw meat, poultry, fish and shell eggs.
- Raw meat, poultry, fish and shell eggs must always be stored below ready-to-eat foods. All unwashed produce must be stored below ready-to-eat foods and above raw meat, poultry, fish and shell eggs.
- Storage facilities are in correct ambient temperature ranges -- refrigeration equipment maintained at 40ºF (4ºC) or below, freezer equipment maintained at 0ºF (-18ºC) or below. Note: Reach-in freezers may not exceed 10ºF (-12ºC). Refrigeration and freezer thermometers must be accurate to at least +/- 2ºF from 32ºF (or +/- 0.5ºC from 0ºC).
-- Product temperature must be maintained at 40ºF (4ºC)
(refrigerated) or 0ºF (-18ºC) (frozen) or below.

5. FIRST IN- FIRST OUT (FIFO) SYSTEM IS IN PLACE
- All products must be dated to indicate date of receipt or an effective, consistent system of product rotation is in place and documented.

IV. FOOD SAFETY REQUIREMENTS

PREPARATION OF FOODS

1. PRODUCTS ARE THAWED CORRECTLY

- Plan production needs so that frozen foods have sufficient time to thaw under refrigeration (40ºF/4ºC or below). This may take two days or longer depending on type and size of product.
- Prevent cross-contamination by placing products to thaw on lower shelves of refrigerator on drip pans of sufficient size and depth.
- Once a food item is thawed, the cooking process must be completed. Never refreeze foods.
- Emergency thawing must be kept to a minimum and must be done in one of the following two ways:
- Place product under potable (drinkable) running water at a temperature of 70ºF/21ºC or below.
- Thaw in the defrost cycle of a microwave oven. Foods defrosted in this way must have the cooking cycle completed immediately.
- Products that do not require thawing prior to cooking must be kept frozen for use, for example, frozen vegetables, pre-breaded items.

2. ALL RAW FRUITS AND VEGETABLES ARE WASHED BEFORE USE

- All fruits and vegetables with skins or shells must be washed thoroughly under potable (drinkable) running water before they are peeled or cut for service. Whole fruits with edible skin must be washed also before service/display.

3. MARINADES ARE HANDLED CORRECTLY

- Any food item to be marinated before cooking must be held covered and refrigerated until use. Raw products in marinade must be stored below ready-to-eat foods.

4. MARINADES ARE HANDLED CORRECTLY

- Marinades must be discarded after use. Under no circumstances should marinades be reused for fresh products or added to the product later in the cooking process (to baste, etc). If marinade is needed to prepare a sauce or to baste products as they are cooking, additional marinade must be prepared and held separately.

IV. FOOD SAFETY REQUIREMENTS

PREPARATION OF FOODS (Continued)

5. BREADING AND BATTERS ARE HANDLED CORRECTLY

- Always use pasteurized eggs. All batters and egg washes must be kept at 40ºF (4ºC) or below at all times.
- Prepare batters and breading needs in small batches that will be used quickly.
-- Breaded or battered items not cooked immediately must be maintained at a product temperature of 40ºF (4ºC) or below.
- Discard any unused batter or breading material. Do not hold over to next meal period.
- Thoroughly cook breaded or battered items.
- Do not overload fryers when cooking, or oil temperature may be lowered.
- Be sure oil temperature is correct prior to cooking each batch.

6. ALL FOODS ARE COMBINED OR MIXED IN A SAFE MANNER

- Refrigerate all component parts before combining ingredients for cold salads. For example, store mayonnaise, cans of tuna, etc., in refrigerator before use.
- Use only food grade containers for mixing or holding of food items. Disposable plastic tubs, i.e., pickle, mayonnaise, sour cream tubs, may not be reused for food preparation and storage.

IV. FOOD SAFETY REQUIREMENTS

PREPARATION OF FOODS (Continued)

1. ALL FOODS ARE COMBINED OR MIXED IN A SAFE MANNER
(Continued)

- Combine or mix ingredients using sanitized utensils or clean, disposable gloves.

2. CROSS CONTAMINATION OF PRODUCTS IS AVOIDED BY FOLLOWING THE GUIDELINES BELOW

- All sinks, utensils and equipment used in food preparation are washed, rinsed and sanitized before being used for new products.

- Separate cutting boards, in good condition and distinguishable by color, must be used for raw and ready-to-eat foods: red for raw products of animal origin, white for ready-to-eat foods and green for all washed raw fruits and vegetables.

- Employees wash hands at hand sinks between each change of activity, and always when going from raw to ready-to-eat products.

- Disposable gloves or sanitized utensils are used to handle any ready-to-eat product.

- Utensils used for tasting may be used once only. Disposable tasting utensils must be discarded after use; stainless or silver utensils must be washed and sanitized after each use.

- Foods not cooked immediately are covered and held refrigerated for later use. Product temperature must be maintained at 40ºF (4ºC) or below.

- Food thermometers, properly cleaned, sanitized and calibrated, and in good working order, must be used.

- Old and new batches of food must never be mixed when replenishing serving lines.

-Never mix leftover products with new products (i.e., yesterday's tuna salad added to today's production).

IV. FOOD SAFETY REQUIREMENTS

COOKING OF FOODS

1. CRITICAL CONTROL POINT (CCP) RAW FOOD IS COOKED TO CORRECT MINIMUM INTERNAL TEMPERATURE.

NOTE: Properly cleaned, sanitized, calibrated thermometers are used. If the internal temperature is based on a specific time frame or equipment temperature (i.e., grill, fryer, oven), refer to the individual recipe.

- Poultry (solid and ground) - 165ºF (74ºC) minimum

- Pork, Game (commercially supplied) - 155ºF (68ºC) minimum
- Roast Beef - 135ºF (57ºC) minimum and hold for 45 minutes.
(Must follow recipe instructions regarding cooking and holding temperatures)

- Veal, Lamb, Other Red Meats - 145ºF (63ºC) minimum

- Ground Meats (except poultry) - 155ºF (68ºC) minimum (until juices run clear)

- Seafood - 145ºF (63ºC) minimum

- Stuffed Foods (Meats, Poultry, Seafood & Pasta) - 165ºF/74ºC minimum

- Fresh Eggs and Pasteurized Egg Dishes (i.e., scrambled eggs, omelets, egg casseroles) - 145ºF/63ºC minimum

- Fully cooked commercially prepared products (prepared in manufacturing facility), heated for the first time - 140ºF (60ºC)

* *Internal product temperature of all potentially hazardous foods (see above) must be recorded on a specified log and kept on file for one year for Sanitation Department inspections and audit purposes.*

NOTE: Temperature must register on thermometer for a minimum of 15 seconds.

NOTE: * - RECORD-KEEPING REQUIRED

IV. FOOD SAFETY REQUIREMENTS

COOKING OF FOODS (Continued)

2. CORRECT EQUIPMENT AND TEMPERATURES ARE USED FOR COOKING FOODS

- All cooking equipment must be clean, sanitized and in good working order (i.e., properly calibrated).

- Cooking equipment must not be overloaded during cooking process to avoid unsafe (low cooking) temperatures.

- Allow equipment to return to correct temperature before cooking next batch (i.e., oil in deep fat fryer).

- Regulate the size and thickness of portions within each batch so they cook evenly (i.e., all reach minimum internal temperature).

- All foods are cooked as close to service time as possible so that temperature of food is maintained without deterioration of quality.

IV. FOOD SAFETY REQUIREMENTS

HOLDING AND SERVING OF FOODS

1. ALL PREPARED FOODS ARE MAINTAINED IN PROPER TEMPERATURE RANGE BEFORE AND DURING SERVICE.

NOTE: Properly cleaned, sanitized, calibrated thermometers are used.

COLD FOODS

2. CCP COLD FOOD MUST BE MAINTAINED AT 40ºF (4ºC) OR BELOW WHILE HOLDING AND SERVING.

- Cold food must reach 40ºF (4ºC) within two hours after preparation.
- * Product temperature must be recorded on a specified log at two hour intervals during holding and serving. If a product is held and served for less than two hours, the product temperature must be recorded at the beginning and end of service.
- Recorded product temperature logs must be kept on file for one year for Health Department inspections and audit purposes.
- Product temperatures must be checked periodically throughout the meal service.
- Cold food holding equipment (i.e., refrigerators, ice beds) must be kept clean, sanitized and in good working order (correctly calibrated).

3. CCP REFRIGERATION EQUIPMENT MUST BE MAINTAINED AT 40ºF (4ºC) OR BELOW.

- * Temperatures for refrigerated holding equipment must be recorded on a daily basis. Records of temperatures and corrective action must be kept on file for one year for health department inspections and audit purposes.
- Large containers of mixtures should be gently stirred or tossed periodically to help maintain proper temperature of entire product.

NOTE: * -- RECORD-KEEPING REQUIRED

IV. FOOD SAFETY REQUIREMENTS

HOLDING AND SERVING OF FOODS (Continued)

HOT FOODS

1. CCP HOT FOODS MUST BE MAINTAINED AT A MINIMUM TEMPERATURE OF 140ºF (60ºC) OR ABOVE WHILE HOLDING AND SERVING.

- * Product temperature must be recorded on a specified log at two hour intervals during holding and serving. If a product is held and served for less than two hours, the product temperature must be recorded at the beginning and end of service.

- Recorded product temperature logs must be kept on file for one year for health department inspections and audit purposes.

- Hot food holding equipment (i.e., warmers, bain maries) must be kept clean, sanitized and in good working order (correctly calibrated, water level maintained).

- Batch-cook items to assure proper temperature and serve within designated holding time.

- Large containers of mixtures should be gently stirred periodically to help maintain proper temperature of the entire product.

2. ALL PREPARED FOOD ITEMS ARE PROTECTED FROM POSSIBLE CROSS CONTAMINATION

- All foods must be held and served in cleaned, sanitized, food-grade containers. Food containers must not be used for purposes other than their intended use.

- Prepared foods must be kept covered whenever possible. Foods that cannot be covered for holding (i.e., fried items) must be cooked in small batches through service time.

- All displayed foods must be protected from possible customer contamination by use of sneeze guards, lids and protective covering.

NOTE: * - RECORD-KEEPING REQUIRED

IV. FOOD SAFETY REQUIREMENTS

HOLDING AND SERVING OF FOODS (Continued)

HOT FOODS (Continued)

3. ALL PREPARED FOOD ITEMS ARE PROTECTED FROM POSSIBLE CROSS CONTAMINATION (Continued)

- Ice surrounding cold foods must be packed so melting water drains away from food containers.

- Cleaned, sanitized utensils must be used for serving all prepared food items. When utensils are not appropriate for service (i.e., making sandwiches) clean, disposable gloves must be worn.

- Each food item must have its own serving utensil. The serving utensil must be of sufficient length so that the handle area does not touch food products.

- Old and new batches of food must never be mixed when replenishing serving lines.

IV. FOOD SAFETY REQUIREMENTS

COOLING OF FOODS

1. CCP FOOD IS COOLED QUICKLY AND SAFELY TO 70ºF (21ºC) WITHIN TWO HOURS AND THEN TO 40ºF (4ºC) OR BELOW WITHIN AN ADDITIONAL TWO HOURS (TOTAL COOLING TIME FOUR HOURS)

- To help cool food quickly, one or more of the following methods are used:

a) Place food in shallow pans (for thick (viscous) products, no more than two to three inches of food in pan).
b) Separate food into smaller or thinner portions.
c) Use pre-chilled stainless steel containers (not plastic).
d) Set containers into an ice bath.
e) Frequent stirring of the product, preferably with an ice paddle.
f) Use a blast chiller for rapid cooling, where available.
- Larger pots or pans can be used when cooling large quantities of liquid products such as soups and sauces. Place the container into an ice bath. To speed the cooling process, stir the product vigorously with an ice paddle. After cooling to 40ºF (4ºC), place in refrigerator, covered and labeled. If not completely cooled, complete the process, utilizing one or more of the methods listed above.
- The cooling time may be reduced by placing the containers filled with food in an ice bath for a limited time (30 - 45 minutes) before placing in refrigerators. Containers filled with food should not be covered until the food has been cooled to 40ºF (4ºC).
- Food placed in refrigerators for cooling must be properly placed to avoid contamination from objects falling into food or from dripping condensation. Caution must be used when placing containers on shelves.
- * Internal product temperatures must be taken at appropriate intervals to assure that product cools to 40ºF (4ºC) within the specified time. At the end of the two hour and four hour time periods, internal product temperatures must be recorded on a specified log and kept on file for one year for Health Department inspections and audit purposes.

NOTE: * - RECORD-KEEPING REQUIRED

IV. FOOD SAFETY REQUIREMENTS

REHEATING OF FOODS

1. CCP FOOD THAT IS COOKED, COOLED AND REHEATED FOR HOT HOLDING IS REHEATED RAPIDLY (WITHIN TWO HOURS) TO 165ºF (74ºC) FOR 15 SECONDS.

- For quality reasons, some leftover food should not be reheated for service, i.e., fish fillets, quiches, egg entrees, French fries or vegetables that may lose color or texture.

- Leftover food designated for service must be cooled safely to 70ºF (21ºC) within two hours and then to 40ºF (4ºC) or below within an additional two hours and then kept refrigerated until ready to reheat.

- Leftover food must be labeled, dated and reused within 48 hours.

- * Internal product temperature of all reheated foods must be recorded on a specified log and kept on file for one year for Sanitation Department inspections and audit purposes.

- Food must be reheated in proper equipment (oven, steam kettle, microwave, on stove, etc.) and never in bain marie, hot holding cabinets, food warmers or steam tables.

- Leftover food may be reheated once only.

NOTE: Temperature must register on thermometer for a minimum of 15 seconds.

NOTE: * -- RECORD-KEEPING REQUIRED

V. HACCP / FOOD SAFETY

DOCUMENTATION FORMS

HACCP / Food Safety Form Index

HACCP Temperature Logs - Which Forms Do I Use?

1. HACCP Critical Control Points Daily Temperature Log

2. HACCP Daily Temperature Log – For:

a. Cooking Raw Foods
b. HACCP Roast Meat Chart
c. HACCP Daily Taste Panel Chart
d. HACCP Cooling and Reheating Chart
e. HACCP Refrigerator Temperature Logs
f. Freezer Temperature Logs
g. Hand washing and Glove Use Compliance and
h. Training Log
i. Sanitizer Solution Log
j. Dishwashing / Ware washing Machine
k. Temperature Log

HACCP / FOOD SAFETY DOCUMENTATION FORMS

HACCP / FOOD SAFETY FORM INDEX

The following HACCP / FOOD SAFETY FORMS are currently used to verify and document temperatures, specific food safety procedures and corrective action.

- HACCP Critical Control Points
- Daily Temperature Log, HACCP Temperature Logs
- Which Forms do I Use?
- HACCP program requires checking temperatures of all potentially hazardous foods and refrigeration equipment. These temperatures must be recorded on specified HACCP logs, with corrective action listed, as applicable. To help you choose the form that works best for your operation, refer to the overview of HACCP logs currently approved.

OPTION I

HACCP Cooling and Reheating Chart
1. To record time and temperature during cooling process of hot foods leftover after meal period (or food prepared in advance for use in recipes at later time).
2. To record time and temperature during reheating process.
3. Corrective action steps and space to record action steps on back of the form.

HACCP Daily Temperature Log For Cooking Raw Foods
1. To record final internal product temperatures of potentially hazardous foods when cooking raw foods (poultry, pork, game, roast beef, veal, lamb, other red meats, ground meats, ground poultry, seafood, stuffed foods, eggs).
2. Product must reach required internal temperature before serving or use for further processing.

HACCP Daily Taste Panel Chart
1. To record product temperatures of potentially hazardous foods at two-hour intervals during holding and serving (or at beginning and end of service, if held and served for less than two hours).
2. Minimum HACCP temperature for hot food is 140º F/60º C; recommended serving temperatures listed on this form actually are higher.
3. Corrective action steps and space to record action steps on back of the form.

OPTION II

HACCP Critical Control Points Daily Temperature Log
This form combines the three forms under Option I -- cooking, taste panel, holding, cooling and reheating.

V. HACCP / FOOD SAFETY DOCUMENTATION FORMS

USE OPTION I OR OPTION II, PLUS ONE OF THE REFRIGERATOR LOGS

HACCP Refrigerator Temperature Log

1. To record thermometer and ambient air temperature a minimum of two times

WHEN TO USE THE HACCP ROAST MEAT CHART

HACCP Roast Meat Chart

1. To record final internal product temperature when roasting meats (pork, game, roast beef, poultry, other red meats).
2. To help monitor yields and costs of roasted meats.
3. Product should not be removed from oven until correct minimum temperature has been met.
4. When using this form for recording HACCP temperatures, it is not necessary to record "cooking to internal temperatures"

HACCP CRITICAL CONTROL POINTS

DAILY TEMPERATURE LOG

DAILY TASTE PANEL GUIDELINES

HACCP CRITICAL CONTROL POINTS

CORRECTIVE ACTION STEPS

1. COOKING TO CORRECT INTERNAL TEMPERATURES (Use the information on the front of this form to review required internal cooking temperatures).
CORRECTIVE ACTION
- Continue cooking process until correct internal temperature has been reached. Temperature must register on thermometer for 15 seconds. Product may not be served or used for further processing until required internal temperature has been met. If Roast Beef is not held for 45 minutes prior to service or cooling for later use, then it must then be cooked until well done at 150º F (66º C).

2. Complete DAILY TASTE PANEL for all food products.
CORRECTIVE ACTION
- Do not serve foods that are deemed rejected.

3. HOT PRODUCT HOLDING TEMPERATURES must be maintained at 140º F (60º C) or above while holding and serving.
CORRECTIVE ACTION
- If product temperature is below 140º F (60º C), return product to production area for immediate reheating to 165º F (74º C).
(Note: If product has been held for more than two hours at 120º F (49º C) or below, discard immediately).

4. COLD PRODUCT HOLDING TEMPERATURES must be maintained at 40º F (4º C) or below while holding and serving.
CORRECTIVE ACTION
- If product temperature is above 40º F (4º C), remove product from service area for quick chilling to correct temperature.
(Note: If product has been held for more than two hours at 45º F (7º C) or above, discard immediately).

5. FOOD MUST BE COOLED QUICKLY from 140º F (60º C) to 70º F (21º C) within two hours and then to 40º F (4º C) or below within an additional two hours (total cooling time four hours).
CORRECTIVE ACTION
- Product that does not reach 40º F (4º C) within four hours must be discarded.

6. REHEATING FOOD must be done rapidly (within two hours) to 165º F (74º C) for 15 seconds.
CORRECTIVE ACTION
- Products that remain below 165º F (74º C) after three hours of reheating must be discarded.
PRODUCT DESCRIPTION

COOLING STEPS TAKEN (Please Initial)

Temperature recording procedure where operation is closed before cooling period has been completed.

HACCP DAILY TEMPERATURE LOG -- FOR COOKING RAW FOODS

For Potentially Hazardous Foods

Critical Control Point:
Raw food is cooked to correct minimal internal temperatures: Poultry 165F/74C,
Pork, Game 155F/68C,
Roast Beef 135F (57C) & hold for 45 minutes,
Veal, Lamb, Other Red Meats 145F (63C), Ground Meats (except Poultry) 155F (68C),
Seafood 145F (63C),
Stuffed Foods (Meats, Poultry, Seafood and Pasta) 165F (74C),
Fresh (Shell) Eggs 145ºF (63ºC),
Pasteurized Egg Dishes 145F (63C). (Temperature must register on thermometer for 15 seconds.)

NOTE: Continue cooking process until correct internal cooking temperature has been reached for 15 seconds. Product may not be served or used for further processing until required internal temperature has been met.

*** **FOR COOKING ROAST BEEF**
-- You must record the internal temperature and verify the 45 minute holding time on this form.
DATE
TIME
PRODUCT
REQ'D
HACCP
TEMP
ACTUAL
TEMP
HOLDING
TIME FOR
ROAST BEEF ***
CORRECTIVE ACTION PLAN
EMPL
INITIALS

HACCP ROAST MEAT CHART

Critical Control Point: Raw food is cooked to correct minimum internal temperature:

Pork, Game 155F (68C),
Roast Beef 135F (57C) (hold for 45 minutes),
Poultry 165F (74C),
Veal, Lamb, Other Red Meats 145F (63C).
(Temperature must register on thermometer for 15 seconds.)

NOTE: Do not remove from oven until correct minimum temperature requirement has been met.

NOTE: To find percentage loss, divide weight loss by raw weight.
To find shrinkage cost, multiply weight loss by price per pound A.P. (as purchased)

To find price per pound E.P. (edible portion - cooked, trimmed weight), divide the total price A.P. by the trimmed weight.

REFER TO THIS FORM FOR ACCEPTABLE SHRINKAGE.

ACCEPTABLE SHRINKAGE REFERS TO THE RECIPE FOR COOKING PROCEDURES, TEMPERATURES AND COOKED, TRIMMED YIELD.

RECIPE ACCEPTABLE SHRINKAGE

Yankee Pot Roast up to 50%
Rib Roast 32% - 37%
Roast Top Round of Beef 22% - 27%
Roast Leg of Lamb, boned, rolled and tied 35% - 40%
Roast Fresh Ham, boned, rolled and tied 47% - 52%
Roast Loin of Pork, boned, rolled and tied 40% - 45%

NOTE: **TIME REQUIREMENTS FOR ROASTING MEAT**

Roasting time for meat will vary according to total number and weight of roasts in oven. For example, roasting several roasts in the same oven, placing roasts closely together in roasting pans, and frequent opening of oven doors will increase roasting time.

HACCP DAILY TASTE PANEL CHART
Date: Meal:
Recommended Serving Temperatures (to ensure hot or cold food at point of consumption):
Cold Food - below 40F (4C)
Soups - 160F-180F (71C-82C)
Meat, Poultry, Seafood, Eggs - 145F- 165ºF (63C-74C)
Sauces and Gravies - 160F-180F (71C-82C)
Other Entrees - 160F (71C)
Vegetables - 160F-180F (71C-82C)

Evaluation Code:
A = Excellent
B = Acceptable, recipe review needed
C = Corrective action required
D = Rejected, product may not be served

PRODUCT EVAL.
CODE
TASTE PANEL
CORRECTIVE ACTION
HACCP
EMPL. INITIAL

TIME TEMP TIME TEMP TIME TEMP
HACCP TEMPERATURE REQUIREMENTS FOR POTENTIALLY HAZARDOUS FOODS
Product temperature must be recorded on this log at two-hour intervals during holding and serving. If products are held and served for less than two hours, product temperatures must be recorded at the beginning and end of service. See reverse side of the form for HACCP temperature requirements and corrective action steps for potentially hazardous foods.

HACCP TEMPERATURE REQUIREMENTS AND CORRECTIVE ACTION STEPS FOR POTENTIALLY HAZARDOUS FOODS
Critical Control Points:
- Hot Food must be maintained at a minimum internal temperature of 140F (60C) or above while holding and serving.
- Cold Food must be maintained at 40F (4C) or below while holding and serving.
Corrective Action Steps:
- Hot Foods - If product temperature is below 140F (60C), return product to production area for immediate reheating to above 165F (74C) for 15 seconds.
(Note: If product has been held for more than two hours at 120F (49C) or below, discard immediately.)

- Cold Foods
- If product temperature is above 40F (4C), remove product from service area for quick chilling to correct temperature. (Note: If product has been held for more than two hours at 45F (7C) or above, discard immediately.)

PRODUCT HACCP CORRECTIVE ACTION

HACCP COOLING AND REHEATING CHART
TIME/TEMPERATURE LOG FOR POTENTIALLY HAZARDOUS FOODS

Critical Control Points:

- Food is cooled quickly and safely to 70F (21C) within two hours and then to 40F (4C) or below within an additional two hours (total cooling time four hours).

- Food that is cooked, cooled and reheated for hot holding is reheated rapidly (within two hours) to 165F (74C) for 15 seconds.

SEE REVERSE SIDE OF THIS FORM FOR:
- Corrective action steps if time/temperature requirement for cooling and reheating have not been met.
- Temperature recording procedure where operation is closed before cooling period has been completed.

Temp.
(*) NOTE: Complete this column if reheating of a leftover product is required.
(**) NOTE: If no employees are available to record final temperature, list steps taken to assure safe cooling process on reverse side of this form.

HACCP COOLING AND REHEATING CHART
HACCP CORRECTIVE ACTION STEPS

Cooling Food

Cool quickly to 70F (21C) within two hours and then to 40F (4C) or below within an additional two hours (total cooling time four hours).
- Products that do not reach 40F (4C) within four hours must be discarded.

Reheating Food

Reheat rapidly (within two hours) to 165F (74C) for 15 seconds.
-- Products that remain below 165oF (74oC) after three hours of reheating must be discarded.
DATE PRODUCT
DESCRIPTION
HACCP CORRECTIVE ACTION
(Please Initial)
DATE PRODUCT
DESCRIPTION
COOLING STEPS TAKEN
(Please Initial)
Temperature recording procedure where operation is closed before cooling period has been completed

HACCP REFRIGERATOR TEMPERATURE LOG - One form per month
Refrigerator Location:

- Use a separate Temperature Log sheet for each walk-in/reach-in refrigerator location.
- Temperatures must be recorded a minimum of twice during each 24 hour period.
- Record refrigerator temperature -- must be 40ºF (4ºC) or below.
- Record temperatures as indicated by thermometers on outside of refrigerators.*
- Ambient temperature is the air temperature inside the refrigerator. Use accurate inside thermometers to check. **
- Use Action column to indicate corrective steps if temperatures are not in proper ranges.

KEEP ON FILE FOR ONE YEAR

HACCP REFRIGERATOR TEMPERATURE LOG

-- For Multiple Locations

- Temperatures must be recorded a minimum of twice during each 24 hour period.
- Record refrigerator temperature -- must be 40ºF (4°C) or below.
- Record temperatures as indicated by thermometers on outside of refrigerators.*
- Ambient temperature is the air temperature inside the refrigerator. Use accurate inside thermometers to check. **
- Use Action column to indicate corrective steps if temperatures are not in proper ranges.

LOCATION

DATE

TIME

THERM.

TEMP*

AMBIENT

AIR TEMP**

TIME

THERM.

TEMP*

AMBIENT AIR

TEMP**

EMPL.
INITIAL

ACTION:

KEEP ON FILE FOR ONE YEAR

HACCP REFRIGERATOR TEMPERATURE LOG

Refrigerator Location:

- Use a separate Temperature Log sheet for each walk-in/reach-in refrigerator location.
- Temperatures must be recorded a minimum of twice during each 24 hour period.
- Record refrigerator temperature -- must be 40ºF (4ºC) or below.
- Record temperatures as indicated by thermometers on outside of refrigerators.*
- Ambient temperature is the air temperature inside the refrigerator. Use accurate inside thermometers to check.**
- Use Action column to indicate corrective steps if temperatures are not in proper ranges.

DATE

TIME

THERMOMETER

TEMP*
AMBIENT

AIR TEMP **

ACTION

EMPL.
INITIAL

KEEP ON FILE FOR ONE YEAR

FREEZER TEMPERATURE LOG
- One form per month

Freezer Location:

- Use a separate Temperature Log sheet for each freezer location.
- Temperatures must be recorded a minimum of twice during each 24 hour period.
- Record freezer temperature -- must be 0ºF (-18ºC) or below. Reach-in freezers may not exceed 10ºF (-12ºC).
- Record temperatures as indicated by thermometers on outside of freezers.*
- Ambient temperature is the air temperature inside the freezer. Use accurate inside thermometers to check. **
- Use Action column to indicate corrective steps if temperatures are not in proper ranges.

MONTH:

DATE

AMBIENT
AIR TEMP**

ACTION/COMMENT

THERMOMETER
TEMP*

ACTION/COMMENT

EMPL.
INITIAL

KEEP ON FILE FOR ONE YEAR

HANDWASHING AND GLOVE USE COMPLIANCE AND TRAINING LOG

Hands are properly washed and disposable gloves or clean, sanitized utensils are used to prevent contamination of ready-to-eat food from hands.

(1) Management must visually monitor compliance with the above HACCP standards.

(2) Document any non-compliance observed and corrective action taken, i.e.
- discard ready-to-eat food that was touched by bare hands; and
- review correct procedures with employee(s).

(3) Schedule training to review correct procedures for hand washing and use of disposable gloves at least twice per year. Document training.

DATE
(1) OBSERVATION OF NON-COMPLIANCE

(2) CORRECTIVE ACTION STEPS TAKEN MGR. OR SUPERV. INITIAL

(3) TRAINING DATES
(min. 2x per year)

MGR. INITIAL

scheduled completed

KEEP ON FILE FOR ONE YEAR

SANITIZER SOLUTION LOG

A single site set-up for preparing the sanitizing solution, i.e., at the third compartment pot sink, is recommended.

The Sanitizer Solution Log must be completed twice a day for sample testing.

Required concentration for Mikroklene:

- pot sink – minimum 12.5 ppm and no more than 25 ppm

- stationary equipment, spray bottles, solutions for storing wiping cloths – must be maintained at 25 ppm

- dispensing equipment must be set at 25 ppm. Required concentration for Ster Bac Blu,

Oasis 144:
- must be set at 200 ppm for all dispensing equipment, use on stationary equipment, spray bottles, solutions for storing wiping cloths.

DISHWASHING/WAREWASHING MACHINE TEMPERATURE LOG

Type of Machine: _____ Flow Pressure: 15 - 25 psi

For High Temperature Machine: (Refer to machine data plate for temperature requirements)

Temperature Requirements: Wash _____ Rinse _____ Final Rinse _____

For Low Temperature Machine: (Chemical Sanitizer: 50 - 100 ppm)
Temperature Requirements: Wash _____ Rinse _____ Final Rinse_____ Sanitizer _____ ppm

- Use a separate Temperature Log sheet for each machine.
- Keep completed Temperature Log on file for one year.
- Record temperatures, flow pressure (** and ppm, where applicable) once during each meal period.

HACCP CRITICAL CONTROL POINTS
FIVE STAR CATERING TASTE AND TEMPERATURE PANEL

DATE:_____
EVENT:

WEEK:

DAY:

(1) MINIMUM INTERNAL TEMPERATURE REQUIREMENTS FOR COOKING RAW FOODS

A) POULTRY: 165 DEGREES F OR 74 DEGREES C
B) PORK: 155 DEGREES F OR 68 DEGREES C
C) ROAST BEEF: 135 DEGREES OR 57 DEGREES C (HELD FOR 45 MINUTES)
D) LAMB, VEAL: 145 DEGREES OR 63 DEGREES C
(FOR COOKING ROAST BEEF: YOU MUST RECORD THE INTERNAL TEMPERATURE AND VERIFY THE 45 MINUTE HOLDING TIME.)
E) GROUND MEATS: EXCEPT POULTRY: 155 DEGREES F OR 60 DEGREES C
F) SEAFOOD: 145 DEGREES F OR 63 DEGREES C
G) STUFFED FOODS: 165 DEGREES F OR 74 DEGREES C
H) FRESH EGGS: 145 DEGREES F OR 63 DEGREES C

(2) TASTE PANEL EVALUATION SCALE:
1= EXCELLENT
2=ACCEPTABLE, REVIEW RECIPE
3=CORRECTIVE ACTION REQUIRED
4= REJECTED, PRODUCT MAY NOT BE SERVED

RECOMMENDED SERVING TEMPERATURES :
COLD FOODS: BELOW 40 DEGREES OR 4 C
SOUPS: 165 TO 180 F OR 71-82 C
OTHER ENTREES: 165 DEGREES F OR 74 C
SAUCES AND GRAVIES: 165-180 F OR 71-82 C

PRODUCT DESCRIPTION	COOKS INITIALS	COOKING TEMPS (1)		TASTE PANEL	HOLDING TEMPERATURES (3)				COOLING TEMPERATURES (4)				REHEATING TEMPERATURES (5)		
		INTERNAL TEMPS			HOT FOODS 165 OR ABOVE		COLD FOODS 40 OR BELOW		START TIME	TEMPS	FINAL TEMP 2 HOURS	FINAL TEMP 4 HOURS	START TIME	FINAL TEMP	INTERNAL TEMP
		TIME	TEMP	(2) CODE	TIME	TEMP	TIME	TEMP							

(3) HOLDING TEMPERATURE REQUIREMENTS:
HOT FOODS: HOLD AT 140 F OR 60 C OR ABOVE
COLD FOODS: HOLD AT 40 F OR 4 C OR BELOW
RECORD TEMPERATURES EVERY 2 HOURS

(4) COOLING TEMPERATURE REQUIREMENTS:
COOL FOODS TO 70 F OR 21 C WITHIN 2 HOURS
THEN COOL TO 40 F OR 4 C OR LESS IN 2 MORE HOURS

(5) REHEATING TEMPERATURE REQUIREMENT:
REHEAT FOODS TO 165 F OR 74 C WITHIN 2 HOURS

FIVE STAR CATERING ROAST MEAT CHART

Critical Control Point: Raw food is cooked to correct minimal temperatures: Pork, Game 155F (68C)
Roast Beef 135F (57C) (held for 45 minutes) Poultry 165F (74C) Veal, Lamb Other Red Meats 145F (68C)

NOTE: DO NOT REMOVE FROM OVEN UNTIL CORRECT MINIMUM TEMPERATURE REQUIREMENT HAS BEEN MET.

CHECK OFF LIST

Recipe Card ☐ Production Sheet ☐ Oven Thermometer ☐ Meat Thermometer ☐ Scales ☐

DATE	TYPE OF MEAT	OVEN TEMP	TIME IN	TIME OUT	CHECK BY	*INTERN. TEMP	RAW WEIGHT	COOKED WEIGHT	WEIGHT LOSS	% LOSS	PRICE PER LB AP	TOTAL PRICE AP	TOTAL SHRINKAGE COST	TRIMMED WEIGHT LB	PRICE PER LB E.P.	VERIFIED BY MGR.

US ARMY FAMILY AND MWR COMMAND
ARMY CATERING PROGRAM HACCP/FOOD SAFETY PROGRAM

FIVE STAR CATERING
PRODUCTION AND SERVICE RECORD—COLD FOOD
(Includes HACCP Critical Control Points – Daily Temperature Log)

Day	Week	Comments	Weather	Customer Count				
					Breakfast	Lunch		Dinner
Date	Meal			Estimate				
				Actual				

Recipe Number	Item	Portion Size	Product Estimate	Portions Prepared	Leftover Portions	Register Count	Variance	Taste Panel Evaluation Code (1)	Holding/Serving Temperatures (2) Check minimum of 2 times per serving period					
									Time	Temp	Time	Temp	Time	Temp

(1) Taste Panel Evaluation
A = Excellent
B = Acceptable, recipe review needed
C = Corrective action required
D = Rejected, product may not be served

Recommended Serving Temperatures *
Cold Foods: 40°F (4°C) or below
*To ensure hot or cold food at point of consumption.

(2) HACCP Minimum Holding/Serving Temperature Requirements
HOLD COLD FOODS AT 40°F (4°C) OR BELOW

SEE REVERSE SIDE FOR CORRECTIVE ACTION

KEEP ON FILE FOR ONE YEAR

HACCP CORRECTIVE ACTION

(2) COLD PRODUCT HOLDING/SERVING TEMPERATURES must be maintained at 40°F (4°C) or below while holding and serving.
CORRECTIVE ACTION
If product temperature is above 40°F (4°C), remove product from service area for quick chilling to correct temperature. **Note**: If product has been held for more than 2 hours at 45°F (7°C) or above, discard immediately.

Product	HACCP Corrective Action (Please Initial)	Chef/Mgr Initial

TASTE PANEL CORRECTIVE ACTION

(1) Taste Panel Corrective Action
(Required for rating of "C" or "D")
Explanation must include any recipe modifications and reasons for product being unacceptable

Product	Corrective Action	Chef/Mgr Initial

Comments:

KEEP ON FILE FOR ONE YEAR

US ARMY FAMILY AND MWR COMMAND
ARMY CATERING PROGRAM HACCP/FOOD SAFETY PROGRAM

FIVE STAR CATERING
PRODUCTION AND SERVICE RECORD—HOT FOOD
(Includes HACCP Critical Control Points – Daily Temperature Log)

Day	Week	Comments	Weather	Customer Count			
					Breakfast	Lunch	Dinner
Date	Meal			Estimate			
				Actual			

Recipe No.	Item	Portion Size	Prod. Est.	Prod. Prep.	Left-over Portions	Register Count	Variance	Cooking (1) Internal Temp.		Taste Panel Eval. Code (2)	Holding/Serving Temperatures (3) Check minimum of 2 times per serving period						Cooling Temperatures (4)				Reheating Temperatures (5)		
								Time	Temp		Time	Temp	Time	Temp	Time	Temp	Start Time	Initial Temp	Temp 2hrs	Final Temp 4 hrs	Start Temp	Final Temp	Internal Temp

(1)HACCP Minimum Internal Temperature Requirements for Cooking Raw Foods
A. Poultry (solid & ground): 165°F (74°C)
B. Pork, Game: 155°F (68°C)
C. Roast Beef: 135°F (57°C), held for 45 min.
D. Veal, Lamb, Other Red Meats: 145°F (63°C)
E. Ground Meats (exc. poultry): 155°F (68°C)
F. Seafood: 145°F (63°C)
G. Stuffed Foods (meats, poultry, seafood, pasta): 165°F (74°C)
H. Fresh (Shell) Eggs, Pasteurized Egg Dishes: 145°F (63 °C)

(2)Taste Panel Evaluation
A = Excellent
B = Acceptable, recipe review needed
C = Corrective action required
D = Rejected, product may not be served

Recommended Serving Temperatures.*
Cold Foods: 40°F (4°C) or below
Soups: 160-180°F (71-82°C)
Meat, Poultry, Seafood, Eggs: 145-165°F (63-74°C)
Other Entrees: 160°F (71°C)
Sauces and Gravies: 160-180°F (71-82°C)
Vegetables: 160-180°F (71-82°C)
*To ensure hot or cold food at point of consumption.

(3) HACCP Minimum Holding/Serving Temperature Requirements
HOLD HOT FOODS AT 140°F (60°C) OR ABOVE
HOLD COLD FOODS AT 40°F (4°C) OR BELOW

(4) Cooling Temperature Requirements
COOL FOODS TO 70°F (21°C) WITHIN 2 HOURS AND THEN TO 40°F (4°C) OR LESS IN 2 MORE HOURS
If no employees are available to record the final cooling temperature, list steps taken to assure safe cooling process on the reverse side of this form.

(5) Reheating Temperature Requirements
REHEAT FOODS TO 165°F (74°C) WITHIN 2 HOURS
One time only

SEE REVERSE SIDE FOR CORRECTIVE ACTION

KEEP ON FILE FOR ONE YEAR

HACCP CORRECTIVE ACTION

(1) COOKING TO THE CORRECT INTERNAL TEMPERATURE (Use the information on the front of this form to review required internal cooking temperatures.)
CORRECTIVE ACTION
Continue cooking process until correct internal cooking temperature has been reached. Product may not be served or used for further processing until required internal temperature has been met. If Roast Beef is not held for 45 minutes prior to service or cooling for later use, it must then be cooked to well done - 150°F (66°C).

(3) HOT PRODUCT HOLDING/SERVING TEMPERATURES must be maintained at 140°F (60°C) or above while holding and serving.
CORRECTIVE ACTION
If product temperature is below 140°F (60°C), return product to production area for immediate reheating to 165°F (74°C). **Note:** If product has been held for more than two hours at 120°F (49°C) or below, discard immediately.

(3) COLD PRODUCT HOLDING/SERVING TEMPERATURES must be maintained at 40°F (4°C) or below while holding and serving.
CORRECTIVE ACTION
If product temperature is above 40°F (4°C), remove product from service area for quick chilling to correct temperature. **Note**: If product has been held for more than 2 hours at 45°F (7°C) or above, discard immediately.

Product	HACCP Corrective Action (Please Initial)	Chef/Mgr Initial

KEEP ON FILE FOR ONE YEAR

TASTE PANEL CORRECTIVE ACTION

(2) Taste Panel Corrective Action
(Required for rating of "C" or "D")
Explanation must include any recipe modifications and reasons for product being unacceptable

Product	Corrective Action	Chef/Mgr Initial

Comments:

FIVE STAR CATERING FOOD COOLING LOG

Manager: _____

					140 - 70 Temperature				70 - 40 Temperature
Ref. #	Item	Date	Start Time	Initials	After Hr. 2	Start Time	Initials	Date	Time	After Hr. 4
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										
17										
18										
19										

1. Do not stack foods being cooled in shallow cont.
2. Stainless steel will facilitate quicker cooling
3. Liquid foods should be cooled in ice/ water bath
4. Reduce Mass if necessary to ensure proper cooling
5. Ensure Potentially Hazardous Foods are cooled from 140 F to 70 F within two hours, then to 40 F in an additional two hours.
6. Ensure all foods once cooled are labeled, dated and covered.
7. Notify Manager of any problems

Ref. #	Action Taken

FIVE STAR CATERING REHEATING FOOD LOG

Manager: _____

Ref. #	Item	Date	Start Time	Final Temp.	165 Temperature Within Hr. 2	End Time
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						

Ref. #	Action Taken

US ARMY FAMILY AND MWR COMMAND
ARMY CATERING PROGRAM HACCP/FOOD SAFETY PROGRAM

HACCP ICE MACHINE CLEANING LOG -- ONE FORM PER MONTH
FIVE STAR CATERING

Ice machine Location:_____

Ice machine cleaning cycle must be recorded a minimum of twice a day during a 24 hour period.

Record cleaning times as indicated by the form below

MONTH:

DATE	RECORD TIME & DATE OF CLEANING AM SHIFT	ASSOCIATE RESPONSIBLE FOR THE SANITATION OF ICE MACHINE AM	RECORD TIME & DATE OF CLEANING PM SHIFT	ASSOCIATE RESPONSIBLE FOR THE SANITATION OF ICE MACHINE PM	MANAGER FOLLOW UP INITIAL
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					

KEEP ON FILE FOR ONE YEAR IN CHEF'S OFFICE

US ARMY FAMILY AND MWR COMMAND
ARMY CATERING PROGRAM HACCP/FOOD SAFETY PROGRAM

HACCP FREEZER TEMPERATURE LOG -- ONE FORM PER MONTH
FIVE STAR CATERING

Freezer Location:_____

Use a separate Temperature Log form for each walk-in/reach in freezer location.
Temperatures must be recorded a minimum of twice a day during a 24 hour period.
Record Freezer temperature -- must be 0 degrees (-18 degrees C) or below, Reach in freezer may not exceed 10 F (-12 C)
Record temperatures as indicated by thermometers on THE OUTSIDE OF FREEZER
AMBIENT TEMPERATURES is the air temperature INSIDE THE FREEZER
Use Action column to indicate corrective steps taken if temperatures are not in proper ranges

MONTH:

DATE	INSIDE AMBIENT AIR TEMP OPEN/CLOSE	ACTION TAKEN COMMENT	OUTSIDE THERMOMETER TEMPERATURE OPEN/CLOSE	ACTION TAKEN COMMENT	EMPLOYEE INITIALS'
1	/		/		
2	/		/		
3	/		/		
4	/		/		
5	/		/		
6	/		/		
7	/		/		
8	/		/		
9	/		/		
10	/		/		
11	/		/		
12	/		/		
13	/		/		
14	/		/		
15	/		/		
16	/		/		
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22	/		/		
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24	/		/		
25	/		/		
26	/		/		
27	/		/		
28	/		/		
29	/		/		
30	/		/		
31	/		/		

KEEP ON FILE FOR ONE YEAR IN CHEF'S OFFICE

US ARMY FAMILY AND MWR COMMAND
ARMY CATERING PROGRAM HACCP/FOOD SAFETY PROGRAM

HACCP REFRIGERATOR TEMPERATURE LOG -- ONE FORM PER MONTH
FIVE STAR CATERING

Refrigerator Location:_____

Use a separate Temperature Log form for each walk-in/reach in refrigerator location.
Temperatures must be recorded a minimum of twice a day during a 24 hour period.
Record refrigerator temperature -- must be 40 degrees (4 degrees C) or below
Record temperatures as indicated by thermometers on THE OUTSIDE OF REFRIGERATORS
AMBIENT TEMPERATURES is the air temperature INSIDE THE REFRIGERATOR
Use Action column to indicate corrective steps taken if temperatures are not in proper ranges

MONTH:

DATE	INSIDE AMBIENT AIR TEMP OPEN/CLOSE	ACTION TAKEN COMMENT	OUTSIDE THERMOMETER TEMPERATURE OPEN/CLOSE	ACTION TAKEN COMMENT	EMPLOYEE INITIALS
1	/		/		
2	/		/		
3	/		/		
4	/		/		
5	/		/		
6	/		/		
7	/		/		
8	/		/		
9	/		/		
10	/		/		
11	/		/		
12	/		/		
13	/		/		
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15	/		/		
16	/		/		
17	/		/		
18	/		/		
19	/		/		
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24	/		/		
25	/		/		
26	/		/		
27	/		/		
28	/		/		
29	/		/		
30	/		/		
31	/		/		

KEEP ON FILE FOR ONE YEAR IN CHEF'S OFFICE

Food Safety Policies and Resources

Army Catering Program

FOOD SAFETY POLICIES AND RESOURCES

TABLE OF CONTENTS

PART II - FOOD SAFETY POLICIES AND RESOURCES

FOOD SAFETY POLICIES AND RESOURCES

TABLE OF CONTENTS

I. INTRODUCTION

A. HOW TO USE THIS SECTION
This part of the HACCP/Food Safety Program Manual has been prepared specifically to provide a permanent place for all current food safety-related policies, guidelines and other food safety tools. Additional information in this section includes frequently asked questions about HACCP and food safety procedures. As new or revised food safety-related information is issued you must review the material with all employees and then file in the appropriate section of this manual.

FOOD SAFETY AUDIT

FOOD SAFETY WALK-THROUGH
· Observe key food safety practices
· Acknowledge successes
· Plan corrective action and training sessions, as needed

RECOMMENDED USE
· GM or other designated Manager - Once a week
· Supervisors or Lead Employees – Frequency as assigned

IV. COMPREHENSIVE FOOD SAFETY SELF-INSPECTION
Comprehensive Food Safety Self-Inspection

COMPREHENSIVE FOOD SAFETY SELF-INSPECTION COMPLETE
-- Within 30 days of new opening
-- After change of top management
-- Once a month - All units

I. INTRODUCTION

A foodservice manager must have direct responsibility over many areas of an operation to function in a profitable, satisfactory manner. One important area of concern is food safety. Proper food safety practices and self-inspections play a vital role in:

· **Preventing food borne illness and possible lawsuits**
· **Meeting client and customer expectations**
· **Following regulatory and corporate requirements.**

The food safety status of an operation should be routinely checked at frequent intervals. This comprehensive self-inspection form was developed to help facilitate that process. Its use will minimize the chance of overlooking items of public health importance. In addition, this form will allow you to make a thorough, systematic evaluation of your operation. It is recommended that this tool be utilized on a frequent, consistent schedule.

Although its use is suggested on a more frequent basis, this form must be completed within 30 days of opening a new concept. It must also be used as an annual review of the entire food service operation and whenever there is a change in top management; i.e., BOD or GM overseeing the operation. Completed self-inspections must be kept on file for one year.
The items listed on this form are the requirements monitored by most regulatory agencies during food establishment inspections. They also represent the minimum standards of this facility However, whenever the regulations of the governing regulatory agency conflict with this form, the more stringent requirement should be followed.

SPECIFIC USES FOR THE COMPREHENSIVE FOOD SAFETY SELF-INSPECTION INVESTIGATING AN ALLEGED FOODBORNE ILLNESS INCIDENT

Management should thoroughly check the food safety status of the restaurant when involved in an alleged food borne illness incident. Using this guide will:

- Ensure that the major areas of concern are not overlooked
- Help determine if poor food safety practices may have contributed to the incident
- Point out deficiencies that should be eliminated.

Serious food safety issues can occur during regular operating hours because of the number of immediate demands, unforeseen problems, customer and client demands, training, etc.
A change in management also can lead to similar problems. There is not always time to correct inherited operational problems in a timely manner and carry out daily required activities.

Therefore, when there is a change in the Club's management, a comprehensive food safety evaluation is needed. Problem areas need to be quickly defined and a corrective action plan developed. This form permits a number of persons (safety manager, trainer, etc.) to assist in doing that.

A comprehensive annual review of the entire food service operation is also required but may be conducted more frequently throughout the year to ensure that no problem areas are overlooked.

TRAINING FOODSERVICE PERSONNEL

Have foodservice personnel use this form to check all or part of the operation. This is a must for all manager trainees. Such an exercise helps employees:

- Become familiar with the various food safety requirements
- Check the quality of their work
- Appreciate the quality of their job performance. (Management's concern for food safety will create more awareness and reinforce the need to perform duties properly.)

The inspection data also can provide management with a fresh look at the operation.

PREPARING FOR REGULATORY AGENCY INSPECTIONS

Many regulatory agencies have a policy that all foodservice establishments be inspected at a given frequency. By noting how often inspections are made, a self-inspection can be completed just before the official one. This would minimize the chance of a bad report, legal action, unfavorable publicity and/or license revocation. Some Sanitation Departments only make an inspection at license renewal time, usually 30 days before the expiration date. Thus, a self-inspection can help ensure that the license is not withheld. Note: Keep in mind that the Food Safety Audit, the 24 Points Food Safety Standards and Requirements and, the HACCP program do not cover everything that a Sanitation Department checks. This self-inspection form does. It provides a tool that helps ensure that all aspects of the food safety program are being monitored and addressed as necessary.

SELF-INSPECTION INSTRUCTIONS

Place a mark in the "Yes" or "No" column, whichever applies, for each item. A mark under "No" reveals an unsatisfactory condition or a violation of a food safety practice. If an item asks several questions together, you must be in complete compliance with all questions to mark "Yes". Otherwise, mark "No" and underline the requirement(s) not being met.

If an item does not pertain to your operation, place a mark under the "N/A" column, which means it is not applicable. This inspection is designed to be an action process. As best as practical, every item should actually be observed. For example, you must watch your foodservice personnel to make sure they are following proper procedures and not just assume they are following proper procedures.

Use of the Comprehensive Food Safety Self-Inspection form also is suggested as a self- training aid to familiarize new management persons with all food safety requirements and/or help them quickly determine the overall compliance level of their unit.

A corrective action plan must be developed to address all items that were marked "No". This action plan should note the unsatisfactory condition observed, the corrective action necessary, who is responsible for resolving the concern and when it will be corrected.

Food Safety Self Inspection Guide

Army Catering Program

II. FOOD SAFETY SELF-INSPECTION GUIDE OVERVIEW

A foodservice manager must have direct responsibility over many areas of an operation to function in a profitable, satisfactory manner. One important area of concern is **food safety**.

Proper food safety practices and self-inspections play a vital role in:

- Preventing food borne illness and possible lawsuits
- Meeting client and customer expectations
- Following regulatory and corporate requirements.

The food safety status of an operation should be routinely checked at frequent intervals. This self-inspection guide was developed to help facilitate that process. Its use will minimize the chance of overlooking items of public health importance. In addition, the guide will allow you to make a thorough, systematic evaluation of your operation. It is recommended that this tool be utilized on a frequent, consistent schedule.

Although its use is suggested on a more frequent basis, this guide must be completed on a monthly basis. It must also be used as an annual review of the entire food service operation and whenever there is a change in top management overseeing the operation. Completed self-inspection guides must be kept on file for one year.

The items listed in this guide are the requirements monitored by most regulatory agencies during food establishment inspections. They also represent the minimum standards of FMWRC's Army Catering Program. However, whenever the regulations of the governing regulatory agency conflict with this guide, the more stringent requirement should be followed.

SPECIFIC USES FOR THIS GUIDE

INVESTIGATING AN ALLEGED FOOD BORNE ILLNESS INCIDENT

Management should thoroughly check the food safety status of the service venue when involved in an alleged food borne illness incident. Using this guide will:

- Ensure that the major areas of concern are not overlooked
- Help determine if poor food safety practices may have contributed to the incident
- Point out deficiencies that should be eliminated.
-

INTRODUCING NEW FOOD VENUES, THEME CONCEPTS, ETC AND/OR CHANGING UNIT MANAGEMENT AND ANNUAL REVIEW

Serious food safety issues can occur during these changes because of the number of immediate demands, unforeseen problems, customer demands, training, etc. A change in management also

can lead to similar problems. There is not always time to correct inherited operational problems in a timely manner and carry out daily required activities. Therefore, when a venue or concept is

introduced at the facility or there is a change in management, a comprehensive food safety evaluation is needed. Problem areas need to be quickly defined and a corrective action plan developed. This guide permits a number of persons (safety manager, trainer, etc.) to assist in doing that.

A comprehensive annual review of the entire food service operation is also required but may be conducted more frequently throughout the year to ensure that no problem areas are overlooked.

TRAINING FORSERVICE PERSONNEL

Have foodservice personnel use this guide to check all or part of the operation. This is a must for all manager trainees. Such an exercise helps employees:

- Become familiar with the various food safety requirements
- Check the quality of their work
- Appreciate the quality of their job performance. Management's concern for food safety will create more awareness and reinforce the need to perform duties properly.

The inspection data also can provide management with a fresh look at the operation.

PREPARING FOR REGULATORY AGENCY INSPECTIONS

Many regulatory agencies have a policy that all foodservice establishments be inspected at a given frequency. By noting how often inspections are made, a self-inspection can be completed just before the official one. This would minimize the chance of a bad report, legal action, unfavorable publicity and/or license revocation. Thus, a self-inspection can help ensure that the license is not withheld.

Note: Keep in mind that the *Food Safety Audit,* the *24 Points Food Safety Standards and Requirements* and the *HACCP program* **DO NOT** cover everything that a health department checks. This self-inspection guide does. This guide provides a tool that helps ensure that all aspects of the food safety program are being monitored and addressed as necessary.

SELF-INSPECTION INSTRUCTIONS

Place a mark in the "Yes" or "No" column, whichever applies, for each item. A mark under "No" reveals an unsatisfactory condition or a **violation** of a food safety practice. If an item asks several questions together, you must be in **complete** compliance with all questions to mark "Yes". Otherwise, mark "No" and underline the requirement(s) not being met. If an item does not pertain to your operation, place a mark under the "N/A" column, which means it is not applicable.

This inspection is designed to be an action process. As best as practical, every item should actually be observed. For example, you must watch your foodservice personnel **to make sure** they are following proper procedures and not just assume they are following proper procedures.

Use of the Guide also is suggested as a self-training aid to familiarize new management persons with **all** food safety requirements and/or help them quickly determine the **overall** compliance level of their unit.

A **corrective action plan** must be developed to address all items which were marked "No". This action plan should note the unsatisfactory condition observed, the corrective action necessary, who is responsible for resolving the concern and when it will be corrected.

Food Safety Self-Inspection Guide

NO.	ITEMS TO CHECK	YES	NO	N/A
FOOD PROTECTION AND WHOLESOMENESS				
1	When received, products checked for good condition, possible contamination, and temperature abuse? Questionable products rejected – dented, swollen, or rusted cans, thawed or refrozen items, crushed cases, etc.? Refrigerated and frozen foods stored first – as soon as possible, but ***NOT*** to exceed one hour? All products dated to ensure first in-first out procedure?			
2	Packer's tags from shellfish saved for 90 days?			
3	During storage, no food spoilage; leaking, swollen, or severely dented cans; or contamination in food: no foreign material, insects, food particles or soil from other food containers, etc.?			
4	China, pottery, glass, or other breakable containers stored on bottom shelves, separate from food items, throughout facility?			
5	All food stocks rotated to avoid spoilage and assure freshness? Manufacturer's expiration, "Use By" or "Sell By" dates followed?			
6	Bulk food items properly labeled?			
7	All food completely covered or otherwise stored, prepared, displayed, served, or transported so it is protected from contamination?			
8	All food stored away from water or waste lines throughout facility (except for sprinkler heads)?			
9	All food and equipment stored 6" above floor or on movable dollies?			
10	Packaged food not stored in contact with water or un-drained ice?			
11	Food containers not placed directly on top of uncovered food?			
12	Dispensing utensils, including frozen dessert dippers, stored so the part in contact with person's hand does not touch food?			
13	Food containers ***not*** used for purposes other than storing food?			
14	Work tables and other equipment surfaces on which food is prepared are free of food cartons and other nonfood items such as repair tools, clothing, clipboards, and order books?			
15	Only approved wiping cloths used, i.e., disposable cloths or cotton cloths that can be laundered? Kept in sanitizing solution and used for no other purpose?			
16	Only nonmetallic pads used for pan scouring (no steel wool or stainless pads)?			
17	Canned goods opened so lids do not fall into food and fingers do not touch contents?			
18	Contents of canned foods not immediately used after opening are transferred to appropriate containers?			
19	All ***raw*** fruits and vegetables washed thoroughly in clean container or sink before being cooked, served, or sliced?			
20	Vegetable sinks used only for vegetable cleaning? Sanitizer section of pot sink used for vegetable cleaning only if the sink is washed, rinsed, and sanitized first?			
21	All foods prepared in operation are covered and labeled as to contents and date of preparation before placement in refrigerators and freezers?			
22	Packaged food, other than potentially hazardous food, is re-served ***only*** if still packaged and in sound condition, except for susceptible populations?			
23	Potentially hazardous foods left over on ***self-service*** bars, buffets, or food lines after meal period are reused only if the self-service stations are monitored consistently throughout service by employees trained in food safety?			
24	At end of meal period, leftover foods not required to be discarded are promptly refrigerated? Leftovers used within 48 hours and not mixed with fresh food?			
25	Single-service articles stored, dispensed, and handled properly?			
26	Separate cutting boards, ***distinguishable by color***, used for raw and ready-to-eat foods, i.e., red for raw products of animal origin, white for ready-to-eat foods, green for washed raw fruits and vegetables?			
27	*Use of Fresh and Pasteurized Eggs* followed?			
28	Poisonous or toxic materials separated into two categories and ***stored on separate shelves***? Stored away from food, food equipment, utensils, and single-service articles? Prominently and distinctly labeled and properly used?			
29	Self-inspection program relating to food safety completed as required, with results and follow-up action recorded and kept on file for 12 months?			
30	HACCP/Food Safety logs completed as required, with results and follow-up action recorded and kept on file for 12 months?			

NO.	ITEMS TO CHECK	YES	NO	N/A
FOODSERVICE PERSONNEL				
1	Employees not infected with an illness that can be transmitted by food or while afflicted with a boil, an infected wound or an acute respiratory infection?			
2	Cuts and burns on hands properly bandaged and covered with disposable gloves? Cuts and burns on exposed arms properly covered so they are not a source of contamination?			
3	Hands ***and*** exposed portions of arms thoroughly washed ***before*** beginning/returning to work? Hands ***thoroughly*** washed after: **a)** handling ***raw*** meat, poultry, and seafood; ***unwashed*** fruits and vegetables; **b)** trash or other contaminated objects, **c)** scratching head, touching hair, sneezing, blowing nose, or putting fingers in mouth, **d)** smoking, drinking, or eating, and **e)** doing outside work? Hands ***thoroughly*** washed after using toilet facilities ***and*** *AGAIN IN PRODUCTION AND SERVICE AREAS*? Hands washed at proper sinks?			
4	Hands and fingernails clean fingernails no longer than end of finger, and no nail polish or artificial fingernails? No jewelry or watches on hands or arms ***during production and on serving lines, except smooth-surface*** rings/bands? Other jewelry, i.e., necklaces, earrings, pins, (not worn on hands or arms) that may possibly dislodge and fall into food also removed?			
5	Disposable gloves, tongs, or other dispensing devices used ***properly*** to handle ready-to-eat food? Disposable gloves changed with each activity or when gloves become torn or contaminated? Gloves are not washed and then reused? Gloves discarded when leaving work area?			
6	Fingers not licked to pick up napkins, checks, placemats, or money?			
7	Dishes, silverware, and glassware correctly handled; food-contact surfaces not touched?			
8	Eating, drinking, smoking, and gum-chewing done only in approved, designated areas, not in production and service locations or equipment and utensil washing areas?			
9	Clean uniforms, aprons, and shoes; approved hair restraints worn ***properly*** by all foodservice personnel, including management; good personal hygiene?			
10	Personal medications and first aid supplies stored to prevent the contamination of food, equipment, utensils, linens, and single-service items?			
11	New employees trained in food safety as required, beginning at time of hire?			
12	All management and supervisors certified in food safety practices through approved programs – US – SERVSAFE			
FOOD PREPARATION AND STORAGE				
1	All potentially hazardous foods meet proper temperature requirements during storage, preparation, display, service, and transportation? ***Hot foods – Cook*** all products to required internal temperature for 15 seconds? ***Reheat*** foods rapidly (within 2 hours) to 165°F (74°C) minimum temperature for 15 seconds? ***Hold*** hot foods at 140°F (60°C) or above? ***Cold foods – Cool*** foods rapidly to 70°F (21°C) within 2 hours ***and*** then to 40°F (4°C) within an ***additional*** 2 hours, using appropriate methods; depth of food not exceeding 3" (7.5 cm)? ***Hold*** cold foods at 40°F (4°C) or below? (Refer to HACCP Manual.)			
2	Accurate, ***sanitized*** food thermometers available and used by all foodservice personnel during storage, preparation, display, service, and transportation?			
3	All refrigeration equipment maintained at 40°F (4°C) or below and freezer equipment at 0°F (-18°C) or below ambient temperature? HACCP refrigerator and freezer temperature logs completed and kept on file for one year?			
4	Each refrigeration and hot food storage unit provided with accurate, properly located thermometers in good working condition?			
5	Adequate facilities available for maintaining all hot foods at 140°F (60°C) or above, cold foods at 40°F (4°C) or below, and frozen foods at 0°F (-18°C) or below? All such facilities properly maintained and in good repair?			
6	Frozen foods thawed under refrigeration at 40°F (4°C) or below? ***In emergency situations only***, food thawed by using other approved means? Foods never defrosted at room temperature or refrozen after thawing?			

NO.	ITEMS TO CHECK	YES	NO	N/A
7	Raw foods of an animal origin (separated by type) stored ***below*** ready-to-eat foods in refrigerators to prevent contamination? All ***unwashed*** produce stored ***below*** ready-to-eat foods and ***above*** raw foods of an animal origin?			
8	Proper handling of ground meat is enforced.			
9	Steam tables, Bain maries, and food warmers not used to reheat or thaw foods?			
FOOD EQUIPMENT AND UTENSILS				
1	All utensils and equipment in good repair, smooth, easily cleaned, and free of cracks, chips, pits, open seams, and corrosion? Working parts of all equipment can be disassembled for cleaning or are designed for cleaning in place?			
2	Cutting boards in good condition, without cracks, deep grooves, and discoloration? Wooden cutting boards not used (except as approved for display and carving in front of customers)?			
3	Food grade containers used for food preparation and storage? Disposable plastic tubs, i.e., pickle, mayonnaise, sour cream tubs, etc., not reused for food preparation and storage?			
4	All equipment is regularly dismantled for cleaning and is clean? Food-contact surfaces of grills, griddles, and similar cooking devices, and cavities and door seals of microwave ovens cleaned at least once a day? (Does not apply to hot oil cooking equipment and hot oil filtering systems.) Food-contact surfaces of all cooking equipment kept free of encrusted grease deposits and other accumulated soil? Nonfood-contact surfaces of equipment cleaned as often as necessary to keep the equipment free of accumulation of dust, dirt, food particles, and other debris?			
5	Equipment adequately vented (rooms reasonably free of smoke, steam, and condensation)?			
6	All equipment sealed in place, mobile, or installed enough distance from other equipment and walls to permit cleaning all equipment and wall surfaces? Equipment placed on tables or counters is portable, sealed to table or counter, or elevated on legs to provide at least 4" clearance between tables or counter? Otherwise installed so equipment and adjacent areas can be easily cleaned?			
7	Dishes, tableware, utensils, etc., clean to sight and touch?			
8	Shelves and insides of all refrigeration and freezer units clean and free of corrosion? All door gaskets and latches in good repair and easily cleaned?			
CLEANING AND SANITIZING OF UTENSILS AND EQUIPMENT FOOD-CONTACT SURFACES				
1	Washing, rinsing, and sanitizing procedures posted ***and*** followed at all pot washing and dishwashing stations in use? Includes correct products, temperatures, procedures (bilingual if needed), sanitizer concentration and contact time, and dishwashing machine final rinse pressure and proper utensil racking?			
2	Sanitizer test strips, test kit, thermometers or other means provided and used to check water temperatures and sanitizer concentrations at preparation and during use? Sanitizer log maintained and kept on file for one year?			
3	Clearly labeled sanitizer of the proper concentration available and used to sanitize all food-contact surfaces of stationary equipment?			
4	Dishwashing machine in good working condition, clean interior and exterior, proper wash and rinse temperatures, proper racking, correct pressure, nozzles clean and have correct spray patterns, gauge cock or IPS valve provided, thermometers in good condition?			
5	Clean equipment and utensils air-dried, properly stored on clean surfaces, and handled in a way that protects them from contamination? Nonfood equipment and materials stored separate from food utensils and equipment? Knives stored in knife rack or other storage facility that can be easily cleaned? All utensil handles stored in same direction?			
ICE STORAGE AND HANDLING				
1	Ice machines in good repair, clean, and free of rust and lime deposits? Drain pipe properly installed? Ice machines located in clean area not subject to overhead contamination?			
2	Ice taken from storage facilities with appropriate sanitary dispensing device such as a scoop? Ice not touched by hands or by handle of dispensing device? Ice scoop stored in clean location protected from dust, dirt, and other types of contamination?			
3	Ice buckets stored off floor on clean surfaces, inverted or otherwise stored to protect interiors from contamination, and not stacked on top of each other?			
4	Ice intended for human consumption ***not*** used to cool or store food, beverages, or food containers?			

NO	ITEMS TO CHECK	YES	NO	N/A
TOILET AND HAND WASHING FACILITIES				
1	Toilet rooms provided with tight-fitting, self-closing doors? Doors kept closed? Proper waste receptacles provided and emptied frequently?			
2	Toilet rooms, fixtures, and vestibules kept clean, in good repair, and free of odors? Vented to outside?			
3	Hand washing facilities clean and in good repair? Accessible, properly maintained hand wash sinks located in toilet facilities and in production, ware washing and service areas? Hand wash sinks used only for hand washing purposes?			
4	Water provided at a temperature of 110°-115°F (43°-46°C) through a mixing valve or combination faucet? A self-closing, slow-closing, or metering faucet provides a flow of water for at least 15 seconds without the need to reactivate the faucet?			
5	Antimicrobial hand cleanser and disposable towels available at all times and kept in properly working dispensers?			
6	Hand washing signs posted over ***all*** hand wash sink areas, including in toilet facilities used by foodservice personnel? If client does not permit hand washing signs in toilet facilities shared by foodservice personnel and client and/or public, every effort has been made to have the sign-posting requirement met (provide written documentation)?			
DRESSING ROOMS AND LOCKERS				
1	Adequate facilities provided and used for orderly storage of all clothes ***and*** personal belongings outside of food preparation and serving areas and ware washing locations? All items stored off floor?			
2	Dressing rooms or areas and lockers kept in a neat, clean manner?			
3	Soiled uniforms and other soiled clothing not stored in lockers? Foodservice personnel prevented from storing food in lockers and eating in dressing rooms?			
PEST CONTROL				
1	No evidence of insects, rodents, or other pests? A log kept to report any evidence and location of pests observed?			
2	All openings to outside screened or otherwise protected against entrance of insects? All open doors, windows, holes, or other openings through which pests could gain entrance eliminated?			
3	Effective and safe pest control program in place? Pest control handled by licensed pest control company and personnel ***only***?			
4	Pest control reports left after each inspection and/or treatment of facility? Pest control company's inspection reports kept on file for 12 months? If client is responsible for pest control, copy of reports kept on file in the operation and available for review by an auditor?			
5	Conditions contributing to actual or potential pest problems listed on pest control reports are eliminated within a reasonable time?			
REFUSE DISPOSAL				
1	Refuse containers or receptacles durable, nonabsorbent, smooth, easily cleanable, pest proof, leak proof, adequate in number and size, emptied frequently, clean, and in good repair? When not in continuous use, covered with tight-fitting lids or kept in protective storage unreachable by pests?			
2	Outside bulk refuse storage containers (dumpsters, compactors, etc.) in good repair and covered? Outside refuse storage areas clean? Easily cleaned, nonabsorbent surface (such as a concrete slab or machine-laid asphalt) in good repair, provided for outside storage or refuse containers?			
3	Refuse storage areas clean, free of odors and pests, easily cleaned, and kept neat? Refuse storage rooms or enclosures are pest proof, properly constructed, and properly maintained?			
FLOORS, WALLS AND CEILINGS				
1	All floors, floor mats, walls, ceilings, and exhaust fans or vents clean?			
2	All floors nonabsorbent, smooth, free of cracks, in good repair, and easily cleanable? All inside floor mats cleanable and removable? Juncture between floor and walls properly constructed?			
3	All ceilings and walls in good repair and smooth, easily cleanable and free of cracks, holes, peeling paint and smooth?			
4	All piping along floors, walls, or ceiling clean and in good repair? Exposed utility service lines and pipes installed so they do not prevent floors, walls, or ceilings from being easily cleaned?			
5	Properly installed, trapped floor drains clean, free of standing water, and work properly?			

NO.	ITEMS TO CHECK	YES	NO	N/A
GENERAL SANITATION				
1	Mops, brooms, and other cleaning equipment stored in neat, orderly manner so that they do not contaminate food, utensils, equipment, or linens? Mop water disposed of properly (as if it were waste water)? Mop sink properly used?			
2	All exterior areas clean and well drained? Back dock area kept clean of debris?			
3	Soiled linen, coats, and aprons stored in laundry bags or in nonabsorbent, easily cleaned containers? All laundered cloths, aprons, and clothing stored in clean, dry place protected from splash, spillage, or other contamination?			
4	All waste water and sewer lines, including in basement areas, in good repair and free of leaks?			
5	No cross-connections (direct connections) between waste lines and water lines?			
6	Plumbing from all equipment properly sized, installed, and maintained? All equipment properly drained? Backflow prevention devices in place?			
7	Water supply inlets are at least twice their diameter (but no less than 1") above overflow level of equipment or fixture into which they discharge?			
8	All faucets to which a hose is or can be attached provided with backflow prevention device (vacuum breaker)?			
9	No waste water deposited on outside grounds?			
10	All areas well lit and ventilated? Safety-type lights or those with a shield provided at food preparation and serving areas, ware washing locations, and in refrigeration and other foodservice equipment to protect food products from glass fragments in event of breakage?			

Inspection Completed By:_____

Title:_____ Date:_____

Food Safety Audit

Army Catering Program

US ARMY FAMILY AND MWR COMMAND
ARMY CATERING PROGRAM HACCP/FOOD SAFETY PROGRAM

FOOD SAFETY AUDIT

I. PERSONAL HYGIENE (30%)						
NO	**ITEMS TO CHECK**	**Yes**	**No**	**N/A**	**Total Points**	**Points Awarded**
1. Hand washing Facilities (10 points) *"24 Points" Food Safety Standards and Requirements, point # 1*						
a)	Sinks located in production and service areas, and in restrooms.				**5**	
b)	Clean and in good working condition. Properly maintained with hot and cold water, approved antimicrobial soap, disposable towels or air dryer, trash containers.				**3**	
c)	Hand sinks used only for hand washing purposes.				**2**	
2. Hand washing Practices (10 points) *"24 Points" Food Safety Standards and Requirements*						
a)	Hands washed frequently and correctly *-- after using restroom facilities* *-- before starting to work and when returning from restroom or breaks* *-- after handling raw meat, poultry, seafood and produce* *-- before working with ready-to-eat foods* *-- between handling different types of food* *-- after coughing, sneezing or blowing nose* *-- after touching hair, face, nose, other parts of body* *-- after eating, drinking and smoking* *-- after cleaning* *-- after handling chemicals* *-- after handling dirty equipment* *-- after handling trash and other contaminated objects*				**5**	
b)	Aprons and towels ***not*** used to dry hands after washing.				**1.5**	
c)	Fingernails well trimmed and clean; ***no*** nail polish or artificial fingernails worn. Jewelry and watches on hands and arms (except smooth-surface rings / bands) ***not*** worn during production and service.				**1.5**	
d)	Food prep sink and pot sink ***not*** used for hand washing.				**2**	
3. Employee Health (4 points) *"24 Points" Food Safety Standards and Requirements,*						
a)	Employees and managers who handle, prepare or serve food have no apparent illnesses (cold, "stomach bug", virus, open wounds, etc.).				**2**	
b)	Cuts, abrasions and burns on hands and exposed arms bandaged properly; hands also covered with a disposable glove.				**2**	

US ARMY FAMILY AND MWR COMMAND
ARMY CATERING PROGRAM HACCP/FOOD SAFETY PROGRAM

FOOD SAFETY AUDIT

NO	ITEMS TO CHECK	Yes	No	N/A	Total Points	Points Awarded
4. Disposable Gloves (6 points) *"24 Points" Food Safety Standards and Requirements*						
a)	Gloves used when handling ready-to-eat foods without utensils. *Not needed when handling raw foods that will be cooked, cleaning or handling trash.*				**2**	
b)	Gloves changed before starting another job.				**1**	
c)	Gloves changed when they are torn, dirty or contaminated.				**1**	
d)	Gloves removed when leaving the work area, going to the restroom and going on break.				**1**	
e)	Hands washed before putting on gloves.				**1**	
	I. Personal Hygiene -- Total Points Awarded					
	II. TIME AND TEMPERATURE CONTROL (36%)					
1. Thermometers (2 points) *"24 Points" Food Safety Standards and Requirements*						
a)	Employees and managers have access to and use calibrated, sanitized thermometers.				**2**	
2. Receiving Refrigerated and Frozen Food (1 point) *"24 Points" Food Safety Standards and Requirements*						
a)	Refrigerated and frozen food stored within 1 hour or less of delivery. *-- May be extended to 2 hours only under extreme conditions - reason must be documented.*				**1**	
3. Cooking Foods (6 points) *"24 Points" Food Safety Standards and Requirements*						
a)	Potentially hazardous foods cooked to correct minimum internal temperature. Temperature must register on thermometer for 15 seconds minimum. ***-- 165ºF / 74ºC:*** *Poultry (solid and ground), stuffed foods (meat, poultry, seafood, pasta, etc.)* ***-- 155ºF / 68ºC:*** *ground meats (beef, pork, veal, lamb), pork and game* ***-- 145ºF / 63ºC:*** *veal, lamb, other red meats, seafood, shell eggs, pasteurized egg dishes* ***-- 140ºF / 60ºC:*** *convenience foods (foods commercially prepared)* ***-- 135ºF / 57ºC and held for 45 minutes:*** *roast beef*				**5**	

NO	ITEMS TO CHECK	Yes	No	N/A	Total Points	Points Awarded
b)	Egg policy (*Use of Fresh and Pasteurized Eggs*) followed. *-- Exception: cooking single service eggs to order per customer specification*				**1**	
4. Holding Hot and Cold Foods during Preparation and Service (12 points) *"24 Points" Food Safety Standards and Requirements*						
a)	Food thawed under refrigeration, not at room temperature. *-- Emergency procedure: under cold running water (70ºF / 21ºC or below) or in microwave, followed by immediate cooking to 165ºF / 74ºC).*				**1**	
b)	Food kept at room temperature during preparation for no more than 40 minutes.				**1**	
c)	Hot food held / served at 140ºF / 60ºC or above.				**5**	
d)	Cold food held / served at 40ºF / 4ºC or below.				**5**	
5. Cooling Potentially Hazardous Foods (9 points) *"24 Points" Food Safety Standards and Requirements,*						
a)	Food prepared for later use or left over after meal period cooled properly (from 140ºF / 60ºC to 70ºF / 21ºC within 2 hours and then to 40ºF / 4ºC within an additional 2 hours). *-- Placed in shallow containers; depth of food not to exceed 2" - 3" (5 cm - 7.5cm).* *-- Ice bath method used, where possible.* *-- Stirred to speed cooling (i.e., with ice paddle).* *-- Placed in refrigerator uncovered but protected from contamination for remainder of the cooling process.*				**9**	
6. Reheating Foods (5 points) *"24 Points" Food Safety Standards and Requirements*						
a)	Food reheated rapidly (within 2 hours) to 165ºF / 74ºC or above. Food reheated once only.				**5**	
7. Refrigeration Equipment Temperatures (1 point) **8.** *"24 Points" Food Safety Standards and Requirements*						
a)	Refrigeration equipment maintained at 40ºF / 4ºC or below.				**1**	
II. Time and Temperature Control -- Total Points Awarded						

US ARMY FAMILY AND MWR COMMAND
ARMY CATERING PROGRAM HACCP/FOOD SAFETY PROGRAM

FOOD SAFETY AUDIT

NO	ITEMS TO CHECK	Yes	No	N/A	Total Points	Points Awarded
III. CROSS-CONTAMINATION (21%)						
1. Storing Foods (4 points) *"24 Points" Food Safety Standards and Requirements*						
a)	Raw meat, poultry, seafood, shell eggs stored ***below*** ready-to-eat foods.				**3**	
b)	Unwashed produce stored ***below*** ready-to-eat foods and ***above*** raw meat, poultry, and seafood and shell eggs.				**0.5**	
c)	Food stored only in food-grade containers. Food containers ***not*** used for purposes other than their intended use.				**0.5**	
2. Preparing and Serving Foods (15 points) *"24 Points" Food Safety Standards and Requirements*						
a)	Raw foods kept separate from ready-to-eat foods during preparation.				**2**	
b)	Separate utensils used for each food item (during cooking and serving).				**0.5**	
c)	Red cutting board used for raw foods of animal origin.				**3**	
d)	White cutting board used for ready-to-eat foods.				**3**	
e)	Green cutting board used for washed raw fruits and vegetables.				**3**	
f)	Red cutting board always cleaned and sanitized between different raw foods (i.e., cutting chicken, then beef).				**2**	
g)	Cutting boards in good condition, no cracks, deep groves and discoloration.				**0.5**	
h)	Cutting boards stored vertically for proper draining and quick drying.				**0.5**	
i)	Appropriate serving utensils provided for food items available for self-service.				**0.5**	
3. Sanitizing Food Contact Surfaces (2 points) *"24 Points" Food Safety Standards and Requirements*						
a)	All food contact surfaces and utensils (including thermometers, prep knives and stationary parts of slicer) cleaned and sanitized.				**1**	
b)	Sanitizing solutions prepared in correct concentrations (Ster Bac Blu: 200 ppm, Mikroklene: 25 ppm). *Bleach is **not** approved for sanitizing food contact surfaces.*				**1**	
III. Cross-Contamination -- Total Points Awarded						

US ARMY FAMILY AND MWR COMMAND
ARMY CATERING PROGRAM HACCP/FOOD SAFETY PROGRAM

FOOD SAFETY AUDIT

NO	ITEMS TO CHECK	Yes	No	N/A	Total Points	Points Awarded
IV. RECORDKEEPING, TRAINING, SELF-INSPECTIONS (13%)						
1. HACCP Recordkeeping (5 points) *"24 Points" Food Safety Standards and Requirements*						
a)	Refrigerator and freezer logs completed and on file for one year. Temperatures checked during stable times, i.e., at opening and closing of the operation.				**0.5**	
b)	HACCP temperature logs completed and kept on file for one year: -- HACCP Critical Control Points Daily Temperature Log ***OR*** -- HACCP Cooling & Reheating Chart, ***and*** HACCP Temperature Log - For Cooking Raw Foods ***and*** HACCP Daily Taste Panel Chart				**4**	
c)	The Sanitizer Solution log completed twice a day for sample testing; kept on file for one year.				**0.5**	
2. Manager Certification (2 points) *"24 Points" Food Safety Standards and Requirements*						
a)	All Managers and supervisors without current certification scheduled for training and certified within 90 days of hire or within 90 days of expiration of previous certification.				**2**	
3. Frontline Employee Training (4 points) *"24 Points" Food Safety Standards and Requirements*						
a)	New employees have completed three step food safety training program *-- Training verification on file.*				**3**	
b)	Repeat food safety training for all employees conducted at least annually -- Sign *up sheets or other documentation on file.*				**1**	
4. Self-Inspection Program (2 points) *"24 Points" Food Safety Standards and Requirements*						
a)	The ***Food Safety Audit*** completed each month (kept on file for one year).				**1.5**	
b)	The ***Food Safety Self-Inspection Guide*** completed at least quarterly (kept on file for one year).				**0.5**	
IV. Recordkeeping, Training, Self-Inspections -- Total Points Awarded						

FOOD SAFETY AUDIT

GENERAL OBSERVATIONS -- EQUIPMENT
(Not included in total points)

1. Repairs / Maintenance
Comments:

☐ Good ☐ Fair ☐ Poor

2. Equipment Needs
Comments:

GENERAL OBSERVATIONS -- SANITATION
(Not included in total points)

1. Front of the House (Service Areas)
Comments:

☐ Good ☐ Fair ☐ Poor

2. Back of the House (Production Areas)
Comments:

☐ Good ☐ Fair ☐ Poor

FOOD SAFETY AUDIT

3. Restrooms, Dressing Rooms and Lockers
Comments:

☐ Good ☐ Fair ☐ Poor

4. Storage Areas (Dry Storage, Refrigerators, Freezers)
Comments:

☐ Good ☐ Fair ☐ Poor

5. Evidence of Pest Infestation:
Comments:

☐ No ☐ Yes

FOOD SAFETY AUDIT

AUDIT COMMENTS	
I. PERSONAL HYGIENE	
Audit Item No.	**Comments**
1. Hand washing Facilities	
a)	
b)	
c)	
2. Hand washing Practices	
a)	
b)	
c)	
d)	
3. Employee Health	
a)	
b)	
4. Disposable Gloves	
a)	
b)	
c)	
d)	
e)	
II. TIME AND TEMPERATURE CONTROL	
1. Thermometers	
a)	
2. Receiving Refrigerated and Frozen Food	
a)	

Audit Item No.	Comments
3. Cooking Foods	
a)	
b)	
4. Holding Hot and Cold Foods during Preparation and Service	
a)	
b)	
c)	
d)	
5. Cooling Potentially Hazardous Foods	
a)	
6. Reheating Foods	
a)	
7. Refrigeration Equipment Temperatures	
a)	
III. CROSS-CONTAMINATION	
1. Storing Foods	
a)	
b)	
c)	
2. Preparing and Serving Foods	
a)	
b)	
c)	
d)	
e)	

FOOD SAFETY AUDI T

Audit Item No.	Comments

g)	
h)	
i)	
3. Sanitizing Food Contact Surfaces	
a)	
b)	
IV. RECORDKEEPING, TRAINING, SELF-INSPECTIONS	
1. HACCP Recordkeeping	
a)	
b)	
c)	
2. Manager Certification	
a)	
3. Frontline Employee Training	
a)	
b)	
4. Self-Inspection Program	
a)	
b)	

FOOD SAFETY AUDIT RATING SYSTEM

Total possible points: 100

Superior	***"GOLD"***	**95 points or above**
Good	***"GREEN"***	**90 to 94.5 points**
Needs Improvement **Corrective Action Plan Required**	***"YELLOW"***	**85 to 89.5 points**
Unacceptable **Immediate Corrective Action Plan Required**	***"RED"***	**84.5 points or below**

Score Achieved:

Score: ____ out of 100 Percentage: _____ Audit Status: _____

Date: _____

DEPARTMENT:
_____

LOCATION: _____

Audit Conducted By
Name (PRINTED): _____

Signature: _____

Reviewed By GM
Name (PRINTED): _____

Signature: _____

THE AUDIT SCORES THAT ARE BELOW THE 84.5 RANKING WILL BE FORWARDED TO BUSINESS OPS DIRECTOR AND TO THE FMWRC DIRECTOR. ACTION PLAN WILL BE DEVELOPED AND BRIEFED TO BOD WITHIN 72 HOURS WITH CORRECTIONS

US ARMY FAMILY AND MWR COMMAND
ARMY CATERING PROGRAM HACCP/FOOD SAFETY PROGRAM

FOOD SAFETY AUDIT

Unit Name: _____

Unit Number: _____ Date: _____

CORRECTIVE ACTION PLAN

Unsatisfactory Condition Observed	Corrective Action	By Whom	Target Date	Re-evaluation Date	Completion Date

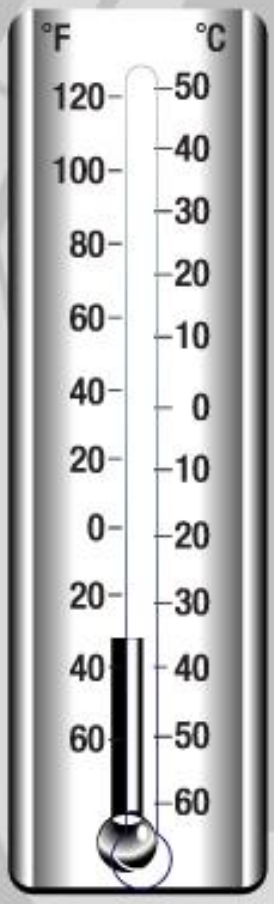
Signature: _____
General Manager

Food Safety Walk-Through

- Observe key food safety practices
- Acknowledge successes
- Plan corrective action and training sessions as needed

RECOMMENDED USE

- GM or other designated Manager - Once a week
- Supervisors or lead employees - Frequency as Assigned



Army Catering Program

IV. FOOD SAFETY WALK-THROUGH

Walk-Through completed by: _____ Date: _____

AREAS TO CHECK	YES	NO	OBSERVATIONS CORRECTIVE ACTION OR TRAINING NEEDS
I. EMPLOYEES --Appearance			
• Clean uniforms, aprons, slip-resistant shoes. • Hairnets, caps or chef hats. • ***No*** jewelry - rings (*except smooth surface bands*), bracelets and watches on hands and arms. • ***No*** necklaces, earrings, pins that can dislodge and fall into food.			
II. EMPLOYEES -- Personal Hygiene			
• Hands washed frequently and correctly. • Gloves or sanitized utensils used to handle ready-to-eat foods. • Gloves changed as required. • Employees who handle, prepare or serve food have no apparent illnesses (cold, "stomach bug", virus, open wound, etc.)			
III. THERMOMETERS			
• Thermometers available, calibrated, sanitized and stored correctly when not in use. ***Note***: Has sanitizing solution been tested and recorded on log?			
IV. RECEIVING AREA			
• Refrigerated and frozen food stored within 1 hour of delivery. ***Note***: Has temperature of potentially hazardous food been checked at time of delivery?			
V. WALK-IN REFRIGERATORS AND FREEZERS			
• Ambient air temperature at 40°F/4°C or below (refrigerators) and 0°F/-18°C (freezers). • Food prepared in unit covered, labeled and dated. • Raw meat, poultry, fish, shell eggs stored ***below*** ready-to-eat foods. • Unwashed produce stored ***below*** ready-to-eat foods and ***above*** raw			

AREAS TO CHECK	YES	NO	OBSERVATIONS CORRECTIVE ACTION OR TRAINING NEEDS
meat, poultry, fish, shell eggs. ***Note***: Have temperatures and corrective action steps been recorded on HACCP logs?			
VI. PRODUCTION AREAS -- *Temperature Control* Spot check temperatures!			
• Food kept ***at room temperature*** no longer than 20 - 40 minutes during production. • Food ***cooked*** to correct internal temperature. • ***Hot*** food held and served at 140°F (60°C) or above. • ***Cold*** food held and served at 40°F (4°C) or below. • Food ***cooled*** to 70ºF (21ºC) within 2 hours and then to 40°F (4°C) within 2 additional hours. • Food ***reheate***d to 165°F (74°C) within 2 hours. ***Note***: Have temperatures and corrective action steps been recorded on HACCP logs?			
VII. PRODUCTION AREAS -- *Cross Contamination, Sanitizing*			
• Correct cutting boards used (***red*** - raw foods of animal origin, ***white*** - ready-to-eat foods, ***green*** - washed raw fruits and vegetables). • Raw food kept separate from cooked and ready-to-eat food. • No eating, drinking or chewing of gum at work stations. • Clearly labeled containers with sanitizing solution of proper concentration available and used to sanitize all food contact surfaces. • All food contact surfaces, equipment, utensils, food prep sinks that have touched raw food cleaned and sanitized before using for cooked or ready-to-eat food.			
VIII. SERVICE AREAS -- *Temperature Control, Cross Contamination, Sanitizing* Spot check temperatures!			
• Foods on display are held at proper temperatures: spot check deli, salad bar and hot foods (3 each). • No eating, drinking or chewing of gum at work stations.			

AREAS TO CHECK	YES	NO	OBSERVATIONS CORRECTIVE ACTION OR TRAINING NEEDS
• Self service stations set up so that food cannot be contaminated by customers' hands or clothing. • Clearly labeled containers with sanitizing solution of proper concentration available and used to sanitize all food contact surfaces.			
IX. OTHER AREAS			

Food Safety Policies Guide

Army Catering Program

POLICY FOR USE AND HANDLING OF GROUND BEEF

Due to the severity of food borne illness outbreaks involving undercooked ground beef, the Food and Drug Administration (FDA) has developed stringent guidelines to eliminate E.coli 0157:H7 that may be present in ground beef.

These guidelines call for cooking ground beef to a minimum internal temperature of 155F (68ºC).

In response to the announcement from the United States Department of Agriculture (USDA) declaring E.coli 0157:H7 an adulterant in ground beef, **it is now required to cook all ground beef to a minimum internal temperature of 155ºF (68ºC) WITHOUT EXCEPTION.**

Undercooking ground beef resulting in an illness due to E.coli 0157:H7 could be considered a violation of Federal regulations resulting in significant fines.

As an additional safeguard, this facility has implemented a food safety program requiring all ground beef products to be tested for E.coli, Salmonella, Staphylococcus and total bacteria count by the manufacturer prior to release to approved distributors.

ARMY CATERING PROG. POLICY FOR USE AND HANDLING OF GROUND BEEF

• The use of frozen ground beef is required since handling of fresh ground beef increases the possibility of bacteria growth. However, correct thawing procedure under refrigeration is imperative.

• Ground beef must be purchased from approved vendors (and inspected) sources only. Cargill (Excel) (frozen ground beef)
*steer meat only; identified on each carton by a sticker "MFST" (Microbiologically Food Safety Tested).

• All ground beef (e.g., meat loaf, Salisbury steak, meat sauce, etc.) must be cooked to an internal temperature of 155ºF (68ºC) for 15 seconds.

• Customers requesting a less well-done hamburger (under 155ºF/68ºC) must be advised that we must comply with the Federal regulations and, therefore, all hamburgers must be cooked to 155ºF (68ºC), until juices run clear and are no longer of pink color.

TO OUR CUSTOMERS

Due to the potential of E. coli O157:H7 contamination, we are required to cook all ground beef to a minimum internal temperature of 155ºF (68ºC) without exception. Customers requesting a less well-done hamburger (under 155ºF/68ºC) must be advised that we must comply with the standards and, therefore, all hamburgers must be cooked to 155ºF (68ºC), until juices run clear and are no longer of pink color.

POLICY FOR USE OF SHELL EGGS, LIQUID PASTEURIZED EGGS AND PASTEURIZED SHELL EGGS

SHELL EGGS

USDA shielded eggs (U.S.) or Canada Grade A eggs (Canada).

PURCHASING, RECEIVING AND STORAGE

1. Purchase only from approved vendors.

2. Do not accept at product temperature above 45ºF (7ºC) at time of delivery.

3. Refrigerate immediately at ambient temperature of 40ºF (4ºC) or below.

4. Store below ready-to-eat foods and produce, and above poultry and ground meats.

5. Keep refrigerated until ready to cook. Bring out small quantities needed for immediate preparation.

COOKING REQUIREMENTS

Use shell eggs for:

1. Cooked fried and poached service.

Pooling of eggs not allowed.
While liquid pasteurized eggs are recommended, may use shell eggs also for:

a. Baked products (muffins, brownies, bars, cookies, cakes)

b. Oriental-style soups and fried rice

Cook shell eggs to:

2. Minimum internal temperature of 145ºF (63ºC) for 15 seconds.
Exception: Eggs cooked to lower temperature (i.e., soft cooked, "sunny side up", soft scrambled or omelet)

3. Must be cooked to order per customer request and served immediately to customer.

4. Consumer advisory must be available, where mandated by regulatory requirements.

LIQUID PASTEURIZED EGGS

Use liquid pasteurized eggs for all recipes other than those listed above, including but not limited to:

Scrambled eggs
Pancake and waffle batters
Omelets
French toast
Hollandaise and Béarnaise sauce
Quiches and frittatas
Caesar salad
Custards and puddings
Egg wash
Mousses and Bavarians

PASTEURIZED SHELL EGGS
(Heat-treated to destroy Salmonella spp.)

SAFE HANDLING OF MELON

Several reported cases of Salmonellosis have been associated with the consumption of cantaloupe. Case control studies traced the illnesses directly to individuals who ate food from a fruit bar or salad bar. According to the U.S. Food and Drug Administration (FDA), melon is considered a POTENTIALLY HAZARDOUS FOOD.

EFFECTIVE IMMEDIATELY, PLEASE FOLLOW THESE PROCEDURES FOR HANDLING WHOLE MELON:

1. Scrub the rind of whole melon vigorously and rinse in clean water.
2. Clean and sanitize all knives and cutting boards used for preparing melon for service or display.
3. Use disposable gloves for handling these ready-to-eat foods.
4. Keep all melon refrigerated at or below 40ºF (4ºC) during storage, display or service.
5. All cut or sliced melon returned from self-service bars, buffets or food lines must be discarded.
6. Where possible, utilize pre-cleaned and pre-cut fresh melon from your approved produce vendor. These products already have been washed and sanitized.

SERVING FOOD AND/OR BEVERAGES SUPPLIED OR PREPARED BY OUR CUSTOMERS

It is a policy of FMWRC to purchase and use food only from approved suppliers.

However, on occasion, a food service department may receive a request to serve food and/or beverages supplied and/or prepared by the person(s) requesting the service or by guests attending a catered function.

While providing our customers with high quality and safe food we must also reduce our company's and clients' legal liability in case of an alleged food borne illness outbreak.

Thus no food or beverage products will be allowed to be served in any of the Club food venues from outside sources.

CLEAN PLATE ALERT SELF SERVICE BUFFETS

- Clean plates must be offered to our customers each time they return to a self-service buffet.

- A sign must be posted to advise customers to use a clean plate each time they return for additional servings.

It's already a law in local jurisdictions in many States. More legislation is being adopted to this effect in an effort to prevent food borne illness.

HERE'S WHY

To prevent cross-contamination from serving utensils coming in contact with the customer's used plate.

WHAT YOU SHOULD DO

Post a sign in a visible location on your buffet. The sign might read:

Please take a clean plate each time you visit our buffet, salad bar, etc.

- Provisions must be made for customers to dispose of their used plates before taking a clean plate.

- You must provide a sufficient quantity of clean plates (hot or chilled, depending on type of food offered) to assure compliance with this procedure.

HANDWASHING AND PERSONAL CLEANLINESS POLICY

THE ARMY CATERING PROGRAM POLICY REQUIRES THAT ALL EMPLOYEES WASH HANDS

1. After using restroom facilities and again in production or service areas before returning to work;
2. After handling raw meat, poultry, seafood and produce;
3. Before starting to work and when returning from breaks;
4. Before working with ready-to-eat food;
5. Between handling different types of food;
6. After coughing, sneezing or blowing nose;
7. After touching hair, face, nose or other parts of the body;
8. After eating, drinking and smoking;
9. After cleaning;
10. After handling chemicals;
11. After handling dirty equipment;
12. After handling trash and other contaminated objects.

1. Wash hands thoroughly with approved antibacterial or antimicrobial hand soap. Pay particular attention to the areas underneath fingernails and between fingers. Wash hands and exposed parts of arms for at least 20 seconds. Rinse thoroughly with clean water. Turn off faucet with paper towel, not with your washed hands. Dry hands with disposable towels or use an air dryer.

2. Keep fingernails neatly trimmed to make it easier to scrub them clean.
Do not use fingernail polish because it may flake off into a customer's food. Do not wear artificial fingernails. Do not wear jewelry and watches on the hands or arms (except smooth surface ring / band) because they can harbor bacteria. Pieces of jewelry may come loose and get into the customer's food.

3. Be sure all cuts, abrasions or burns are free of infection. Keep them properly bandaged with a waterproof, leak-proof protector. Also keep injured hands covered with tight fitting disposable gloves. Keep cuts, abrasions or burns on exposed arms properly bandaged so they don't become a source of contamination.

4. Never contaminate food by washing your hands in sinks used to clean food or food equipment, or by using wiping cloths to remove perspiration.

FOOD SAFETY CERTIFICATION REQUIREMENTS

For Managers and Supervisors

REQUIREMENTS

1. All managers and supervisors (*) involved in foodservice must be trained and certified in the approved Food Safety Certification program. The U.S. program is based on the National Restaurant Association Educational Foundation's ServSafe program.

2. A minimum of eight hours training for initial certification and re-certification must be completed.

3. Re-certification is required each year.

4. Certificates for safe food handlers or other documentation must be available for review by auditors and Sanitation Department representatives.

5. Managers and supervisors without current certification must be scheduled for training and certified within 90 days of hire or within 90 days of expiration of previous certification.

NOTE: (*) Supervisor means any designated employee who is fully responsible for supervising and training employees in food handling.

Some regulatory agencies may have more stringent requirements than FMWRC.

FOOD SAFETY TRAINING REQUIREMENTS FOR FRONTLINE EMPLOYEES

OBJECTIVE

To ensure that all employees hired for a food handling position
1. Understand FMWRC'S food safety policies and procedures;
2. Have the skills and knowledge necessary for handling, producing and serving food in a safe and sanitary manner.

TRAINING NEW EMPLOYEES

All employees hired for a food handling position must complete a two-step food safety orientation / training program within a specific time period.

Step One: must be completed during first ten days in position
Topics to be covered:
- Personal hygiene (must be completed on Day One, before starting work in any food or non-food handling position);

- HACCP system, thermometers, cooking, cooling, reheating, hot and cold holding Note: Non-food handlers, i.e., dishwashers, cashiers, etc., must be trained in personal hygiene. Other food safety training topics are optional.

Step Two: must be completed within 60 days in position
Topics to be covered: Receiving, storing, cleaning, sanitizing, service.
Attendance rosters for Step One and Step Two must be completed and kept on file for one year.

ONGOING TRAINING FOR ALL EMPLOYEES

Required continuing education to keep employees up to date on current food safety policies and procedures, and to refresh current knowledge. Select training material from this manual to review.

WHAT YOU SHOULD KNOW ABOUT MSG

WHAT YOU SHOULD TELL YOUR CUSTOMERS AND CLIENTS

1. We do not add MSG to any of our recipes.
2. There are many manufactured products that do contain flavorings and low levels of MSG that we must use since there is currently no replacement.
3. MSG is naturally present in many meats, poultry, seafood, vegetables, cheese, cow's milk, human milk and other foods containing protein.

WHAT YOU CAN NOT SAY ABOUT A MANUFACTURED PRODUCT

1. You can not say to a customer or client that a manufactured product contains no MSG. Even if MSG is not stated on the product label, there may be small amounts present in form of other listed ingredients, i.e., natural flavorings.

STEPS YOU SHOULD TAKE

Train all employees who may have to respond to customers' and clients' concerns about MSG in correctly stating the facts.

Misinformation can have serious consequences for our facility.

FOOD ALLERGIES OR SENSITIVITY

Customers who are allergic or sensitive to certain foods or food additives need our special attention. Allergic reactions can occur virtually to any food. The foods most commonly associated with allergic reactions or sensitivity include:

Peanuts
Tree nuts (walnuts, pecans, etc.)
Fish, shellfish
Soybeans
Soy products (vegetable protein, hydrolyzed vegetable protein, tofu, etc.)
Wheat
Eggs
Milk
ADDITIVES MSG (monosodium glutamate)
Sulfites, sulfates
Yellow dyes
Nitrates, nitrites

It is the protein content of a food that is the cause of most food allergies. Most allergies occur in children and are often outgrown before adulthood. However, peanuts, tree nuts, fish and shellfish allergies are rarely outgrown. The most common symptoms of food allergies include: upper-respiratory problems, hives, eczema, upset stomach, asthma attack, or in rare cases, **anaphylactic shock (*), which can result in death if not treated promptly.**

Peanuts can provoke an anaphylactic reaction.
Some Facts about Peanut Allergy

1. Peanut oil refined by the typical U.S. or Canadian process (hot processed) does not contain detectable protein and is therefore free of the allergen. Some oil extraction processes (i.e., cold pressed) may not exclude protein. However, cold pressed oils are rarely sold in the U.S. or Canada. They are usually found in well-labeled containers in health food and gourmet food stores.

2. Cooking oils can become contaminated with peanut protein.
If oil is used to fry products containing peanuts, it will likely pick up peanut protein and become allergenic. Subsequent use of such oil for frying other foods may present a hazard to peanut-hypersensitive individuals. Any food can become contaminated with peanut protein (or any other protein of a food associated with allergens) and then cause a serious allergic reaction.
Avoid cross-contamination of food. Carefully clean and sanitize utensils, food contact surfaces, food containers, soft service machines, grills, blenders, fryers and other processing equipment, etc.

(*) "Anaphylaxis is a rare but potentially fatal condition in which several different parts of the body experience food-allergic reactions at the same time. Symptoms may progress rapidly and include severe itching, hives, sweating, swelling of the throat, breathing difficulties, lowered blood pressure, unconsciousness and even death." **(From "UNDERSTANDING FOOD ALLERGY", American Academy of Allergy and Immunology, in cooperation with IFIC (International Food Information Council Foundation).**

FOOD ALLERGIES OR SENSITIVITY

WHAT WE NEED TO DO

1. Avoid cross-contamination between foods. Thoroughly clean and sanitize all processing equipment, grills, fryers, kettles, food contact surfaces, food containers and utensils before and after each use.
2. Never use the same utensil for different foods.
3. Label all soft serve machines and other food dispensers clearly and correctly.
4. Show the ingredient statement (label) of purchased products to the customer, if requested.
5. Tell your customer if an ingredient statement (label) is not available.
6. Show the recipe for any product produced in the unit to the customer, if so requested.
7. Never substitute recipe ingredients without explaining the change to all employees before service begins and changing the menu board (if applicable).
8. Be as specific as possible, when advertising your menu. For customers concerned about allergic reactions, "Chicken Salad Bombay with Soy Peanut Dressing" provides a clearer description than "Chicken Salad Bombay". Careful and accurate menu descriptions help ensure a safe dining experience.
9. Never say: "I don't know". When in doubt, refer the customer's food allergy questions to a manager
10. Never say: "No, there is no (name of allergen, i.e., peanuts, peanut butter) in this recipe or product," unless you can verify it.
11. Always give your customer correct information and, as much information as possible.

BE ON THE LOOKOUT FOR FOREIGN OBJECTS IN FOOD!

A foreign object in food can cause accidents and even serious injuries to our guests. There are many things you can do to make sure it does not happen in your restaurant. Here are some examples of what to look for and what you can do to keep your guests' meals safe.

STAPLES, METAL CLIPS, PAPER CLIPS, THUMB TAGS

From cartons, boxes and other containers; on clip boards, bulletin boards.
1. Remove staples and metal clips and place in trash immediately. They are small and can easily fall into food.
2. Don't use paper clips or thumb tags in production or, in the serving area where they could accidentally fall into the food.

PLASTIC TIES

- From plastic bags and cartons (i.e., breads) Remove ties and place in trash immediately. Some will break easily.

STRING

- From netting on roasts, bakery deliveries, etc. Carefully remove all parts of netting from meat after roasting.

METAL
- Shavings from dull can opener blades, can lids, etc. Keep can opener blades clean and sharp at all times. Carefully remove can lids.

GLASS
- From cracked or chipped glasses, glass bowls, etc. Discard any cracked or chipped glass immediately. Never use "just one more time! "

CARDBOARD
From frozen food boxes (vegetables, cakes, etc.)
- Cardboard may stick to frozen food if boxes are opened too quickly.
- Make sure to remove all pieces immediately before cooking or serving.

PEBBLES, STONES
In dried beans and peas
- Carefully wash all dried beans and peas; check for small pebbles and stones and remove all before cooking.

OTHER THINGS TO CHECK!

Insects and Worms
- in dry goods, such as sugar, flour, cornmeal, spices.

Fingernails
- pieces of broken fingernails (real and fake).

Band Aids
- always cover bandaged hands with disposable gloves.

Hair
- never work without hairnets or hats.

Jewelry
- never wear rings, necklaces, bracelets or watches during production and on serving lines. Pieces can fall off.

Help us keep our customers' food safe by always keeping your work station clean, sanitized, neat and free of clutter. Please notify your manager immediately if you find a foreign object in a purchased product or in a product that was prepared in the operation.

SAFE FOOD HANDLING PROCEDURES FOR OUTDOOR SERVICE

Planning a Cookout or Picnic?
1. Don't set up food until needed.
2. Prevent cross-contamination.
3. Chilled food in chilled containers.
4. Pack ice around containers so that melting ice does not get into food.
5. Use separate utensils for raw and ready-to-eat foods.
6. Wash hands and change gloves often.
7. Cook food thoroughly to required temperature.
8. Check temperatures of hot and cold food.
9. Record temperatures and corrective action on HACCP logs.
10. Keep hot food hot and cold food cold.
11. Serve food within two hours or less from time of set-up.
12. Discard all food left over after service.

*Don't forget! Provide temporary hand washing facilities per Sanitation Department requirement*s.

Picnic Baskets or Box Lunches?
1. All food chilled to 40ºF/4ºC or below.
2. All products securely wrapped or placed in sealed containers.
3. Advise customers to eat within two hours or less from time of pick-up or delivery.

Are your Customers Doing the Cooking?
1. Refer to Safe Food Handling Procedures for Cookouts (When Your Customers Handle the Cooking) (HACCP Manual, Part II, Section VI)

SAFE FOOD HANDLING PROCEDURES FOR COOKOUTS

(WHEN YOUR CUSTOMERS HANDLE THE COOKING)

DON'T TAKE A CHANCE!

There may be times when, at the client's request, your unit provides food, supplies and set-up for cookouts outside the foodservice facilities while your customers will handle the cooking.

By letting our customers prepare their own food, especially potentially hazardous products such as ground beef and poultry, we may increase our liability in case of an alleged food borne illness incident. Therefore, you must first let your client and the customer requesting the catering/take-out function know that it is the Club's strong preference to either provide complete service (including cooking) or precooked burgers and poultry for reheating then, if the client/customer insists on cooking the beef or poultry, you must provide them with the attached food handling guidelines "FOR A SAFE COOKOUT."

You must take the following steps for cookouts, especially where you supply raw ground beef and poultry and where employees do not cook these products:

1. Assure that all food has been handled and stored according to HACCP procedures prior to pick-up by the customer or setting up the cooking / serving area.
2. Provide clean, sanitized food containers, utensils, cutting boards (where applicable), and a supply of disposable gloves (if requested).

3. If requested (i.e., for a deposit) provide one clean, sanitized food thermometer (i.e., Bi-Therm Pocket Dial Thermometer or Digital Pocket Thermometer) so that the customer can check the product temperature of ground beef and poultry during cooking.

4. Give the customer the attached food handling guidelines "FOR A SAFE COOKOUT" to read and sign when picking up the food. Answer any questions about safe food handling for this cookout. Keep the signed form on file for 30 days after the function. (Make copies of this form [see page 2] and keep on hand for your customers.)

FOR A SAFE COOKOUT
Food Handling Guidelines

Safe and careful handling of raw meat and poultry is critical to prevent harmful bacteria from multiplying and contaminating other foods. It is extremely important that proper temperatures are reached during cooking to destroy harmful bacteria. Here's what you should do to make sure the food you cook and serve at your cookout is both delicious and safe.

WASH HANDS THOROUGHLY

1. Wash hands with warm water and soap for at least 20 seconds before and after handling raw meat and poultry.

PREVENT CROSS-CONTAMINATION

1. Use only clean, sanitized food containers, cutting boards and utensils.
2. Don't use the same utensils or food containers for handling raw meat and poultry and also for handling ready-to-eat foods, (i.e., hamburger buns, cooked foods.)
3. Use separate cutting boards for raw foods and ready-to-eat foods.
4. Don't touch raw foods and then ready-to-eat foods with the same utensil.
5. Don't touch ready-to-eat foods with bare hands. Use utensils or disposable gloves.

COOK FOODS THOROUGHLY

6. Keep burgers and chicken (and all other perishable foods) on ice until ready to cook.
7. Cook burgers to 155ºF/68ºC. To check the temperature, insert the thermometer probe for 15 seconds in center of the burger, at a 45º angle.
8. Cook poultry to 165ºF/74ºC. Place thermometer in thickest part of meat (for 15 seconds).
9. Keep cooked burgers and chicken at minimum temperature of 140ºF/60ºC or above. Eat within a two-hour time period.

Your Foodservice Department will provide you with food that has been prepared and stored safely according to our HACCP (Hazard Analysis Critical Control Point) procedures. We will make sure that you have an adequate supply of clean, sanitized food containers and utensils. If requested, we will provide a thermometer for checking the internal temperature of meat and poultry during cooking and disposable gloves for handling ready-to-eat foods.

_____

Customer's Signature Date

SAFE FOOD HANDLING PROCEDURES FOR HOME MEAL REPLACEMENT (HMR) PROGRAMS

It is very important that the FSC HACCP procedures are followed in all aspects of your unit's Home Meal Replacement (HMR) Program throughout all stages of preparation, cooking, cooling, holding, packaging, display and storing.
1. This applies to both cooked and raw products (either in bulk quantities or as individually packaged portions).
2. Food for this program may be prepared as part of the day's menu production or may be separately prepared menu items.
3. Food prepared for meal service but not sold on the day of production may be used for an HMR program within 24 hours of operation only if it was held, served, chilled (if hot food) and stored according to HACCP requirements and if the food item was either employee served or pre-packaged for pick-up by the customer. Products must be dated and labeled, and HACCP documentation must be completed and on file.

You must take the following steps to assure a safe home meal replacement program:

1. Chill all hot food immediately after preparation to 70ºF/21ºC within two hours and then to 40ºF/4ºC or below within an additional two hours and store under refrigeration. Follow HACCP cooling procedures, check product temperature and record on HACCP temperature log. Date and label all products.
2. Store all cold food immediately after preparation under refrigeration. Ensure product temperature of 40ºF/4ºC or below. Check product temperature and record on HACCP temperature log. Date and label all products.
3. Keep all perishable food refrigerated until time of pick-up by the customer.
4. Hot or cold food left over on self-service stations may not be sold as "take home" food.

SAFE FOOD HANDLING INSTRUCTIONS

1.You must provide safe food handling instructions for all perishable "take home" food (requiring refrigerated storage and/or reheating). You must place labels on each "take home" storage container or package.

SAFE FOOD HANDLING PROCEDURES FOR HOME MEAL REPLACEMENT (HMR) PROGRAMS (continued)

"TO GO" Serving Safe HOT Food
Refrigerate within one hour of pick-up or purchase.
Keep refrigerated at 40ºF/4ºC or below.
Reheat quickly to internal temperature of 165ºF/74ºC or above.
Use within 24 hours.

INGREDIENT STATEMENTS

1. The "take home" container or package also must include a label with product name and date prepared. Unless required by State or Provincial regulations, ingredients do not need to be listed on "take home" containers if the menu item is served and packaged in front of the customer. If the item is pre-packaged for pick-up as part of the Home Meal Replacement Program, the following information must be listed on the container:
2. Name, complete address (including zip code) of the operation that prepared the products;
3. Ingredients listed in descending order by weight; net weight of each serving (i.e., 12 fl. oz. [soup], 16 oz. [caesar, salad]).

NOTE: If the product is specifically requested by the customer, either in advance or on site, ingredient labeling is not required.

NUTRIENT CONTENT CLAIMS, HEALTH CLAIMS

- At this time, ready-to-eat food that is prepared and/or portioned and packaged on-site for "take home" service is exempt from nutrition labeling if the item does not bear a nutrient content claim or a health claim.

- A nutrient content claim is any statement about a food product that directly, or by implication, characterizes the level of a nutrient in food. Some examples of direct statements about the level (or range) of a nutrient in food are "reduced fat", "low sodium", or "contains 100 calories". An implied nutrient content claim is any claim that(1) describes the food, or an ingredient in the food, in a manner that a nutrient is absent or present in a certain amount, i.e., "no tropical oils" or (2) suggests that the food, because of its nutrient content, may be useful in maintaining healthy dietary practices, i.e., "healthy, contains 3 grams of fat".

- Implied health claims include those statements (i.e., "Heart Healthy"), symbols (i.e., a heart symbol), vignettes or other forms of communication that suggest a relationship exists between the presence or level of a substance in the food and a disease or health-related condition.

- Never make any nutrient content claim or health claim on your menus or "take home" containers that have not been verified and approved by a registered dietitian.

FOOD SAFETY PROCEDURES FOR HANDLING SUSHI / SASHIMI

All foods that are presented raw or lightly-cooked present food safety dangers. To safely serve sushi/sashimi in your operations, you must follow these procedures.

PURCHASING

1. Products

- Fresh or frozen fin fish / shellfish, pasteurized eggs, canned foods, fresh vegetables

2. Vendors

- Seafood – from approved seafood vendors only -- no exceptions!

(Regional Operations Support Team verifies that seafood vendors meet FDA guidelines for handling, storing and distributing fresh and frozen fin fish / shellfish for use as sushi / sashimi.)

RECEIVING

1. Check the temperature!

- Fresh seafood must be delivered iced (product temperature 33ºF/1ºC or below).
- Frozen seafood must be delivered at 0ºF/-18ºC or below.

STORAGE

1. Store it quickly!

- Fresh seafood in iced condition at 33ºF/1ºC or below.
- Frozen seafood in walk- in freezer at 0ºF/-18ºC or below.
- Store fresh or frozen fish and fresh vegetables to be used for sushi/sashimi separate and away from other raw foods.

PRODUCTION AND PRESENTATION

1. Keep it safe!

- Keep all products at 40ºF/4ºC or below during production, display and service.
- Limit production to one day's use. Do not reuse leftover sushi/sashimi.

SANITATION

1. Wash hands!

- Wash hands thoroughly with approved antibacterial or antimicrobial hand soap before, during and after handling product.

2. Wear disposable gloves!

- Wear disposable vinyl or latex gloves during preparation and handling of product.

3. Sanitize!

- Keep disposable cloth in container filled with Mikroklene (25 ppm) or with Ster Bac Blu or Oasis 144 sanitizing solution (200 ppm) at prep station.
- Use the cloth to routinely wipe prep table, cutting board and knives.
- Thoroughly wash, rinse and sanitize cutting boards and knives every hour.

SAFE FOOD HANDLING PROCEDURES FOR CVP (CRYOVAC PACK) FRESH CHICKEN

Receiving:
1. Inspect product at time of delivery:
- Must be received at 40ºF / 4ºC or below.
- No case damage (crushing or damage that will affect product integrity inside) at time of delivery.
- No purge observed on cartons; purge indicates leaking bags.
2. Store as quickly as possible.
3. Date product to ensure first in - first out (FIFO) usage.
4. Ensure there are seven days remaining on shelf life for product at time of receipt (shelf life is 14 days from manufacturer's "Pack Date").

Storing:
1. Store under refrigeration (40ºF / 4ºC or lower) only, place away from the door, in the coldest part of the refrigerator.
2. Place on lowest shelves (below other raw meats, seafood, eggs and ready-to-eat foods).
3. Place on drip pans or in tightly covered containers -- avoid cross contamination.
4. Shelf life is 14 days from manufacturer's "Pack Date".

Preparing:
1. Keep at room temperature no more than 20 to 40 minutes during production.
2. Work with raw chicken in designated area, away from ready-to-eat foods.
3. Rinse chicken in food prep sink under cold, potable water. Place on racks to drain. Be careful water does not drip or splash on any surrounding surfaces.
4. Employees do not need to wear disposable gloves when handling raw chicken.
5. Thoroughly wash hands and exposed parts of arms for at least 20 seconds before and after handling raw chicken.
6. Thoroughly wash, rinse and sanitize all surfaces, equipment and utensils that have come in contact with the chicken or rinse water.
7. Discard all marinades after use. Do not re-use marinade or add in the cooking process (i.e., for basting product).
8. Hold chicken at 40ºF / 4ºC or below until ready to cook.
Use opened packages of CVP chicken within two-to-three days of opening.

SAFE FOOD HANDLING PROCEDURES FOR CVP (CRYOVAC PACK) FRESH CHICKEN

Cooking:
1. Cook to 165ºF / 74ºC minimum internal temperature for 15 seconds.
2. Check final cooking temperature and record on HACCP log.

Holding / Serving:
3. Hold at 140ºF / 60ºC or above.
4. Check and record temperature on HACCP log.

Cooling:
For products left over after a serving period that can be safely reused:
5. Cool to 70ºF / 21ºC within two hours and then to 40ºF / 4ºC or below within two hours (four hours total cooling time).
6. Check and record temperature on HACCP log.

Reheating:
For products that can be reheated for service:
7. Reheat once only within 24 to 48 hours or discard.
8. Reheat quickly (within two hours) to 165ºF / 74ºC) for 15 seconds.
9. Never reheat in bain marie or hot holding equipment.
10. Never mix reheated and fresh products.

FOOD SAFETY GUIDELINES FOR FRESH FRUITS AND VEGETABLES

Unsafe handling of fresh produce has resulted in two recent product recalls as well as one food borne illness outbreak, involving contaminated strawberries (Hepatitis A and Salmonella) and cantaloupe (Salmonella). The U.S. Food and Drug Administration (FDA) advises consumers to be aware of safe handling and preparation practices for fresh fruits and vegetables. To reduce the risk of food borne illness from fresh produce, you must follow the guidelines below.
Reference: HACCP Manual, Part I, Section IV - Food Safety
Requirements

ALL RAW FRUITS AND VEGETABLES ARE WASHED BEFORE USE

1. All fruits and vegetables with skins or shells must be washed thoroughly under potable (drinkable) running water before they are peeled or cut for service. Whole fruits with edible skins must be washed also before service / display.

Steps for Keeping Fresh Fruits and Vegetables Safe

Purchasing from approved vendors only.
Washing hands before and after handling fresh produce. (HACCP Manual -- 24 Points Food Safety Standards and requirements (Point #1), Hand washing and Personal Cleanliness Policy.

Washing fruits and vegetables
Use cool, potable water.
Wash thoroughly.
Scrub firm produce, such as melons, cucumbers, etc., with clean produce brush. Don't use soap / detergent or bleach.

Food Contact Surfaces

Clean and sanitize all food contact surfaces, including cutting boards, knives, utensils, and storage and serving containers.
Avoid cross-c
ontamination
Use green cutting board only for washed raw fruits and vegetables.
Store unwashed produce below ready-to-eat foods and above raw meat, poultry, fish and shell eggs.

THINK FOOD SAFETY!

SERVING SAFE FOOD TO OUR CUSTOMERS MEANS TAKING CARE OF THESE THREE KEY AREAS EVERY DAY:
1) PERSONAL HYGIENE
2) TIME AND TEMPERATURE CONTROL
3) CROSS CONTAMINATION

PRACTICING GOOD PERSONAL HYGIENE
Hand washing facilities
1. Hand sinks clean and in good working condition (hot and cold water, antibacterial or antimicrobial soap, disposable towels or air dryers, trash containers).
2. Used only for hand washing.

Hand washing practices
1. Hands washed frequently and correctly.
2. All employees and managers know and follow the company standards.
3. No one allowed working with food if sick (no apparent illnesses).
4. Cuts, burns or abrasions on hands and arms properly bandaged. Cuts on hands also covered with disposable gloves.
5. No rings (except a smooth surface ring / band), bracelets and watches worn on hands and arms during production and on serving lines.
6. Hairnets, hats or caps worn.(Must cover hair sufficiently to prevent it from falling onto food or food contact surfaces and to minimize hand contact with hair).
7. Clean uniforms and aprons worn. Aprons removed when going to restroom.

Disposable gloves
1. Used when handling ready-to-eat foods without utensils.
2. Changed often (before starting another job, when torn, dirty or contaminated, when leaving work area, going to restroom, and going on break).
3. Hands washed before putting on gloves.

CONTROLLING TIME AND TEMPERATURE

Thermometers

1. Thermometers cleaned, sanitized, calibrated and used correctly.

Receiving refrigerated and frozen foods

2. Perishable foods stored within one hour or less of delivery.

Critical Control Points

3. Potentially hazardous food cooked to correct internal temperature for 15 seconds (see HACCP Manual and HACCP Critical Control Points Daily Temperature Log).

4. Hot food held at 140ºF (60ºC) or above.

5. Cold food held at 40ºF (4ºC) or below.

6. Food cooled to 70ºF (21ºC) within two hours and then to 40ºF (4ºC) or below within an additional two hours (four hours total cooling time).

7. Food reheated within two hours to 165ºF (74ºC) for 15 seconds (reheated one time only).

8. Refrigeration temperatures maintained at 40ºF (4ºC) or below; freezer temperatures at 0ºF(-18ºC) - checked twice a day, during stable times (at opening and closing of the operation).

9. All HACCP logs and logs for refrigerators and freezers completed and corrective action recorded if temperature requirements have not been met.

PREVENTING CROSS CONTAMINATION

Storing foods

1. Ready-to-eat foods stored above raw meat, poultry, seafood and shell eggs.
2. Unwashed produce stored below ready-to-eat foods and above raw meat, poultry, seafood and shell eggs.
3. Foods covered, labeled and dated.
4. Cutting boards. Correct color cutting boards in good condition (white for ready-to-eat food, red for raw food of animal origin, green for washed raw fruits and vegetables).
5. Red boards washed, rinsed and sanitized between using it for different raw foods.

Preparing and serving foods

1. Raw foods kept separate from ready-to-eat foods during preparation.
2. Separate utensils used for each food item (during preparing, cooking and serving).

Self-service food stations / serving areas

3. Food protected with sneeze guard or other protective covering.
4. Stations set up so customers' hands and clothing cannot touch the food.
5. Handles of serving utensils do not come in contact with food.
6. Stations monitored consistently throughout service to prevent contamination of food by customers and to monitor product temperatures.

Sanitizing food contact surfaces

1. All food contact surfaces cleaned and sanitized before use.
2. Sanitizer solution prepared in correct concentrations (Ster Bac Blu or Oasis 144: 200 ppm, Mikroklene: 25 ppm). Spray bottles and buckets clearly labeled.
3. Sanitizer solution log completed twice a day for sample testing.

QUICK REFERENCE LIST FOR SHELF LIFE OF PRODUCTS – PURCHASED

ALWAYS FOLLOW MANUFACTURER'S EXPIRATION DATE ON PACKAGING
(i.e., "use by", "best if used by", etc.)

PURCHASED PRODUCTS WITHOUT MANUFACTURER'S EXPIRATION DATE

Product
Storage/Holding/Temperature/Maximum Shelf Life

Canned products (includes jars), unopened dry storage 18 months

Canned/bottled juices, unopened dry storage six months

Canned/bottled carbonated beverages, unopened dry storage six months -- Cans, glass bottles four months
- Diet sodas -- two months
- Plastic bottles -- two months
- "bag in box" fountain syrup -- two months
- Pre-mix, post-mix dry goods, packaged, unopened dry storage -- twelve months.
- Spices dry storage -- six months, best used within three months. Keep in closed containers.

Canned fruits and juices, opened and transferred to serving/storage container 40ºF (4ºC) or below five days

Canned puddings, opened and transferred to serving/storage container 40ºF (4ºC) or below -- 48 hours

Condiments (mustard, mayonnaise, horseradish, salsa, etc.), opened
salad dressings, opened dry storage prior to opening (see manufacturer's storage recommendations); 40ºF (4ºC) or below once opened 10 to 14 days

Extended shelf life liquid Pasteurized Eggs 40ºF (4ºC) or less than 12 weeks -- unopened.
10 days -- opened

Fresh produce
40ºF (4ºC) or below 7 to 10 days

Raw frozen ground meat and poultry (i.e., beef, pork, lamb, turkey, chicken) unopened tubs, thawed for use in recipes 40ºF (4ºC) or below, use within 48 hours after meat has thawed (under refrigeration). Do not re-freeze. Use opened packages (i.e., partial tubs) within 24 hours.

Raw fresh solid whole muscle meats 36ºF to 38ºF (2ºC to 3ºC) use within three to four days of receipt. May be frozen if not used within four days and held frozen for total of 60 days.

PURCHASED PRODUCTS WITHOUT MANUFACTURER'S EXPIRATION DATE

Product
Storage/Holding/Temperature/Maximum Shelf Life

Raw frozen solid whole muscle meats, thawed 36ºF to 38ºF (2ºC to 3ºC) use within three to four days after removing from freezer for thawing under refrigeration. Do not re-freeze. (May be kept frozen for up to six months after purchase.)

Raw frozen chicken and turkey, thawed 36ºF to 38ºF (2ºC to 3ºC) Use within two to three days after removing from freezer for thawing under refrigeration. Do not re-freeze. (May be kept frozen for up to three months after purchase.)

Raw fresh fish (i.e., fillets, shellfish) 32ºF to 34ºF (0ºC to 1ºC) Use within 24 hours of receipt. May be frozen if not used within 24 hours and held frozen (0ºF/-18ºC) for 30 days.

Deli style meats (i.e., ham, turkey, roast beef, salami, etc.) 40ºF (4ºC) or below five days
- once package has been opened but product is unsliced -- three days
- if sliced (either purchased pre-sliced or sliced in the unit) -- three days

Product
Storage/Holding/Temperature/Maximum Shelf Life

Salad Dressings
40ºF (4ºC) or below three days

Hot foods, left over after meal period 40ºF (4ºC) or below until ready to reheat 24 to 48 hours (if acceptable for reheating once only -- follow recipe)

Cold foods, left over after meal period 40ºF (4ºC) or below 24 to 48 hours (if acceptable for re-use once only (follow recipe)

Pies (cream and custard style) 40ºF (4ºC) or below -- two days

Pies (all other varieties) 40ºF (4ºC) or below -- four days

FOOD SAFETY ADVISORY UPDATE: RAW SPROUTS

U.S. FOOD AND DRUG ADMINISTRATION (FDA) ADVISORY UPDATE: CONSUMERS ADVISED OF RISKS ASSOCIATED WITH EATING RAW AND LIGHTLY COOKED SPROUTS.

FDA is updating its health advisory on the risks associated with eating all raw sprouts because of a recent E.coli 0157:H7 outbreak associated with alfalfa sprouts. This advisory is also being updated to specifically include raw and lightly cooked mung bean sprouts. Since FDA issued its original health advisory on sprouts in 1999, there have been several reported food borne illness outbreaks associated with sprouts. Persons in high risk categories (i.e., children, the elderly, and the immunocompromised) should not eat raw or lightly-cooked sprouts.

Outbreaks of food borne illness from all implicated raw sprouts have involved the pathogenic bacteria Salmonella or E.coli 0157:H7 and have affected persons of all ages and both genders. There have been four food borne illness outbreaks associated with mung bean sprouts and two outbreaks associated with alfalfa sprouts in the U.S. between 2000 and 2002. All mung bean and one alfalfa sprout outbreak involved salmonellosis. The mung bean outbreaks have been associated with raw or lightly cooked sprouts. The most recent E. coli 0157:H7 outbreak was associated with alfalfa sprouts in California. The FDA advises all consumers to cook all sprouts thoroughly before eating to significantly reduce the risk of illness.

Food Safety:
1 Raw sprouts (all varieties) may not be used or served in a raw state, i.e., in the preparation and service of sandwiches, salads and as salad bar ingredients.
2 Raw sprouts (all varieties) used in hot food, such as stir fry recipes, must be cooked thoroughly (to 145ºF / 63ºC or above).

FOOD SAFETY POLICIES AND RESOURCES
IX. QUESTIONS AND ANSWERS

HACCP AND FOOD SAFETY QUESTIONS YOU HAVE ASKED

1.Why are baked potatoes considered potentially hazardous?
Baked potatoes (coming from the soil) have bacterial spores on them. Of concern is the clostridium botulinum spore. If the spore is introduced into the potato by a fork, or if the potato is wrapped in foil, conditions may be favorable for the spore to vegetate and the bacteria inside to grow. This situation could occur if the potato has been baked and then held at room temperature for long periods of time. If the bacteria grow to high enough numbers, a toxin can form, i.e., toxin botulinum. This toxin is very potent and could cause death or permanent paralysis. This scenario has happened in the past and prompted the US Food and Drug Administration (FDA) to classify baked potatoes as potentially hazardous.

2. Why are melons potentially hazardous foods? All types of melons? What do I have to do extra to keep melon safe?
Because the surface of melons could become contaminated with disease-producing bacteria in the field or through handling, all melons that are cut or sliced are considered potentially hazardous. If the surface is contaminated, and the melon is then cut, the flesh of the melon can become contaminated. It is recommended to purchase pre-cut melons, wherever possible since these melons are washed and sanitized by the manufacturer. If not, melons first must be thoroughly washed and scrubbed prior to cutting or slicing.

3. Why is garlic in oil a potentially hazardous food? How should I store it?
The oil creates an environment for the garlic, onion or shallot that is free of oxygen. A bacteria spore found in these root vegetables, clostridium botulinum, will grow in this environment and could produce the deadly botulinum toxin. These root vegetable items in oil are now required to come in an acidified form and must be kept refrigerated. An acidic environment and refrigeration will prevent the growth of clostridium botulinum.

4. Why should rice be handled like a potentially hazardous food?
Although it's not identified on the training aid "Potentially Hazardous Foods," cooked rice has a high moisture level and is very difficult to cool. Because rice may have bacillus cereus spores, these could vegetate and grow to a dangerous level, where toxins are formed. There have been a number of food borne illness outbreaks that were directly attributed to improperly cooled rice. Therefore, cooling rice correctly is of great importance.

5. Can fried or sautéed onions be stored on a grill for service throughout the day?
No! The oxygen-free environment under the onions, as well as favorable temperatures, could permit botulinum growth and possible toxin formation.

6. Once vegetables are cooked, do they then become potentially hazardous foods?
Yes, once the vegetables are cooked they become potentially hazardous since most vegetables are low in acid (a pH level above 4.6).

Products that are acidic (below a pH level of 4.6), such as stewed tomatoes, are not considered potentially hazardous.

7. Why do we have to heat fully-cooked, commercially-prepared products only to a temperature of 140ºF?
These fully cooked, ready-to-eat "convenience" foods are products that have been processed (prepared and cooked) by a manufacturer and packaged to prevent contamination. Heating these commercially-cooked products for the first time, requires an internal temperature of 140ºF (60ºC) for 15 seconds. If they are left over after a meal period, then they must be reheated to 165ºF (74ºC) for 15 seconds.

8. How do I handle purchased potato salad, cole slaw, pasta salad, etc.?
Handle these products the same way you would as if you made them in your units. This means they must be kept at 40ºF (4ºC) or below during holding and serving.

9. How can I keep our cold salads (or sandwiches, desserts, etc.) cold enough?
One method is to pre-chill all ingredients, such as mayonnaise, chicken, cans of tuna, etc. It is also important to put only those amounts out for service that will be used within a reasonable time. Always remember that your holding equipment temperatures are critical.

10. How can I make sure the chicken salad is cold enough after I have made it?
Refrigerate the salad immediately for holding or service. Also, wash, rinse and sanitize your thermometer and check the temperature of the salad before setting it out for service.

11. How can I keep our hot foods (soups, entrees, vegetables, sandwiches, etc.) hot enough?
Make sure that your hot holding equipment is properly maintained and working well. Also, placing hot foods into preheated serving pans will help maintain the temperature.

12. What are some examples of stuffed foods (meats, poultry, seafood and pasta) that must be cooked to 165ºF (74ºC) for 15 seconds?
Some examples are pasta stuffed with cheese, poultry with bread stuffing, and fish stuffed with crab meat.

13. The training aid for potentially hazardous foods lists milk products. Why don't I have to record temperatures of milk cartons on the temperature logs?
As long as you are correctly checking temperatures at time of delivery and also maintain and record the refrigerator temperatures (as per the HACCP policy), you do not have to take these temperatures while the milk cartons are kept refrigerated.

14. When I open a can of pudding, I sometimes use only part of the can for that day's service. I then transfer the remainder to a food storage container and keep refrigerated for later use. How long can I keep this product?
Like other "leftover" foods, you should use this product within 48 hours. The reason is that bacteria can be introduced simply by handling foods.

15. How do I interpret shelf life information listed on containers of processed, potentially-hazardous food?
Most potentially-hazardous foods have a "use by" date. These products should not be sold to customers or used in preparation beyond the listed date. If a product states "best used by" and is past this date, you must discard product.

16. Why do I have to date milk and juice cartons when each carton is already stamped with a "use by" date?
All products must be dated at time of receipt so that we have a record of how long the products have been in the operation. This information is very important in case of an alleged food borne illness outbreak. In the case of individual milk and juice cartons, you could simply note on your invoice next to these items the "use by" date listed on the products received, rather than dating each individual carton.

17. My facility offers take-home service for products prepared in our kitchen. Do I need to provide product labels with food safety instructions since I don't know how long and, under what conditions these products are held until they are consumed?
It is essential to provide a "safe food handling" label if products are sold as part of a take-home (home meal replacement) program. For example, a label should state product name, date prepared, use by, safe storage temperature and reheating/serving information.

18. Why do we have to monitor temperatures of potentially hazardous foods so often?
Correct temperatures (for storing, cooking, holding, cooling and reheating) are crucial for assuring safe food since bacteria can grow to dangerous levels at temperatures in the danger zone and can potentially cause food borne illness. Temperature monitoring and recording (including corrective actions) is necessary to be in compliance with federal and Armed Forces' HACCP requirements. Also, this is the method used to verify our HACCP program.

19. Should I assign one employee to take and record all temperatures?
It is best to make each employee responsible for taking temperatures at his/her stations and for recording them on the appropriate HACCP temperature log. This way, the employees will have both ownership of and responsibility for food safety procedures.

20. Do I need to calibrate all thermometers? If so, how do I do it?
Bi-metallic stemmed (dial) thermometers must be calibrated daily to assure accuracy. You must verify the calibration of all thermometers, including thermocouples and digital instant read thermometers daily by using the ice bath method.

21. How often do I need to sanitize my thermometer during my shift?
Thermometers must be washed, rinsed and sanitized at the beginning of each shift. You may use the same sanitized thermometer to check all food items. Use a clean paper towel or an alcohol swab (antibacterial probe wipe containing 70% Isopropyl alcohol) to clean the thermometer stem so that pieces of food are not transferred to the next item. However, thermometers must be re-sanitized between each food item if the hot food is below the required minimum of 140ºF (60ºC) and cold food is above the acceptable maximum of 40ºF (4ºC). You may also use a separate sanitized thermometer for each food item.

22. What is the correct way to sanitize my thermometers?
Wash and rinse the thermometer stems and then immerse them for a minimum of one minute in one of the following solutions: Mikroklene (iodine sanitizer) - 12.5 to 25 ppm, Ster Bac Blu and Oasis 144 (quaternary sanitizer) - 200 ppm. You may also use these alternate methods: immerse the stem for three seconds in hot water (185ºF/85ºC or above) from the coffee urn or, wipe the stem with an alcohol swab (antibacterial probe wipes containing 70% Isopropyl alcohol).

23. How far down into the food do I have to place the thermometer to check temperatures correctly?
Place the thermometer at the approximate center of the thickest part and read the temperature after the needle is still or, when the digital thermometer display holds steady. For most dial thermometers that is at least two inches (5 cm).

24. I am concerned about the directive of not covering food during the cooling process. All employees and managers leave our operation within less than two hours after we have started the cooling procedure. That means food stays uncovered in the refrigerator for at least 14 hours.
We conducted new cooling tests to see if the cooling requirements still could be achieved by keeping food covered during the cooling process. If your employees leave soon after the food has been placed in the walk-in for cooling, you may cover the containers with clear plastic when they are ready to be placed in the walk-in. However, it is necessary to first complete the ice bath method and to punch several holes into the plastic to let the steam escape.

25. Why can't we wear our wrist watches and jewelry while working in a food handling job?
Since it is difficult to keep jewelry free from dirt and harmful bacteria, only smooth-surface rings/bands may be worn while handling food. If the manager deems it necessary to make an exception, than the employee must wear double gloves at all times while working in a food handling position. Watches should not be worn for the same reason. However, the employees may keep their watch tucked away safely in their pants or skirt pocket if clocks are not available in their work area. Medical alert bracelets may be worn if needed for a medical condition.

26. Several of my employees have experienced an allergic reaction when they wear latex gloves. What type of glove can we substitute?
Vinyl examination gloves are best in this situation. Poly gloves also could be used but they do not fit as well as vinyl or latex gloves and may be difficult to work with.

27. At what water temperature is Mikroklene sanitizing solution most effective?
At 75ºF to 100 ºF/24ºC to 38ºC (tempered water). Hot water (above 100ºF/ 38ºC) will cause the iodine to vaporize and stain walls and equipment, and also will not provide the proper sanitation. Water temperatures below 75ºF/24ºC will not provide proper sanitation.

28. How many self-audits do I have to conduct in my operation?
You must complete the "Food Safety Form" once a month. A more extensive self-audit checklist ("Comprehensive Food Safety Self-Inspection") which addresses every aspect of the operation must be completed every 30 days. The Comprehensive Food Safety Self-Inspection must also be used for a thorough monthly review of the entire food service operation, and also whenever there is a change in top management.

FOOD RELATED INCIDENT REPORTING GUIDELINES

GENERAL INFORMATION

The potential for an alleged food related incident (i.e. alleged food borne illness, alleged foreign material complaint, alleged allergic reaction, alleged chemical illness or an alleged food spoilage problem) is always with us. Should such circumstances occur, the manner in which we handle the situation will reflect on the customer, the operation and FMWRC.

The guidelines in this section have been developed to help deal with employees, customers, health and government agencies, and the news media. Please follow these guidelines carefully. If you do, you will help to communicate the facts of the incident correctly. Failure to follow these guidelines could result in rumors, customer and/or employee panic, lost reputation, strained community relations and a loss of sales. Although this section's focus is primarily on alleged food borne illnesses, ALL alleged food related incidents as listed above must be taken seriously and handled in a professional manner. In fact, the Food Related Incident Report must be completed for ALL reported incidents. Details for proper incident documentation are discussed later in this section under "COMPLETING THE FORMS."

At the end of this section you will find additional information as well as the blank forms that you may need to use while investigating an alleged incident.

The additional information and forms are as follows:

1. Single–Case Food Borne Illness Complaints
2 .Sick Too Soon to be a Food Borne Illness?
3. Food Borne Illness–Like Incidents
4. Hepatitis Facts
5. Sampling Guidelines
6. Food Related Incident Report (blank form)
7. Alleged Food Borne Illness Questionnaire–Extended Report (blank form)
8. Hepatitis Questionnaire (blank form)

ALLEGED FOODBORNE ILLNESS CLAIMS

What constitutes an alleged food borne illness?
A complaint from a customer or employee having symptoms of food borne illness.
A direct contact from a government or health agency, hospital or doctor stating that an employee has a confirmed food borne illness.
A direct contact from a government or health agency, hospital or doctor stating that one or more customers have a confirmed food borne illness.

RECEIVING COMPLAINTS

When an alleged food related incident (complaint) is received, listen carefully, be courteous and avoid arguing with the complainant. Do not discuss similar incidents that may have occurred. Do not mention insurance claims or settlements. Do not say someone will contact the complainant unless you are asked if this will be done. Just obtain the facts of this case. If the incident being reported is urgent and requires immediate technical and/or corporate level support, go to "CONTACTING THE APPROPRIATE PERSONNEL" in this section to reference "Emergency Situation Contacts."

COMPLETING THE FORMS

Complete the Food Related Incident Report (blank form located at the end of this section) for each individual person reporting an alleged incident, even if there is only one complaint. If possible, have it available when the incident is initially discussed. You may not have another opportunity to obtain missing information. Always ask if any laboratory tests were done to diagnose an alleged food borne illness, and if so, request a written copy. Also ask what specific illness the physician said the person had. Food poisoning and food borne illness are general, nonspecific terms.
If more than one person was ill, you may be directed by BOD Quality Assurance and Food Safety personnel to complete the Alleged Food Borne Illness Questionnaire—Extended Report.
You DO NOT need to fill this out unless you are directed to do so.

Refer to the information under Suspected Hepatitis Incidents later in this section for more information on completing the Hepatitis Questionnaire. NOTE: A blank calendar page for charting the alleged incident progression is included on the last page of each blank form for your use. This calendar can be used to better visualize the alleged incident and may help to decide what action(s) must be taken.

CONTACTING THE APPROPRIATE PERSONNEL

After completing answers to as many of the questions on the Food Related Incident Report as possible,

2. In Emergency Situations (multiple alleged illnesses) contact your BOD and Region offices.

After making these contacts continue gathering information and filling out the other appropriate questionnaire(s)
NOTE: The Operation Managers can expect to be contacted by a number of FMWRC employees involved in the investigation. Verify that you are speaking to FMWRC employees before giving any information over the phone. This may require obtaining the caller's telephone number and returning the call.

IMPORTANT GUIDELINES

When handling an alleged food borne illness situation, the manager must follow these guidelines:

a. Start an active discussion file and keep detailed records of all conversations with guests, patrons, Sanitation Department, personnel, etc. As directed by Quality Assurance and Food Safety personnel and in cooperation with Quality Assurance, conduct an in-house investigation by interviewing all personnel for possible cause. Take corrective action if necessary.

b. If food products are suspected, you will be directed by the Quality Assurance and Food Safety Department to reference Sampling Guidelines (that appear later in this section) for proper sample collection procedures, if samples are deemed necessary.

NOTE: If a government or health agency is taking samples, cooperate fully with their requests. Ask the investigator for a duplicate sample for evaluation by our FMWRC approved laboratory. (See Sampling Guidelines included later in this section.)

c. Cooperate fully with health departments or government agencies. Answer all questions thoroughly and promptly with facts only – **DO NOT SPECULATE!**
d. Review all food-handling and sanitation practices. Take immediate action if you discover any discrepancies.
e. Maintain your active file until the case is closed. Follow up to determine that all corrective action has been taken. Keep the file for future reference.

PUBLIC RELATIONS ROLE

Have a FMWRC Public Relations representative provide answers to questions from reporters.
1. If you are questioned, **DO NOT ANSWER, "NO COMMENT."**
2. Your reply should be, **"We are working on getting that information. Someone will get in touch with you as soon as possible."**
3. Get the reporter's name, newspaper, radio/TV station, his/her phone number and a list of questions.
4. Immediately pass the information to the FMWRC Public Relations representative.

ALLEGED FOREIGN MATERIAL IN FOOD

DISPLAY CONCERN
– When a guest makes a complaint of foreign material in food, the manager should display genuine concern even if no injury is claimed and thank the guest for bringing the problem to our attention.

CORRECTIVE ACTION
– The manager should decide what corrective action is needed, explain to the customer that action is being taken, and offer a substitute portion or check adjustment.

NOTIFY QUALITY ASSURANCE OFFICE
– Complete a written report using the Food Related Incident Report. Be sure to document all of the specific information related to the food item such as: DISTRIBUTOR, MANUFACTURER, INVOICE #, AND LOT #'S.

COLLECT THE FOREIGN MATERIAL
– If possible, obtain the object from the customer. Store the object in a safe place at your restaurant. You will be contacted by the Quality Assurance with directions on where to send the object for analysis if deemed necessary.

SUSPECTED HEPATITIS INCIDENTS
For actual or suspected employee hepatitis incidents, immediately complete ONLY the Hepatitis Questionnaire.
It is very important to determine the type of hepatitis or other liver problems the person has as soon as possible. Obtain a copy of the physician's medical diagnosis and the laboratory test results as soon as they are available. Do not delay! Obtain this information by doing one of the following, as necessary:
1. Have the ill person get the information from the laboratory or the medical facility where treated.
2. Have the ill person give verbal or written permission to the medical facility to release the medical records.
3. Take the ill person, if well enough, to the medical facility to get the medical documentation released.

A Hepatitis Facts sheet is included in this section for your reference. Read it as soon as possible. It gives instructions regarding shots of IG, employee work restrictions, and testing of co-workers.

EMERGENCY PROCEDURES—WATER SUPPLY

The following procedures must be implemented when there is an interruption in the potable water supply:

Prevent Water Use - Shut off the contaminated water supply to all food service equipment, hand washing facilities, drinking fountains, and other places a person might accidentally use the unsafe water.

Contact FMWRC BOD Executive Office - If there has been or will be a loss of water for more than four hours, contact Armed Forces Sanitation Agency for concurrence with these emergency guidelines as well as any other operational requirements it may have.

Supply Potable Water - Potable water approved by an Armed Forces regulatory agency must be made available for use through the supply of one or more of the following:
1. Bulk commercially bottled/packaged water or individual service size containers.
2. One or more closed food-grade portable water containers.

Ice - Purchase ice from outside sources. (Make sure it is not made from the contaminated water.) Ice that will contact food or be consumed must be obtained only in chipped, crushed, or cubed form and in single-use, safe, plastic or wet-strength paper bags sealed at the point of manufacture. The ice must be held in these bags until it is dispensed in a way that protects it from contamination.

NOTE: Before again using the ice machines, discard all contaminated ice from them. Wash, rinse and sanitize all ice and water-contact surfaces within the machines. Do not overlook doors, door slides, and ice maker.

Tableware/Utensils – Provide only single-service articles for serving food or drink to the consumer.

NOTE: Tableware and utensils that have been properly washed, rinsed, and sanitized may be used until the supply is exhausted provided their accumulation after use does not create a problem.

Hand Washing – Use potable water from an alternate approved source. For example, provide a bottled water dispensing unit for food service personnel hand washing purposes, preferably one that has a water heating arrangement. Use plastic disposable gloves to minimize hand contamination.

Toilets – Place an “Out of Order” sign on the public toilet facilities unless an approved alternate source of water can be provided. For foodservice personnel toilets, use adjacent approved facilities, portable toilets, or a non-potable or potable alternate approved source of water for flushing.

EMERGENCY PROCEDURES—FOOD SUPPLY

Implement the following procedures when applicable and necessary to meet food safety requirements:
1. Under no circumstances must any food or beverage be sold unless it can be safely prepared and served.
2. Wash, rinse and sanitize all contaminated food-contact surfaces, including those of beverage dispensing equipment, before use.
3. Use only food (including reconstituted dry food) prepared before the interruption of the water supply. (Discontinue the sale of prepared food or use prepared food from an alternate approved source.)
4. Provide only completely packaged or canned food where the contents are not removed from the original package.
5. Thaw frozen food only under refrigeration or as part of the cooking process.
6. Use an alternate approved source of potable water for produce that needs to be washed, sprayed, dipped, or soaked. (Use frozen / canned or pre-washed packaged vegetables from an approved vendor.)
7. Do not use ice made during the interruption of the potable water supply. Only use ice made from potable water or use no ice.
8. Replace cold beverages with bottled or canned drinks. If hot beverages are served, use potable water from an alternate approved source.
9. Do not use a running water dipper well for storage of dispensing utensils, i.e., ice cream dippers. Instead, store these utensils directly in the food.

NOTE: This process must be done so that the handle and thumb release mechanism – if one is provided – does not come in contact with the product. All surfaces that touch the food must remain in the item being dispensed between uses. Limit the flavors sold if dispensing scoops are in short supply.

While occurrences of this type will need to be handled on a case-by-case basis, the previously covered food safety measures should ensure that major possible steps are taken or considered. Feasible alternate procedures will obviously depend on the type of menu involved, nature of the operation, duration of the water interruption, and requirements of the regulatory agency.

NOTE: Some regulatory agencies and water companies frequently neglect to have water lines disinfected and a water sample collected after a water contamination problem is corrected. Therefore, you should ask about this before again using the water.

SINGLE-CASE FOODBORNE ILLNESS

COMPLAINTS

Introduction

Single-case food borne illness complaints may sometimes be viewed as insignificant, invalid, or not worthy of much concern. However, they need to be investigated as thoroughly as multiple cases because of the following:

1. What appears to be a relatively insignificant occurrence could be the beginning of a major outbreak. Other persons may not have had time to react or know whom to contact. While you can, check your operation for compliance to all required food safety practices.
2. The illness could have been caused by a carrier who contaminated a small or individual portion of food (a carrier is a person who harbors disease causing microorganisms in their body with or without having symptoms). The next slip-up could be with a large quantity of food served at a banquet.
3. If a small part of a food item is contaminated, only one person may have been served the unwholesome portion. Also, food held at an incorrect temperature may not be sufficiently contaminated to cause illness until near the end of the serving period.
4. Customer and client relationships can be adversely affected.
5. Inadequate follow-up action can result in a major liability claim. A person who missed work for five days, for example, may submit a claim for $5,000. There may be no legitimate basis for the claim, and there may be no evidence to support the cause of the illness. Proper facts can discount the findings of an ill person's physician, the Health Department, or other involved persons. If little or nothing is done, the food service operation could be considered negligent.

SICK TOO SOON TO BE A FOOD BORNE ILLNESS?

A misconception sometimes exists that if an illness occurs within an hour or less after a person eats, the cause cannot be food-related or could only be due to chemical poisoning. This is not true! Such occurrences should not be taken lightly. They need to be reported and thoroughly investigated.

Summary

Be careful not to mislead yourself into thinking that the last meal eaten before a person became ill caused the problem. This is a common mistake by the inflicted person and other concerned parties. Salmonellosis has an incubation period of 6 to 72 hours. Within that time, an individual may have eaten eight complete meals, not to mention snacks. To focus on the last meal to the neglect of the others is not correct unless there is reasonable evidence to support such action.

FOODBORNE ILLNESS-LIKE INCIDENTS

Often, what appears to be a food-related illness is something entirely different. Symptoms common to food borne illness are nausea, vomiting, and/or diarrhea, but may also occur with other illnesses. Proper medical documentation, including laboratory confirmation, is required to determine if an illness is food borne. Even with this documentation, a definite determination usually is not possible

without analyzing the food eaten. Nevertheless, some regulators, medical personnel, persons stricken with illness, and others tend to conclude without enough facts that food caused the illness. Sometimes when many people are involved, food can be shown statistically as the likely cause of a given illness. Still, one must be very careful in accepting such a finding. Other factors frequently must be considered that do not always support such a mathematical conclusion.

Causes of Food Borne-Like Symptoms

Many things can cause food borne illness-like symptoms—airborne viruses (flu, Norwalk-type disease, etc.), allergies, stress, medicine, etc. For example, possible side effects from antihistamine use are diarrhea, vomiting, nausea, headache, weakness, and dizziness. Also, an illness may be caused by food eaten at a food service establishment a day or more before the incident occurred. Salmonellosis, for example, may occur 6 to 72 hours after exposure to the organism. In addition, food cooked in a private home or served in "community food bowls" at work can cause illness. Pets can also carry harmful bacteria such as Salmonella and Campylobacter.

Lastly, in some work settings, it is common for illnesses to occur among employees. If a client provides employee/student health services, for example, the medical personnel are aware of the daily illness pattern. Such information may help to determine if an illness in question is food-related. Therefore, when an individual or group of people becomes ill shortly after eating, the food may not be the problem.

The following example illustrates this:

Five persons reported illness after eating Chicken Florentine. One went to the hospital emergency room. Blood tests, an x-ray, and a pelvic exam all were negative. Therefore, the physician diagnosed food poisoning. The symptoms left, but later returned. After further medical attention, the woman was told that her problem was caused by kidney granules. No basis for the alleged illness could be established.

Summary

This discussion is not meant to downplay a reported illness. However, alleged food borne illness complaints must be objectively and thoroughly investigated before making a conclusion. Otherwise, all customers may assume their illnesses are food borne and demand reimbursement for illnesses occurring after eating in a public food service operation (this obviously would be quite costly and could ultimately close an operation). In addition, the reporting of one or more illnesses might be the beginning of a major food borne illness outbreak. A delay in starting the investigation could result in additional cases. Also, this would not be good for customer or client relations.

HEPATITIS FACTS

Mode of Transmission

Hepatitis is a disease caused by a virus that affects the liver. There are two main types, A and B. Both diseases have similar symptoms, but they are two different illnesses.
Hepatitis C also is increasing in frequency but is not transmitted by food.
The hepatitis B virus is found in blood (and serum-derived fluids), saliva, semen, and vaginal fluids. It is usually spread by contaminated needles including tattoo needles, ear-piercing devices, and other instruments used to puncture the skin or by a transfusion with infected blood. The risk of contracting hepatitis B is highest among drug users who share needles and among people with multiple sex partners.

The hepatitis A virus is found in blood (for only a short time) and fecal material. It is spread by person-to-person contact through the fecal-oral route. Hepatitis A can be passed to others through food by foodservice personnel who do not properly wash their hands after using the toilet.

Uncooked food items are of particular concern. Transmission of the infection can also occur in daycare centers where there are diapered children and from person to person during certain sexual activities. In addition, hepatitis A may be caused by consuming well water contaminated from sewage or by eating raw or partially cooked shellfish (oysters, clams, mussels) harvested from water into which untreated sewage is discharged. (Thorough cooking of any food will destroy the virus if it is present.) The virus is not spread to other people by just being around them and is not found in the saliva.
A person who previously had hepatitis A is immune to it and is not a carrier. The Centers for Disease Control and Prevention's (CDC) Hepatitis Surveillance Report No. 45, states the following:
The probability of transmission by an HAV-excreting food handler depends on
1) The amount of virus excreted by the individual,
2) The types of food handled, and
3) his/her hygienic practices.
The amount of virus excreted varies considerably from individual to individual. The amount peaks from 7 to 10 days before onset of symptoms and declines rapidly soon thereafter. Thus, food borne outbreaks of hepatitis commonly originate from foods prepared before the food handler's onset of symptoms.

The single most important factor in interrupting further disease transmission is hand washing. All employees should wash their hands very carefully (including
cleaning of nails), especially after defecating.

Symptoms

Some of the usual symptoms are fever, nausea, fatigue, muscle aches, abdominal discomfort, upset stomach, vomiting, darkening of the urine, loss of appetite, headache, and jaundice (yellowing of the eyes and/or skin). A few hepatitis investigations have shown a person may only have one symptom such as extreme tiredness. Since many of these symptoms are similar to some common, less serious diseases such as a cold and the so-called 24- hour virus, the importance of not allowing

an ill person to work should be readily apparent. What appears to be a minor problem may be the prelude to a very serious disease.

Incubation Period

The incubation period for hepatitis A is 15 to 50 days, average 28 to 30 days.
This is the time between infection and becoming ill. The maximum period of infectivity is from about two weeks before the beginning of illness to one week after the onset of jaundice. If this symptom is absent, a person continues to be infectious for two weeks after illness begins.

Preventive Treatment

If a shot of immune globulin (IG) is given within 14 days of exposure to the hepatitis A virus, it can prevent a person from getting the illness or significantly alter its severity. Thus, the fact a foodservice worker receives preventive treatment is no guarantee he will not pose a threat to the public's health. The Health Department will normally determine if IG should be given to an ill employee's coworkers. When preventive treatment is necessary, this is the best course of action since the agency will sometimes supply and/or give the shots.

Work Restrictions

Immediately exclude from work any foodservice employee who is presumed or known to have hepatitis A. Such a person may not return to work until written permission is provided by the attending physician.

NOTE: CDC states the following on page 29 of Report No. 45: Exclude from work a food handler who has a presumed or documented case until 14 days past onset of symptoms. If the person is jaundiced, however, the exclusion period would be for seven days after this symptom appeared.

Employee Testing

Well co-workers of a foodservice employee with hepatitis A are normally not tested for possible infection. This is because the incubation period is 15 to 50 days. If an individual's body has not had time to react to the virus, the test will be negative. However, if the test is done at the right stage of an infected employee's incubation period, the result will be positive. Such testing, therefore, is hit-or-miss and may give a false sense of security. Any person at any time can be becoming ill from the hepatitis A virus. In preventing a hepatitis outbreak, correct food-handling procedures are a better safeguard than mass testing. Foodservice employees should always conduct themselves as if they are a potential source of illness.

SAMPLING GUIDELINES

Proper and accurate collection of food samples for laboratory testing is an extremely important phase of an investigation process. If the sample is improperly collected and handled, the facility providing the food samples could be unjustifiably penalized. The following guidelines are intended to provide some of the basic considerations for collecting reliable food samples.

Note: For the purpose of these guidelines and procedures, sample collection for alleged food borne illnesses and foreign material complaints will be the same.

Procedures

1. Whenever possible, keep the food item to be tested in the original container that it came in. Label the food item "QUALITY HOLD".
2. Contact the appropriate company approved external laboratory as directed by BOD, installation and Food Safety personnel.
3. If it is necessary to collect a food sample that cannot be kept in the original container be sure to have the following items available: Sterile sample spoon(s), sterile sample cup(s), sterile sample bags, approved food handling gloves, re-freezable ice packs, and an insulated shipping container.
4. If sterile equipment is not available, be sure to use new (food grade) plastic spoons and new plastic containers (food grade) with lids. If at all possible, obtain the alternative sampling apparatus' from cases that have not been opened.
5. The temperature of foods that are going to be tested for microbiological attributes must be carefully maintained. The foods to be sampled should be left in the refrigerator or freezer as long as possible prior to collecting the sample. Do not thaw under running water or by microwave prior to collecting any food sample.
6. Wash your hands thoroughly and wear clean food handling gloves while collecting food samples. Re-wash hands and change gloves between each food item being sampled.
7. Collect at least a 4 oz. sample for each individual food item to be tested. Army Quality Assurance personnel may recommend additional samples of the same food item as deemed necessary by the situation and amount of food in question.
8. When collecting the sample, do not touch any of the surfaces that will come in contact with the food such as the sample spoon or inside of the container. Additionally, do not allow the food sample to touch the outside area or lip of the sample container.
9. Close the container as quickly and as carefully as possible.
10. Immediately place the food samples in a designated area of your 38°F refrigerator. Do not freeze food samples unless directed to do so by Army Quality Assurance personnel or the technical expert from the external lab.

Regulatory Duplicate Samples

1. When regulatory officials collect food samples, duplicate samples must be requested and collected (this is necessary to check the accuracy of their laboratory examination and the correctness of the food sample handling).
2. Request from the regulatory official what test(s) they are going to perform on the food sample(s) so that duplicate analysis' can be conducted.
3. Submit the duplicate food sample(s) to the FMWRC approved laboratory.
4. If the regulatory official refuses to or cannot provide duplicate samples, collect food samples that are representative of those collected by the regulatory official.

5. There should be at least one FMWRC person with the regulatory official who is collecting the food samples at all times (preferably two FMWRC witnesses). Observe how the official collects and handles the sample. In particular, check for the following unsanitary or improper practices and keep written notes of all observations:
- The person's fingers directly touched the food or food-contact surfaces of the sampling equipment.
- Sampling equipment is placed on non-sterile surface.
- A food sample touches the outside of the sample container.
- Food samples are not placed in refrigeration or iced immediately after collection.
- Ice used for sample refrigeration is not adequately packaged to prevent leakage.
- Ice or other coolant is placed below rather than on top of the samples.
- Questionable sampling equipment is used (non-sanitary or non-sterile)
- Samples were not properly identified.
6. Lastly, request the following information from the regulatory official collecting the samples:
- Method they are using to deliver the samples (US Mail, public conveyance, or personal delivery).
- Approximate time sample(s) will arrive at the laboratory and when the analysis will be completed.
- Name of the private firm or official laboratory that will be conducting the analysis.

Sample Transportation to Laboratory
1. Maintain the food samples in refrigeration at all times up to the point that they are packed and shipped.
2. Be sure to have frozen ice packs available for keeping the samples cold en route to the lab. Additionally, be sure that the ice packs are not leaking.
3. If ice packs are not available, food grade ice can be used as long as it is sealed in a clean bag or container and does not leak.
4. Place ice packs in the bottom of the insulated shipping container. Place the samples in the container. Place more ice packs on top of the samples in the container. Lastly, place some clean paper towels around the samples and the ice packs to keep them moving around during shipment.
5. Seal the shipping container to insure that any tampering will be obvious upon arrival at the laboratory.
6. Keep sealed shipping container in refrigeration until it is ready to be shipped.
7. If at all possible, have the samples personally delivered to the lab by a FMWRC employee or, have them picked up by representative of the testing laboratory. Make a note of the time when the samples leave and when they arrive at their destination.
8. If it is necessary to ship via common carrier, ship the samples using a next-day delivery service (Airborne Express, Federal Express, Next Day UPS).
9. Be sure to document the tracking number from the shipping company for later reference.

FOOD RELATED INCIDENT REPORT

Complete this report for all alleged food borne illnesses and all alleged foreign material complaints (Use a separate form for each individual person reporting)

1. Date of Alleged Incident: Date Reported to Restaurant: _____

2. Check (ü) the appropriate box(s):
   a. *Alleged Food Borne Illness ☐
   b. *Multiple people affected ☐
   c. *Alleged Foreign Material Foreign Material ☐

Sample Available YES ☐ NO ☐

* If foreign material sample is available, label the item "QUALITY HOLD" and store it in a safe place (refrigerate the item if it is perishable). You will be given instructions by FMWRC BOD Food Safety Department personnel about where to send the sample as necessary.

3. Person Completing This Report:
Position: _____
Facility Name: _____
Phone Number: (_____) Fax: (_____)
Manager Name: _____

4. Customer Name: _____
Home Address: _____
Home Phone #: (_____) Work Phone # :(_____)
Customers' Attitude:
Good ☐ Bad ☐ Neutral ☐ Threatening ☐ Cooperative ☐

5. Description of the event:
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

6. Alleged food item(s) prepared at restaurant? YES ☐ NO ☐
Food Item #1:_____
Distributor: _____ Distributor: _____
Manufacturer: _____ Manufacturer: _____
Invoice #: _____
Invoice #: _____
Lot #_____ / Code_____ / Date: _____
Lot #_____ / Code_____ / Date: _____

Food Item #2:_____
Distributor: _____ Distributor: _____
Manufacturer: _____ Manufacturer: _____
Invoice #: _____
Invoice #: _____
Lot #_____ / Code_____ / Date: _____
Lot #_____ / Code_____ / Date: _____

Food Item # 3: _____
Distributor: _____ Distributor: _____
Manufacturer: _____ Manufacturer:_____
Invoice #: _____
Invoice #: _____
Lot #_____ / Code_____ / Date: _____
Lot #_____ / Code_____ / Date: _____

Food Item # 4: _____
Distributor: _____ Distributor: _____
Manufacturer: _____ Manufacturer:_____
Invoice #: _____
Invoice #: _____
Lot #_____ / Code_____ / Date: _____
Lot #_____ / Code_____ / Date: _____

7. Symptoms:
Nausea ☐ Vomiting ☐ Diarrhea ☐ Fever ☐
Dizziness ☐ Headache ☐ Chills ☐ Weakness ☐
Allergic Reaction ☐ Abdominal Cramps/Pain ☐ Broken Tooth ☐
Injury (describe below) ☐ Other (describe below) ☐

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

8. Actual DATE alleged food eaten: _____
Actual TIME alleged food eaten: _____
Actual DATE of illness onset: _____
Actual TIME of illness onset: _____

9. Number of people who reportedly became ill? _____
Number of people who were served the alleged food item(s)? _____

10. Was there any medical treatment received?
YES ☐ NO ☐
If YES, complete the following section:
Physician's Name:_____
Medical/Dental Facility: _____
Physician's Diagnosis: _____
Was diagnosis confirmed by laboratory tests?
YES ☐ NO ☐
Laboratory Testing Completed By:
Hospital ☐ Private Laboratory ☐
Date confirmation received:_____

11. Has the Department of Health been contacted?
YES ☐ NO ☐

12. Has there been any threat of legal action?
YES ☐ NO ☐

13. Have there been any expenses incurred by customer allegedly related to this incident?
YES ☐ NO ☐
If YES, show the amount: $ _____

14. (Alleged food borne illness cases only) List name and address of other foodservice establishments visited or functions attended by alleged ill person 72 hours before illness. Include date and food eaten:

_____
_____
_____
_____
_____
_____
_____

15. List others eating with the customer. (If more space is needed, use the additional information section or a blank sheet of paper.)

_____
_____

16. Is the HACCP food safety program at the restaurant fully in place and properly utilized? (You may be asked later to include copies of applicable HACCP documents as part of this report)
YES ☐ NO ☐

17. Additional Information or details volunteered by customer:

_____
_____
_____
_____
_____
_____
_____
_____
_____

18. List each step involved in preparing the alleged food (including each ingredient) for service? (Be very specific and include every detail from beginning to end of preparation.)

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

19. At what date and time did preparation of the alleged food begin?

_____

20. At what date and time did it end? _____

21. How much of the alleged food was prepared at one time?

_____

22. How many batches were prepared?

_____

23. What was the temperature of the alleged food at end of preparation/cooking?

_____

24. Were HACCP records completed? YES ☐ NO ☐

25. Did the alleged food (or ingredients) require thawing? YES ☐ NO ☐
If YES, how was this done?

_____
_____
_____
_____
_____
_____

26. If the alleged food was a raw produce item, was it received fully prepared and packaged?
YES ☐ NO ☐

27. If NO, was the produce item washed first? YES ☐ NO ☐
If YES, were they washed in a sink used strictly for vegetables? YES ☐ NO ☐
If NO, what else is the sink normally used for?

_____

_____

Was the sink washed, rinsed, and sanitized before washing the vegetables? YES ☐ NO ☐

28. If the alleged food (or ingredients) required slicing, was a slicer used? YES ☐ NO ☐
If YES, list the specific procedure for cleaning the slicer (including basic steps involved, cleaning/sanitizing products used, contact time, and concentration):

_____

_____

_____

_____

_____

29. How often is this normally done? _____

30. How much time did the slicing operation take? _____

31. Did the person doing the slicing, wear a disposable glove on each hand? YES ☐ NO ☐

32. If the alleged food was a salad-type item (tuna salad, chicken salad, etc.), was it made from all pre-chilled ingredients? YES ☐ NO ☐

33. If the alleged food (or ingredients) required mixing, picking up, assembling, etc., by hand, were disposable gloves worn? YES ☐ NO ☐

34. Are hand washing facilities properly maintained? YES ☐ NO ☐
If NO, explain the deviation:

_____

_____

_____

_____

35. If the alleged food was a canned or bottled beverage, has the manufacturer and/or vendor been notified of the incident? YES ☐ NO ☐
If YES, what action, if any, will the manufacturer and/or vendor take?

_____

_____

_____

_____

36. At end of preparation/cooking, was the alleged food put into storage, placed out for service, given immediately to customer, or transported to another area or location for service?

_____

_____

_____

_____

37. If put into storage, what was the temperature of storage facility? _____

38. Temperature checked and logged daily? YES ☐ NO ☐

39. What type and size container(s) was used?

_____

40. If the alleged food required special transportation for service at another location within the building, a satellite operation, etc., how much time did this take? _____

41. What type of equipment or vehicle was used to transport the food?

_____

42. Temperature of food before transport? _____

43. Temperature of food upon arrival at destination? _____

44. Were these temperatures logged? YES ☐ NO ☐

45. Upon arrival, was food put into storage or placed out for service?

_____

46. If put into storage, temperature of storage facility? _____

47. Were these temperatures logged? YES ☐ NO ☐

48. Was the alleged food transferred to other containers for storage or service? YES ☐ NO ☐
If YES, how was this done?

_____

_____

_____

49. What type and size container(s) was used? _____

50. How was the alleged food held or displayed for service?

_____

_____

_____

51. Temperature of holding or display equipment? _____

52. Were these temperatures logged? YES ☐ NO ☐

53. The alleged food was put out for service at what date and time?

_____

54. Were food temperatures checked during service? YES ☐ NO ☐
If YES, list times and temperatures for the alleged food:

_____

_____

55. Actual service of the alleged food(s) began at what date and time?

_____

56. Actual date and time that the service of the alleged food ended?

_____

57. Was the alleged food a customer self-serve item? YES ☐ NO ☐
If YES, were dispensing utensils provided? YES ☐ NO ☐

58. Were these utensils long-handled or short-handled? _____

59. Were the dispensing utensils stored so the handle was not touching the food or the food was not touched by a customer's hands when picking up the utensil? YES ☐ NO ☐

60. Was the self-service area visibly monitored at all times throughout meal service by food service personnel trained in food safety? YES ☐ NO ☐
If YES, name of foodservice worker(s): _____
_____
_____

61. If not customer self-service, name of foodservice worker(s) who served the ill person(s):
_____

62. If service was from a vending machine, does the machine automatically shut off if machine temperature goes too high? YES ☐ NO ☐
If YES, at what temperature will the machine shut off?
_____

63. If the alleged food was a vending item, what was the expiration date?
_____

64. Has the vending machine been functioning properly? YES ☐ NO ☐

65. How often is the machine checked? _____

66. Was the temperature of the alleged food checked before being placed in the vending machine?
YES ☐ NO ☐
If YES, what was the temperature? _____

67. Were these temperatures logged? YES ☐ NO ☐

SANITATION DEPARTMENT INVOLVEMENT

68. Was the illness reported to the health department? YES ☐ NO ☐
If YES, by whom:
_____
_____

69. Was an inspection conducted? YES ☐ NO ☐
If YES, list violations noted:
_____
_____
_____
_____

Inspector's Name: _____
Phone: _____

70. Did the Sanitation Department collect food and/or water samples? YES ☐ NO ☐
If YES, list them below. (If more space is needed, use the additional information section or a blank sheet of paper.)

_____
_____
_____
_____

What test(s) will be run?

_____

Expected date of test results: _____
Item Sampled: Location: _____
Date Collected: _____
Item Sampled: Location: _____
Date Collected: _____
Item Sampled: Location: _____
Date Collected: _____

71. Were stool samples collected from customers? YES ☐ NO ☐

72. Were stool samples collected from foodservice employees? YES ☐ NO ☐

73. Were vomit samples collected from customers? YES ☐ NO ☐

74. Were vomit collected from foodservice employees? YES ☐ NO ☐

MISCELLANEOUS

75. Were any foodservice workers ill during the past 30 days? YES ☐ NO ☐
(Review absentee records.) If YES, list the kind of illness and date:

_____
_____
_____
_____
_____

76. Any other alleged food borne illnesses reported within the last six months? YES ☐ NO ☐
If YES, did the ill person(s) have the same name or were they from the same general area as the present complainant(s)? YES ☐ NO ☐

77. Are there any violations from past Sanitation Department inspection reports that have not been corrected yet? YES ☐ NO ☐
If YES, explain:

_____
_____
_____

78. Has there been any adverse publicity from the news media? YES ☐ NO ☐

NOTE: Be prepared to have available copies of all Sanitation Department inspection reports and food safety audit reports from the past 12 months.

HEPATITIS QUESTIONNAIRE

1. Complete this report for each suspected or confirmed foodservice employee Hepatitis case.

2. Person Completing this Report: _____
Position: _____
Restaurant Name: _____
Phone Number: _____
Unit Manager Name: _____

3. Division: _____

4. Sick Person's Name:__ _____
Home Address: _____
City: _____
Zip or Postal Code: _____
Home Phone #: (_____) Work Phone #: (_____)

- ☐ Single
- ☐ Married

Job Position: _____

☐Cook ☐Utility ☐Manager ☐Waiter/Waitress ☐Host/Hostess
☐Cold Food Prep. ☐Other (Specify): _____

Brief description of job responsibilities: _____
_____
_____
_____
_____

5. Did ill person serve or prepare any food, especially uncooked items such as salads that were eaten by fellow workers during the 14 days prior to onset of illness including the last day worked?
YES ☐ NO ☐
If YES, list foods that may have been eaten by fellow workers:
_____
_____
_____
Number of fellow workers who ate such food: _____
Are there any of the above foods remaining? YES ☐ NO ☐

6. Has the ill person been on vacation within the last month? YES ☐ NO ☐
If YES, where:
_____
_____
_____

7. Date of first symptom(s):_____
Date last worked: _____
Dates worked while not feeling well: _____
Dates worked during the two weeks prior to onset of illness:
_____
_____

8. Which of the following symptoms did the ill person have?
☐Nausea ☐Vomiting ☐Jaundice ☐Fever ☐Dark Urine ☐Fatigue ☐Headache
☐Weakness ☐Appetite Loss ☐Abdominal Discomfort ☐Muscle Aches
☐Other (specify) _____
_____
_____
_____
_____

9. Was there any medical treatment received? YES ☐ NO ☐
If YES, complete the following section:
Physician's Name: _____
Medical/Dental Facility: _____
Address: _____
City: _____
Zip or Postal Code: _____
Physician's Diagnosis: _____
_____
_____
_____
Was diagnosis confirmed by laboratory tests? YES ☐ NO ☐
Laboratory Testing Completed By: ☐Hospital ☐Private Laboratory
Date confirmation received:_____

10. Has the Sanitation Department been contacted? YES ☐ NO ☐
If YES, by whom: _____
Phone: _____

11. If more than one reported illness, are individuals from same household? YES ☐ NO ☐

12. Does ill person:
    a. Date any co-workers? YES ☐ NO ☐
    b. Reside at same residence with a co-worker? YES ☐ NO ☐
    c. Have relatives or close personal friends who work at another FMWRC operation?
    d. Have any children in daycare or preschool? YES ☐ NO ☐
    e. Attend to any children that are in diapers? YES ☐ NO ☐

13. Was the ill person exposed to anyone who had hepatitis? YES ☐ NO ☐

14. List any illness in the ill person's immediate family within the past 30 days:

_____

_____

Symptoms: _____

Treatment: _____

15. Sick person's water supply at home comes from which of the following sources:

☐Private Well ☐Public Water Supply

16. Has ill person eaten raw or partially cooked oysters, clams, or mussels within the last two months? YES ☐ NO ☐

If YES, obtained where?

_____

_____

17. Has ill person:

a. Had ears recently pierced? YES ☐ NO ☐

b. Been tattooed recently? YES ☐ NO ☐

c. Received any inoculations, injections, blood or blood products (transfusions)? YES ☐ NO ☐

d. Within last 60 days? YES ☐ NO ☐

e. Had dental work, surgery, or acupuncture? YES ☐ NO ☐

18. Have there been any recent cases of hepatitis in the community or other foodservice operations? YES ☐ NO ☐

If YES, where?

_____

_____

19. Did ill person eat at any foodservice operations where hepatitis illnesses have occurred? YES ☐ NO ☐

If YES, where?

_____

_____

_____

NOTE: Be prepared to have available copies of all Sanitation Department inspection reports and food safety audit reports for the past 12 months.