

Basic Food Handling Guidelines

UBC Food Services

UBC Student Housing and Community Services



THE UNIVERSITY OF BRITISH COLUMBIA

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Food Safety Mission Statement

UBC Food Services commits to:

- **Providing** a high quality food service experience in a way that protects our customers from foodborne illness.
- **Maximizing** our sanitation and food safety practices, and thereby minimize our clients' and our own risk and potential liabilities in this area of food service.
- **Committing** to a high training standard that ensures our work force is knowledgeable and capable of providing a high quality and safe product from source to fork for our campus and community guests.

Food Safety Overview

Food safety is essential to the ongoing success of our business. Within UBC Food Services, food safety is a top priority to ensure that food is consistently managed so that the safety and integrity of the food is protected—from the time of its delivery to our operation, throughout its storage and preparation, and its transportation to the point of sale or service to the consumer.

All UBC Food Services food service employees are required to have Food Safe Level I. This manual is an important review of the key standard operational requirements to ensure that we are operating within the standards of Vancouver Coastal Health and are meeting our internal food safety plan. In this manual important food safety topics such as the food temperature danger zone, cross contamination, employee personal hygiene and proper labelling and storage of food are reviewed. Please read this manual and work within these guidelines while in our operations.

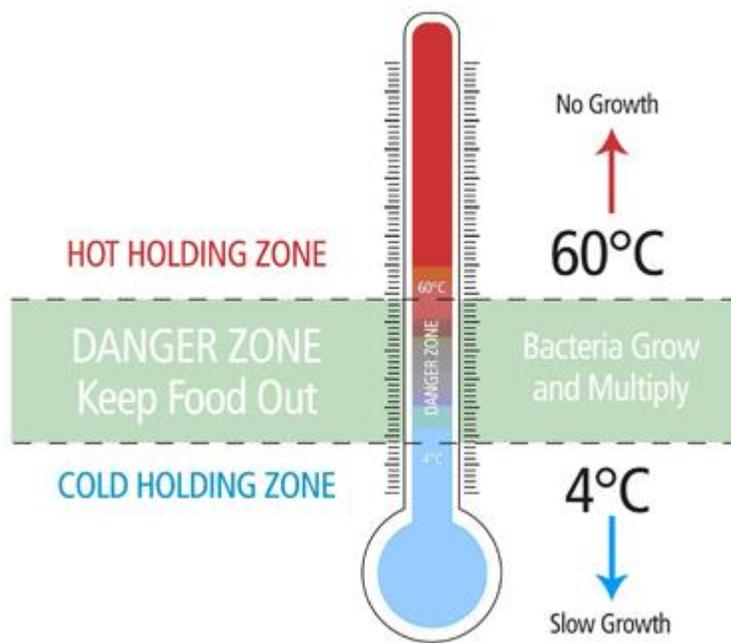
Food Temperature Danger Zone

The temperature range in which food-borne bacteria can grow is known as the **food temperature danger zone**. Vancouver Coastal Health define the danger zone as 4 to 60 °C (39 to 140 °F). Potentially hazardous food should not be stored within this temperature range in order to prevent food-borne illness and that food that remains in this zone for more than two hours should not be consumed and should be disposed of. Foodborne microorganisms grow much faster in the middle of the danger zone (at temperatures between 21 to 47 °C (70 to 117 °F).

Food-borne bacteria, in large enough numbers, may lead to food poisoning, symptoms similar to gastroenteritis (or stomach flu). Some of the symptoms include stomach cramps, nausea, vomiting, diarrhea, and fever. Food-borne illness becomes more dangerous in certain populations, such as people with weakened immune systems, young children, the elderly and pregnant women. In Canada, there are approximately 11 million cases of food-borne diseases per year. These symptoms can begin as early as shortly after and as late as weeks after consumption of the contaminated food.

Time and temperature control plays a critical role in food safety. To prevent time and temperature abuse, the amount of time that food spends in the danger zone must be reduced and monitored. In addition to reducing the time spent in the danger zone, foods such also be moved through the

danger zone as few times as possible when reheating or cooling.



Cross Contamination

Cross contamination is the term used to describe the transfer of bacteria from one thing onto another thing via direct contact. In the culinary arts, one of the things usually tends to be a knife or a cutting board, and the other thing is food. In addition, it is not just bacteria. It could be a virus or a toxin of some kind, or even a cleaning product. However, whatever it is, if it is exposed to someone's food, it is cross contamination.

We need to work in a safe manner that reduces or eliminates the opportunity for cross contamination to occur. Two situations can occur if cross contamination occurs. The first is, if they eat the food and it makes them sick, we call this food poisoning. Secondly, cross contamination can be very dangerous if our guests have allergies that need to be accounted for. A recipe may be free of an allergen but if cross contamination occurs, we could be at risk for serving a meal that can have a very negative affect on our guest.

In nearly all cases, either a kitchen knife, a cutting board, or someone's hands cause cross contamination. Please note that once it is on your hands, it is on everything else as well. Proper glove usage and handwashing will help eliminate cross contamination from your hands. Proper cleaning and rotation of your cutting boards and knives will help reduce the risk of cross contamination. If a guest alerts you of an allergy, it is best to wash your hands, use new gloves and to change your cutting board and knife.

Since dangerous bacteria are killed by high heat, the risk of cross contamination is highest with food that does not need to be cooked. That is why outbreaks of salmonella are increasingly found to be linked to foods like sprouts and bagged salads. These are foods you might think of as innocuous or "safe" but are risky because they customarily are not cooked. Ultimately, that means that preventing cross contamination requires building habits such as frequent washing of hands, utensils, cutting boards and work surfaces. For instance, if you prep a raw chicken on a cutting board, do not use the same cutting board later to slice tomatoes for the salad.

Food Storage Hierarchy

The safe storage of food is paramount to having a good food safe environment. We need to utilize a consistent and correct strategy when we are deciding where food is to be stored in our operations. The most important rule to follow is to have the “clean” ingredients stored above the “dirty” ingredients. Ready to eat foods must not be stored below raw foods that can spill on and contaminate the ready to eat foods. **Store raw meats, poultry, fish and dairy products below cooked, prepared and ready to eat foods.**

Labelling

The proper labelling of all open food products is an important aspect of food safety. Within UBC Food Services, our standard is that all food products that have been opened from its original packaging needs to have our standard label on it. This also applies to all foods that have been produced in house. We use a standard label that requires us to include the following information:

- Name or description of item
- Date it was opened or produced
- Name of employee that opened or produced it
- Estimated expiration date

Below is an example of a label that has been filled out properly as well as a label that has been filled out improperly.

Correct

Incorrect

The image shows two examples of food labels. The left label is for 'Potato Leek Soup' and is filled out correctly. It includes the item name, date (Aug 9 17), employee name (Andy), and expiration date (Aug 13 17). The expiration date is written on a calendar grid where 'WED' is circled. The right label is for 'Soup' and is filled out incorrectly. It includes the item name, date (8-9), and employee name (blank). The expiration date is blank, and the calendar grid below it is not filled out.

Always stick labels on the Container, not the lid.

Personal Hygiene

There are some bad habits that should be avoided by all food handlers. An unguarded cough or sneeze disperses numerous microbes from the nose, mouth, or throat; these are suspended in tiny droplets of moisture. Always try to sneeze or cough into your sleeve and immediately wash your hands. You are expected to bathe regularly and wear deodorant to ensure proper personal

hygiene.

If you are experiencing symptoms of illness, please inform your manager as soon as possible so that a replacement employee can be found. Working while experiencing symptoms of illness can pose a food safety risk to our guests, as well it can cause other co-workers to become ill. If you are unable to attend work, please phone your manager and provide sufficient notice to replace your shift.

Touching your mouth or nose in various ways can transmit contamination. Some examples of poor personal habits are:

- Licking fingers for any reason.
- Smoothing moustache or beard.
- Biting fingernails.
- Chewing gum or toothpicks.
- Opening bags by blowing in them.
- Tasting food with fingers.
- SMOKING: Smokers often contaminate their hands with saliva.
- Touching your face or your hair, can contaminate hands.

Contaminated hands should be washed immediately.

Wash your hands often at the hand wash stations. Please wash your hands after using the washroom or whenever you come back from your break. We have lots of soap and water, so please use it.

Handwashing Policy

Improper handling and cross contamination of food by food workers that do not wash their hands continues to be one of the major causes of foodborne illness within our industry.

At UBC Food Services, we want to continue to ensure we are diligent in assuring that proper hand washing procedures are followed for the protection of customers we serve every day.

The best method to prevent cross contamination of food, and the potential spread of bacterial or viral illnesses such as Hepatitis A, is to practice **thorough hand washing**. Hand washing is extremely important and is a requirement for all of us, along with the proper use of gloves as a second level of protection. **Glove use is not a substitute for proper hand washing.**

Thorough hand washing practices are to be followed after using the restroom, at the beginning of your shift, after your break, between switching tasks, prior to putting on new gloves and prior to the preparation and serving of food. It is the expectation that an employee washes his or her hands multiple times every hour spent in the kitchen and while serving guests.

Hand Washing Station Requirements

At least one designated hand wash station must be provided in each food preparation area. It must be:

- Conveniently located
- Accessible at all times
- Cannot be used for purposes other than hand washing.
- Provided with single use soap dispensers and single use hand drying devices
- Equipped with hot and cold pressurized running water
- Equipped with a hand washing sign that outlines the proper hand washing procedures
- Maintained in a clean and sanitary condition

Proper Handwashing Technique

1. Turn on warm / hot water, wet hands.
2. Apply soap to hands and scrub soap over tops and palms of hands, between fingers and finger nails. Scrub hands for a minimum of 20 seconds.
3. Rinse hands thoroughly under running water.
4. Dry hands with paper towel.
5. Turn the faucet off with the paper towel.

Please assure that all hand sinks are easily accessible and never blocked or partially blocked by anything such as carts, or garbage cans. A blocked hand sink is a **CRITICAL VIOLATION** that will be noted by the health department.

Note: Lack of hot water and soap in the kitchen, restrooms, and all handwashing sinks must be reported and corrected immediately!

Disposable Glove Policy

Plastic gloves can provide an effective barrier to the transmission of food-borne illness, however there is no substitute for properly practiced handwashing techniques. It is important to use the following handwashing guidelines to prevent potential cross- contamination:

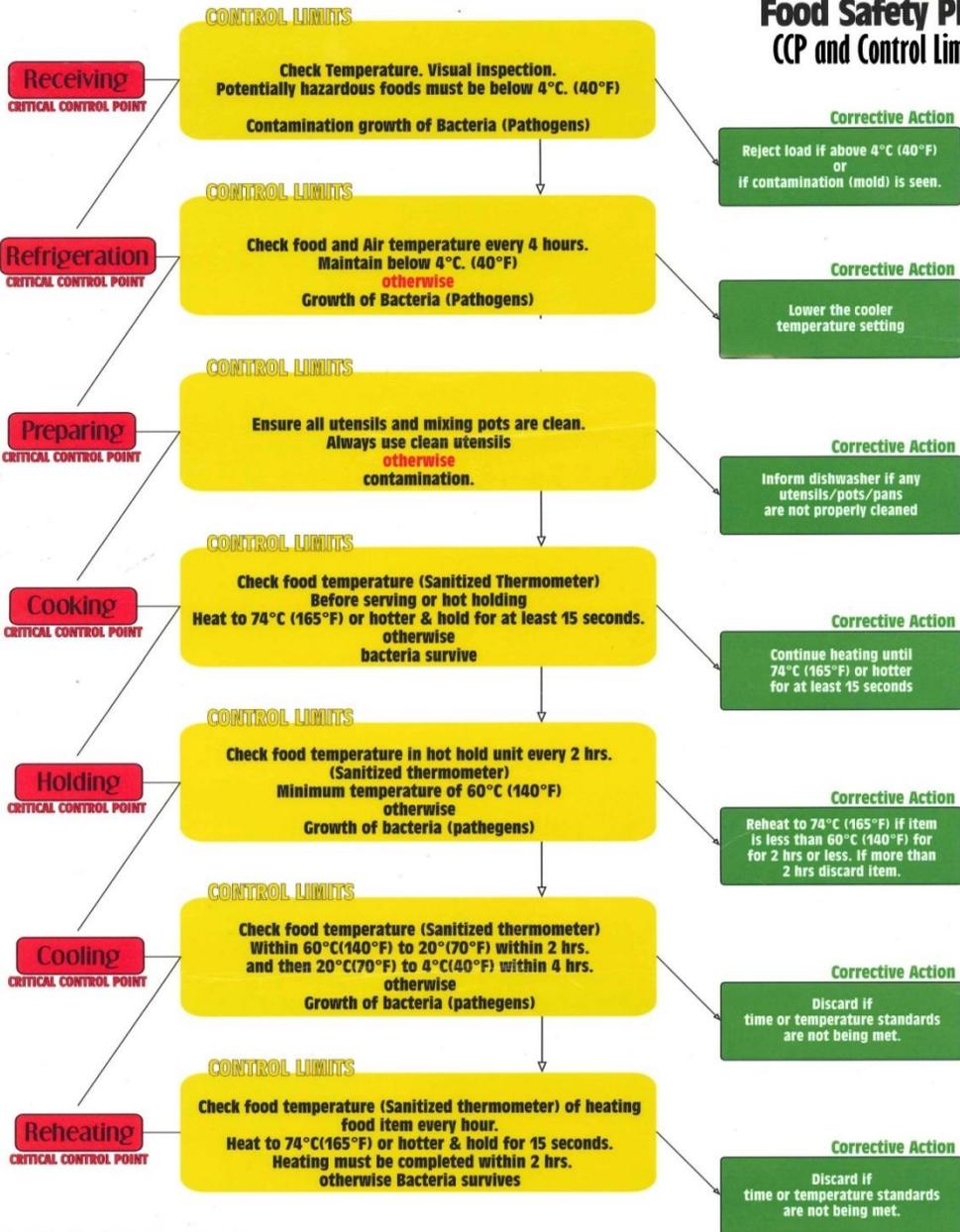
- Wash hands thoroughly before putting on gloves.
- Gloves must be changed at any point when you would normally wash your hands including but not limited to when they are dirty, when moving from handling raw products to cooked food items or when preparing an item for a guest with an allergy concern.
- Hands must be washed and gloves replaced after using the restrooms.

- Throw away dirty gloves when leaving work area. Wash hands and put on new gloves prior to returning to work.
- After using gloves, always wash hands. This will assist in eliminating bacteria that grow in the warm, damp environment provided by gloves.

If there is an allergy concern, be aware that gloves are now available in a variety of materials, please discuss with your manager if you have any questions.

CPP and Control Limits Poster

UBC Food Services Food Safety Plan CCP and Control Limits



Sanitation Instructions

WASH HANDS

Before handling food, after handling raw foods. Also after any interruptions that may contaminate food. Wash, rinse and sanitize all equipment and utensils before and after every use.



UBC FOOD SERVICES
An Essential Ingredient

The 12 Fundamental Rules of Food Safety

Following the 12 fundamental rules of food safety will ensure your operations maintain an environment that protects food through the entire flow of the food process.

- Rule 1: Never abuse Time/Temperature rules. Always keep hot food above 60°C / 140°F and cold food below 4°C / 40°F. Maintain temperature logs through the entire flow of food process to ensure temperature abuse does not occur.
- Rule 2: Follow the recipe. It has food safety safeguards built in to it. Reheat all foods to 74°C / 165°F. Cool foods rapidly and do not allow foods to cool at room temperature.
- Rule 3: Prevent cross-contamination. Never allow raw food, or tools used to process raw food, to contaminate cooked food.
- Rule 4: Promote good personal hygiene. Practice thorough and frequent hand washing and glove use and frequent glove changing. Monitor uniforms, jewelry, hair coverings, and personal habits to ensure nothing contaminates food or worker's hands.
- Rule 5: Monitor food throughout the flow of food process, from receiving until the food is ingested. Demonstrate that food safety has not been compromised during the entire process.
- Rule 6: Sanitize food contact surfaces regularly. Establish a standard for the frequency of sanitizing in your operation and make labelled chemical sanitizers readily available to staff. Do not forget to check the concentration of the solution with test strips. Store all chemicals away from food.
- Rule 7: Establish a master cleaning schedule to ensure all equipment gets the heavy cleaning attention it needs. This promotes a clean establishment and lessens the risk of bacterial growth.
- Rule 8: Date and label all food products. When received, all food products must be dated and labelled to ensure proper rotation. Practice FIFO.
- Rule 9: Purchase foods from UBC Food Service approved vendors only.
- Rule 10: Train, train, train. Ensure your staff receives the training necessary to promote food safety in all aspects of their jobs.
- Rule 11: Report all alleged foodborne illness situations immediately to your Associate Director and the Executive Chef.
- Rule 12: Never compromise food safety for any reason.

Steritech Food Safety Top Ten Daily Checklist

1. **Hand Washing** – Personal Hygiene

Hands that may have become contaminated are washed using hot water and soap for at least 20 seconds and dried using disposable towels or a heated-air hand-drying device. Hands are washed each time before donning gloves as required. Care is taken after washing to avoid recontamination of hands by touching faucet or towel dispenser handles.

2. **QUAT Usage** – Equipment & Utensils

Food-contact surfaces properly cleaned and sanitized (at least every 4 hours during continuous use with foods that require time / temperature control for safety (TCS) at room temperature).

3. **Proper Dishwasher Usage** – Cleaning & Sanitizing

Chemical sanitizer solutions at proper concentration and temperature per label instructions; non-chemical sanitizing at 82°C (180°F) in a dishwashing machine final rinse or 77°C (171°F) in a sink.

4. **Chemical Labelling** – Cleaning & Sanitizing

Original containers of toxic materials have a legible manufacturer's label. Working containers of cleaners and sanitizers are labeled with the common name of the product.

5. **Staff Food** – Personal Hygiene

Eating, drinking and tobacco use restricted to non-food areas. Drinking allowed from cups with lid and straw stored so that they cannot contaminate the food-contact surfaces.

6. **Temperature Control** (Cooling / Thawing) – Food Handling

Foods that require time / temperature control for safety (TCS) are properly handled for time / temperature control; foods at proper temperature before being displayed; foods not left out of temperature controlled environments for extended periods of time.

7. **Temperature Control** (Hot / Cold Holding) – Temperature Control

Cold foods that require time / temperature control for safety (TCS) are maintained at 4°C (40°F) or below in all cold holding devices including reach-in refrigerated units, cold-top storage devices and ice wells.

8. **Labelling** – Food Handling

Foods properly identified with common name of product on container.

9. **Food Storage Hierarchy** – Food Handling

Food and food-contact surfaces protected from potential microbiological, physical and chemical hazards. Examples of such hazards include but are not limited to raw animal products above ready-to-eat foods, commingling raw animal species, and thumbtacks or chemicals stored above food or food-contact surfaces.

10. **Jewelry & Hair Restraints** – Personal Hygiene

Good personal hygiene practices followed; clear outer clothing worn; hair restraints used around exposed food and food-contact surfaces. Jewelry on the hands and wrists limited to

a plain ring with no set stones.