



Food Handler Training Guidelines

Jefferson County Health Department
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Critical Guidelines to ensure the safety of food and the wellbeing of the community.

Disclaimer

The information contained in this guide is intended to inform food handlers of crucial general knowledge to keep food safe for public consumption. It is necessary for each establishment to train food employees within their individual establishment in order to maintain safe food standards.

Introduction

Person-in-Charge (PIC): the individual present at a food establishment who is responsible for the operation at the time of inspection (2005 Food Code 1-201.10). The PIC should have knowledge of foodborne disease, HACCP principles, and food code requirements.

The PIC is responsible for thorough training of all food handlers at the establishment and is responsible for their actions.

At least one certified food protection manager employee **MUST** be on duty during all hours of operation for permitted food establishments (Retail food establishments are not required to have an employee with an ANSI/CFPM certification if they are not preparing food). **Every employee serving, storing, or selling potentially hazardous foods or working with unpackaged food, food equipment or utensils, or food contact surfaces in an establishment that is required to have a food establishment permit must have a food handler's card, issued by the Jefferson County Health Department per the Jefferson County Board of Health or a WV State Food Handler Card. This includes employees at retail establishments that store and sell potentially hazardous foods and family day care providers that meet the above definition even if they are exempt from being permitted as a food establishment.** It is important to ensure you are providing safe food to the patrons of your establishment and preventing illness within the community by following the 2005 WV Food Code. There are FIVE main reasons why food becomes unsafe. It is very important to follow the information within this packet to prevent these factors from contaminating food.

1. Poor Personal Hygiene

Failing to wash hands and change gloves when required, coughing or sneezing on food, and working while showing symptoms of infectious disease are all examples of poor personal hygiene.

2. Time-Temperature Abuse

Bacteria grows best within the temperature danger zone (between 41°F and 135°F). When foods are not held at proper temperatures, pathogens may flourish and make people sick.

3. Cross Contamination

Pathogens can be transferred from one surface of food to another. This can happen many ways and is common when food handlers do not adhere to safe cooking and prepping

4. Poor Cleaning/Sanitizing

Equipment and utensils **MUST** be washed **AND** sanitized appropriately to kill bacteria and reduce the risk of pathogens infecting food.

5. Food From Unsafe Sources

Only foods/ingredients obtained from permitted facilities are to be used for public consumption. Foods prepared at home (such as brownies or cookies) are not to be sold in the establishment.

Health and Hygiene:

- Only healthy employees should prepare and serve food. Notify the manager on duty if you show symptoms of infectious disease, including diarrhea, vomiting, jaundice, sore throat with fever, or a lesion containing pus that is open and draining.
 - Employees with persistent coughing, sneezing, or discharge from the eyes, nose, or mouth may not work with exposed food or clean equipment and utensils.
- If you or anyone in your household has been diagnosed with *Salmonella typhi*, *Shigella* spp., *E. coli*, Hepatitis A, or Norovirus, you must notify the PIC immediately.
- The PIC shall restrict or exclude a sick employee based on symptoms and diagnosis.
- You are NOT allowed under any circumstance to work within a foodservice operation if you have been diagnosed with Norovirus, Hepatitis A, *Salmonella typhi*, *Shigella* spp., or *E. coli*, until fully recovered.
 - Report any previous illness in the past 3 months of *Salmonella typhi* if antibiotic therapy was not received.
- Open sores and cuts must be cleaned and bandaged, and a single-use glove must be worn at all times while preparing food.
 - Hand/wrist: Cover with an impermeable cover and single use gloves.
 - Arms: Cover with an impermeable cover.
 - Other parts of the body: Cover with a dry, tight-fitting bandage.
- Bracelets, watches, and rings (except for plain bands) MUST be removed before preparing foods.
- Employee breaks should be taken in designated employee break areas.
 - Personal belongings should be stored in designated areas separate from food, cooking equipment, utensils, and single-use items.
 - Personal food and beverages must be stored separate from food intended for sale. Eating is not permitted in food prep areas. Employee beverages in food prep areas are permitted if they are in closed containers with a straw.

Food workers MUST wear **hair restraints!** Whether it is a hair net, hat, or hair tie, to prevent stray hairs from contaminating foods. Food handlers with beards/facial hair must wear a hair net over their facial hair. Food workers who only serve beverages and wrapped or packaged foods, hostesses, and wait staff are exempt from wearing hair restraints.

Fingernails shall be kept trimmed, filed, and maintained so they are cleanable and not rough. False nails/nail polish may be worn if gloves are worn as well.

Smoking is prohibited in non-exempt establishments. Exempt establishments include bars (defined as having at least 80% of total sales from alcohol), per Jefferson County Board of Health. Smoking is never permitted in food prep areas, or areas where smoke could contaminate food and equipment.

Food Handling



Food employees must wash their hands frequently—

- Anytime gloves are switched out.
- After using the restroom.
- Switching a task to prepare food (such as from raw to ready-to eat (RTE) foods).
- Returning to the kitchen.
- After touching bare human body parts other than clean hands and exposed portions of arms.
- After caring for or handling service animals or aquatic animals.
- After coughing, sneezing, using a tissue, using tobacco, eating, or drinking.
- After handling soiled equipment.
- After engaging in any other activities that contaminate the hands.

IT IS A CRITICAL VIOLATION TO NOT WASH HANDS APPROPRIATELY.

NOTE: Hand sanitizer may be used after hand washing. However, NEVER use it in place of washing hands.

It is **NECESSARY** for employees to wear gloves while preparing and handling RTE food. Gloves must be switched out and a new pair put on every time a food worker switches tasks or otherwise compromises the glove, including:

- Before and after handling raw meats/fish/poultry
- Touching their hair/face/body/clothing
- Sneezing, coughing, or using a tissue
- Handling money, taking a phone call, or other interruptions

Bare hand contact is not permitted with RTE foods, except with written procedures approved by the regulatory authority. Bare hand contact should be minimized with foods that are not RTE and you should wash your hands when switching tasks such as from handling raw foods to RTE foods.

- **No bare hand contact is permitted when serving a highly susceptible population!**

Definitions:

Ready-to-eat food (RTE): Food that is in a form that is edible without additional preparation to achieve food safety, is a raw or partially cooked animal food in accordance with a consumer advisory, is prepared in accordance with a variance, or food that may receive additional preparation without additional cooking.

Highly Susceptible Population: Persons more likely than others in the general population to experience foodborne disease because they are:

1. Immunocompromised, preschool age children, or older adults.
2. Obtaining food at a facility that provides services such as custodial care, health care, or assisted living, such as a child or adult day care, kidney dialysis center, hospital or nursing home, or nutritional or socialization services such as senior centers.

Top 5 Foodborne Illnesses

<p><u>Salmonella spp.</u> — Most common cause of foodborne deaths, millions of cases/yr.</p> <p>Sources: Dairy products, seafood, fruits and vegetables, and undercooked eggs, poultry, and meat.</p> <p>Symptoms start after 5-72 hrs, include nausea, vomiting, cramps, and fever.</p> <p>Prevention: Cook foods to proper temperatures, store food properly, and eliminate potential cross-contamination.</p>	<p><u>Shigella spp.</u>—About 131,000 cases/yr, about 1/3 of these are foodborne.</p> <p>Sources: Mainly salads, dairy products, unclean water, often caused by poor food handling.</p> <p>Symptoms start after 8-50 hours. Diarrhea, fever, chills, and dehydration.</p> <p>Prevention: Wash hands appropriately and wash RTE foods thoroughly.</p>	<p><u>E.Coli</u>—Can produce a deadly toxin, about 380,000 deaths worldwide.</p> <p>Sources: Undercooked meat, produce, and raw milk, most often caused by poor hygienic practices.</p> <p>Symptoms start after 1-4 days, include severe diarrhea, cramping, and dehydration.</p> <p>Prevention: Cook foods properly, wash hands appropriately, and wash, rinse, and sanitize dishware.</p>	<p><u>Hepatitis A</u>—about 11% of deaths from food-borne illness. Infective dose: 1-10</p> <p>Sources: colds cuts/sandwiches, fruits and vegetables, dairy, shellfish, iced drinks.</p> <p>Symptoms starts anywhere from 15-50 days. Fever, vomiting, diarrhea, jaundice.</p> <p>Prevention: Vaccine available. Wash fruits and vegetables thoroughly, and wash hands appropriately.</p>	<p><u>Norovirus</u>—Leading cause of diarrhea in the US. Highly infectious. Very hardy.</p> <p>Sources: salad ingredients, fruit, and oysters. 1/3 of outbreaks are served at restaurants.</p> <p>Symptoms start after 24-48 hrs. Jaundice, nausea, diarrhea, fever, and cramps.</p> <p>Prevention: Wash hands frequently and properly. 30% of those who have the virus don't know it.</p>
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All food employees must know what the Big 5 Foodborne Illnesses are and that they must report to the person-in-charge if they or anyone in their household has been diagnosed with any of these illnesses.

An easy way to help you remember the Big 5 is this acronym:

Send Sick Employees Home Now

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

Cooking and Preparing Food

Thawing foods (Approved Methods)

1. Place frozen food in a refrigerator, keeping its temperature at or below 41°F
2. Submerge food under potable running water at or below 70°F. Thawed portions of raw animal foods should be maintained at or below 41°F
3. Food may be thawed in a microwave oven if it is to be cooked immediately afterwards.
4. Thaw the food as part of the cooking process.
5. Using any method if prepared for immediate service.

Food Temperatures—Use a thermometer to check on cooking, cooling, and holding temperatures of potentially hazardous foods. Make sure the thermometer is clean, sanitized, and the appropriate size for the food. Insert it into the thickest part of the food. Ensure that the thermometer is properly calibrated.

Minimum Cooking Temperatures for Specific Types of Food:

165°F for 15 seconds	<ul style="list-style-type: none">• Poultry• Stuffing made with meats/fish/poultry• Stuffed meats/seafood/poultry
155°F for 15 seconds	<ul style="list-style-type: none">• Ground, injected, mechanically tenderized meats• Ground seafood
145°F for 15 seconds	<ul style="list-style-type: none">• Seafood• Steaks, pork chops, beef, veal, lamb• Commercially raised game
145°F for 4 minutes	<ul style="list-style-type: none">• Pork, beef, veal, lamb roasts
135°F	<ul style="list-style-type: none">• Fruit, vegetables, grains, and legumes that will be hot-held for service

*You may offer foods raw or undercooked (such as eggs, steak, burgers, fish) as long as you mark the foods with an asterisk and have a consumer advisory with a matching asterisk that states at a minimum: “Consuming raw or undercooked meats, poultry, seafood, shellfish or eggs may increase your risk of foodborne illness.”

Don't Forget! Potentially Hazardous Foods MUST be held hot at 135°F or greater, or 41°F or below. Check temperatures at least every four hours.



Time as a Control Method may also be used to hold food. Cold-held foods may be left out as long as 6 hours but must NOT exceed 70°F, while hot-held foods must start at 135°F or above and may not be served after 4 hours. Food must be labeled with the start time as well as the time it needs to be discarded. **ANY REMAINING FOOD MUST BE DISCARDED AFTER TIME HAS EXPIRED.**

Cooling Foods— Foods must be properly cooled from 135°F to 70°F within two hours and to 41°F within an additional 4 hours. Must monitor the temperature of foods during the cooling process. There are several methods to cool foods quickly and safely, including:

1. Separate food into smaller, shallow containers
2. Ice water bath—place small containers of food in ice water
3. Placing foods in cooler uncovered to allow for moisture to escape

Reheating Foods—food may be reheated for two reasons:

1. Reheating to be immediately served—may be heated to any temperature, as long as it was cooked and cooled correctly.
2. Reheating for hot holding—must be heated to an internal temperature of 165°F for 15 seconds within a two-hour period. Commercially processed and packaged ready-to-eat (RTE) foods may be heated to an internal temperature of 135°F.

Food Storage

! Date Labeling Foods

It is very important to mark the date foods were either prepared, or the day the food is to be thrown out (**no more than 7 days after prep**). Make sure your date marking is consistent!

Date labels are required for:

- Refrigerated potentially hazardous (PHF)/RTE foods prepared and held in a food establishment for more than 24hrs.
- Refrigerated RTE/PHF prepared and packaged by a food processing plant shall be marked at the time the original container was opened.
- If adding new ingredients to a refrigerated RTE/PHF, retain the original date marking.

A Date label is not required on foods that are not held for more than 24 hours.

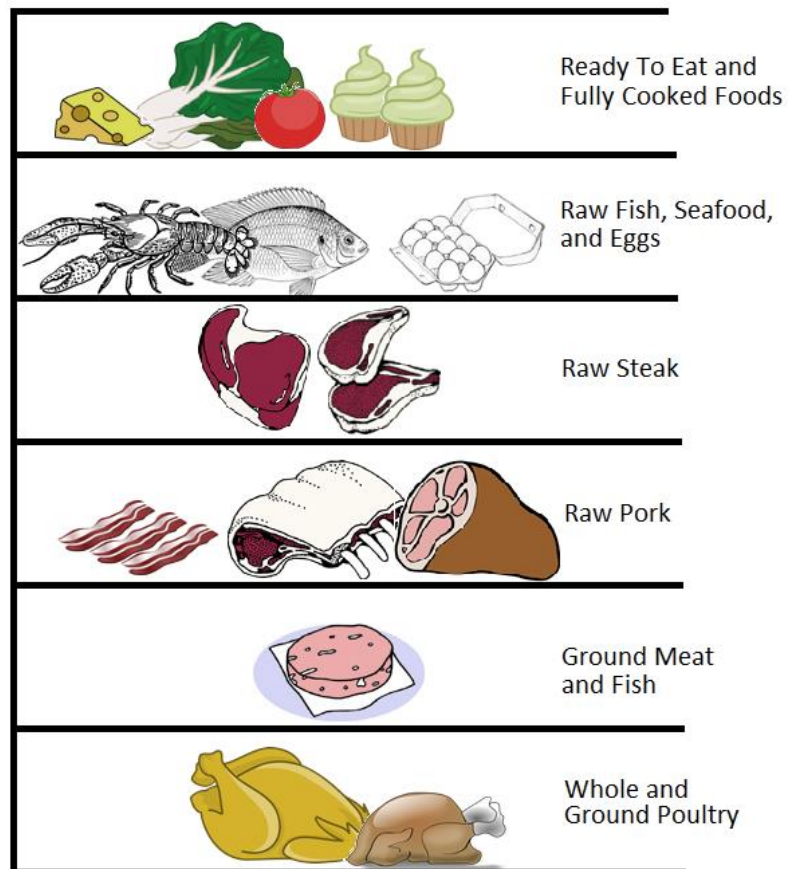
Remember:

When in **DOUBT**, throw it **OUT!**

All food must be stored at least six inches above the ground, including in walk-in-coolers and walk-in-freezers. Do NOT store food underneath potential sources of contamination, including icicles that have built up under and around a condenser unit in walk-in-coolers and walk-in-freezers, or within the vicinity of chemicals where they can be potentially contaminated.

Food must be stored in an order that avoids contaminating other foods. Foods with the lowest minimum cook temps are stored on the top shelves and foods requiring higher cook temperatures should be stored below. The graphic to the right demonstrates this. Make sure that all food is stored in food-safe, covered containers in good condition (no cracks or holes). Be sure to always store a thermometer in coolers to ensure food is being kept at or below 41°F.

Food Storage Order





Be aware of **food allergies!** Do not store foods in such a way that you could potentially contaminate other foods. The following foods cause the majority of allergic reactions:

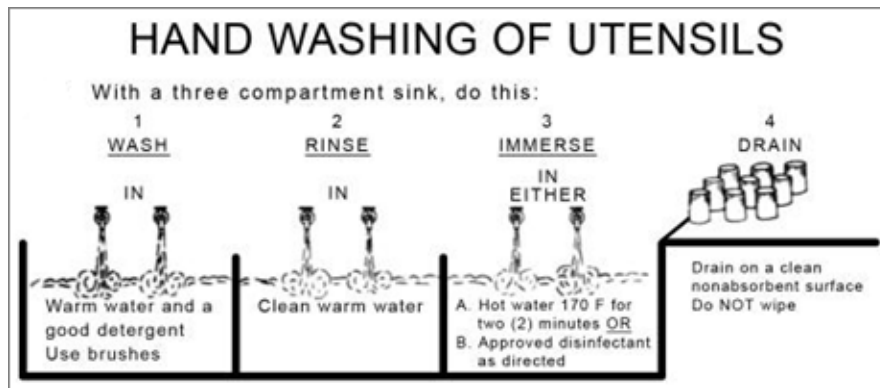
- Fish
- Milk
- Wheat
- Peanuts
- Shellfish
- Eggs
- Soy
- Tree Nuts

FIFO—The first-in, first-out (FIFO) method of storing foods helps prevent them from expiring and being discarded. Store items with the earliest use-by or expiration date in front of items with later dates so they are used first and reduce the risk of having expired foods on premises.

TIP: When preparing food for a customer with an allergy, the entire order should be handled by one person. You should use separate cleaned and sanitized equipment to prepare the food and the food you use should have been stored in a way to prevent any cross contamination.

Cleaning and Sanitizing

The difference between cleaning and sanitizing is that **cleaning** uses soap and water to remove dirt and food from surfaces, while **sanitizing** uses chemicals or high heat to kill germs. Surfaces that look clean still require sanitizing to rid them of harmful bacteria that may make patrons sick. All dishes and utensils must be cleaned and disinfected before each use.



1.

Wash after scraping and soaking to remove the bulk of food particles in hot (110°F) soapy water.

2.

Rinse utensils in clear, clean water to remove remaining food particles and soap.

3.

Sanitize to kill all harmful bacteria.

4.

Air Dry. DO NOT towel dry. Glasses, bowls, etc. should be stored upside down.



There are two types of chemical sanitizers commonly used to effectively rid dishes of bacteria: chlorine and quaternary ammonium. Follow manufacturer's label instructions and test for concentration accuracy with testing strip papers to achieve appropriate sanitizing levels. Be mindful of the type of testing strip paper; chlorine papers only work for chlorine, and quaternary strips only for quaternary tablets.



- You can also use heat treatment to sanitize by hot water immersion for at least 30 seconds. The dish surface temperature must reach 160°F.

All surfaces in a kitchen need to be cleaned, including walls, storage shelves, and garbage cans, on a regularly scheduled basis. Food contact surfaces **MUST** be cleaned and sanitized much more frequently than non-contact surfaces. These include any surfaces that food comes into contact with such as cutting boards, prep tables, spatulas, stockpots, and knives. Food contact surfaces need to be cleaned and sanitized:

- After they are used
- Before a food handler starts working with a different type of food on that surface
- Any time a food employee is interrupted during food preparation and the items being used may have been contaminated
- After four hours if food contact surfaces are in continuous use

NOTE: As per the WV 2005 Food Code 4-101.16 “Sponges may not be used in contact with cleaned and sanitized or in-use food-contact surfaces.” This means that sponges may be used to WASH surfaces/utensils, but the surface/utensil must be able to be RINSED and SANITIZED afterwards.

The Dangers of Contamination

Contamination occurs when there is an unwanted substance in a food intended to be served to the public. There are three types of contamination that makes food unsafe to consume:

- **Biological Contamination**—harmful micro-organisms (pathogens).
Prevention: Ensure foods are thoroughly cooked and reduce cross-contamination.
- **Chemical Contamination**—chemicals such as cleaners, sanitizers, pesticides, etc.
Prevention: Store all chemicals away from food and food prep areas and use them according to manufacturer’s instructions.
- **Physical Contamination**—unwanted objects within food, including metal shavings from cans, fingernails, hair, etc., as well as natural contaminants such as fruit pits and bones.
Prevention: Maintain personal hygiene and be aware of the foods in the cooking/prepping process.



Cross-Contamination

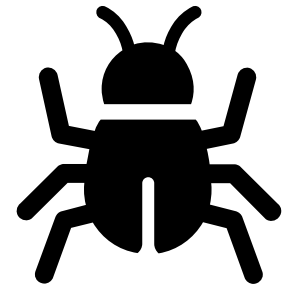
This is one of the most common means by which food becomes unsafe. Cross-contamination can introduce any of these contaminants into foods that are to be served. Some of the ways in which cross-contamination occurs are:

- A food handler touches raw food and then ready-to-eat food without switching gloves and washing hands
- Contaminated ingredients inadvertently added to a food
- Ready-to-eat foods touch or have a contaminant drip onto them
- Using dirty/contaminated cleaning cloths on food contact surfaces
- Using the same cutting board or dishes in contact with raw animal foods and RTE foods

Cross-contamination is why it is important to keep foods in the correct order in coolers, change gloves, and sanitize prep areas.

Pest Management

The food industry is concerned with filth from pests—including insects, rodents, birds, and bats—that may adulterate or contaminate human food.



These pests are considered significant in the food industry because:

- They may carry food-borne pathogens.
- Their presence may be an indicator of unsanitary conditions in the facility.
- They may adulterate food products with foreign substances such as insect eggs, larval skins, rodent hairs, and waste that are at the very least aesthetically objectionable in food.
- They may cause millions of dollars of damage.

Category I Vectors

Vectors such as house flies, German cockroaches, pharaoh ant, and house mice are included in this category.

Category I pests are high priority and include pests that are potential vectors for food-borne pathogens. A vector is an organism that transmits a pathogen from a reservoir to a host. Pests that are known to carry pathogens are considered vectors regardless of whether a microbiological hazard is detected.

Category II Indicators of Insanitation

This category includes pests whose presence in food or in the vicinity of food processing or storage areas is an indication of unsanitary conditions. These pests are considered medium priority pests and include ants, silverfish, spiders, birds, bats, weevils, beetles, wasps, and other species of flies.

Category III: Incidental Pests

This category includes agricultural pests, nuisance pests, and other incidental pests that do not have the attributes of Category I or II pests. They are considered low-priority pests because they pose no health hazard and are not indicative of insanitation. Examples of these pests include ladybugs, grasshoppers and aphids.

Four Easy Steps to Pest Control

1. Deter entry by keeping doors closed, building in good repair, trashcans closed and emptied regularly
2. Clean facility
3. Visually inspect shipments for pests
4. Have a regular pest management service to help reduce and control pests

Inspections and Closures

Permits are issued every fiscal year (July 1) and **MUST** be posted in a conspicuous location (where patrons can see it) of the establishment. Applications must be completed every year by the owner or person-in charge and submitted to our office by June 30th. Inspections in Jefferson County are conducted one to four times a year based on the risk category they are placed in.

Immediate Closure

There are instances in which a food establishment **MUST** be closed in order to correct an imminent health hazard to prevent harming the public, as per WV Food Code 8-404.11. If the hazard is localized to a single area in the establishment, only that area may discontinue operations. Immediately notify the person-in-charge (PIC) as well as the health department if the establishment experiences any of these issues:

1. Fire
2. Flood
3. No electricity or water service for an extended period of time
4. Sewage backup
5. Misuse of poisonous or toxic materials
6. Onset of an apparent foodborne illness outbreak
7. Gross unsanitary conditions within the establishment
8. Any other circumstance that may endanger public health

An establishment may have their permit suspended by a sanitarian if there are three immediately uncorrectable critical violations observed during time of inspection, or if the permit holder or PIC is intentionally obstructing the sanitarian from performing his or her duties (as per WV state code 64CSR17 3.i.i.l).

To Resume Operations

If operations are suspended due to health code violations, the permit holder **MUST** obtain approval from the regulatory authority (health department sanitarian) to reopen and continue operations.

Sources:

National Restaurant Association. *ServSafe Manager*. Sixth Edition. Chicago, IL. 2012.

Food and Drug Administration. *Bad Bug Book, Foodborne Pathogenic Microorganisms and Natural Toxins*. Second Edition. 2012.

Food and Drug Administration. *Food Code*. 2005.

WV DHHR Bureau for Public Health. *64CSR17 Food Establishments*. 2008.



Additional questions, inquiries, and concerns, including remodeling establishments, starting up a new establishment, and anything not covered within this packet may be directed to your regional sanitarian. For more information please contact Jefferson County Health Department at 304-728-8416