

eFoodLite Program

6-Part Video Training Series – Video Transcripts

Introduction: Basic Food Safety Introduction

This presentation is in 6 parts. First, we'll look at The Importance of Food Safety. After that we'll learn how Health and Hygiene play a key role in a safe restaurant or kitchen. Next, we'll discuss Temperature Control, Cross Contamination, Cleaning and Sanitizing, and the Food Safety Defenses you can start using today to protect the public. Finally, we will break it all down with what we call the Food Worker's Top 10. Let's get started!

Welcome. Today we are here to discuss food safety. We will cover the essential elements that food workers need to know to keep food and their customers safe. We will demonstrate vital techniques and even speak with some industry experts about proper food handling and why it's important.

Chapter 1: The Importance of Food Safety

In "Part One: The Importance of Food Safety" you'll find out how many Americans are affected by foodborne illness nationwide. We'll meet an Environmental Health Inspector and discuss how cleanliness is a key factor in his work. Every kitchen requires a person-in-charge, and we will introduce a PIC to talk their responsibilities.

Then we will focus on "Who is at Risk" - where we learn which segments of the population are most at risk for foodborne illness or injury, and how you can help keep them safe." Without proper food handling practices, the public becomes at risk for foodborne illness or injury from hazards in the foods they consume.

Anyone who has had "food poisoning" or a foodborne illness or injury knows that it is an unpleasant experience- but with estimates that about 48 million Americans get sick, with 128,000 hospitalized, and over 3,000 deaths annually from unsafe food nationwide - it's important to remember that following food safety rules saves lives."

We asked Zach Manning, an Environmental Health Inspector for Lane County in Oregon, to tell us about his role in maintaining public health and what he looks for during his inspections of restaurants and food service facilities. The most important thing is, is this restaurant clean?

Environmental Health Inspector: "If you have a dirty kitchen that tells me a lot. That means there's miscommunication, the restaurant is unorganized, and there is a lack of effort being put forth. This all falls on the Person-in-Charge. Cleanliness is key to any restaurant or kitchen."

A dirty, disorganized kitchen is less likely to be following good food safety practices. The second thing Zach looks for is the competence of the person in charge.

Environmental Health Inspector: "A Person-in-Charge that is competent and knowledgeable is required in all restaurants at all times. If I do not have a competent and knowledgeable PIC it makes my job very

difficult in ensuring food safety.”

A Person-in-Charge, or PIC, must be on the premises during all hours of operation, and must know the Food Code and Procedures used in the establishment. They should be able to answer all employee questions regarding food safety and provide training on how to perform jobs correctly.

Food and Nutrition Supervisor: “*As the Person-in-Charge I’m responsible for all the food safety and sanitization in the department. I’m responsible for all the food that comes in, as well as all the meals that go out.*”

Food safety is everyone’s business. If the public feels unsafe, the entire industry suffers. The general public needs to have trust that the establishments they patronize follow the basic food safety guidelines, but no matter what precautions are taken to ensure their safety, certain segments of the population are still more prone to becoming sick or experiencing worse than normal symptoms from foodborne illness.

It’s easy to remember how to identify highly susceptible populations by using the acronym YOPI. The Y stands for children younger than 5 years old. O is for older than 65 years of age. P for pregnant women. and I stands for those that are “Immune Compromised”, meaning having a serious illness like cancer, HIV, diabetes or other conditions, as well as those prescribed certain medications.

Environmental Health Inspector: “*Our compliance rules are really geared toward those susceptible populations, so by following basic food safety rules, we can mitigate any impact on those people at risk.*”

Because of people in the YOPI category extra caution needs to be exercised when dealing with undercooked meats, raw oysters, undercooked eggs, sprouts, as well as unpasteurized milk or juices.

Before we move on to Part Two, let's recap some important facts about the Importance of Food Safety. In the US there is an estimated 48 million cases of foodborne illness or injury resulting in over 3,000 deaths annually.

What is the most important factor in food safety? Cleanliness, according to our environmental health inspector, because an unclean restaurant or kitchen is often a sign of larger potential health hazards. A person-in-charge is required at all times to ensure proper food handling practices are being followed.

We learned the acronym YOPI. That stands for Young, Old, Pregnant, and Immune Compromised - and helps us remember the types of people who are most at risk for foodborne illness or injury. Finally, we listed some food that require extra caution due to people in the YOPI category - including meats, oysters, eggs, sprouts, and unpasteurized juices.

Chapter 2: Health and Hygiene

Welcome to "Part Two: Health and Hygiene". What is biological contamination? How does food worker health affect safety? What should you do when you are sick? What does good personal hygiene mean?

Find the answers to these and other important Food Safety questions including proper handwashing and when it's important, how to avoid barehand contact with ready to eat foods, glove use, and how personal habits can affect food safety.

Of all the types of hazards that can arise from unsafe food handling practices, Biological Contamination is the most common. Our world is filled with germs, and some can make us sick. It's those harmful pathogens that cause foodborne illness.

Food worker health is one of the most important factors to preventing foodborne illness. It's simple, when you are sick, do not work with food. Germs can easily be spread if you are experiencing flu-like symptoms, jaundice, or other illness.

Environmental Health Inspector: "If you are sick stay home. Remember the 24-hour rule- Vomiting, Diarrhea, Fever with Sore Throat, or jaundice. Stay home for 24 hours after the last symptom.

It's important to report these symptoms to your PIC, as well as if you have an open wound or sore.

Food and Nutrition Supervisor: "If my employees are sick, I tell them to go home and come back when they are feeling better - it's not worth the risk"

Besides being aware of your own health and knowing that when you are sick, that you pose a risk to the public - being aware of your personal hygiene is another aspect of avoiding contaminants in the food you serve. In fact, food workers with good personal hygiene save lives.

Following proper hand washing protocol, by washing your hands the right way and at the right times, keeping fingernails trimmed for easier cleaning, wearing hair restraints and proper work clothing, and covering cuts and burns with bandages and gloves - in addition to not working while sick - are all ways that hygiene prevents the spread of germs in the kitchen.

Handwashing is something that we all learned at a very young age- but if you want to work as a food handler it is important to re-learn this task in the proper way that complies with the health department guidelines. But first let's review the times that it is necessary to wash up.

Wash your hands throughout the day, even when hands look clean, to keep germs out of your body and the food you prepare. Always wash before you begin food preparation and when you have been contaminated by exposure to potential germs. Contamination can be caused by using the bathroom- touching one's face or nose - handling raw meat, fish, or poultry- sneezing, coughing, or blowing one's nose - handling garbage or dirty dishes - handling animals or using chemicals - or after taking a break, eating, or smoking. If you aren't sure if a wash is necessary, wash anyway just to be safe.

Proper handwashing is a six-step process that requires a handwashing sink with hot and cold running water, soap, and paper towels or other single-use drying method:

- Step 1: Get hands wet to help the soap work
- Step 2: Apply soap and scrub, remember to pay attention to your entire hand when washing.
- Step 3: Rub your hands for a full 20 seconds. This is how long it takes for soap to kill germs.
- Step 4: Scrub the backs of your hands and between your fingers, a common breeding ground for bacteria. Scrub your forearms. They frequently touch food, food prep surfaces, and utensils.
- Step 5: Rinse hands to send the soap suds and germs down the drain. Rinse for about 5 seconds to fully remove the soap.
- Step 6: After rinsing, dry hands and forearms with disposable paper towels or an air blower, or a continuous cloth towel system that provides a clean towel each time. Don't use cloth towels or dishrags, which can stay damp and recontaminate your hands.

It's important to know that hand sanitizers may be helpful on clean hands but are NOT substitutes for handwashing. In fact, in some cases double hand washing may be required. (A double hand wash requires

the worker to repeat steps 1 through 3 of the hand washing process.)

Always remember that handwashing is the most important food safety tool to get rid of the germs that make people ill. When in doubt, wash.

But germs can remain on your hands even after washing, that's why it is important to prevent bare hand contact with ready-to-eat food by using utensils such as tongs, scoops, deli papers, or single-use gloves.

Environmental Health Inspector: "Focus on minimizing bare-hand-contact. Utensils, Tongs, Tissue paper - these are all acceptable when handling ready-to-eat foods- so you don't need to glove up as often as you would think. Remember when you do use gloves, it is required to wash before and sometimes after glove use."

Ready-to-eat foods are those served without additional washing or cooking to remove germs - and they include washed produce that is eaten raw such as sliced fruit, salads, and garnishes - foods that will not be cooked such as sandwiches, sushi, and deli salads - bakery or bread items such as breads, cakes, pies, and tortilla chips - ice that may be used in drinks or foods that have already been cooked.

Gloves can be tricky because if a food handler thinks they are using gloves correctly- and they aren't- they can put the public at an increased risk by contamination. Gloves are there to protect food from germs, not your hands from the food - so remember to change them often and never wash or reuse them, especially if between working with raw and ready-to-eat food. When you're done with them be sure they go in the trash and wash your hands afterwards.

When it comes to health and hygiene as a defense against food borne illness, it's important to realize that personal habits affect food safety. You may not eat, drink, or use any type of tobacco in food prep areas. This is to prevent spills and reduce contamination.

Use hair restraints that are intended to keep hands out of hair and hair out of food. Hair must always be restrained when working around food or in food prep areas. Hair restraints include hairnets, barrettes, ponytail holders, and tight braids. Long beards must also be restrained.

Fingernails must be trimmed for easier cleaning. If nail polish or artificial nails are worn you must wear gloves when preparing all foods, not just ready-to-eat foods.

Rings, watches, bracelets, and all other jewelry on arms or hands must be removed during food preparation. Wedding rings may be worn if they are covered with a glove when the food worker is preparing food. Personal items like medicine, coats, and purses must be stored away from food, dishes, and linens.

Let's review "Part Two: Health and Hygiene". We learned that biological contamination is caused by germs on our bodies and in our environment, and that if you are sick - Don't come to work, Follow the 24-hour rule, and check in with your Person-in-charge about your symptoms.

Follow proper handwashing steps at the correct times to avoid biological contamination. Avoid barehand contact with ready-to-eat-foods. Use gloves to protect food, not your hands - and wash before and after glove use. Be aware of your own personal habits and hygiene as a defense against Food Borne Illness.

Chapter 3: Temperature Control

In the next segment we will explain Temperature Control including: The Danger Zone, hot and cold holding, proper cooking temperatures, thawing and cooling food. Foods must be cooked and held at correct temperatures, and cooks must use a metal stem or digital thermometer to ensure that meat, poultry, seafood, and other cooked foods reach safe minimum internal temperatures.

Environmental Health Inspector: “Obviously the only way to be sure that you’ve cooked something to the right temperature is with a probe thermometer.”

Remember, always hold Cold foods at 41-degree F or less. Always hold Hot foods at 135 degrees F or above. Most bacteria do not grow in very hot or cold temperatures. The Danger Zone in which bacteria can grow rapidly is between 41 degrees F and 135 degrees F. Potentially Hazardous Foods may not be at room temperature for more than four hours while being prepared.

When you are working with food it’s key to work quickly in small batches. Keep the rest of the food you are not working with hot or cold - either below 41 degrees if it’s cold, or above 135 degrees if it’s hot food. If food has been left at room temperature for an unknown amount of time, throw it away. It could be unsafe to eat.

Keeping hot foods hot, also known as “hot holding”, is important because cooking in itself does not kill all bacteria, and bacteria resumes growth if foods are allowed to drop into the temperature “danger zone”. To ensure temperature safety, steam tables, soup warmers, and other hot holding units must be turned on and heated up before hot food is put into them.

Use thermometers to check the temperature of the food and be sure to cover pans and stir food often to distribute heat evenly - and remember to never mix cold foods with cooked foods. Cold cooked food that needs to be reheated for hot holding must be heated to 165 degrees Fahrenheit for 15 seconds within two hours before being put onto the steam table to be held 135 degrees Fahrenheit. The steam table should already be hot before food is placed inside.

Temperature control is a strong defense against foodborne illness and injury, and cooking meats is no exception. The guidelines for cooking meat are crucial to keeping customers healthy. Know the proper cooking temperatures for each type of meat and check your temperatures with the appropriate thermometer. But depending on the type of meat you are serving; safe temperatures can vary.

Temperature control is also vital when it comes to handling cold foods. When practicing “cold holding” always be mindful of the danger zone and keep cold foods at 41 degrees Fahrenheit or colder. Foods can be kept in a refrigerator, ice, or other approved method to keep bacteria from growing. When using ice to keep food cold, the ice must surround the container to the top level of the food.

Food and Nutrition Supervisor: “When you are thawing food it’s time to think about the Danger Zone again.”

Which would be anytime the food is above 41 degrees. Acceptable methods of safely thawing frozen foods include... In the refrigerator. Put frozen foods in the refrigerator until thawed. This is the slowest and safest method. Thaw raw meats on the bottom shelf or in a container to avoid cross contamination with other foods.

Under cold running water. Keep the food covered in cold (70 degrees F or colder) running water until it is thawed. Or you may thaw as part of the cooking process or in the microwave for certain foods. Small

items, such as frozen burritos, may be thawed while they cook.

In addition to hot and cold holding, proper cooking temperatures, and correct thawing techniques - special care must be taken when cooling unserved leftovers or storing freshly cooked food - because bacteria can grow quickly as food transitions through the temperature Danger Zone.

Environmental Health Inspector: *“It goes back to the danger zone, you want to move food through the danger zone as quickly as possible, for instance, if you make some hot food and want to reserve the leftovers the next day your goal is to safely cool the food from 135 degrees to below 41. The key to cooling food safely is in two phases.”*

Cool the food from 135 degrees Fahrenheit to 70 degrees Fahrenheit within two hours, and within a total of six hours from 135 degrees Fahrenheit to 41 degrees Fahrenheit.

Improper cooling is leading contributor to foodborne illness. We can't stress enough to please take cooling seriously. Move food as quick as possible through the danger zone because bacteria can produce toxins that are not destroyed by reheating temperatures. Cooling food is often the riskiest step in food preparation. Here's a quick outline on the Facts of Temperature Control.

- The Danger Zone is between 41 degrees F and 135 degrees F.
- Food must not remain in the Danger Zone for longer than 4 hours.
- Hold Cold foods at 41 Degrees F or Less.
- Hold Hot Foods at 135 Degrees F or higher.

Know the proper cooking temperatures for meats, poultry, and seafood, and use the correct probe thermometer. Follow the steps for safe Thawing and Cooling of food.

Time for a closer look at what we've just learned. So far, we've covered two of the top three defenses against foodborne illness and injury. We showed you how health and hygiene provide a first line of protection from spreading contamination in the food you serve. We've outlined aspects of temperature control designed to keep food out of the danger zone and free from potential hazards.

Chapter 4: Avoiding Cross Contamination

In "Part 4: Preventing Cross Contamination" you will learn what causes cross contamination so you how to avoid this potentially dangerous problem.

Food and Nutrition Supervisor: *“Avoiding cross contamination is one of the most important keys in a kitchen.”*

Environmental Health Inspector: *“It's critical to avoid cross contamination, always keep raw meats like chicken, away from ready to eat foods like vegetables.”*

Cross contamination is the spread of bacteria from raw meat to other foods. This happens when blood or juice from raw chicken or other meat gets onto a counter, cutting board, utensils, or hands. The bacteria present can spread to other food. It is very important to keep raw meat away from other food!

Always wash your hands after handling raw meat. Food-contact surfaces that touch raw meat must be

washed and sanitized. Never prepare raw meat in areas near other foods. Use one cutting board for fresh produce and a separate one for raw meat, poultry, and seafood. Never place cooked food on a surface that has previously held raw meat, poultry, seafood, or eggs. Cooked food can become infected by the bacteria these other foods harbor.

Storage is another place where cross contamination can occur. Store raw foods on shelves below ready-to-eat foods to minimize contamination from accidental drips or other contact. Store meat with a higher cooking temperature (like chicken) below meat with a lower cooking temperature (like fish).

Food and Nutrition Supervisor: *“In my kitchen every employee follows safety steps to avoid cross contamination.”*

Here's what we learned about Cross Contamination. It is caused by bacteria in raw meat spreading to other foods. Always keep Vegetables and Meats Separate Always wash your hands after handling raw meat. Use separate Cutting Boards for meats and vegetables. Store Raw Foods on Shelves below ready to eat foods. Keep foods with a higher cooking temperature like chicken, below foods with a lower cooking temperature, like beef.

Chapter 5: Cleaning and Sanitizing

Now that you know how to avoid cross contamination, let's take a closer look at "Cleaning and Sanitizing" in Part 5. Some crucial points in this segment include: the difference between cleaning and sanitizing, and why it's important, washing dishes by hand and using a commercial dishwasher. Cleaning and sanitizing are not the same. Cleaning uses soap and water to remove dirt and food from surfaces while sanitizing uses chemical or heat to kill germs.

Remember that surfaces that look clean may still have germs that you cannot see. Sanitizing reduces these germs to safer levels. Food contact surfaces should be washed, rinsed, and sanitized after each use to remove germs that can cause illness.

Chemical sanitizers must be mixed following the label's directions and soap should never be added to sanitizers. Use test strips to make sure the sanitizer is not too strong or too weak. Change the sanitizing solution often because grease, dirt, and food particles make the sanitizer less effective. Store wiping cloths in clean sanitizer.

If you are washing dishes by hand, all dishes and food-contact surfaces must be washed, rinsed, and sanitized between uses. The procedure for washing dishes by hand is as follows.

First clean and sanitize the sink, then scrape leftover food into the garbage. Wash dishes in hot, soapy water in the first sink, and rinse dishes with clean, hot water in the second sink. Sanitize by soaking the dishes in the third sink filled with warm water and an approved sanitizer. Always air-dry dishes. Towels can breed bacteria if left wet.

You may have a mechanical dishwasher that will wash, rinse, and sanitize the dishes. You need to know that the dishes are reaching correct temperatures for sanitization, so temperature gauges and sanitizer levels must be monitored. If you have any questions speak with your Person-In-Charge about proper dishwasher operations.

Many of the same basic practices for dishwasher use at home apply to commercial dishwashers. Yet don't be fooled, the stakes are high to get this right. To get the cleanest dishes, start by scraping leftover food from the dishes. Then, stack dishes in dish racks. Do not stack dishes on top of each other, as this will not allow water to circulate properly. To keep them from filling with water and dirt, glasses, cups, and bowls should be upside down in the dishwasher. Plates and flatware should be stood up edgewise.

Dishes should be allowed to air dry for 1-2 minutes before removing from racks. Just like towel drying is not acceptable for hand washing, it is also not used for dishwashing. Towel drying could contaminate the dishes.

Inspect all items coming out of the dishwasher. Are there spots or stains? Are all dishes and flatware clean and free of food? No soap should remain on any dishes. Chipped or cracked dishware must be removed from service. After dishes are dry, handle them safely to minimize possible contamination. Don't touch the surface of any glasses or plates that a guest's mouth might touch. Cups, bowls, pots, and pans must be stored upside down. Handle silverware and other utensils by the handles only. Always store kitchen utensils at least 6 inches off the floor in clean dry areas.

Here are the facts on cleaning and sanitizing: cleaning and Sanitizing are different. Cleaning uses soap and water. While sanitizing uses chemicals or heat to kill germs. Surfaces that look clean can still have germs - sanitizing reduces those germs to safer levels.

Food contact surfaces should be washed - rinsed - and sanitized between each use. Follow the label directions on all sanitizers. Never add soap to sanitizer. If washing dishes by hand use the 3-sink method to wash-rinse and sanitize dishes. Store bowls upside down, and store utensils and dishes at least 6 inches off the ground. Never touch a part of a dish or utensil that a guest's mouth might touch.

Chapter 6: Food Worker's Top 10

As we near the end of our presentation, let's review what we've learned with we consider to be the key points to safe food handling known as the "Food Worker's Top 10".

First off, only work when you are healthy - if you are sick don't work with food. Second, wash your hands thoroughly and often. Number three - don't touch ready-to-eat foods with your bare hands. Four, keep food Hot (135 degrees F) or Cold (41 degrees F). Five - cook foods to proper temperatures before serving. Six - cool hot food as quickly as possible (cool food from 135 degrees Fahrenheit to 41 degrees within six hours).

Seven - keep raw meat away from other foods. Eighth on the list, always follow these four steps in order: Wash – Rinse – Sanitize – Air Dry. Next, remember to keep food prep area and utensils clean and sanitized. Last, but not least, always ask your Person-In-Charge any questions you have on food safety.

Thanks for joining us, and remember to be safe, it saves lives!