

TRAINER GUIDE

FOOD SAFETY ON THE GO



MODULE 4: FOOD SERVICE WORKERS (STAFF AND VOLUNTEERS)



WE ARE
Meals On Wheels
ASSOCIATION OF AMERICA
So no senior goes hungry.

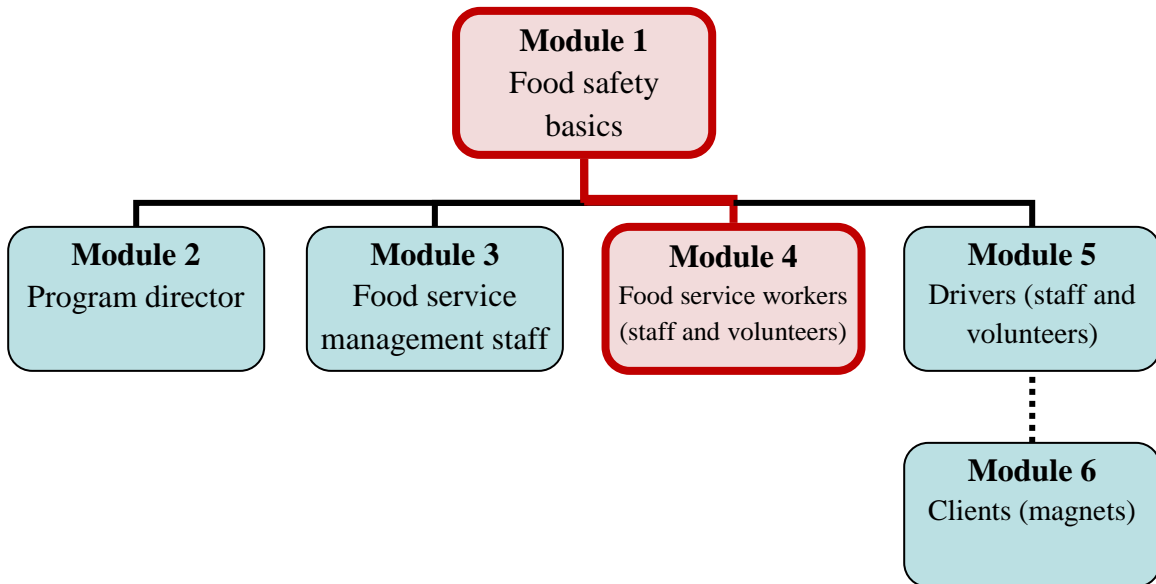
2012 EDITION

Table of contents

Introduction	2
Training guidelines.....	3
Recommended facilities and materials.....	3
Activities	3
Evaluations.....	3
Training tips	3
Module 4 - Food service workers (staff and volunteers)	4
Length	4
Audience	5
Purpose.....	5
PRE-TEST	6
1. Food service workers need to be in good health and maintain good personal hygiene	7
a. Symptoms and illnesses of concern	7
b. Washing hands.....	8
c. Personal hygiene	9
d. How to use single-use gloves	9
2. How to handle food safely.....	10
a. Time/temperature control for safety foods (TCS foods).....	10
b. Temperature requirements	11
<i>i. How to measure the temperature of food.....</i>	<i>12</i>
c. Cross-contamination must be avoided	12
Key points	13
Activity: What’s wrong with this picture?	13
POST-TEST.....	16
More information	17
Glossary.....	17
Food safety websites.....	19

Introduction

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



Food service workers should complete Module 1, Food safety basics, and Module 4, Food service workers.

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

Training guidelines

Recommended facilities and materials

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

Activities

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

Evaluations

A pre-test is given to participants at the beginning of each module, and a post-test at the end of each module, to help determine how useful the module is and what participants have learned.

Training tips

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

Module 4 - Food service workers (staff and volunteers)

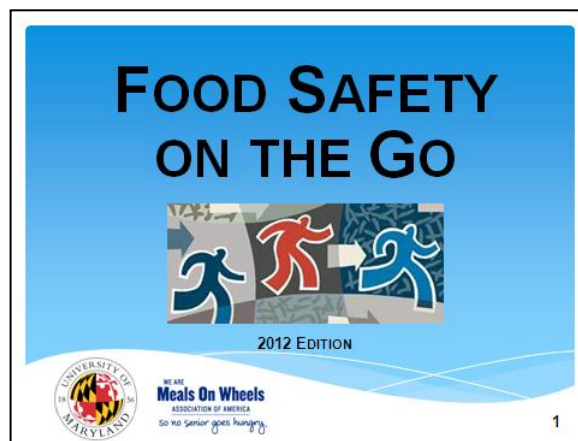
Length

~30 minutes

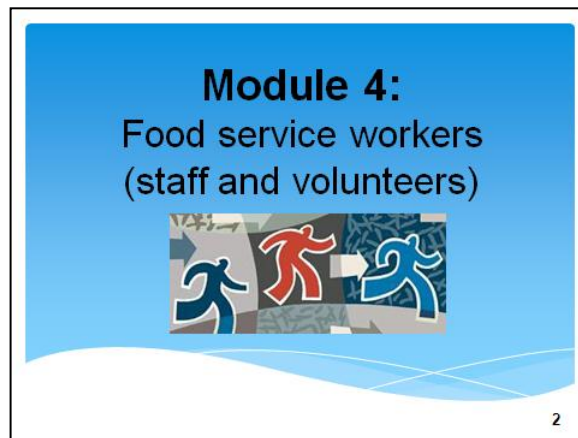
Trainer note

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

Trainer: Go to slide 1.




Trainer: Go to slide 2.



Trainer: Go to slide 3.

Module 4

- ❖ Audience: food service workers
- ❖ Food safety responsibilities
- ❖ Questions before and after course



3

Audience

This module is for food service workers, both staff and volunteers, of a home-delivered meal program.

Purpose

This module discusses the food safety responsibilities of food service workers in a home-delivered meal program.

Trainer note

- Explain that you will give participants a page with a few questions (pre-test) to try to answer as best they can before the module, and then again after the module (post-test). Let them know that it will take about 5 minutes each time.
- Hand out the pre-test, and pens or pencils if needed. Give the participants 5 minutes to answer the questions, and collect the pre-tests.

NAME

MODULE 4: FOOD SERVICE WORKERS (STAFF/VOLUNTEERS)

PRE-TEST

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


1. If someone who handles food has a sore throat and a fever, he or she should report this to the management.
2. People who work with food should wash their hands after scratching their heads.
3. Food handlers don't need to wash their hands as often if they wear gloves.
4. As long as food is cooked, it is safe to eat.
5. Thermometers only need to be calibrated before they are used for the first time.

TRUE FALSE

Trainer: Go to slide 4.

Health of staff and volunteers

- ❖ Ill staff and volunteers can contaminate food and spread foodborne illness
- ❖ Report health issues to management:
 - diagnosed with a foodborne illness
 - vomiting, diarrhea, jaundice (yellow skin and eyes), sore throat with fever



4

1. Food service workers need to be in good health and maintain good personal hygiene

a. Symptoms and illnesses of concern

Home-delivered meal clients are at high risk of foodborne illness. To prevent foodborne illness, staff and volunteers who handle food need to be in good health. People who are ill and who work with food can transfer harmful viruses and bacteria to food, which can lead to foodborne illness in clients. They can also transfer harmful viruses and bacteria directly to other staff members or volunteers, who can then become ill. If someone who handles food is diagnosed with a foodborne illness or shows any of the following symptoms, he or she should report this to the food service management and be excluded from working:

- vomiting
- diarrhea
- jaundice (yellowing of the skin and eyes)
- sore throat with fever

Trainer: Go to slide 5.

Cover wounds on hands/arms

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




5

Also, any wounds on hands or arms should be covered with a clean, dry bandage that keeps the wound from leaking. Bandages on hands should also be covered with disposable gloves.

Trainer: Go to slide 6.

Washing hands

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



6


b. Washing hands

Washing hands is one of the best ways to reduce risk of foodborne illness, as it decreases the spread of harmful viruses and bacteria. Up to 80 percent of all infections are transmitted by hands, and harmful bacteria and viruses can sometimes survive on unwashed hands for hours.

Trainer: Go to slide 7.

Washing hands

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



7



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

Trainer: Go to slide 8.

Personal hygiene

Staff and volunteers who work with food need to:

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

8

c. Personal hygiene

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

Trainer: Go to slide 9.

Single-use gloves

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



9

d. How to use single-use gloves

Gloves can help keep hands from contaminating food if they are used properly. There are gloves that

are specifically designed for foodservice operations. Gloves should be used only once, and never washed and reused. Gloves don't take the place of washing hands. People need to wash their hands at least as often when wearing gloves as when not wearing them. They should wash their hands before putting on gloves and when changing gloves. Food handlers should change gloves:

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

Trainer: Go to slide 10.

Time/temperature control for safety foods (TCS foods)

- ❖ animal products
- ❖ cooked plant foods
- ❖ tofu, sprouts, cut melons, tomatoes and leafy greens



10

2. How to handle food safely

a. Time/temperature control for safety foods (TCS foods)

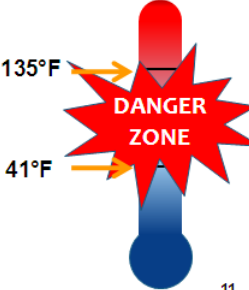
While any food can become contaminated, some foods allow harmful bacteria to grow better than others, and require time and temperature control in order to limit the growth of harmful bacteria. These foods are known as “time/temperature control for safety,” or “TCS” foods. TCS foods include:

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

Trainer: Go to slide 11.

Temperature “danger zone”

- ❖ Between 41°F and 135°F
- ❖ TCS foods should not stay in “danger zone”
- ❖ Know which foods need to be kept at safe temperatures



11



b. Temperature requirements

Bacteria grow fastest at temperatures between 41°F and 135°F, known as the temperature “danger zone.” To prevent the growth of harmful bacteria, TCS foods should spend as little time as possible in the temperature danger zone. Time-temperature abuse is when TCS foods are held for too long in the temperature danger zone. Food service workers should know which foods need to be kept at proper temperatures to be safe.

Trainer: Go to slide 12.

Temperature of food

Food can be contaminated after preparation/cooking

<p style="color: #4a90e2; font-weight: bold; font-size: 1.2em;">KEEP COLD FOOD COLD</p> <p style="font-size: small;">Hold cold TCS food at ≤41°F</p> 	<p style="color: #e67e22; font-weight: bold; font-size: 1.2em;">KEEP HOT FOOD HOT</p> <p style="font-size: small;">Hold hot TCS food at ≥135°F</p> 
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12

Food can become contaminated after preparation or cooking if it is not handled safely and held at the right temperatures. It is a must to **keep cold food cold, and hot food hot** to prevent the growth of harmful bacteria. Hot TCS food should be held at 135°F or above. Cold TCS food should be held at 41°F or below.

Trainer: Go to slide 13.

How to measure temperature

- ❖ Use a food thermometer
 - clean and sanitize after each use
 - insert into thickest part of food
 - calibrate often



13

i. How to measure the temperature of food

A food thermometer should be used to measure the internal temperature of a food. Thermometers should be washed, rinsed, sanitized and air-dried before and after each use to avoid cross-contamination. To measure the temperature of a food, the thermometer should be inserted into the thickest part of the food. Thermometers should be calibrated often, preferably every day, to make sure they are accurate.

Trainer: Go to slide 14.

Avoid cross-contamination

- ❖ Transfer of harmful bacteria or viruses from one food or surface to another
- ❖ Clean and sanitize surfaces, equipment and utensils that touch food, after each task
- ❖ Avoid bare-hand contact with ready-to-eat food

14

c. Cross-contamination must be avoided

Cross-contamination is the transfer of harmful bacteria or viruses from one food or surface to another, which can lead to foodborne illness. To prevent cross-contamination, it is important to clean and sanitize work surfaces, equipment and utensils that come into contact with food after each task. It is safest to avoid bare-hand contact with ready-to-eat food.

Trainer note

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

Key points

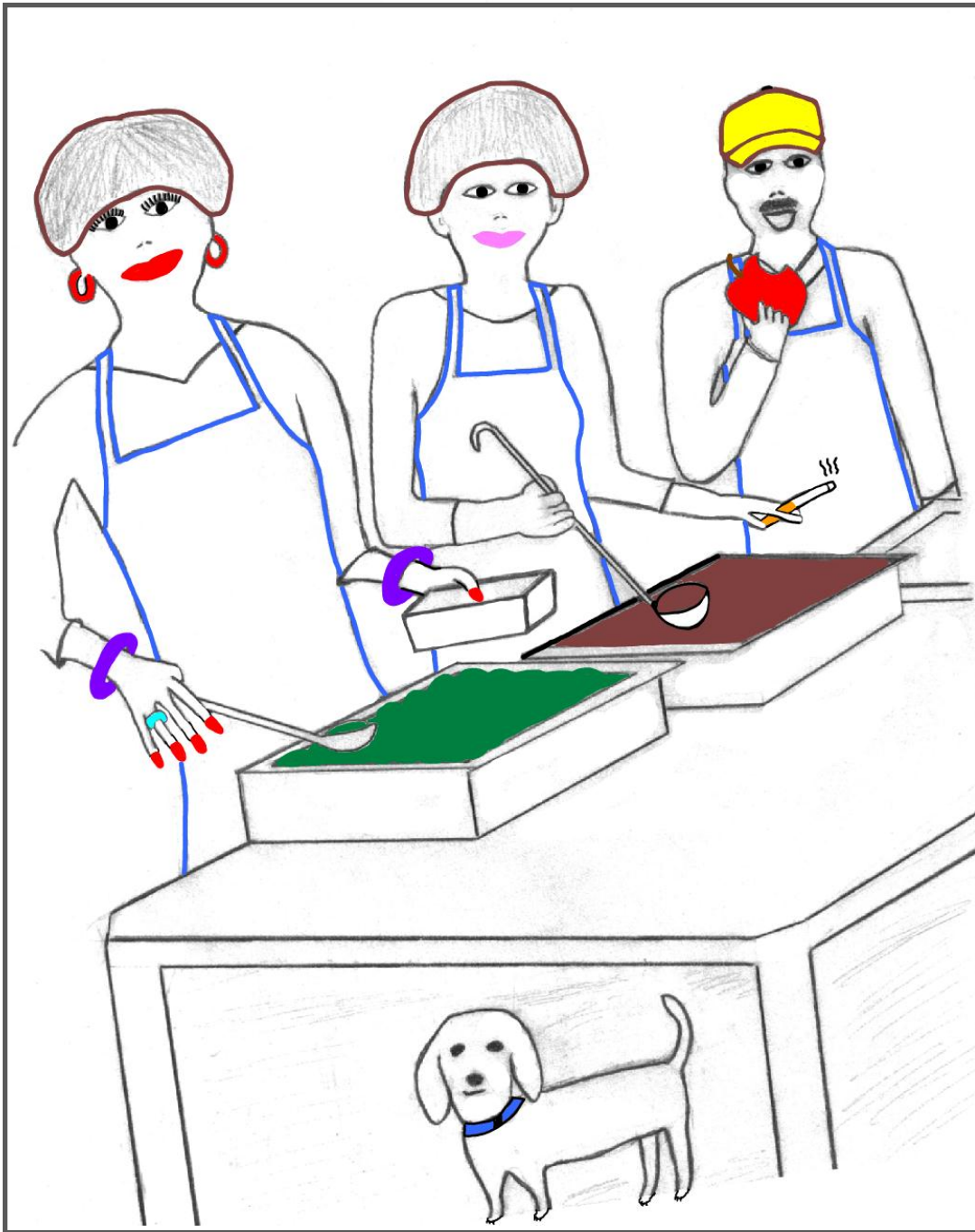
- Staff and volunteers who handle food need to be in good health and have good personal hygiene. It is very important that they wash their hands properly.
- Some foods allow harmful bacteria to grow better than others. These “time/temperature control for safety” foods, or “TCS” foods, need to be kept at safe temperatures, out of the temperature danger zone which is between 41°F and 135°F. It is a must to **keep cold food cold, and hot food hot.**
- It is important to avoid cross-contamination, which is the transfer of harmful bacteria or viruses from one food or surface to another.

Activity: What’s wrong with this picture?

Trainer: Go to slide 15.

Trainer note

- Ask participants to look and see what is wrong with this picture.



Trainer note

- Ask participants to raise their hands and say what is wrong with this picture.

Trainer: Go to slide 16 to show the answers.

Answers: What's wrong with this picture?

1. Food service workers should keep their fingernails short and clean.

2. They should remove any jewelry from their hands and arms before working with food.
3. They should not eat, drink, smoke, or chew gum or tobacco while handling food or while working in a food preparation area.
4. Pets should not be in the food preparation area, as the food could become contaminated.

Trainer: Go to slide 17.



Trainer note

- Explain that you will again give participants a page with a few questions (post-test) to try to answer as best they can. Let them know that it will take about 5 minutes.
- Hand out the post-test, and pens or pencils if needed. Give the participants 5 minutes to answer the questions, and collect the post-tests.

NAME

MODULE 4: FOOD SERVICE WORKERS (STAFF/VOLUNTEERS)

POST-TEST

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

	TRUE	FALSE
1. If someone who handles food has a sore throat and a fever, he or she should report this to the management.		
2. People who work with food should wash their hands after scratching their heads.		
3. Food handlers don't need to wash their hands as often if they wear gloves.		
4. As long as food is cooked, it is safe to eat.		
5. Thermometers only need to be calibrated before they are used for the first time.		

Trainer note

- Explain that there are some websites that participants can look at if they would like more information on food safety.

More information

- U.S. Food and Drug Administration. Employee Health and Personal Hygiene Handbook - Employee Health and the Food Establishment.
<http://www.fda.gov/Food/FoodSafety/RetailFoodProtection/IndustryandRegulatoryAssistanceandTrainingResources/ucm184170.htm#mana>
- U.S. Food and Drug Administration. Safe Practices for Food Processes.
<http://www.fda.gov/Food/ScienceResearch/ResearchAreas/SafePracticesforFoodProcesses/ucm094159.htm>



Glossary

Bacterium: A single-celled organism.

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

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

Clean: Remove visible soil.

Contamination: The unintended presence of harmful substances or microorganisms.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Time/temperature control for safety foods (TCS foods): Foods that support the growth of harmful bacteria, and therefore require time and temperature control to limit the growth of harmful bacteria.

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

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

Food safety websites

- Food safety for older adults
<http://www.foodsafety.gov/poisoning/risk/olderadults/>
http://www.fsis.usda.gov/PDF/Food_Safety_for_Older_Adults.pdf
- Federal food safety gateway
www.foodsafety.gov
- U.S. Department of Agriculture (USDA) Food Safety and Inspection Service
www.fsis.usda.gov
- U.S. Food and Drug Administration (FDA) education resource library and retail food protection
<http://www.fda.gov/Food/ResourcesForYou/Consumers/ucm239035.htm>
<http://www.fda.gov/Food/FoodSafety/RetailFoodProtection>
- Partnership for Food Safety Education
www.fightbac.org
- Iowa State University Extension food safety project
<http://www.extension.iastate.edu/foodsafety/educators/index.cfm?articleID=295&parent=2>
- UC Davis food safety music
<http://foodsafef.ucdavis.edu/index.html#>

Acknowledgments

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