



APPLES: Sanitation

Agency Partners and Programs Learning and Education Sessions

April 5 & 8, 2022

Presented By:



Scott Lyon (he/him/his)
Quality Assurance Manager



Jackson Sabalones (he/him/his)
Quality Assurance Coordinator

Responsible for checking food for quality control, providing food safety training and monitoring food safety practices in the distribution center, transportation and clean rooms where food is sorted and repacked.

SECTION 1

Food Safety and Sanitation Introduction





Provide partners and their volunteers with info and best practices to promote food safety and protect the people they support

Be proactive vs reactive

*Estimated annual number of domestically
acquired, foodborne illnesses, hospitalizations,
and deaths due to 31 pathogens and the
unspecified agents transmitted through food,
United States*

Let's take a look at the numbers...

Estimated annual number of illnesses

31 known pathogens = 9,400,000

Unspecified agents = 38,400,000

Total = 47.8M (1 in 6 U.S. citizens)

Estimated annual number of illnesses

Norovirus

People/contaminated foods & surfaces

5,500,000

Campylobacter spp

Bacteria from raw/undercooked food

845,000

Salmonella

Contaminated food

1,000,000

Staphylococcus aureus

Bacteria from raw/undercooked food

241,000

Clostridium perfringens

Bacteria that grows in food

956,000

Estimated annual number of hospitalizations

31 known pathogens = 55,961

Unspecified agents = 71,878

Total = 127,839

Estimated annual number of hospitalizations

Salmonella

Contaminated food

19,000

Norovirus

People/contaminated foods & surfaces

15,000

Campylobacter spp

Bacteria from raw/undercooked food

8,000

Toxoplasma gondii

Bacteria from raw/undercooked food

4,000

E. coli

Bacteria from raw/undercooked food

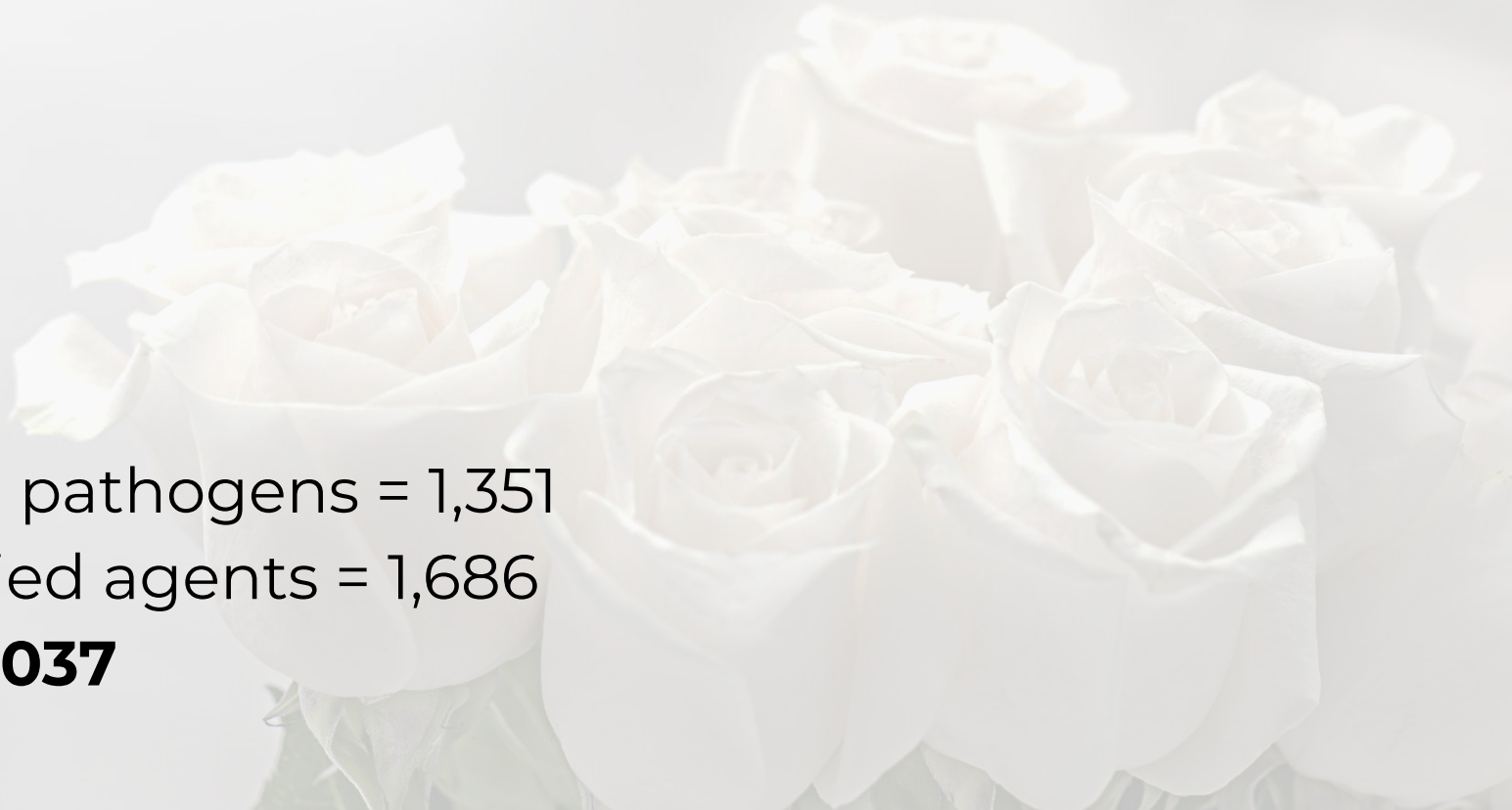
2,000

Estimated annual number of deaths

31 known pathogens = 1,351

Unspecified agents = 1,686

Total = 3,037



Estimated annual number of deaths

Salmonella

Contaminated food

378

Toxoplasma gondii

Bacteria from raw/undercooked food

327

Listeria monocytogenes

Bacteria from raw/undercooked food

255

Norovirus

People/contaminated foods & surfaces

149

Campylobacter spp

Bacteria from raw/undercooked food

76

SECTION 2

Handling Food Safely



The Safe Food Handler

Personal Behaviors

Handwashing

Lacerations

Gloves

Protective Gear & Personal Attire



Personal Behaviors That May Contaminate Food

Food handlers may contaminate food when they:

- Have a foodborne illness

- Have gastrointestinal symptoms

- Cough or sneeze into their hands or gloves

- Have infected/non-infected lacerations (cuts and wounds)

- Touch items that aren't the food and utensils they're working with

- Wear a dirty uniform or protective gear

- Use unsanitized utensils and equipment



Handwashing



WET HANDS



SOAP



SCRUB BACKS OF HANDS,
WRISTS BETWEEN FINGERS
AND UNDER FINGER NAILS
(20 SECONDS)



RINSE



TOWEL DRY



TURN OFF TAPS
WITH TOWEL

Wash Your Hands After These Activities

Using the bathroom

Using a tissue and sneezing or coughing

Touching your face, hair, body, clothing, mobile phone, etc.

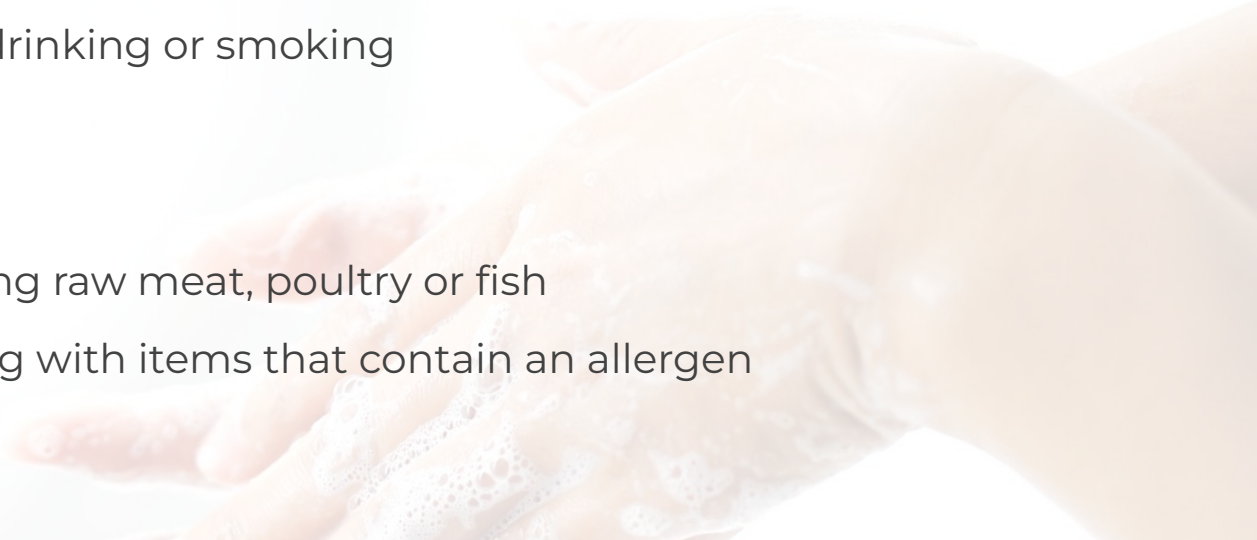
Chewing gum, eating, drinking or smoking

Handling chemicals

Handling dirty dishes

Before and after handling raw meat, poultry or fish

Before and after working with items that contain an allergen



Major Food Allergens

Milk

Eggs

Fish

Shellfish

Tree Nuts

Peanuts

Wheat

Soybean

Sesame (has been added by the FDA as the 9th major food allergen and goes into effect January 1, 2023)



Other Allergens and Allergenic Substances

Gluten

Proteins found in certain grains (wheat, barley, rye, etc.)

Gluten-free; less than 20 parts per million (ppm) of gluten

Color Additives

May cause itching and hives

FD&C Yellow No. 5 is one example of an additive that is required on ingredient labels

Antiseptics and Food Handling

1. Never use an antiseptic instead of washing your hands
2. Use after you wash your hands thoroughly
3. Let the antiseptic dry completely before handling food, utensils and equipment



Hand Maintenance for Handling Food

1. Keep nails short and clean
2. Do not wear nail polish or fake fingernails
3. Wear a finger clot and/or glove to cover all lacerations



Hand in Glove

Choose non-latex gloves that fit the size of your hand

Wear non-latex gloves over insulated gloves

Change your gloves:

- If they become dirty or torn

- When resuming a project after returning from the bathroom

- After touching your face, hair, body, clothing, mobile phone, etc.

- When beginning a new, different project

- After handling allergens and starting a new, different project

- After 4 hours of continual use



Protective Gear and Personal Attire

Remove all jewelry (except wedding rings) - you don't want to lose your valuables in the food and we don't want anyone to find it in the food

Use hair and beard restraints when working with exposed food

Place hair restraints over hats - it's about covering up what came from the outside to the inside

Wear clean, appropriate clothing daily

No tank tops, heels, open-toed shoes, etc.

Wear a clean apron and change it when necessary (different projects, after working with allergens, etc.)

Remove hair nets, beard restraints and aprons and hang them up on the designated pegs prior to using the break room and bathroom



Safe Food Handling - Q&A

Sheri asked: *"I'd like to know when we can repackage product (if ever). I'd also like to know what to do with boxes that are damaged but the inside bag is intact. Finally, I'd like to better understand the requirement that food products not be stored (in boxes?) on the floor and any other storage requirements."*

SHFB:

1. Repacking or portioning potatoes or apples is one thing, but generally you need to have clean room facilities and DATCP and/or USDA certification to repack other types of food (meat, dairy, eggs, etc.) to maintain cleanliness and meet sanitary requirements.
2. If the outside of a container is damaged, but the inner bag is not, it's likely that the food has not been contaminated. Seal up the container and distribute it.
 - a. If there is no inner bag or secondary seal for the product (e.g. boxes of pasta), I would dispose of the product as contamination may have happened.
3. Food should be stored 6" off the floor and 4" away from walls. This elevates the food from dust and debris and helps in monitoring for pest activity.

Safe Food Handling - Q&A

Sara asked: *"In a few cases, we have received offers of donations from restaurants and catering events to donate bulk cooked food that is left over from events. We understand that we are not able to repackage these items, so we decline them. Are there any acceptable options to rescue this bulk pre-cooked food that we are not aware of?"*

SHFB: These types of donations are best when offered to a meal site. They have the facilities, knowledge and training for handling and distributing cooked food. That said, they may have their own policies about receiving these types of donations.

We have guidelines and procedures that we must follow to receive prepared foods:

1. Packaging type
2. Time controls and documentation
3. Temperature controls and documentation

All of these procedures help to maintain the safety of the food and minimize harmful bacteria growth. Due to COVID, many meal sites stopped operating. That's beginning to change, so it may be helpful to talk to your Agency Representative about the sources, types and quantities of cooked food being offered to you. They may have suggestions for partners in your area that could receive and distribute it.

Safe Food Handling - Q&A

Ann asked: “We have gotten requests from large conventions/events in the area to donate leftover food. We have asked them to repackaging the food; list the ingredients in food on the label; freeze it; and seal it before we accept the donation. Is this appropriate?”

SHFB: Speak to the donor about how quickly the food is being portioned, labeled and frozen. You don't want to accept food that may have been in the temperature danger zone where unhealthy bacteria can quickly grow and multiply.

Prime conditions for bacteria growth:

- *Food:* Protein rich foods
- *Acidity:* Slightly acidic pH level - thrive between 4.6-7.5 pH
- *Temperature:* Grow best in the “Danger Zone” of 41°-135° F
- *Time:* Remove foods from the Danger Zone within 2 hours
- *Oxygen:* Almost all pathogens require oxygen to grow; although some do not
- *Moisture:* Water is essential for pathogen growth

Answer continued on the next slide...

Safe Food Handling - Q&A

SHFB: The process of how the donor portions, packages and freezes the food is something you want to understand - especially how they maintain temperature and time controls.

How is the food getting processed and frozen and what is the time and temperature amounts during the the process?

For food safety, you'd also need to make sure they include all the ingredients in the meals on the label. This should also include a CONTAINS statement with a list of allergens after the list of ingredients.



Safe Food Handling - Q&A

Sara asked: *"Occasionally we receive offers from local butchers for donation of ground beef or ground venison. What are the best practices for accepting or declining these donations?"*

SHFB: The Fair Packaging and Labeling Act PL 89-755 prohibits the distribution of any food item (except fresh fruit and vegetables) without a label. Labels shall contain:

- The common or usual name of the Product;
- The name and place of business of the manufacturer, packer, or distributor;
 - SHFB note: Retail packaged goods meet this requirement. For repack work SH does, we include our location on the label.
- The net quantity of the contents; and
- The common or usual name of each ingredient, listed in descending order of prominence.
 - SHFB note: This is the same as retail-packaged items and also includes a CONTAINS statement, listing any allergens in the product.

If the items are retail packed and contain this information, you are able to distribute them.

Safe Food Handling - Q&A

Ann asked: *"We sometimes receive meat that has a label on the larger package, but not on the individual chubs. Can we receive labels from SHFB?"*

SHFB: There have been some challenges, especially during COVID, and new teammates helping to order food where occasionally we've purchased or received items that should have included the ingredients and allergens listed on each individual package, but did not.

Some of these items were distributed from locations offsite from the SHFB, where we unfortunately didn't have an opportunity to check them prior to distributing them.

Typically we'd work unlabeled packages as a project to label them prior to distributing them to partners.

If you receive an item from SHFB that isn't labeled with ingredients and should be, please contact your Account Representative with item number, product name and the number of labels you need.

Please take a picture of the ingredients on the outside of the case and provide that as well - it really helps in the event that we no longer have the item in inventory and the ingredients aren't readily available to us.

Safe Food Handling - Q&A

Karel asked: *"We get fish sticks and the labels come off. We have been taking the fallen off label and sticking it in the box of food that goes out to participants."*

SHFB: A challenge we've had for as long as I've been at SHFB is obtaining labels that stick to frozen items that we portion and bag or stick to frozen items that don't have ingredients on their packaging. Adding a label to an item after it's been frozen with the frost and moisture on the item is tricky. We've worked with three companies to find the right labels that will adhere to frozen items and it's been an iterative process.

You're solution to hand out the label with the item is a good one, until we find a solution.

If you require additional labels, please contact your Account Representative with item number, product name and the number of labels you need. If you provide a picture of the ingredient label, that helps too - in case we no longer have the item in inventory.

Another option to quickly distribute the food is to type up the ingredients on a piece of paper, copy it and print it out on strips of paper and distribute that to guests with the product.

Safe Food Handling - Q&A

Ann asked: *"No weight listed on the pizzas that we receive. When we have warm weather, what would you recommend as far as keeping those pizzas safe as they tend to thaw faster than those other meats? We are a drive thru distribution & have boxed foods. We are a mobile pantry."*

SHFB: We receive so many different types, varieties and sizes of pizzas in a single donation, that it's difficult to create individual ingredient labels - that's why we created a "composite" pizza label that includes a wide variety of ingredients and allergens.

Depending on your set-up at a fixed location or mobile pantry, keep pizzas in the freezer as long as you can until shopping or the drive thru distribution occurs. The delivery trucks keep temperatures at 40° F or below. We can't keep it too much cooler, because it may adversely affect other foods.

Keep pizzas and other frozen foods covered with thermal blankets to keep them cool and tell guests to put them in the freezer as soon as they can. Slide 24 shares the time and temperature Danger Zone. You want to avoid having completely thawed food in the zone for more than two hours.

SECTION 3

Food Contamination





Biological

microorganisms,
insects, rodents,
birds, etc.



Chemical

cleaning chemicals,
maintenance chemicals,
pesticides, etc.



Physical

wood, metal,
glass, plastic,
hair, paint,
paper, etc.



Biological

microorganisms,
insects, rodents,
birds, etc.

Don't allow pests into the facility

Don't provide pests with opportunities for food, water and nesting places

Best Practices

Store food and supplies 6" off the floor and 4" away from walls

Keep desks and lockers clean

Dispose of garbage regularly

Clean up spills immediately

Eliminate standing water

Cover outside garbage containers

Work with a licensed pest control company



Chemical

cleaning chemicals,
maintenance chemicals,
pesticides, etc.



Physical

wood, metal,
glass, plastic,
hair, paint,
paper, etc.

**Keep cleaning products in a single area
away from food**

**Store mops, buckets, brooms and other
cleaning equipment properly**

**Create a cleaning checklist and
maintain it regularly**

Sweep and mop regularly

How to Avoid Cross Contamination

Follow the personal behaviors, handwashing, lacerations, gloves and protective gear and personal attire guidelines

Clean and sanitize all work surfaces, equipment and utensils after each task

Use tables, containers and utensils made with hard nonporous surfaces

Assign specific equipment (utensils, containers, etc.) to specific food categories and clean them regularly

Produce

Raw poultry and chicken

Raw meats

Raw fish and seafood

Cooked meats

Bakery

Dairy

Eggs



Food Storage Practices

Stock and Store Cooler and Freezer Items Safely



Top Shelf

Ready-to-eat foods, produce, butter, bread and condiments



2nd Shelf (135° F)

Produce uncooked/to be cooked



3rd Shelf (145° F)

Seafood; whole cuts of raw beef, pork, veal and lamb; roasts; and shell eggs



4th Shelf (155° F)

Ground, injected, marinated and tenderized meats and fish



Bottom Shelf (165° F)

All poultry, including chicken, turkey, duck and other fowl that are whole, pieces and/or ground

How to Make and Use Sanitizer For Food Contact Surfaces & Utensils

- 1. Prewash surface or utensil with a liquid detergent and rinse.**
- 2. Mix 2 teaspoons to 1 tablespoon of unscented bleach with 1 gallon of water.**
 - a. Gives approximately a 50-200 ppm sanitizing solution
 - b. Any bleach will work. Clorox Germicidal Bleach:
 - i. EPA-registered to kill 39 organisms including; MRSA, Norovirus, leading viruses that cause the common cold and flu
 - ii. Kills C. difficile spores in 5 minutes
 1. Bacterium that causes severe diarrhea and colitis - an inflammation of the colon
 - iii. Kills Hepatitis B and C viruses in 5 minutes contact time
 - iv. Kills Salmonella, E. Coli and Listeria
- 3. Spray on hard, nonporous surfaces (tables, etc.) until visibly wet and let soak for 5 minutes.**
 - a. Rinse and let air dry or simply let air dry
- 4. Soak utensils and containers for at least 2 minutes.**
 - a. Rinse and let air dry or simply drain and let air dry
- 5. Label all spray bottles with the contents and ratio of bleach to water.**
- 6. It's most effective to make only as much sanitizing solution as you need at a time.**

How To Safely Prepare and Cook Food

Cook all foods to their required internal temperatures

Cooked produce is the safest

Washed produce is the next safest

DO

Wash your hands and utensils

Wash or scrub fruits and vegetables under running water, even if you do not plan to eat the peel.

Dry produce with a clean cloth or single-use paper towel to reduce bacteria on the surface

DON'T

Wash fruits and vegetables with soap, detergent or commercial produce wash

Sanitize with a bleach sanitizing solution

Produce is porous and soap and household detergents can be absorbed by fruits and vegetables and make you sick

Do not wash raw chicken. During washing, chicken juices can spread in the kitchen and contaminate other foods, utensils and surfaces

Currently there is no evidence of food, food containers, or food packaging being associated with transmission of COVID-19

Cleaning and Sanitization - Q&A

Rebecca asked: *"How do you keep communal fridges clean?"*

SHFB: Create a daily QA checklist and daily/weekly cleaning schedule.

- a. Depending on what you store in the fridges will dictate how frequently you should clean them (e.g. are you storing uncooked meat or raw produce?)
- b. Follow the cleaning and sanitizing directions discussed in this presentation.
- c. Develop procedures to follow for QA issues (e.g. uncooked chicken liquid leaking onto other items.)
- d. Document and make a record of your cleaning schedule and any QA issues.



General - Q&A

Sara asked: *"Occasionally we receive offers from local chicken farmers who would like to donate farm fresh eggs to our pantry. What are the best practice recommendations for accepting or declining these donations?"*

SHFB:

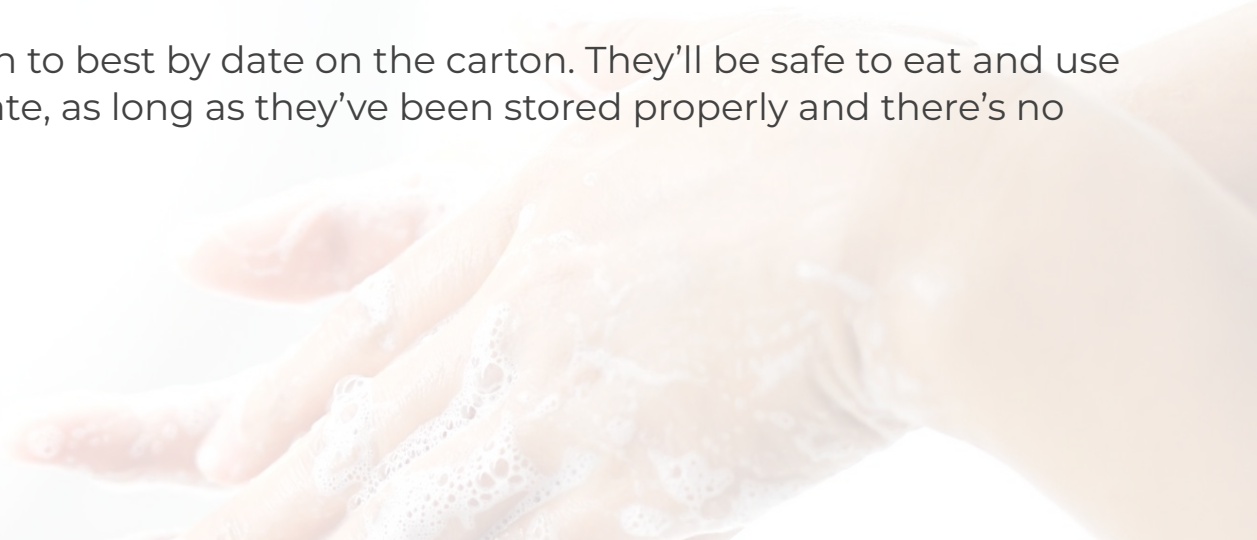
1. If the eggs are pasteurized and in cartons including Best By dates on them, they would be safe to distribute. (Note: Best By dates are not food safety dates.) Eggs (if properly stored and without evidence of spoilage) have a 5-week extension for their Consume By date.
 - a. All egg products are pasteurized as required by United States Department of Agriculture's (USDA) Food Safety and Inspection Service (FSIS).
 - b. This means that they have been rapidly heated and held at a minimum required temperature for a specified time to destroy bacteria.
 - c. Some smaller chicken operations also require candling prior to selling and distribution (e.g. farmers market.)
 - i. Candling is a process that holds a light to the egg in order to check if it is fertilized or if there is other evidence of germ development, etc.

General - Q&A

Ann asked: *"Keeping eggs refrigerated. Any comments on eggs?"*

SHFB: For home refrigerators, keep your eggs in the coldest part of the refrigerator - wherever the air vent is - to keep them safe and the longest. This is the best practice. Avoid storing them in the door of the refrigerator, as this area tends to be warmer as the doors are opened and closed.

Eggs have a five-week extension to best by date on the carton. They'll be safe to eat and use for a full five weeks after that date, as long as they've been stored properly and there's no evidence of spoilage.



General - Q&A

Sara asked: *"Occasionally we receive offers from local gardeners and CSA farmers who would like to donate unwashed produce to our pantry. What are the best practices for accepting or declining these donations?"*

Jean asked: *"I work in our church food pantry garden that supports the Lussier Food Pantry. I am most interested in handling food at the garden site as well as packaging safety."*

SHFB: We are able to accept donations from community gardens and private individuals. Generally, you want to inspect the produce being donated.

Reasons to reject a donation:

1. Live infestation or evidence of pest activity (insects, rodents, birds, etc.)
2. Severe decay and/or mold
3. Dirty trailer or vehicle with visible foreign debris or contamination

In terms of unwashed produce, we would not accept produce that was severely caked with dirt, mud, etc. Large-scale processors have equipment that's calibrated to clean, dry and store produce specific to its needs. Introducing moisture to produce can promote the growth of mold.

General - Q&A

Sara asked: *"Sometimes the frozen protein that we receive through direct connect pick up donations (Walmart, grocery stores, Kwik Trip) was frozen on or right before its best by date. However, we distribute the frozen protein a few days AFTER the best by date. This is very confusing to our pantry guests. We work hard to educate our guests on this topic. Are there additional easy to understand resources to help us with this education?"*

SHFB: Freezing items prior to their Best By date is a useful way to preserve the quality of the protein past their Best By date. Best By dates are not food safety dates. They let consumers know when the item will be at peak quality. Once thawed, cook the protein to its safe internal temperature and enjoy.

The first APPLES session was on Food Date Extension Guidelines and resources on this topic were shared. Your Agency Representative will be able to direct you to read or watch the recording. Currently, the Food Date Extension Guides in Spanish, Hmong and English are available for anyone to view at: <https://www.secondharvestmadison.org/blog/>

These are printable guides that you may discuss and distribute to customers.

These resources have also been added to a library in the new Agency Partners & Programs portal on the SH website. More resources will be added and promoted to you as they are developed.

Sanitation: Continuing the Conversation

Are there **any additional questions** you'd like to ask?

Are there **other ways we can help**?

Is there **any feedback about this APPLES session** you'd like to provide? *We'll use it to improve future trainings and discussions.*

(If you do not have feedback now, please fill out the short survey about this session that will be sent to you via email.)



Sanitation: We're Here to Help

If you have any questions or a specific situation to discuss - we're here to help!

Please contact your Agency Representative. They may be able to answer your question directly or will get in touch with the Quality Assurance Manager and Quality Assurance Coordinator to respond.

We're here for you - whether that's responding via email, setting up a call or video call, or scheduling a site visit.

Thank you!

- Scott, Jackson, and the entire Agency Partners & Programs Team -