



**Official Procedure  
of  
Ogden Preparatory Academy**

**5. Facilities**

**5.04.POL OPA Food Service Program and Safety Plan**

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The OPA Food Service Program and Safety Plan is based on the Hazard Analysis and Critical Control Point (HACCP) principles and conforms to guidance issued by the Department of Agriculture and the Utah State Board of Education.

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# OPA Food Service Program

## Overview

The Ogden Preparatory Academy (OPA) is a public charter school located in Ogden, Utah. OPA’s charter was founded on the principle of teaching Spanish as a second language. OPA’s enrollment spans from Kindergarten to Ninth (9th) grade. OPA’s populace is split into two (2) buildings: Elementary for Kindergarten through Sixth grades and the Junior High for Seventh through Ninth grades. OPA has a current enrollment of 1100 students, with 63% free and reduced eligible. There are 154 OPA employees.

## Civil Rights

English and Spanish:

OPA Students primarily speak English or Spanish, with few exceptions. OPA has staff members and students who are fluent in English and Spanish to assist parents and guardians with access to school programs, including Food Services.

- OPA provides electronic Free/Reduced Meal applications through our student information system in both English and Spanish.
- Negative Account Balance Notices/letters are sent home in both English and Spanish.
- Federal and State regulated posters are displayed in the Kitchen/Cafeteria areas of both schools in both English and Spanish.

Languages other than English or Spanish:

For parents/guardians who speak a language other than English or Spanish, the secretaries shall have I Speak Statement sheets (5.01b) available in the offices of both buildings. After a parent/guardian indicates their language, the secretaries shall obtain an application in the appropriate language. Other correspondence shall be provided on an as needed basis in the necessary language(s).

## Human Resources

The Food Service department employees include one (1) Kitchen/Food Service director, and one (1) Kitchen/Food Service manager. The director works in the Elementary kitchen and the manager works in the Junior High kitchen.

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The foodservice department does on-site food production and service. Breakfast and Lunch is served from the Elementary kitchen. Lunch is served from the Junior High kitchen. All food service employees perform jobs such as cook, prep production, scanner/cashier, or line server as assigned by the Director and/or Manager. Kitchen directors and managers are salaried positions. Kitchen staff are hourly positions. Scheduled hours for kitchen staff shall not exceed 29.5 hours/week.

## Attendance

### Absence Requests:

- Employees are encouraged to pre-arrange absences and deviations from start and ending shift times with the Director and/or Manager.
- Prearranged scheduled deviations shall not be subject to the attendance policy or discipline unless deemed excessive.
- Prearranged absences must be made at least one week prior to absence and no more than 2 months prior to absence.
- OPA shall hold an employee's position according to FMLA guidelines.
- Non-FMLA extended absences shall be considered voluntary resignation if more than 30 days.
- Only 2 employees' requests for absence per kitchen per day shall be approved. Emergency requests on such days shall require a doctor's note.
- Absence requests shall be considered on a first-come-first-served basis.
- Employees shall give the Director and/or Manager at least 2 hours notice of emergency/illness related absences, if possible.
- Doctor's notes must be provided upon request for absences.

## Discipline

### Standard Operating Procedure (SOP) Corrections and/or Other Disciplinary Actions

- 1st Offense: Standard Operating Procedure (SOP) Violations shall be corrected, discussed with employee and logged by Director and/or Manager.
- 2nd Offense: Employees shall receive an official redirection explaining expectations and dates for review..
- Employment shall be terminated for failure to follow and/or improve in conjunction with official redirection.

### Attendance

- Tardies shall be logged by Director and/or Manager.

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- Employees shall receive a write-up after being late to work 3 times.
  - Employees shall be considered late when arriving 5 minutes after their scheduled start time.
- Employees shall receive an official redirection after 2 write-ups or or any attendance policy violations or excessive abuse of the attendance policy.
- Employment shall be terminated or failure to follow and/or improve in conjunction with official redirection..

**Meal Pattern and Menu**

Menus follow a six-week cycle for both lunch and breakfast. Each building offers a unique lunch menu and a unique breakfast menu. Non-reimbursable foods are offered in both buildings through a la carte products. All menus follow the guidelines found in the Food and Nutrition Service, USDA, National School Lunch and Breakfast Programs (7 CFR 210.10, 7 CFR 220.8). Menus are distributed to students on a 4 week cycle. Menus are posted to the OPA school website: ogdenprep.org. Menus are also available in the front offices of the school. Changes to menus are communicated at least 7 days in advance. Changes are posted on the school website, school Facebook page and communicated via email.

**Offer Vs. Serve**

OPA kitchens shall operate under the Offer Vs. Serve guidelines beginning January 1, 2017.

**Substitutions**

Under the direction of the Kitchen Director, OPA shall maintain a Component Substitution sheet (5.01a) of all menu items and allowable substitutions. The Component Substitution sheet shall be kept in both kitchens for reference and shall be reviewed annually.

**Special Diets**

For students with special dietary needs/requirements:

- Special dietary needs/requirements are dietary restrictions due to a student’s disability, food intolerance or other medical diagnosis.
- A parent/guardian shall complete a Medical Statement to Request Special Meals, Accommodations and Milk Substitutions Form (5.01c) and submit the completed form to OPA Administration. Incomplete forms shall be returned for completion.

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- A copy of the completed form shall be placed in the student’s cumulative file, and
- A copy shall be given to the kitchen director/manager responsible for the kitchen in the building where the student eats.
- A parent/guardian is encouraged to review monthly menus with the kitchen director/manager to identify allowed or disallowed foods and possible substitutions.
- OPA does not have a USDA-approved fluid milk substitute.

The Food Service Director shall be responsible to review special diet requirements quarterly to determine kitchen compliance.

Food Service staff shall be trained on special diet requests at time of approval. Training shall be reviewed quarterly.

The Kitchen Director shall be the compliance coordinator.

### Grievances

The OPA grievance process is outlined in the *Grievance Policy (Parents)*.

For students with special dietary choices:

OPA administration encourages parents/guardians to inform the administration, teachers and staff of any special needs of our students; however, OPA shall not be responsible for adherence to non-medical or non-disability related dietary choices. We encourage parents/guardians and students to review the monthly menus provided by the Food Service department and determine the appropriate food choices for the student. If a parent/guardian or student has any questions regarding contents of any menu items, he/she should contact the Kitchen Director or Manager. Kitchen staff shall follow State and National regulations in serving all students. Students who have special dietary choices may choose not to eat a portion of the served meal.

### Meal Prices

	<b>Student Full</b>	<b>Student Reduced</b>	<b>Adult</b>
<b>Breakfast</b>	\$1.00	\$0.30	\$1.00
<b>Lunch</b>	\$2.00	\$0.40	\$3.00

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## Free and Reduced Meal Eligibility

### Applications

- Applications shall be available electronically through the OPA SIS system in both English and Spanish.
- Paper applications shall be available in both building's offices in both English and Spanish, and shall be provided in other languages upon request.
- Applications shall be accessible by the following:
  - OPA Administration
  - Kitchen Director/Manager
  - Finance Secretary (Secretary in charge of application processing and management)
- Parents/Guardians shall complete applications annually or upon change in financial status. Returning students have a 30 day grace period at the beginning of a new school year during which they remain on the lunch status from the previous year. After 30 days, any student who does not have a current application is automatically switched to full pay. Parents can complete an application any time during the year, and they will be responsible for paying any food service balance accrued. Once applications are processed, parents will receive a letter in the mail to let them know what their family's eligibility status.
- The Finance Secretary shall attempt contact with any applicant who indicates an annual income. Contact attempts shall be tracked in a spreadsheet which shall be archived annually according to the OPA Data Retention Schedule.
- Direct Certification occurs two ways
  - Our SIS system receives uploads from the state to directly certify students who receive another type of benefits like food stamps or Medicaid.
  - 2- 3 times each year, the financial secretary uploads a list of current students to the state's lunch program website. The report is compared to all students in the state who receive benefits and generates a list of possible matches. The financial secretary then verifies if the matches are accurate and prints a report with the names of all students who are now directly certified. The financial secretary changes the lunch status in the SIS for students as needed based on this list.
- The school is required to complete a accuracy verification report for applications. A few families are selected at random and notified by mail. Selected families are required to provide income verification. If the reported income varies from the original application, then a new application is processed with the current income. Selected families who

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choose not to respond are switched to full pay until they provide the required information. Eligibility status changes will be effective from the date the report is completed. Families can complete a new application if their income changes; however, they will have to provide income verification.

## **Unpaid Meal Balance**

Unpaid meal charges shall be processed according to the OPA Unpaid Meal Charges Policy.

### Negative Account Balance Notices

Meal balances are tracked in the OPA SIS system. Negative Account Balance Notices are sent monthly to the parent/guardian of students with balances below \$-3.00. If the account deficit is not paid after 3 notices have been sent, the student shall receive a reduced lunch. Once a student's account balance drops below \$-100.00, the student may be refused meal service. Student's with negative balances shall not be served breakfast.

Lunch balances can be viewed by OPA Administration, Kitchen Director/Manager and Secretarial Staff. Lunch balances shall not be discussed with school personnel.

### Reduced Lunch

- Reduced lunch option consists of a cold lunch (peanut-butter and jelly sandwich) and a bottle of water.
- Teachers shall be given a list of students to place at the beginning of the class lunch line, so the Kitchen Director/Manager can monitor the reduced lunch service.
- Any lunch given to a student shall not be taken away regardless of lunch balance. Student accounts shall not be charged for such mistakes in service.

## **Leftovers**

Leftover entrees and cooked vegetables must be frozen, labeled with the name of the item and the date, or may be stored in the cooler for serving the next day. Leftovers are labeled on the end or side of the pan so that the label may be read from the aisle for efficient use of leftovers.

- Leftovers should be used the next time the item is on the menu.
- Leftovers may be reheated only once. If not used at this time, they must be discarded.
- Leftover fruits and fresh vegetables may be offered as a choice the next day only until these items are used up. They must be discarded if not used the next day.
- Leftover teachers' specials may be served to adults only the following day.

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- Fully assembled salads may only be served on the day prepared and may not be used as leftovers.
- Leftovers that are scheduled to be discarded can be donated to OPA staff members. Donations shall be tracked in the Damaged and Discarded Product Log; this log shall be reviewed monthly.

## **Non-Program Foods Resource Management**

### The Non-program Foods Revenue Tool

- Completed for the first full weeks of school held in March and April each year (two weeks, one/month). For the kitchen on a four week rotation, the weeks chosen shall be different for each rotation.
  - Food costs shall be calculated by the Kitchen Director/Manager. Costs and documentation shall be provided to the Administration/Finance Team no later than April 30.
  - Administration/Finance Team shall request a report of food revenue from the accounting department no later than April 30.
    - Adult, Patron and student a la carte items shall be tracked in the SIS Food Service System.
- Administration/Finance Team shall review the costs and revenues as reported and shall make pricing suggestions to the OPA Board for the following school year prior to the June Board Meeting.

## **Employee Requirements**

- New Food Service employees shall complete the OPA new-hire paperwork and give it to the Human Resource Director.
- All Food Service employees shall obtain a criminal background check upon beginning employment. Employees are responsible for the fingerprinting fee; OPA shall cover the cost of the background check.
- All Food Service employees shall obtain a current food handler’s permit at his/her expense. A copy of the employee’s food handler permit shall be kept in the his/her personnel file and posted in the kitchen where the staff member works.
- Under the direction of the Kitchen Director, all food service employees shall be trained according to the OPA Professional Standards Training Schedule and on an as-needed basis.

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- All employee trainings shall be tracked in the Professional Standards Training Tracker.
- Employees who refuse training may be dismissed from OPA employment.
- All Food Service employees shall be given a copy and trained on the OPA Food Safety Plan and shall be responsible for all procedures as outlined therein.
- Dress Code: Food Service Employees are expected to be neat, clean, and to wear appropriate dress for work that is modest, in good taste and suitable for the job at hand.
  - HAIR COVERING: Food Handlers shall wear hair restraints such as hats, visor caps or nets.
  - SHOES: Comfort is of utmost importance. Shoes must be closed toes, closed back and traction (non-skid) soles. Shoes must be worn with socks. Shoes with heels or open areas on toes, sides or heels are not allowed.
  - CLOTHING: All clothing must present a clean and professional appearance and must meet the approval of Food Service Director/Manager.
    - Pants must cover the entire leg. Knit pants, sweatpants, exercise pants or pajama pants are not acceptable or permitted. Professional-looking pants should not be so tightly fitting that they restrict movement.
    - Prior to August, 2017: Sleeveless shirts or shirts with long flowing sleeves are not allowed. Shirts must cover the midriff area. Low cut blouses or shirts are not allowed. Scrub tops or OPA shirts are preferred.
    - August, 2017 forward: Scrub tops or OPA shirts are required. OPA Food Services shall provide each employee with up to 5 OPA shirts each year.
  - NAILS: Food handling staff shall keep their fingernails trimmed, filed and maintained so the edges and surfaces are cleanable and not rough. A food handler may not wear fingernail polish or artificial fingernails.
  - JEWELRY: Jewelry must be simple and secure, so as to not create a distraction or potential hazard.

## Buy American Provision

Unless the domestic food is prohibitively costly or limited quantities available OPA's Food Service Department must purchase, to the maximum extent practicable, domestic commodities or products. A domestic product is defined as an agricultural commodity that is produced in the United States and processed in the United States. *7 CFR 210.21 (d)*

- All food contracts shall state the preference for domestic commodities or products.
- Kitchen staff shall be trained annually to monitor deliveries for the domestic preference compliance.

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## Inventory

- The Kitchen Director/Manager shall inventory all equipment and food items annually.
- Food storage shall be rotated using the First In, First Out (FIFO) method of inventory rotation. Products shall be dated when stored. Newer products shall be stored behind older products for ease of maintaining storage system.

## Record Keeping

Documentation (Records)		Schedule
Food Production Records	End Point Cooking Temperature	Daily
	Time and Temperature for Holding	Daily
	Serving Temperature	Daily
Equipment Temperature Records	Receiving Logs	Each Delivery
	Freezer Log	Daily
	Cooler Log	Daily
	Thermometer Calibration	Weekly (min)
	Storage Room Logs	Monthly
Review Records	Food Safety Checklist	Twice Weekly
	Kitchen Manager Review	Yearly
	Annual Food Safety Program Review	Yearly
Training Logs		On-going
Corrective Action Records		As Necessary

- The kitchen director/manager are responsible for record keeping. Food service staff are responsible for record keeping duties as assigned and monitored by the kitchen director/manager.
- Information for CCPs, time, temperature and corrective actions will be kept on clip boards in the kitchen.
- Daily record forms shall be replaced at least weekly.

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- Weekly record forms shall be replaced at least monthly.
- All forms shall be maintained by the kitchen director/manager. Completed forms may be scanned and archived, or kept in filing cabinets.
- Kitchen director/manager is responsible for making sure that all forms are updated, available and filed properly.

## Professional Standards Training

### Training Requirements:

Staffing Level	Minimum Annual Training Requirements
Kitchen Director	12 hours
Kitchen Manager	10 hours
Kitchen Staff	6 hours

### Tracking:

Training shall be tracked by code using the *5.01e Professional Standards Training Tracker*. The Kitchen Director/Manager shall review the tracker quarterly to ensure that all staff members are being trained according to the schedule and are receiving the required time.

### Kitchen Staff Training Schedule:

	Training Codes
Prior to the Beginning of the School Year and New Employees	1160 Special Diets, 1310 Dietary Guidelines, 1320 General Nutrition (Child Nutrition, Nutrients, Understanding Whole Grains), 2110 Quality Food Preparation, 2130 Culinary Skills, 2140 Use and Care of Equipment, 2210 Weights & Measurements, 2230 Quality Management, 2310 Reimbursable Meals , 2510 Inventory, 2610 HACCP,

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	2620 Food Safety, 2630 Government Regulations, 3420 Policies and Procedures (including SOPs), 3450 Employee Health, Safety & Wellness, 3520 Preventative Maintenance (equipment) 4130 Customer Service
Bi-monthly Trainings	2230 Garnishing (Condiments), 2610 HACCP, 2620 Food Safety, 2640 Food Safety Culture, 3420 Policies and Procedures (including SOPs), 3450 Employee Health, Safety & Wellness, Other training and review as needed.

## HACCP

All menu items are listed in *5.01d Menu Items* where the location of service and the HACCP process is identified. This list is updated whenever new menu items are added.

### Staff:

- All food service personnel will be given an overview of the Process Approach to HACCP after being hired and before handling food.
- Food service personnel shall be trained on a continuous basis to take corrective actions when necessary.
- Any substitute food service staff will be given instructions on the Process Approach and a list of necessary procedures relevant to the tasks they will be performing and the corresponding records to be kept.
- Periodic refresher training for employees will be provided on a quarterly basis.
- An easily accessible copy of an explanation of the Process Approach taken from the USDA HACCP guidance document will be available in the manager's office.

## HACCP Processes

**Danger Zone:** Food temperatures between 41°F and 135°F

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### Process #1: No Cook

The menu item does not go completely through the danger zone in either direction.

#### Critical Control Points:

- Cold holding – Critical limit is 41° F or below

#### Standard Operating Procedures:

- Personal Hygiene
- Washing Fresh Fruits and Vegetables
- Limiting time in the danger zone to inhibit bacterial growth and toxin production (e.g., holding at room temperature for 4 hours and then discarding)
- Verifying receiving temperatures of food
- Date marking of ready-to-eat food

### Process #2: Same Day Service

The menu item takes one complete trip through the danger zone (going up during cooking) and is served.

#### Critical Control Points:

- Cooking to destroy bacteria and other pathogens (CCPs with corresponding critical limits are noted above.)

#### Standard Operating Procedures:

- Hot holding or limiting time in the danger zone to prevent the outgrowth of spore-forming bacteria

### Process #3: Complex Food Preparation

The menu item goes through both heating and cooling, taking two or more complete trips through the danger zone.

#### Critical Control Points:

- Cooking to destroy bacteria and other pathogens (CCPs and critical limits are outlined above)
- Reheating for hot holding, if applicable

#### Standard Operating Procedures:

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- Cooling to prevent the outgrowth of spore-forming bacteria (SOP)
- Hot and cold holding or limiting time in the danger zone to inhibit bacterial growth and toxin formation (SOP)

### **Manager Responsibilities**

- The kitchen director/manager will be responsible for ensuring assigned food service staff are properly monitoring control measures and CCPs at the required frequency and are documenting required records.
- The director/manager will also be responsible for monitoring the overall performance of standard operating procedures. (Specific details regarding monitoring are addressed in each SOP.)
- Monitoring will be a constant consideration. However, the director/manager will use the Food Safety Checklist to formally monitor food service staff at least twice per week.
- The kitchen director/manager will review and update corrective actions in the individual SOPs annually.
- Corrective action guidance will be posted in an accessible location in the kitchen.

### **Food Service Staff Responsibilities**

- Food service staff is responsible for monitoring individual critical control points (CCPs) in the handling and preparation of food.
- Food service staff is responsible for monitoring control points as defined in the standard operating procedures (SOPs).
- Food service staff is responsible for documenting any corrective actions taken while handling and preparing food as well as any actions taken while performing SOPs.

### **Common Corrective Actions**

<b>Problem</b>	<b>Corrective Action</b>
Receiving temperature for refrigerated product is at 47° F	Reject product
Temperature of hamburger patties after standard cooking time is 150° F	Continue cooking to 165 °F for 15 seconds.
Food service staff handles raw poultry and then begins to cut up raw fruit	Instruct staff to wash hands immediately, discard fruit that has been cut up

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Leftover chili placed in refrigerator is at 80° F after 1.5 hours	Immediately reheat chili to 165 °F for 15 seconds, divide and place in shallow pans in refrigerator, loosely covered. Cool to 70 °F within 2 hours or less, and to 41 °F or less in an additional 4 hours. If these times and temperatures are not met, discard.
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# Standard Operating Procedures: Personnel

## Washing Hands

### Purpose

To prevent foodborne illness caused by contaminated hands.

### Scope

This procedure applies to anyone who handles, prepares, and serves food.

### Keywords

Handwashing, Cross-Contamination

### Instructions

1. Train any individual who prepares or serves food on proper handwashing. Training may include viewing a handwashing video and demonstrating proper handwashing procedure.
2. Post handwashing signs or posters in a language understood by all foodservice staff near all handwashing sinks, in food preparation areas, and restrooms.
3. Use designated handwashing sinks for handwashing only. Do not use food preparation, utility, and dishwashing sinks for handwashing.
4. Provide warm running water, soap, and a means to dry hands. Provide a waste container at each handwashing sink or near the door in restrooms.
5. Keep handwashing sinks accessible anytime employees are present.
6. Wash hands:
  - a. Before starting work
  - b. During food preparation
  - c. When moving from one food preparation area to another
  - d. Before putting on or changing gloves
  - e. After using the toilet
  - f. After sneezing, coughing, or using a handkerchief or tissue
  - g. After touching hair, face, or body
  - h. After smoking, eating, drinking, or chewing gum or tobacco
  - i. After handling raw meats, poultry, or fish
  - j. After any clean up activity such as sweeping, mopping, or wiping counters
  - k. After touching dirty dishes, equipment, or utensils
  - l. After handling trash
  - m. After handling money

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- n. After any time the hands may become contaminated
- 7. Follow proper handwashing procedures as indicated below:
  - a. Wet hands and forearms with warm, running water (at least 100 °F) and apply soap.
  - b. Scrub lathered hands and forearms, under fingernails and between fingers for at least 10 - 15 seconds. Rinse thoroughly under warm running water for 5 - 10 seconds.
  - c. Dry hands and forearms thoroughly with single-use paper towels.
  - d. Dry hands for at least 30 seconds if using a warm air hand dryer.
  - e. Turn off water using paper towels.
  - f. Use paper towel to open door when exiting the restroom.
- 8. Follow FDA recommendations when using hand sanitizers. These recommendations are as follows:
  - a. Use hand sanitizers only after hands have been properly washed and dried.
  - b. Use only hand sanitizers that comply with the 2001 FDA Food Code. Confirm with the manufacturers that the hand sanitizers used meet these requirements. Use hand sanitizers in the manner specified by the manufacturer.

**Monitoring**

A designated employee will visually observe the handwashing practices of the foodservice staff during all hours of operation. In addition, the designated employee will visually observe that handwashing sinks are properly supplied during all hours of operation.

**Corrective Action**

Employees that are observed not washing their hands at the appropriate times or using the proper procedure will be asked to wash their hands immediately. Employee will be retrained to ensure proper handwashing procedure.

**Verification and Record Keeping**

Foodservice manager will complete the Food Safety Checklist daily to indicate that monitoring is being conducted as specified.

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## **Personal Hygiene**

### **Purpose**

To prevent contamination of food by foodservice employees.

### **Scope**

This procedure applies to foodservice employees who handle, prepare, or serve food.

### **Key Words**

Personal Hygiene, Cross-Contamination, Contamination

### **Instructions**

1. Train foodservice employees on the employee health policy (Develop SOP for Implementing an Employee Health Policy) and on practicing good personal hygiene.
2. Follow the employee health policy.
3. Report to work in good health, clean, and dressed in clean attire.
4. Change apron when it becomes soiled.
5. Wash hands properly, frequently, and at the appropriate times.
6. Keep fingernails trimmed, filed, and maintained so that the edges are cleanable and not rough.
7. Avoid wearing artificial fingernails and fingernail polish.
8. Wear single-use gloves if artificial fingernails or fingernail polish are worn.
9. Do not wear any jewelry except for a plain ring such as a wedding band.
10. Treat and bandage wounds and sores immediately. When hands are bandaged, single use gloves must be worn.
11. Cover a lesion containing pus with a bandage. If the lesion is on a hand or wrist, cover with an impermeable cover such as a finger cot or stall and a single-use glove.
12. Eat, drink, use tobacco, or chew gum only in designated break areas where food or food contact surfaces may not become contaminated.
13. Taste food the correct way:
  - a. Place a small amount of food into a separate container.
  - b. Step away from exposed food and food contact surfaces.
  - c. Use a teaspoon to taste the food. Remove the used teaspoon and container to the dish room. Never reuse a spoon that has already been used for tasting.
  - d. Wash hands immediately.
14. Wear suitable and effective hair restraints while in the kitchen.
15. Follow State and local public health requirements.

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**Monitoring**

A designated foodservice employee will inspect employees when they report to work to be sure that each employee is following this SOP. The designated foodservice employee will monitor that all foodservice employees are adhering to the personal hygiene policy during all hours of operation.

**Corrective Action**

Any foodservice employee found not following this procedure will be re-trained at the time of the incident. Affected food will be discarded.

**Verification and Record Keeping**

The foodservice manager will verify that foodservice employees are following this policy by visually observing the employees during all hours of operation. The foodservice manager will complete the Food Safety Checklist daily. Foodservice employees will record any discarded food on the Damaged or Discarded Product Log, which will be kept on file for a minimum of one year.

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# Standard Operating Procedures: Receiving

## Receiving Deliveries

### Purpose

To ensure that all food is received fresh and safe when it enters the foodservice operation, and to transfer food to proper storage as quickly as possible.

### Scope

This procedure applies to foodservice employees who handles, prepares, or serves food.

### Key Words

Cross-Contamination, Temperatures, Receiving, Holding, Frozen Goods, Delivery

### Instructions

1. Train foodservice employees who accept deliveries on proper receiving procedures.
2. Schedule deliveries to arrive at designated times during operational hours.
3. Post the delivery schedule including the names of vendors, days and times of deliveries, and drivers' names.
4. Establish a rejection policy to ensure accurate, timely, consistent, and effective refusal and return of rejected goods.
5. Organize freezer and refrigeration space, loading docks, and store rooms before deliveries.
6. Gather product specification lists and purchase orders, temperature logs, calibrated thermometers, pens, flashlights, and clean loading carts before deliveries.
7. Keep receiving area clean and well lighted.
8. Do not touch ready-to-eat foods with bare hands.
9. Determine whether foods will be marked with the date of arrival or the "use-by" date and mark accordingly upon receipt.
10. Compare delivery invoice against products ordered and products delivered.
11. Transfer foods to their appropriate locations as quickly as possible.

### Monitoring

1. Inspect the delivery truck when it arrives to ensure that it is clean, free of putrid odors, and organized to prevent cross-contamination. Be sure refrigerated foods are delivered on a refrigerated truck.
2. Check the interior temperature of refrigerated trucks.

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3. Confirm vendor name, day and time of delivery, as well as driver's identification before accepting delivery. If driver's name is different than what is indicated on the delivery schedule, contact the vendor immediately.
4. Check frozen foods to ensure that they are all frozen solid and show no signs of thawing and refreezing, such as the presence of large ice crystals or liquids on the bottom of cartons.
5. Check the temperature of refrigerated foods.
  - a. For fresh meat, fish, and poultry products, insert a clean and sanitized thermometer into the center of the product to ensure a temperature of 41°F or below. The temperature of milk should be 45 °F or below.
  - b. For packaged products, insert a food thermometer between two packages being careful not to puncture the wrapper. If the temperature exceeds 41°F, it may be necessary to take the internal temperature before accepting the product.
  - c. For eggs, the interior temperature of the truck should be 45°F or below.
6. Check dates of milk, eggs, and other perishable goods to ensure safety and quality.
7. Check the integrity of food packaging.
8. Check the cleanliness of crates and other shipping containers before accepting products. Reject foods that are shipped in dirty crates.

**Corrective Action**

1. Reject the following:
  - a. Frozen foods with signs of previous thawing
  - b. Cans that have signs of deterioration – swollen sides or ends, flawed seals or seams, dents, or rust
  - c. Punctured packages
  - d. Expired foods
  - e. Foods that are out of safe temperature zone or deemed unacceptable by the established rejection policy.

**Verification and Record Keeping**

Record temperature and corrective action on the delivery invoice or on the Receiving Log. Foodservice manager will verify that foodservice employees are receiving products using the proper procedure by visually monitoring receiving practices during the shift and reviewing the Receiving Log at the close of each day. Receiving Logs are kept on file for a minimum of one year.

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# Standard Operating Procedures: Storing

## Date Marking Ready-to-Eat, Potentially Hazardous Food

### Purpose

To ensure appropriate rotation of ready-to-eat food to prevent or reduce foodborne illness from *Listeria monocytogenes*

### Scope

This procedure applies to foodservice employees who prepare, store, or serve food.

### Key Words

Ready-to-Eat Food, Potentially Hazardous Food, Date Marking, Cross-Contamination

### Instructions

1. Establish a date marking system and train employees accordingly. The date marking system includes a label with the product name, the day or date, and time it is prepared or opened. Examples of how to indicate when the food is prepared or opened include:
  - a. Labeling food with a calendar date, i.e. cut cantaloupe, 5/26/05, 8:00 a.m.,
  - b. Identifying the day of the week, i.e. cut cantaloupe, Monday, 8:00 a.m., or
  - c. Using color-coded marks or tags, i.e. cut cantaloupe, blue dot, 8:00 a.m. means “cut on Monday at 8:00 a.m.”.
2. Label ready-to-eat, potentially hazardous foods that are prepared on-site and held for more than 24 hours.
3. Label any processed, ready-to-eat, potentially hazardous foods when opened, if they are to be held for more than 24 hours.
4. Refrigerate all ready-to-eat, potentially hazardous foods at 41° F or below.
5. Serve or discard refrigerated, ready-to-eat, potentially hazardous foods within 7 days.
6. Indicate with a separate label the date prepared, the date frozen, and the date thawed of any refrigerated, ready-to-eat, potentially hazardous foods.
7. Calculate the 7-day time period by counting only the days that the food is under refrigeration. For example:
  - a. On Monday, 8/1/05, lasagna is cooked, properly cooled, and refrigerated with a label that reads, “Lasagna – Cooked – 8/1/05.”
  - b. On Tuesday, 8/2/05, the lasagna is frozen with a second label that reads, “Frozen – 8/2/05.” Two labels now appear on the lasagna. Since the lasagna was held

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under refrigeration from Monday, 8/1/05 – Tuesday, 8/2/05, only 1 day is counted towards the 7-day time period.

- c. On Tuesday, 8/16/05, the lasagna is pulled out of the freezer. A third label is placed on the lasagna that reads, “Thawed – 8/16/05.” All three labels now appear on the lasagna. The lasagna must be served or discarded within 6 days.
8. Follow State and local public health requirements.

**Monitoring**

A designated employee will check refrigerators daily to verify that foods are date marked and that foods exceeding the 7-day time period are not being used or stored.

**Corrective Measure**

Foods that are not date marked or that exceed the 7-day time period will be discarded.

**Verification and Record Keeping**

Foodservice manager will complete the Food Safety Checklist daily.

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## **Storing and Using Poisonous or Toxic Chemicals**

### **Purpose**

To prevent foodborne illness by chemical contamination.

### **Scope**

This procedure applies to foodservice employees who use chemicals in the kitchen.

### **Keywords**

Chemicals, Cross-Contamination, Contamination, Material Safety Data Sheet

### **Instructions**

1. Train foodservice employees on the proper use, storage, and first aid of chemicals and on the proper use of chemical test kits as specified in this procedure.
2. Designate a location for storing the Material Safety Data Sheets (MSDS).
3. Label and date all poisonous or toxic chemicals with the common name of the substance.
4. Store all chemicals in a designated secured area away from food and food contact surfaces using spacing or partitioning.
5. Limit access to chemicals by use of locks, seals, or key cards.
6. Maintain an inventory of chemicals.
7. Store only chemicals that are necessary to the operation and maintenance of the kitchen.
8. Mix, test, and use sanitizing solutions as recommended by the manufacturer, State, or local health department.
9. Use the appropriate chemical test kit to measure the concentration of sanitizer each time a new batch of sanitizer is mixed.
10. Follow manufacturer's directions for specific mixing, storing, and first aid instructions on chemicals.
11. Do not use chemical containers for storing food or water.
12. Use only hand sanitizers that comply with the 2001 FDA Food Code. Confirm with the manufacturer that the hand sanitizers used meet the requirements of the FDA Food Code.
13. Label and store first aid supplies in a container that is located away from food or food contact surfaces.
14. Label and store medicines for employee use in a designated area and away from food contact surfaces. Do not store medicines in food storage areas.
15. Store refrigerated medicines in a covered, leak proof container, where they are not accessible to children, and cannot contaminate food.

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16. Follow State and local public health requirements.

**Monitoring**

Foodservice employees and foodservice manager will visually observe that chemicals are being stored, labeled, and used properly during all hours of operation.

**Corrective Action**

Discard any food contaminated by chemicals. Label and/or properly store any unlabeled or misplaced chemicals.

**Verification and Record Keeping**

Foodservice manager will complete the Food Safety Checklist daily to indicate that monitoring is completed. Foodservice employees will record the name of the contaminated food, date, time, and the reason why the food was discarded on the Damaged and Discarded Product Log. The foodservice manager will verify that appropriate corrective actions are being taken by reviewing, initialing, and dating the Damaged and Discarded Product Log each day. Damaged and Discarded Product Logs are kept on file for a minimum of one year.

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# Standard Operating Procedures: Holding

## Holding Hot and Cold Potentially Hazardous Foods

### Purpose

To prevent foodborne illness by ensuring that all potentially hazardous foods are held at the proper temperature.

### Scope

This procedure applies to foodservice employees who prepare or serve food.

### Key Words

Cross-Contamination, Temperatures, Holding, Hot Holding, Cold Holding, Storage

### Instructions

1. Train foodservice employees who prepare or serve food about proper hot and cold holding procedures. Include in the training a discussion of the temperature danger zone.
2. Follow State or local health department requirements regarding required hot and cold holding temperatures. If State or local health department requirements are based on the 2001 FDA Food Code:
  - a. Hold hot foods at 135 °F or above; and
  - b. Cold foods at 41°F or below.
3. Preheat steam tables and hot boxes.

### Monitoring

1. Use a clean, sanitized, and calibrated probe thermometer to measure the temperature of the food.
2. Take temperatures of foods by inserting the thermometer near the surface of the product, at the thickest part, and at other various locations.
3. Take temperatures of holding units by placing a calibrated thermometer in the coolest part of a hot holding unit or warmest part of a cold holding unit.
4. For hot-held foods:
  - a. Verify that the air/water temperature of any unit is at 135 °F or above before use.
  - b. Reheat foods in accordance with the Reheating for Hot Holding SOP.
  - c. All hot potentially hazardous foods should be 135 °F or above before placing the food out for display or service.

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- d. Take the internal temperature of food before placing it on a steam table or in a hot holding unit and at least every 2 hours thereafter.
5. For cold foods held for service:
  - a. Verify that the air/water temperature of any unit is at 41 °F or below before use.
  - b. Chill foods, if applicable, in accordance with the Cooling SOP.
  - c. All cold potentially hazardous foods should be 41 °F or below before placing the food out for display or service.
  - d. Take the internal temperature of the food before placing it onto any salad bar, display cooler, or cold serving line and at least every 2 hours thereafter.
6. For cold foods in storage:
  - a. Take the internal temperature of the food before placing it into any walk-in cooler or reach-in cold holding unit.
  - b. Chill food in accordance with the Cooling SOP if the food is not 41 °F or below.
  - c. Verify that the air temperature of any cold holding unit is at 41 °F or below before use and at least every 4 hours thereafter during all hours of operation.

### **Corrective Action**

#### For hot foods

- Reheat the food to 165 °F for 15 seconds if the temperature is found to be below 135 °F and the last temperature measurement was 135 °F or higher and taken within the last 2 hours. Repair or reset holding equipment before returning the food to the unit, if applicable.
- Discard the food if it cannot be determined how long the food temperature was below 135°F.

#### For cold foods

- Rapidly chill the food using an appropriate cooling method if the temperature is found to be above 41°F and the last temperature measurement was 41°F or below and taken within the last 2 hours:
- Place food in shallow containers (no more than 4 inches deep) and uncovered on the top shelf in the back of the walk-in or reach-in cooler
- Use a quick-chill unit like a blast chiller
- Stir the food in a container placed in an ice water bath
- Add ice as an ingredient
- Separate food into smaller or thinner portions
- Repair or reset holding equipment before returning the food to the unit, if applicable.
- Discard the food if it cannot be determined how long the food temperature was above 41°F.

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### **Verification and Record Keeping**

Foodservice employees will record temperatures of food items and document corrective actions taken on the Hot and Cold Holding Temperature Log. A designated foodservice employee will record air temperatures of coolers and cold holding units on the Refrigeration Logs. Foodservice manager will verify that foodservice employees have taken the required holding temperatures by visually monitoring foodservice employees during the shift and reviewing the temperature logs at the close of each day. The temperature logs are kept on file for a minimum of one year.

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# Standard Operating Procedures: Preparation

## Washing Fruits and Vegetables

### Purpose

To prevent or reduce risk of foodborne illness or injury by contaminated fruits and vegetables.

### Scope

This procedure applies to foodservice employees who prepare or serve food.

### Keywords

Fruits, Vegetables, Cross-Contamination, Washing

### Instructions

1. Train foodservice employees who prepare or serve food on how to properly wash and store fresh fruits and vegetables.
2. Wash hands using the proper procedure.
3. Wash, rinse, sanitize, and air-dry all food-contact surfaces, equipment, and utensils that will be in contact with produce, such as cutting boards, knives, and sinks.
4. Follow manufacturer's instructions for proper use of chemicals.
5. Wash all raw fruits and vegetables thoroughly before combining with other ingredients, including:
  - a. Unpeeled fresh fruit and vegetables that are served whole or cut into pieces.
  - b. Fruits and vegetables that are peeled and cut to use in cooking or served ready-to-eat.
6. Wash fresh produce vigorously under cold running water or by using chemicals that comply with the 2001 FDA Food Code. Packaged fruits and vegetables labeled as being previously washed and ready-to-eat are not required to be washed.
7. Scrub the surface of firm fruits or vegetables such as apples or potatoes using a clean and sanitized brush designated for this purpose.
8. Remove any damaged or bruised areas.
9. Label, date, and refrigerate fresh-cut items.
10. Serve cut melons within 7 days if held at 41°F or below (see SOP for Date Marking, Ready-to-Eat, Potentially Hazardous Food).
11. Do not serve raw seed sprouts to highly susceptible populations such as preschool-age children.
12. Follow State and local public health requirements.

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**Monitoring**

Foodservice manager will visually monitor that fruits and vegetables are being properly washed, labeled, and dated during all hours of operation. In addition, foodservice employees will check daily the quality of fruits and vegetables in cold storage.

**Corrective Action**

Unwashed fruits and vegetables will be removed from service and washed immediately before being served. Unlabeled fresh cut items will be labeled and dated. Discard cut melons held after 7 days.

**Verification and Record Keeping**

Foodservice manager will complete the Food Safety Checklist daily to indicate that monitoring is being conducted as specified in this procedure.

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## Using Suitable Utensils When Handling Ready-to-Eat Foods

### Purpose

To prevent foodborne illness due to hand-to-food cross-contamination.

### Scope

This procedure applies to foodservice employees who prepare, handle, or serves food.

### Key Words

Ready-to-Eat food, Cross-Contamination

### Instructions

1. Use proper hand washing procedures to wash hands and exposed arms prior to preparing or handling food or at anytime when the hands may have become contaminated.
2. Do not use bare hands to handle ready-to-eat foods at any time unless washing fruits and vegetables.
3. Use suitable utensils when working with ready-to-eat food. Suitable utensils may include:
  - a. Single-use gloves
  - b. Deli tissue
  - c. Foil wrap
  - d. Tongs, spoodles, spoons, and spatulas
4. Wash hands and change gloves:
  - a. Before beginning food preparation
  - b. Before beginning a new task
  - c. After touching equipment (such as refrigerator doors) or utensils that have not been cleaned and sanitized
  - d. After contacting chemicals
  - e. When interruptions in food preparation occur, such as when answering the telephone or checking in a delivery
  - f. Handling money
  - g. Anytime a glove is torn, damaged, or soiled
  - h. Anytime contamination of a glove might have occurred
5. Follow State and local public health requirements.

### Monitoring

A designated foodservice employee will visually observe that gloves or suitable utensils are used and changed at the appropriate times during all hours of operation.

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**Corrective Action**

Employees observed touching ready-to-eat food with bare hands will be retrained at the time of the incident. Ready-to-eat food touched with bare hands will be discarded.

**Verification and Record Keeping**

The foodservice manager will verify that foodservice workers are using suitable utensils by visually monitoring foodservice employees during all hours of operation. The foodservice manager will complete the Food Safety Checklist daily. The designated foodservice employee responsible for monitoring will record any discarded food on the Damaged and Discarded Product Log. This log will be maintained for a minimum of one year.

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# Standard Operating Procedures: Cleaning/Sanitizing

## Cleaning and Sanitizing Food Contact Surfaces

### Purpose

To prevent foodborne illness by ensuring that all food contact surfaces are properly cleaned and sanitized.

### Scope

This procedure applies to foodservice employees involved in cleaning and sanitizing food contact surfaces.

### Key Words

Food Contact Surface, Cleaning, Sanitizing

### Instructions

- Train foodservice employees on using the procedures in this SOP.
- Follow State or local health department requirements.
- Follow manufacturer's instructions regarding the use and maintenance of equipment and use of chemicals for cleaning and sanitizing food contact surfaces. Refer to Storing and Using Poisonous or Toxic Chemicals SOP.
- If State or local requirements are based on the 2001 FDA Food Code, wash, rinse, and sanitize food contact surfaces of sinks, tables, equipment, utensils, thermometers, carts, and equipment:
  - Before each use
  - Between uses when preparing different types of raw animal foods, such as eggs, fish, meat, and poultry
  - Between uses when preparing ready-to-eat foods and raw animal foods, such as eggs, fish, meat, and poultry
  - Any time contamination occurs or is suspected
- Wash, rinse, and sanitize food contact surfaces of sinks, tables, equipment, utensils, thermometers, carts, and equipment using the following procedure:
  - Wash surface with detergent solution.
  - Rinse surface with clean water.
  - Sanitize surface using a sanitizing solution mixed at a concentration specified on the manufacturer's label.
  - Place wet items in a manner to allow air drying.

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- If a 3-compartment sink is used, setup and use the sink in the following manner:
  - In the first compartment, wash with a clean detergent solution at or above 110°F or at the temperature specified by the detergent manufacturer.
  - In the second compartment, rinse with clean water.
  - In the third compartment, sanitize with a sanitizing solution mixed at a concentration specified on the manufacturer’s label or by immersing in hot water at or above 171°F for 30 seconds. Test the chemical sanitizer concentration by using an appropriate test kit.
- If a dishmachine is used:
  - Check with the dishmachine manufacturer to verify that the information on the data plate is correct.
  - Refer to the information on the data plate for determining wash, rinse, and sanitization (final) rinse temperatures; sanitizing solution concentrations; and water pressures, if applicable.
  - Follow manufacturer’s instructions for use.
  - Ensure that food contact surfaces reach a surface temperature of 160 oF or above if using hot water to sanitize.

**Monitoring**

Foodservice employees will:

- During all hours of operation, visually and physically inspect food contact surfaces of equipment and utensils to ensure that the surfaces are clean.
- In a 3-compartment sink, on a daily basis:
  - Visually monitor that the water in each compartment is clean.
  - Take the water temperature in the first compartment of the sink by using a calibrated thermometer.
  - If using chemicals to sanitize, test the sanitizer concentration by using the appropriate test kit for the chemical.
  - If using hot water to sanitize, use a calibrated thermometer to measure the water temperature. Refer to Using and Calibrating Thermometers SOPs.
- In a dishmachine, on a daily basis:
  - Visually monitor that the water and the interior parts of the machine are clean and free of debris.
  - Continually monitor the temperature and pressure gauges, if applicable, to ensure that the machine is operating according to the data plate.
  - For hot water sanitizing dishmachine, ensure that food contact surfaces are reaching the appropriate temperature by placing a piece of heat sensitive tape on a

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smallware item or a maximum registering thermometer on a rack and running the item or rack through the dishmachine.

- For chemical sanitizing dishmachine, check the sanitizer concentration on a recently washed food-contact surface using an appropriate test kit.

### **Corrective Action**

- Retrain any foodservice employee found not following the procedures in this SOP.
- Wash, rinse, and sanitize dirty food contact surfaces. Sanitize food contact surfaces if it is discovered that the surfaces were not properly sanitized. Discard food that comes in contact with food contact surfaces that have not been sanitized properly.
- In a 3-compartment sink:
  - Drain and refill compartments periodically and as needed to keep the water clean.
  - Adjust the water temperature by adding hot water until the desired temperature is reached.
  - Add more sanitizer or water, as appropriate, until the proper concentration is achieved.
- In a dishmachine:
  - Drain and refill the machine periodically and as needed to keep the water clean.
  - Contact the appropriate individual(s) to have the machine repaired if the machine is not reaching the proper wash temperature indicated on the data plate.
  - For a hot water sanitizing dishmachine, retest by running the machine again. If the appropriate surface temperature is still not achieved on the second run, contact the appropriate individual(s) to have the machine repaired. Wash, rinse, and sanitize in the 3-compartment sink until the machine is repaired or use disposable single service/singleuse items if a 3-compartment sink is not available.
  - For a chemical sanitizing dishmachine, check the level of sanitizer remaining in bulk container. Fill, if needed. “Prime” the machine according to the manufacturer’s instructions to ensure that the sanitizer is being pumped through the machine. Retest. If the proper sanitizer concentration level is not achieved, stop using the machine and contact

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the appropriate individual(s) to have it repaired. Use a 3 compartment sink to wash, rinse, and sanitize until the machine is repaired.

**Verification and Record Keeping**

Foodservice employees will record monitoring activities and any corrective action taken on the Food Contact Surfaces Cleaning and Sanitizing Log. The foodservice manager will verify that foodservice employees have taken the required temperatures and tested the sanitizer concentration by visually monitoring foodservice employees during the shift and reviewing, initialing, and dating the Food Contact Surfaces Cleaning and Sanitizing Log. The log will be kept on file for at least 1 year. The foodservice manager will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 1 year.

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# Standard Operating Procedures: Cooking and documenting temperatures

## Cooking Potentially Hazardous Foods

### Purpose

To prevent foodborne illness by ensuring that all foods are cooked to the appropriate internal temperature.

### Scope

This procedure applies to foodservice employees who prepare or serve food.

### Key Words

Cross-Contamination, Temperatures, Cooking

### Instructions

1. Train foodservice employees who prepare or serve food on how to use a food thermometer and cook foods using this procedure.
2. If a recipe contains a combination of meat products, cook the product to the highest required temperature.
3. Follow State or local health department requirements regarding internal cooking temperatures.
4. If State or local health department requirements are based on the 2001 FDA Food Code, cook products to the following temperatures:
5. 145 o F for 15 seconds
  - a. Seafood, beef, and pork
  - b. Eggs cooked to order that are placed onto a plate and immediately served
6. 155 o F for 15 seconds
  - a. Ground products containing beef, pork, or fish
  - b. Fish nuggets or sticks
  - c. Eggs held on a steam table
  - d. Cubed or Salisbury steaks
7. 165 o F for 15 seconds
  - a. Poultry
  - b. Stuffed fish, pork, or beef
  - c. Pasta stuffed with eggs, fish, pork, or beef (like lasagna or manicotti)

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8. 135 o F for 15 seconds
  - a. Fresh, frozen, or canned fruits and vegetables that are going to be held on a steam table or in a hot box

### **Monitoring**

1. Use a clean, sanitized and calibrated probe thermometer (preferably a thermocouple).
2. Avoid inserting the thermometer into pockets of fat or near bones when taking internal cooking temperatures.
3. Take at least two (2) internal temperatures from each batch of food by inserting the thermometer into the thickest part of the product (usually the center).
4. Take at least two (2) internal temperatures of each large food item, like a turkey, to ensure that all parts of the product reach the required cooking temperature.

### **Corrective Action**

Continue cooking food until the internal temperature reaches the required temperature.

### **Verification and Record Keeping**

Foodservice employees will record product name, time and two (2) temperatures/times, and any corrective action taking on the Cooking-Reheating Temperature Log. Foodservice manager will verify that foodservice employees have taken the required cooking temperatures by visually monitoring foodservice employees and preparation procedures during the shift and reviewing, initialing, and dating the temperature log at the close of each day. The Cooking-Reheating Temperature Log are kept on file for a minimum of one year.

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# Standard Operating Procedures: Cooling

## Cooling Potential Hazardous Foods

### Purpose

To prevent foodborne illness by ensuring that all potentially hazardous foods are cooled properly.

### Scope

This procedure applies to foodservice employees who prepares, handles, or serves food.

### Key Words

Cross-Contamination, Temperatures, Cooling, Holding

### Instructions

1. Train foodservice employees who prepare or serve food on how to use a food thermometer and how to cool foods using this procedure.
2. Modify menus, production schedules, and staff work hours to allow for implementation of proper cooling procedures.
3. Prepare and cool food in small batches.
4. Chill food rapidly using an appropriate cooling method:
  - a. Place food in shallow containers (no more than 4 inches deep) and uncovered on the top shelf in the back of the walk-in or reach-in cooler
  - b. Use a quick-chill unit like a blast chiller
  - c. Stir the food in a container placed in an ice water bath
  - d. Add ice as an ingredient
  - e. Separate food into smaller or thinner portions
  - f. Pre-chill ingredients and containers used for making bulk items like salads
5. Follow State or local health department requirements regarding required cooling parameters.
6. If State or local requirements are based on the 2001 FDA Food Code, chill cooked hot food from:
  - a. 135 °F to 70 °F within 2 hours. Take corrective action immediately if food is not chilled from 135 °F to 70 °F within 2 hours.
  - b. 70 °F to 41 °F or below in remaining time. The total cooling process from 135 °F to 41 °F may not exceed 6 hours. Take corrective action immediately if food is not chilled from 135 °F to 41 °F within the 6 hour cooling process.

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7. Chill prepared, ready-to-eat foods such as tuna salad and cut melons from 70 °F to 41 °F or below within 4 hours. Take corrective action immediately if ready-to-eat food is not chilled from 70 °F to 41 °F within 4 hours.

### **Monitoring**

1. Use a clean, sanitized, and calibrated probe thermometer to measure the internal temperature of the food during the cooling process.
2. Monitor temperatures of products every hour throughout the cooling process by inserting a thermometer into the center of the food and at various locations in the product.

### **Corrective Action**

1. Reheat cooked hot food to 165 °F for 15 seconds and start the cooling process again using a different cooling method when the food is:
  - a. Above 70 °F and 2 hours or less into the cooling process; and
  - b. Above 41 °F and 6 hours or less into the cooling process.
2. Discard cooked hot food immediately when the food is:
  - a. Above 70 °F and more than 2 hours into the cooling process; or
  - b. Above 41 °F and more than 6 hours into the cooling process.
3. Use a different cooling method for prepared ready-to-eat foods when the food is above 41 °F and less than 4 hours into the cooling process.
4. Discard prepared ready-to-eat foods when the food is above 41 °F and more than 4 hours into the cooling process.

### **Verification and Record Keeping**

Foodservice employees will record temperatures and corrective actions taken on the Cooling Temperature Log. Foodservice employees will record if there are no foods cooled on any working day by indicating “No Foods Cooled” on the Cooling Temperature Log. Foodservice manager will verify that foodservice employees are cooling food properly by visually monitoring foodservice employees during the shift and reviewing, initialing, and dating the temperature log each working day. The Cooling Temperature Logs are kept on file for a minimum of one year.

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# Standard Operating Procedures: Reheating

## Reheating Potentially Hazardous Foods

### Purpose

To prevent foodborne illness by ensuring that all foods are reheated to the appropriate internal temperature.

### Scope

This procedure applies to foodservice employees who prepare or serve food.

### Key Words

Cross-Contamination, Temperature, Reheating, Holding, Hot Holding

### Instructions

1. Train foodservice employees who prepare or serve food on using a food thermometer and how to reheat foods using this procedure.
2. Follow State or local health department requirements regarding reheating temperatures.
3. If State or local requirements are based on the 2001 FDA Food Code, heat processed, ready-to-eat foods from a package or can, such as canned green beans or prepackaged breakfast burritos, to an internal temperature of at least 135 o F for 15 seconds for hot holding.
4. Reheat the following products to 165 o F for 15 seconds:
  - a. Any food that is cooked, cooled, and reheated for hot holding
  - b. Leftovers reheated for hot holding
  - c. Products made from leftovers, such as soup
  - d. Precooked, processed foods that have been previously cooled
5. Reheat food for hot holding in the following manner if using a microwave oven:
  - a. Heat processed, ready-to-eat foods from a package or can to at least 135 o F for 15 seconds
  - b. Heat leftovers to 165 o F for 15 seconds
  - c. Rotate (or stir) and cover foods while heating
  - d. Allow to sit for 2 minutes after heating
6. Reheat all foods rapidly. The total time the temperature of the food is between 41 o F and 165 o F may not exceed 2 hours.
7. Serve reheated food immediately or transfer to an appropriate hot holding unit.

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**Monitoring**

1. Use a clean, sanitized, and calibrated probe thermometer.
2. Take at least two internal temperatures from each pan of food.

**Corrective Action**

Continue reheating/heating food if the internal temperature does not reach the required temperature.

**Verification and Record Keeping**

Foodservice employees will record product name, time, the two temperatures/times, and any corrective action taken on the Cooking-Reheating Temperature Log. Foodservice manager will verify that foodservice employees have taken the required reheating temperatures by visually monitoring foodservice employees during the shift and reviewing, initialing, and dating the Cooking-Reheating Temperature Log at the close of each day. The Cooking-Reheating Temperature Logs are kept on file for a minimum of one year.

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## Glossary

*All of the definitions in this glossary, except those marked with an asterisk (\*), have been taken from the Food and Drug Administration document *Managing Food Safety: A Manual for the Voluntary Use of HACCP Principles for Operators of Food Service and Retail Establishments* (draft September 29, 2004).*

**APPROVED SOURCE:** An acceptable supplier to the regulatory authority based on a determination of conformity with principles, practices, and generally recognized standards that protect public health.

**CCP:** Critical Control Point.

**CONTAMINATION:** The unintended presence in food of potentially harmful substances, including microorganisms, chemicals, and physical objects.

**CONTROL MEASURE:** Any action or activity that can be used to prevent, eliminate, or reduce an identified hazard. Control measures determined to be essential for food safety are applied at critical control points in the flow of food.

**CORRECTIVE ACTION:** An activity that is taken by a person whenever a critical limit is not met.

**CRITICAL CONTROL POINT (CCP):** An operational step in a food preparation process at which control can be applied and is essential to prevent or eliminate a hazard or reduce it to an acceptable level.

**CRITICAL LIMIT:** One or more prescribed parameters that must be met to ensure that a CCP effectively controls a hazard.

**CROSS-CONTAMINATION:** The transfer of harmful substances or disease-causing microorganisms to food by hands, food contact surfaces, sponges, cloth towels and utensils that touch raw food, are not cleaned, and then touch ready-to-eat foods. Cross contamination can also occur when raw food touches or drips onto cooked or ready-to-eat foods.

**DANGER ZONE:** The temperature range between 5°C (41°F) and 57°C (135°F) that favors the growth of pathogenic micro-organisms.

**EXCLUDE:** To prevent a person from working as a food employee or entering a food establishment except for those areas open to the general public.

**FOOD:** Raw, cooked, or processed edible substance, ice, beverage, chewing gum or ingredient used or intended for use or for sale in whole or in part for human consumption.

**FOOD ESTABLISHMENT:** An operation at the retail or food service level, i.e., that serves or offers food directly to the consumer and that, in some cases, includes a production, storage, or distributing operation that supplies the direct-to-consumer operation (satellite kitchens).

**FOOD PREPARATION PROCESS:** A series of operational steps conducted to produce a food ready to be consumed.

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**FOODBORNE ILLNESS:** A sickness resulting from the consumption of foods or beverages contaminated with disease-causing micro-organisms, chemicals, or other harmful substances.

**FOODBORNE OUTBREAK:** The occurrence of two or more cases of a similar illness resulting from the ingestion of a common food.

**HACCP:** Hazard Analysis and Critical Control Point.

**HACCP PLAN:** A written document that is based on the principles of HACCP and describes the procedures to be followed to ensure the control of a specific process or procedure. OPA HACCP plan is contained within the OPA Food Service Program and Safety Plan.

**HAZARD:** A biological, physical, or chemical property that may cause a food to be unsafe for human consumption.

**HAZARD ANALYSIS AND CRITICAL CONTROL POINT (HACCP):** A prevention-based food safety system that identifies and monitors specific food safety hazards that can adversely affect the safety of food products.

**INTERNAL TEMPERATURES:** The temperature of the internal portion of a food product.

**MEAT:** The flesh animals used as food including dressed flesh of cattle, swine, sheep, or goats and other edible animals, except fish, poultry and wild game animals.

**MICRO-ORGANISM:** A form of life that can be seen only under the microscope; including bacteria, viruses, yeast, and single-celled animals.

**MONITORING:** The act of observing and making measurements to help determine if critical limits are being met and maintained.

**NSLP:** National School Lunch Program.

**OPERATIONAL STEP:** An activity or stage in the flow of food through a food establishment, such as receiving, storage, preparation, cooking, etc.

**PATHOGEN:** A micro-organism (bacteria, parasites, viruses, or fungi) that causes diseases in humans.

**PERSONAL HYGIENE:** Individual cleanliness and habits.

**POTENTIALLY HAZARDOUS FOOD:** A food that is natural or synthetic and that requires temperature control because it is capable of supporting:

- the rapid and progressive growth of infectious or toxigenic microorganisms.
- the growth and toxin production of *Clostridium botulinum* or
- in raw eggs, the growth of *Salmonella enteritidis*; and

Includes foods of animal origin that are raw or heat-treated; foods of plant origin that are heat treated or consists of raw sprouts, cut melons, and garlic in oil mixtures that are not acidified or otherwise modified at a processing plant in a way that results in mixtures that do not support growth of pathogenic micro-organisms as described above.

**PROCESS APPROACH:** A method of categorizing food operations into one of three categories:

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- Process 1: Food preparation with no cook step, wherein ready-to-eat food is received, stored, prepared, held and served;
- Process 2: Food preparation for same day service wherein food is received, stored, prepared, cooked, held and served; or
- Process 3: Complex food preparation wherein food is received, stored, prepared, cooked, cooled, reheated, hot held, and served.

**RECORD:** A documentation of monitoring observations and verification activities.

**REGULATORY AUTHORITY:** A Federal, State, local, or tribal enforcement body or authorized representative having jurisdiction over the food establishment.

**RESTRICT:** To limit the activities of a food employee so that there is no risk of transmitting a disease that is transmissible through food and the food employee does not work with exposed food, clean equipment, utensils, linens, and unwrapped single-service or single-use articles.

**RISK:** An estimate of the likely occurrence of a hazard.

**RISK FACTOR:** One of the factors identified by the Centers for Disease Control and Prevention (CDC) as contributors to the foodborne outbreaks that have been investigated and confirmed. The factors are unsafe sources, inadequate cooking, improper holding, contaminated equipment, and poor personal hygiene.

**SFA\*:** School Food Authority

**SEVERITY:** The seriousness of the effect(s) of a hazard.

**SOP:** Standard Operating Procedure.

**STANDARD OPERATING PROCEDURE (SOP)** –A written method of controlling a practice in accordance with predetermined specifications to obtain a desired outcome.

**TEMPERATURE MEASURING DEVICE** –A thermometer, thermocouple, thermistor, or other device for measuring the temperature of food, air, or water.

The OPA Food Safety Plan shall be reviewed annually by the OPA Administration and Food Service Director and adjusted as necessary.

## **Corresponding Documents:**

- 5.01a Component Substitutions
- 5.01b I Speak Statements
- 5.01c Special Dietary Needs Request FORM
- 5.01d Menu Items (HACCP Processes)
- 5.01e Professional Standards Training Tracker
- 5.01f Nonprogram Foods Costs and Revenue Tool

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- 5.01g Food Costs Calculation Form
- 5.01h Food Service Account Deficit Letter
- 5.01i Annual Food Safety Program Review Checklist
- 5.01j Food Safety Checklist
- 5.01k Receiving Log
- 5.01l Cooking and Reheating Temperature Log
- 5.01m Cooling Log
- 5.01n Damaged, Discarded or Donated Log
- 5.01o Refrigeration Log

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- Approved: 02/23/2017
- Revised: 06/13/2018: *Minor changes to Human Resources. Added Attendance and Discipline.*
- 09/20/2018: *Minor changes to Human Resources; Attendance and Discipline.*

References

- 7 CFR 210.10 Food and Nutrition Service, USDA, National School Lunch Program
- 7 CFR 220.8 Food and Nutrition Service, USDA, National School Breakfast Program
- 7 CFR 210.21 (d) State Agency and School Food Authority Responsibilities
- Dietary Guidelines [www.healthierus.gov/dietary\\_guidelines](http://www.healthierus.gov/dietary_guidelines)
- FDA Food Code <http://www.cfsan.fda.gov/~dms/fc01-sup.html>
- USDA Temperature Rules [www.fsis.usda.gov/thermy](http://www.fsis.usda.gov/thermy)
- National Food Service Institute [www.nfsmi.org](http://www.nfsmi.org)
- USDA Guidance for School Food Authorities: Developing a Food Safety Program based on the Process Approach to HACCP Principles.
- [https://www.fns.usda.gov/sites/default/files/Food\\_Safety\\_HACCPGuidance.pdf](https://www.fns.usda.gov/sites/default/files/Food_Safety_HACCPGuidance.pdf)

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