

# Volunteer Guide for Food Safety



# Objectives

- **Learn** why food safety is important to our program and the people we serve
- **Know** how to prevent foodborne illness
- **Use** this knowledge to prepare healthy, safe food for those who come to us for help in a consistent way every day

# Why Are We Here?

- \* ***Our Mission:*** The Guild of St. Margaret serves the hungry 365 days a year without charge, qualification or condescension. The volunteers offer relief in food, hospitality, assistance and acceptance for the physical and spiritual nourishment of our guests.

# Why is Food Safety Important



- \* The CDC estimates that each year roughly 1 in 6 Americans (or **48 million people**) get sick, 128,000 are hospitalized, and 3,000 die of foodborne diseases

# Our Population is at the Highest Risk.

- \* Susceptible populations
- \* include people that are at a higher risk for illness and even death from foods contaminated with harmful microorganisms.

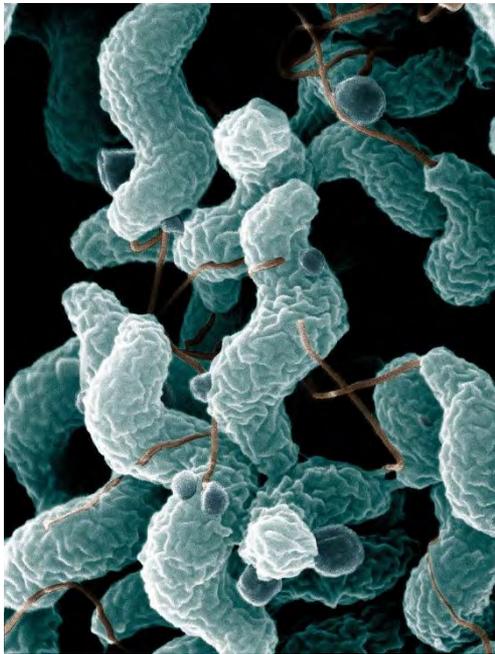


# What Is Foodborne Illness

- \* **Foodborne illness** occurs when a person becomes ill from eating food that contains a biological, chemical, or physical hazard
- \* **Foodborne outbreak** occurs when 2 or more people experience the same illness after eating the same food.



# What Causes Foodborne Illness?



## \* Contamination: The Big 3

- Biological
  - Bacteria
  - Viruses
  - Parasites
  - Fungi
  - Biological toxins
- Chemical
- Physical
  - Shavings from cans
  - Fingernails
  - Jewelry
  - Hair

# Top 5 Pathogens

## The Most!

Pathogen	Estimated number of illnesses	%
<a href="#"><u>Norovirus</u></a>	5,461,731	58
<a href="#"><u>Salmonella</u></a> , nontyphoidal	1,027,561	11
<a href="#"><u>Clostridium perfringens</u></a>	965,958	10
<a href="#"><u>Campylobacter spp.</u></a>	845,024	9
<a href="#"><u>Staphylococcus aureus</u></a>	241,148	3
Subtotal		91

## The Most Deadly!

Pathogen	Estimated number of deaths	%
<a href="#"><u>Salmonella</u></a> , nontyphoidal	378	28
<a href="#"><u>Toxoplasma gondii</u></a>	327	24
<a href="#"><u>Listeria monocytogenes</u></a>	255	19
<a href="#"><u>Norovirus</u></a>	149	11
<a href="#"><u>Campylobacter spp.</u></a>	76	6
Subtotal		88

# Norovirus

## The Most Common Foodborne Illness

- \* Norovirus is a very contagious virus. You can get Norovirus from an infected person, contaminated food or water, or by touching contaminated surfaces. The virus causes your stomach or intestines or both to get inflamed (acute gastroenteritis). This causes stomach pain, nausea, diarrhea and vomiting.
- \* The CDC estimates that each year **more than 20 million cases** of acute gastroenteritis are caused by Noroviruses. That means about 1 in every 15 Americans will get Norovirus illness each year. Norovirus is also estimated to cause over 70,000 hospitalizations and 800 deaths each year in the United States.

**At Least 58%**

of all foodborne illnesses in 2011 involved Norovirus.

# Prevent the Spread of Foodborne Illness



## HAND WASHING

Because Typhoid Mary had nothing on norovirus.

Proper Hand  
Washing and  
Hygiene

Correctly washing  
hands and wearing  
aprons, hair restraints  
and gloves is the #1  
way to prevent  
foodborne illness.

Because Typhoid Mary had nothing on norovirus.

## HAND WASHING

# Prevent Norovirus – Exclude Yourself!

*People who have  
Norovirus  
illness can shed  
billions of  
Norovirus  
particles.*

You are most contagious— when you are sick with Norovirus illness, and during the first 3 days after you recover. If you work with food when you have Norovirus illness, you can spread the virus to others. You can easily contaminate food and drinks that you touch.

**Stay home if you feel sick!**

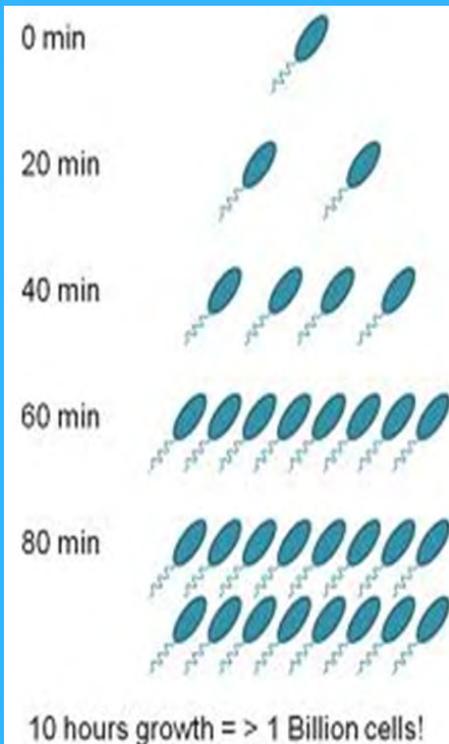
# Bacteria

## Cause of The Most Deadly Foodborne Illnesses

- \* *Bacteria* are single-celled, living organisms that can grow quickly at favorable temperatures. Some bacteria are useful. We use them to make foods like cheese, buttermilk, sauerkraut, pickles, and yogurt. Other bacteria are infectious disease-causing agents called pathogens, that use the nutrients found in potentially hazardous foods to multiply.

# TIME & TEMPERATURE CONTROL

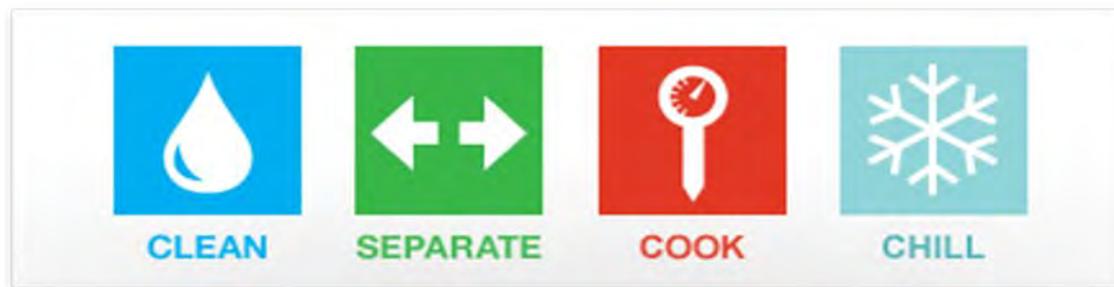
**Bacteria can double every twenty minutes!**



- \* The best way to limit the growth of bacteria in foods is to control TIME & TEMPERATURE
- \* Foods should be kept below 41°F or above 140°F.
- \* Keep food refrigerated until ready to use and return to refrigerator until needed.
- \* Thaw food in refrigerator or under running water. NEVER leave food out of refrigeration overnight to thaw!

# You Can Prevent Foodborne Illness

- \* *The most important* way to prevent foodborne illness is to Clean, Separate, Cook, and Chill foods properly



# How Can We Keep Food Safe?



Properly Clean hands

Use clean aprons and hair restraints

Properly Clean and sanitize work area frequently



Avoid cross contamination



Cook food to correct internal temperatures

Hold food properly



Chill food to 41° quickly after serving and store properly

# Start with Personal Hygiene



- \* The most important tool you have to prevent foodborne illness is good personal hygiene. Personal hygiene is the way a person maintains their health, appearance and cleanliness. Not only can you become the victim of illness, but you can also be the carrier



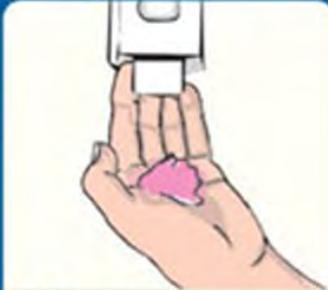
- \* **How can I handle food safely?** Bacteria like Staphylococci are found on the hair, skin, mouth, nose and in the throat of healthy people. According to one estimate, nearly 50 percent of healthy food handlers carry disease agents that can be transmitted by food. This is why hand washing, gloves and hairnets are so important!

***A cough or sneeze can transmit thousands of microorganisms that may cause disease***

# Proper Hand Washing



## How to wash your hands properly

 <p><b>1</b> Wet your hands</p>	 <p><b>2</b> Liquid soap</p>	 <p><b>3</b> Lather and scrub - 20 sec</p>	 
 <p><b>4</b> Rinse - 10 sec</p>	 <p><b>5</b> Dry your hands</p>	 <p><b>6</b> Turn off tap</p>	<p><b>DON'T FORGET TO WASH:</b></p> <ul style="list-style-type: none"><li>- between your fingers</li><li>- under your nails</li><li>- the tops of your hands</li></ul>

# Wearing gloves does not eliminate the need for washing hands!

## **You must wash hands:**

- ❑ before starting work;
- ❑ before putting on single service gloves;
- ❑ after touching raw, fresh or frozen beef, poultry, fish or meat;
- ❑ after mopping, sweeping, removing garbage or using the telephone;
- ❑ **after using the bathroom;**
- ❑ after smoking, eating, sneezing or drinking;
- ❑ after touching anything that might result in contamination of hands.

**GLOVES MUST BE WORN WHENEVER HANDLING READY TO EAT FOODS AND CHANGED WHENEVER CHANGING TASKS OR IF THEY BECOME DIRTY OR TORN.**

# 3 Steps to Start

## Put on Your Hair Restraint



A HAT OR HAIRNET IS  
**REQUIRED AT ALL TIMES** WHEN  
WORKING NEAR FOOD

Hairnets are available here or  
you may bring a clean hat.

HAIR PROTECTION  
MUST BE WORN  
IN THIS AREA

# 3 Steps to Start Wash Hands and Glove Up!



The main reason for not touching ready to eat foods with bare hands is to prevent viruses and bacteria which are present in your body from contaminating the food. Viruses and bacteria are invisible to the naked eye, but may be present on your hands if you do not wash them thoroughly, particularly after using the bathroom. The law prohibits bare hand contact with ready-to-eat foods and requires good hand washing by food service workers.

# 3 Steps to Start

## Wear a Clean Apron



Wearing a clean apron provides a barrier between your street clothes and food. Aprons should be taken off and hung up in the kitchen before you:

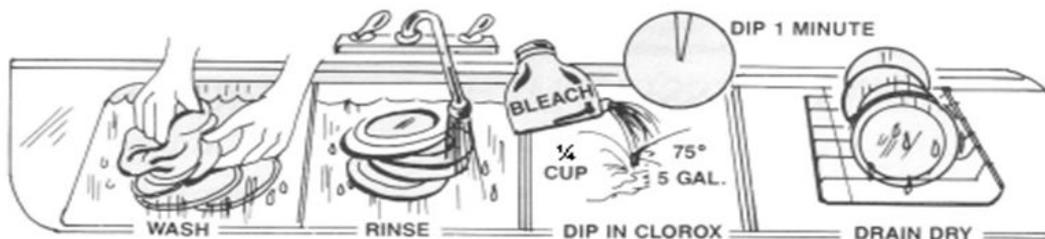
- **Go outside**
- **Take out garbage**
- **Use the restroom**

# Fight BAC

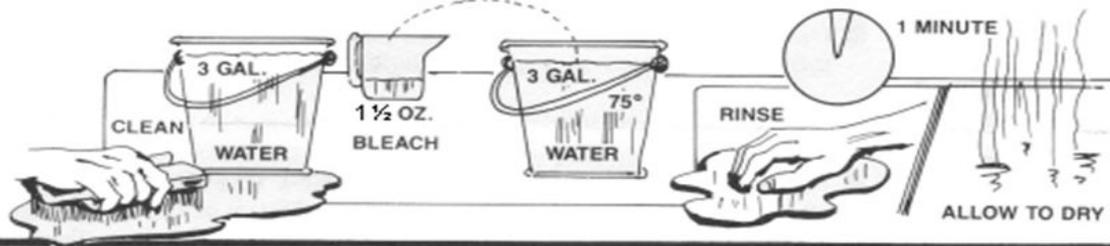


**PROPERLY WASH AND SANITIZE YOUR WORK AREA FREQUENTLY!**

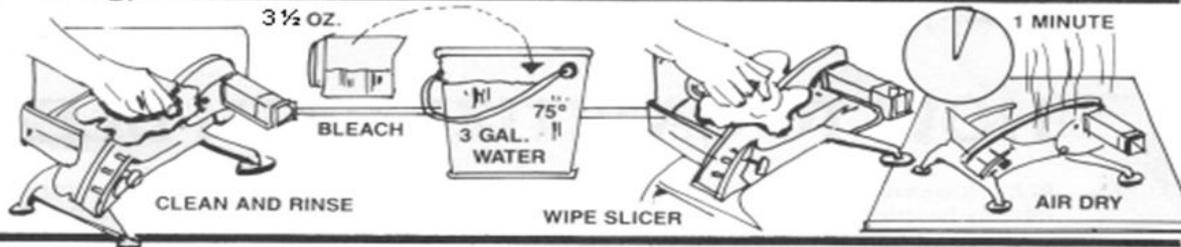
**Pots & Pans  
Glasses • Dishes  
Utensils**



**Food  
Contact  
Surfaces**



**Food  
Equipment**



# Bacteria and Potentially Hazardous Foods

## What are Potentially Hazardous Foods?

- Potentially hazardous foods are the “favorite foods “ of bacteria.
- Bacteria grow very quickly on Potentially Hazardous Foods
- Potentially Hazardous Foods must be cooked, held, and cooled properly to avoid the rapid growth of bacteria in food.



# The Danger Zone

Bacteria die; spores and toxins may survive

165°F

74°C

Cooking and reheating food

140°F

60°C

Holding hot food for service

**DANGER ZONE**

KEEP FOOD OUT OF THIS RANGE

41°F - 140 °F

BACTERIA MULTIPLY RAPIDLY

Most bacteria will survive but will not multiply quickly

40°F

4°C

Chilled food  
Thawing food

Most bacteria will survive but not grow

32°F

0°C

Water freezes

0°F

-18°C

Frozen food storage

The Food Danger Zone is between 41 and 140 degrees Fahrenheit. Foods that are exposed to temperatures between 41°F and 140 °F for 4 hours or more must be discarded. This includes prep and cooling time!

# Bacteria- Ready-to-Eat Foods

**Ready-to-Eat Foods** are served without any further cooking or washing. They include already cooked food and food that does not require cooking. **Ready-to-Eat Foods** must always be handled with clean, gloved hands to prevent the spread of pathogens.

Some Ready to Eat Foods are:

Salads

Cooked  
Meats

Sandwiches

Sliced fruits

Luncheon  
Meats

Prepared  
Vegetables

Sauces and  
Gravies

Salad Bar  
Items

Any Food  
Ready for  
Service

# Fight BAC

## Separate



**Cross Contamination** occurs when microorganisms that cause foodborne illness are transferred from one surface to another, possibly contaminating otherwise safe food.



**ALWAYS Separate ready- to-Eat and Potentially Hazardous foods!**

# Fight BAC

## Prevent Cross Contamination



### *Always*

Wash hands and clean and sanitize all food contact surfaces including knives and utensils:

- Before you start a task
- After each use
- Whenever you are interrupted
- Whenever you change tasks

Prepare ready-to-eat foods before potentially hazardous foods or in a different area entirely.

# Fight Bac

## Minimum Internal Temperature



- \* ***Always Cook Foods to Its Correct Internal Temperature***
- \* The only way to reduce pathogens in food to safe levels is to cook it to its minimum internal temperature which is different for each food. Once reached, the food must be held at the correct temperature for a specific amount of time. While cooking **reduces** pathogens in food, toxins and spores are not destroyed so it is essential to handle and store food correctly prior to cooking!

# Fight Bac

## Minimum Internal Temperature



### Minimum Cooking Temperatures



°F	°C	
165	74	Chicken and turkey
158	70	Ground beef and sausage
150	66	Pork
145	63	Eggs and fish
130	54	Beef (except ground)

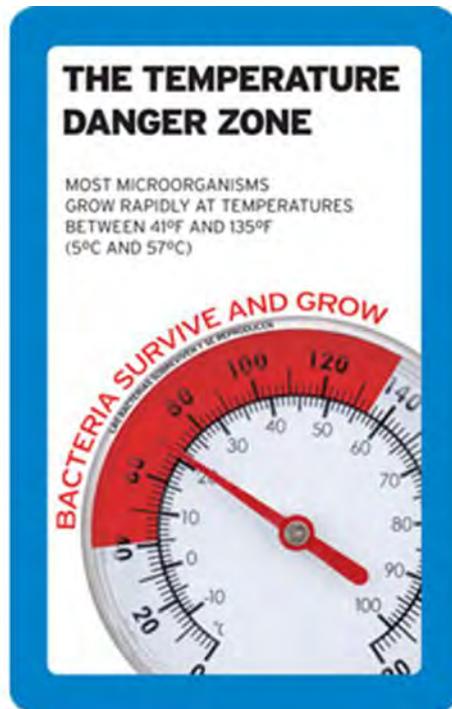
Reheat all foods to 165°F/74°C

*Always Cook Foods to the Correct Internal Temperature and hold cooked food at 140°F or higher.*

The only way to know the internal temperature of food is to use a clean thermometer to check it!

# Fight BAC

## THE DANGER ZONE!



*Once food is cooked to its correct minimum internal temperature it must be held above 140° or below 41*

*° F for safe service.*

- \* If food temperature is below 140° F for less than 2 hours it may be corrected by reheating to 165 ° F.
- \* Food that
- \* After serving, food must be cooled to below 41 ° F within 4 hours.

# Storing Food

- \* Leftovers must be labeled with the date prepared and used within 4 days.
- \* If food is not labeled it must be discarded.



# Refrigerator Storage

## **Raw Foods**

**Stored in a covered buspan**

**BELOW ALL READY-TO-EAT FOODS**

**IN THIS ORDER:**

**READY-TO-EAT FOODS**

WHOLE RAW FISH

WHOLE RAW MEAT

RAW GROUND MEAT

RAW POULTRY



# Policies Relating to Use of Food Bank Products

- \* **A copy of the complete “Policies Relating to the Use of Food Bank Products” is in your Volunteer Handbook. The following are those that apply to volunteers.**

The Regional Food Bank reserves the right to withhold membership from an agency if there is cause for concern about the program’s eligibility or operation.

Failure to abide by these policies may result in the suspension or termination of a program’s Food Bank membership.

- 1) Food Bank products may be used only for the benefit of a program's clients as described in the application form. In the case of on-site programs, staff may share in meals only while on duty.
  - a) Food Bank product may not be utilized for personal use by program employees or volunteers.
  - b) Employees or volunteers who qualify for program services are eligible to receive product according to the same distribution guidelines set for all clients served by the agency. No preferential treatment for employees or volunteers is permitted.
- 2) Food Bank products must not be sold, traded, or bartered, nor used for business meetings, staff meetings, board meetings, fundraisers, or any activities not related to the program’s services. Financial donations may not be solicited in connection with receipt of Food Bank products.

# Food Bank Policies Continued

- 3) Programs must provide food without regard to race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.
- 4) Regional Food Bank product must not be utilized for sectarian purposes, i.e., programs cannot engage in the promotion of a particular religion or political party as part of their feeding programs nor require clients to attend religious or political services or instruction in order to receive food.
- 5) Programs are required to practice safe and proper food handling and must conform to all local, state and federal guidelines related to the safe and sanitary handling of food.
- 6) Programs must notify the Food Bank if they receive a Food Bank product that is unusable for any reason. The Food Bank will advise sites on the proper disposition of the item.
- 7) Programs must not transfer Food Bank products to any non-member agencies.
- 8) Programs may not transfer Food Bank products to any other members without prior approval from the Food Bank. Should the program receive product it cannot utilize or too much of a product, it may be shared with another program within the same agency that is also a member of the Food Bank.
- 9) Programs must not stockpile Food Bank product. The Food Bank may limit the amount of product a program receives.

# Civil Rights Training

- \* Civil Rights Training which is required for all volunteers who may interact with our guests is available on our website. Please review all of the pages of the training and email [diane.soupkitchen@gmail.com](mailto:diane.soupkitchen@gmail.com) with a statement that you have read and understand the material before your first scheduled shift. If you do not have access to a computer or email there are copies in the soup kitchen which you may review and a sheet to sign after you have completed the training. Please feel free to stop by, call or email with any questions!

# Safeguarding Online Training

- \* The Episcopal Diocese of New York, Grace Episcopal Church and the Guild of St. Margaret Soup Kitchen outreach program are committed to keeping our churches and ministries safe. Sexual misconduct on the part of any clergy person, employee, or volunteer of any congregation, institution, organization, school or agency within the diocese violates the mission of the Church, is prohibited by law, and will not be tolerated. To ensure that our church and program is safe for all its people, guidelines have been established by our Diocese, Grace Church, and the Guild of St. Margaret. Volunteers are required to familiarize themselves with the Diocesan policy which is in your handbook and on our website. Additional opportunities for online training are coming soon!

# Always Feel Free to Ask!



- \* If you are unsure about anything, please ask! Food Safety is too important to take a chance.

# Thank You!

- \* Thank you for taking the time to volunteer here at the Guild of St. Margaret Soup Kitchen and learning how to keep our program safe for all people! The generosity of our volunteers is the reason our soup kitchen has been able to serve our community for 37 years and will continue to do so as long as it is needed. Without people like you we could not do what we do!