



Sanitation & Food Safety Standard Operating Procedure Manual

HACCP- Based Standard Operating Procedures

**Revised
July 3rd, 2018**

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1A: 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 using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Personal Cleanliness 33-33-04-29
3. Follow the Employee Illness SOP.
4. Report to work in good health, clean, and dressed in clean attire.
5. Change apron when it becomes soiled.
6. Wash hands properly, frequently, and at the appropriate times.
7. Fingernails are to be kept short and clean. No nail polish is allowed. No artificial nails are permitted in the food production area.
8. Keep hair clean and wear approved hair/beard restraints (i.e. hairnets, or a UND issued hat), while working in the food preparation or serving areas.
9. Bathe daily and wear acceptable amount of fragrance.
10. The only jewelry that may be worn while working in the food preparation or service areas is wedding bands. No dangling jewelry or watches are allowed.
11. No jewelry from visible piercings such as ears, lip, nose, eyebrow, tongue, etc. is to be worn during shift.
12. Report any illness to the manager on duty.

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1A: Personal Hygiene, continued

MONITORING:

1. A direct supervisor will inspect employees when they report to work to be sure that each employee is following this SOP.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard affected food.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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1B: Hand Washing & Hand Washing Sinks

PURPOSE: To prevent foodborne illness by contaminated hands.

SCOPE: This procedure applies to anyone who handles, prepare, and serve food.

KEY WORDS: Hand washing, Cross-Contamination

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Personal Cleanliness 33-33-04-29
3. Post hand washing signs or posters in a language understood by all foodservice staff near all hand washing sinks, in food preparation areas, and restrooms.
4. Use designated hand washing sinks for hand washing only.
Do not use food preparation, utility, and dishwashing sinks for hand washing.
5. Provide warm running water, soap, and a means to dry hands.
Provide a waste container at each hand washing sink or near the door in restrooms.
6. Keep hands washing sinks accessible anytime employees are present.
7. Wash hands:
 - Before starting work
 - During food preparation
 - When moving from one food preparation area to another
 - Before putting on or changing gloves
 - After using the restroom
 - After sneezing, coughing, or using a handkerchief or tissue
 - After touching hair, face, or body
 - After touching clothing, shoes, or aprons.
 - After smoking, eating, drinking, or chewing gum or tobacco
 - After handling raw meats, poultry, or fish
 - After any clean up activity such as sweeping, mopping, or wiping counters
 - After handling chemicals which could affect food safety.
 - After touching dirty dishes, equipment, or utensils
 - After handling trash
 - After handling money
 - After any time the hands may become contaminated

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1B: Hand Washing & Hand Washing Sinks, continued

8. Follow proper hand washing procedures as indicated below:
 - Wet hands and forearms with warm, running water at least 100 °F and apply soap.
 - 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.
 - Dry hands and forearms thoroughly with single-use paper towels.
 - Turn off water using paper towels.
 - Use paper towel to open door when exiting the restroom.
9. Follow FDA recommendations when using hand sanitizers.
These recommendations are as follows:
 - Use hand sanitizers only after hands have been properly washed and dried.
 - Use only hand sanitizers that comply with the *2013 Grand Forks County Food Code*.
 - The hand sanitizers must be an alcohol-based hand sanitizer that contains at least 60% alcohol. Member's Mark is the brand we are currently using.

MONITORING:

1. A direct supervisor will visually observe the hand washing practices of the foodservice staff during all hours of operation.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Ask employees that are observed not washing their hands at the appropriate times or using the proper procedure to wash their hands immediately.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will complete the Food Safety Checklist daily to indicate that monitoring is being conducted as specified. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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1C: Glove & Utensils Use When Handling Ready-to-Eat Foods

PURPOSE: To prevent foodborne illness due to hand-to-food cross-contamination. All food will be served in a manner to ensure food safety

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

KEY WORDS: Ready-to-Eat Food, Cross-Contamination

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Equipment and Utensils Materials and Use 33-33-04-32
3. Use proper hand washing procedures to wash hands and exposed arms prior to preparing or handling food or at any time when the hands may have become contaminated.
4. Do not use bare hands to handle ready-to-eat foods at any time unless washing fruits and vegetables.
5. Use suitable utensils when working with ready-to-eat food. Utensils should be cleaned and sanitized at least once every two hours during continuous use.
6. Suitable utensils may include:
 - Single-use gloves
 - Deli tissue
 - Foil wrap
 - Tongs, spoodles, spoons, and spatulas
7. Serving utensils can be stored in the food with the handle extended above the rim of the container or placed on a clean, sanitized food-contact surface.
8. Glassware and dishes should be held by handles or bottom of the dishes and not the food contact areas. Flatware and utensils should be held at the handle.
9. Glassware and dishes should not be stacked when serving.
Glasses should be carried on a rack or on a tray.
10. Wash hands and change gloves: Gloves must never be used in place of hand washing.
 - Before beginning food preparation
 - Before beginning a new task
 - At least every four hours during continual use, and more often when necessary.
 - After touching equipment such as refrigerator doors or utensils that have not been cleaned and sanitized
 - After finishing handling raw meat and before handling cooked or ready-to-eat foods

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1C: Glove & Utensils Use When Handling Ready-to-Eat Foods, continued

INSTRUCTIONS: continued

- After contacting chemical
11. Cover cuts and sores on hands, including fingernails, with clean bandages. If hands are bandaged, clean gloves or finger cots (blue protective coverings) should be worn at all times to protect the bandage and to prevent it from falling into food. Change gloves or finger cots as appropriate.

MONITORING:

1. A direct supervisor will visually observe that gloves or suitable utensils are used and changed at the appropriate times during all hours of operation.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard ready-to-eat food touched with bare hands.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice workers are using suitable utensils by visually monitoring foodservice employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The direct supervisor responsible for monitoring will record any discarded food on the Damaged and Discarded Product Log. The Food Safety Checklist and Damaged and Discarded Food Log are kept on file for a minimum of 6 months.

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1D: Employee Uniform Standards

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

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

KEY WORDS: Ready-to-Eat Food, Cross-Contamination

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Personal Cleanliness 33-33-04-29
3. Employees will change into the uniforms provided for them by UND after clocking in for work.
4. Employees must clock out at the end of their shift before changing out of their uniform.
5. Hair restraints such as hairnets, hair coverings (UND approved hats, skull caps, chef hats, etc.) which covers 100% of hair, must be worn at all times when working in a food preparation or food serving area.
6. Employees will change out of uniforms and into street clothes when leaving their dining center for work purposes such as a meeting, working at different location, etc. They are to stay clocked in for this change of clothing.
7. Employees leaving dining center for personal reasons, i.e. walking, appointment, etc., are to change out of uniform after clocking out and change back into uniform before continuing shift (clocking back in).
8. Employees going outside of dining center during a 15 minute break (such as going outside to smoke or get fresh air) should remove lab coat, uniform jacket, smock, etc. before leaving.
9. Employees will change their uniform/apron as necessary during the day (i.e. due to heavy soil, etc.).
10. Employees are to change their apron after working with raw meat or with any other potentially hazardous food to prevent cross-contamination.
11. Uniforms are not to be worn or taken home.
12. Employees are to wear closed toed, non-skid, closed heel shoes with leather/leather-like uppers and nonabsorbent soles while working in the kitchen, dining room, or serving line. Heels cannot be over 1" in height.

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1D: Employee Uniform Standards continued

13. All management, guests, or employees with a shortage of uniforms must wear approved UND attire in the food preparation and service area. See your supervisor if you have questions.
14. Attire during shut down and cleaning must be approved by management staff. No shorts are allowed. Uniforms are highly encouraged during cleaning to help prevent accidents.

Dress Code: Casual Day - Spirit Day/Denim Day for Charity

Policy: Only employees who are not involved in food production or serving of food will be allowed to participate in Casual Days - Spirit Day/Denim Day for Charity.

Procedures:

1. Approved attire
 - a. Spirit Day:
 - Pants: Casual – no denim/chinos/khaki – clean and neat without holes
 - Shirt/Top – UND Related
 - UND Related Pin, hat, etc.
 - Footwear must be closed toe, closed heel shoes, non-skid
 - b. Denim Day for Charity:
 - Pants – Denim – clean and neat without holes,
 - Shirt/Top – clean and neat, preferably UND-related, no shirts with profanity or obscenity
 - Footwear must be closed toe, closed heel shoes, non-skid
2. When participating in casual days employees must still adhere to sanitation standards while in kitchen/serving areas by wearing hair restraints and lab jacket/apron, etc.

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1D: Employee Uniform Standards continued

MONITORING:

1. A direct supervisor will visually observe that proper uniforms are used and changed at the appropriate times during all hours of operation.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard affected food.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice workers are wearing suitable uniforms by visually monitoring foodservice employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The direct supervisor responsible for monitoring will record on The Food Safety Checklist and keep on file for a minimum of 6 months.

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1E: Eating, Drinking, Taste Testing, & Breaks/Meals

PURPOSE: To prevent contamination of food by foodservice employees. Foodservice employees will eat and drink in designated areas outside of the kitchen. All foodservice employees will use the correct and sanitary tasting method to prevent contamination and ensure food safety.

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 using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section Preventing Contamination When Tasting 33-33-04-09.1
3. All employees must:
 - a. Eat and drink in designated areas only, never in the work area. Eating (with the exception of cooks tasting foods to ensure quality) is NOT allowed in the production and service areas.
 - b. Chew gum or eat candy only in areas designated for employees to eat.
4. Taste testing is allowed in the kitchen using the Two Spoon Tasting Method:
 - a. Remove a sample of a product from the container with one spoon.
 - b. Transfer the product sample onto a second spoon, away from the original food container or preparation area.
 - c. Sample the product by tasting.
 - d. Never re-use a used spoon. Note: Always use two spoons to ensure sanitary practices are being followed and the product is not contaminated.
 - e. Any dishes or utensils used for tasting should be removed from the food preparation area for cleaning and sanitizing.
 - f. Follow proper hand-washing procedures after testing.
5. Breaks and meals must:
 - a. Be taken in a designated area away from production and service areas.
 - b. Wash hands before returning to any foodservice area.

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1E: Eating, Drinking, Taste Testing, & Breaks/Meals, continued

MONITORING:

1. A direct supervisor will inspect employees when they report to work to be sure that each employee is following this SOP.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard affected food.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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1F: Employee Smoking

PURPOSE: To prevent contamination of food by foodservice employees. Foodservice employees will smoke in designated areas outside of the kitchen. All foodservice employees will smoke in designated areas to prevent contamination and ensure food safety.

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 using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General employee practices 33-33-04-31
3. Refer to UND <http://und.edu/health-wellness/healthy-und/tobacco-free-und/>
4. Smoking is allowed outside in designated areas only.
They must be at least 20 feet from any door opening or venting into a building.
5. Aprons, uniform tops and kitchen lab coats must be taken off and placed in the laundry before going on a smoke break.
6. Wash hands and put on a clean apron or lab coat upon returning from a smoke break, or any type of break.

MONITORING:

1. A direct supervisor will inspect employees when they report to work to be sure that each employee is following this SOP.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Change uniforms if needed.

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1F: Employee Smoking, continued

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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1G: Employee Dressing Rooms

PURPOSE: To prevent contamination of food by foodservice employees. All foodservice employees will maintain good personal hygiene practices to ensure food safety.

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 using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section Dressing Rooms or Areas 33-33-04-103
3. Employee dressing rooms are to be kept clean & organized.
4. Food and beverage cannot be stored or eaten in employee dressing rooms.
5. No personal belongings may be stored in food preparation or storage areas.

MONITORING:

1. A direct supervisor will inspect employees when they report to work to be sure that each employee is following this SOP.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.

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1G: Employee Dressing Rooms, continued

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

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1H: Cuts, Burns, or Lesions on Lower Arms or Hands

PURPOSE: To prevent contamination of food by foodservice employees. Blood and other bodily fluids will be handled properly to minimize the possibility of cross contamination.

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 using the procedures in this SOP.
2. Follow Contact with Blood & Bodily Fluids SOP.
3. All employees must bandage any cut, burn, or lesion that has broken the skin with an approved safety antiseptic bandage.
4. Bandages on hands (or other area of infection) must be covered with gloves and finger cots, and changed as appropriate.
5. Inform the manager on duty of all wounds.
6. In some cases, the employee may need to work in another position that doesn't require the handling of food or utensils until their injury heals. See the supervisor for any questions regarding this subject.

MONITORING:

1. A direct supervisor will inspect employees when they report to work to be sure that each employee is following this SOP.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.

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1H: Cuts, Burns, or Lesions on Lower Arms or Hands, continued

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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1I: Contact with Blood & Bodily Fluids

PURPOSE: To prevent contamination of food by foodservice employees Blood and other bodily fluids will be handled properly to minimize the possibility of cross contamination..

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 using the procedures in this SOP.
2. All employees will use the cleanup kits for blood and bodily fluids when needed.
3. All employees must contain the source of the blood.
4. All employees must wear disposable gloves when exposed to blood or bodily fluids to minimize the risk of contaminations.
5. All employees must dispose of contaminated gloves so that they do not come in contact with other people, food, or equipment. Dispose of any contaminated foods.
6. All employees must clean and sanitize any affected food contact surfaces.
7. All employees must seek assistance from someone trained to handle blood or bodily fluids, such as a nurse or manager, as needed.

MONITORING:

1. A direct supervisor will inspect employees when they report to work to be sure that each employee is following this SOP.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.

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1I: Contact with Blood & Bodily Fluids, continued

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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1J: Employee Illness

PURPOSE: To require foodservice employees to report to a direct supervisor information about their health as it relates to diseases that are transmissible through food.

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

KEY WORDS: Personal Hygiene, Diseases, Vomiting, Diarrhea, Jaundice, Sore throat, Norovirus, Shigella, Hepatitis A, E. coli, Salmonella typhi

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section Employee Health 33-33-04-28
3. Report to work in good health, clean, and dressed in clean attire.
Change apron when it becomes soiled.
4. Wash hands properly, frequently, and at the appropriate times.
5. Report any illness to the manager on duty.
6. A foodservice employee shall report the information in a manner that allows a direct supervisor to reduce the risk of foodborne disease transmission, including providing necessary additional information, such as a date of onset of symptoms and an illness, or of a diagnosis without symptoms,
 - if the employee has any of the following:
 - Vomiting
 - Diarrhea
 - Jaundice
 - Sore throat with fever, or
 - A lesion containing pus such as a boil or infected wound that is open or draining and is:
 - On the hands or wrists, unless an impermeable cover such as a finger cot or stall protects the lesion and a single use glove is worn over the impermeable cover.
 - On exposed portions of the arms, unless the lesion is protected by an impermeable cover, or
 - On other posts of the body, unless the lesion is covered by a dry, durable, tight-fitting bandage.
 - Has an illness diagnosed by a health practitioner due to:
 - Norovirus
 - Hepatitis A virus

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1J: Employee Illness, continued

INSTRUCTIONS: continued

- Shigella
 - E. Coli
 - Salmonella typhi
7. A direct supervisor shall notify the regulatory authority when a foodservice employee is:
 - Jaundiced, or
 - Diagnosed with an illness due to a pathogen as specified in subdivision 3b of the *2012 Grand Forks County Food Code*.
 8. A direct supervisor shall work with the regulatory authority to determine if the foodservice employee should be excluded or restricted from or within the foodservice establishment.
 - Contact information for Grand Forks Health Department
 - Phone number 701-787-8100
 - Website:
www.grandforksgov.com/government/committees/health.department
 9. A direct supervisor shall work with the regulatory authority to determine if/when the food service employee should be reinstated to duty in the food establishment.

If you are experiencing any of these symptoms, or other illness that would put others at risk or keep you from performing your job duties, we would ask that you take all precautions and contact your supervisor.

We want you to be healthy when working to ensure good health for your coworkers and our guests

MONITORING:

1. A direct supervisor will monitor employees when they report to work to be sure that each employee is following this SOP.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.

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1J: Employee Illness, continued

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

DATE REVIEWED: _____ BY: _____

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2A: Standards for Receiving Food Central Foods Warehouse

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 handle food.

KEY WORDS: Cross-Contamination, Temperatures, Receiving, Holding, Fresh & Frozen Goods, Delivery

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General care of food supplies 33-33-04-02
3. Schedule deliveries to arrive at designated times during operational hours.
4. Central Foods Warehouse will coordinate a time that is as convenient as possible with each of the dining centers to deliver food during the day to allow for prompt storage of the food upon receipt.
5. Maintain a delivery schedule, including the names of vendors, days and times of deliveries, and drivers' names.
6. Receive only one delivery at a time from approved suppliers (i.e. Coke, Henri's, UNFI, and Food Services of America). If the product is not from an approved source, reject the product. Ask your supervisor if you aren't sure if a delivery is from an approved source or not.
7. Compare delivery invoice against products ordered and products delivered.
8. Produce, refrigerated foods, and frozen foods are top priority.
Inspect these foods and put them away first.
9. Measure the temperature of 2 random refrigerated and frozen items.
Refer to Measuring Temperatures of Food Upon Receipt SOP.
10. Reject the item if it doesn't meet the correct temperature standards.
11. Evaluate quality of products by odor, sight, and touch. Reject unacceptable products.
Products must meet specifications and quality requirements. (See Standards for Receiving, Section 2B.) If any foods are deemed unacceptable they should be rejected and put back on the truck of the specific vendor for credit.
12. Check for signs of contamination (i.e. mold).
13. Limit the time items are in the Temperature Danger Zone (41-135° F) while you do your inspection and store the product.

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2A: Standards for Receiving Food Central Foods Warehouse, continued

INSTRUCTIONS: continued

14. Keep the receiving area clean & well lit (i.e. floor swept and mopped daily) to prevent pests.
15. Check the cleanliness of the delivery truck.
16. Establish a rejection policy to ensure accurate, timely, consistent, and effective refusal and return of rejected goods.
Refer to Handling Rejected Food SOP
17. Organize freezer and cooler space, loading docks, and store rooms before deliveries.
18. Gather transfer sheets to be delivered to units
19. Do not touch ready-to-eat foods with bare hands.
20. 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.
2. Confirm vendor name, day and time of delivery, as well as driver's identification before accepting delivery. If driver's name is different from what is indicated on the delivery schedule, contact the vendor immediately.
3. 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.
4. Check the temperature of refrigerated foods.
 - a. For fresh meat, fish, and poultry products, first check surface temperature using infrared thermometer. If the temperature exceeds 41 °F, it may be necessary to take the internal temperature before accepting the product.
 - b. For packaged products, first check surface temperature using infrared thermometer. 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.
5. Check dates of milk, eggs, and other perishable goods to ensure safety and quality.
6. Check the integrity of food packaging.
7. Check the cleanliness of crates and other shipping containers before accepting products.
Reject foods that are shipped in dirty crates.

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2A: Standards for Receiving Food Central Foods Warehouse, continued

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Reject the following:
 - Frozen foods with signs of previous thawing
 - Cans that have signs of deterioration, such as swollen sides or ends, flawed seals or seams, dents, or rust
 - Punctured packages
 - Foods with outdated expiration dates
 - Foods that are out of safe temperature zone or deemed unacceptable by the established Handling Rejected Food SOP

VERIFICATION AND RECORD KEEPING:

Record the temperature and the corrective action on the drivers transfer sheet/invoice. The Central Foods Warehouse manager will verify that foodservice employees are receiving products using the proper procedure by visually monitoring receiving practices during the shift and reviewing the drivers transfer sheet/invoice per delivery. Drivers transfer sheet/invoice is kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

DATE REVIEWED: _____ **BY:** _____

DATE REVISED: _____ **BY:** _____

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2B: Standards for Receiving Food All other Dining Venues

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 handle, prepare, or serve food.

KEY WORDS: Cross-Contamination, Temperatures, Receiving, Holding, Frozen Goods, Delivery

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General care of food supplies 33-33-04-02
- 3.
4. Schedule deliveries to arrive at designated times during operational hours.
5. Central Foods Warehouse will coordinate a time that is as convenient as possible with each of the dining centers to deliver food during the day to allow for prompt storage of the food upon receipt.
6. Post the delivery schedule, including the names of vendors, days and times of deliveries, and drivers' names.
7. Receive only one delivery at a time from approved suppliers (i.e. Central Foods Warehouse, Dean Foods). If the product is not from an approved source, reject the product. Ask your supervisor if you aren't sure if a delivery is from an approved source or not.
8. Produce, refrigerated foods, and frozen foods are top priority.
9. Inspect these foods and put them away first. Upon delivery of groceries, the warehouse delivery staff will document, on the Grocery Receiving Log, time and temperature of location where groceries were dropped off.
10. Upon receipt of groceries, time allowable for putting into cooler or freezer is 1 hour. Cooler items and freezer items (i.e. cook chill product, ice cream, and pizza dough) should be the first items put away.
11. If time to complete task is longer than 1 hour, documentation of the following needs to be completed on Grocery Receipt Document:
 - i. All items still not put away should be rechecked for temperature, documented and corrective action taken if temperature is above safety range of 41° F.
 - ii. Reason why task was not completed within 1 hour also needs to be specified.

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2B: Standards for Receiving Food All other Dining Venues, continued

INSTRUCTIONS: continued

- iii. Documentation must be turned in to Manager on Duty or Assistant Director upon completion.
12. Measure the temperature of 2 random refrigerated and frozen items.
13. Reject the item if it doesn't meet the correct temperature standards.
Refer to Handling Rejected Food SOP
Evaluate quality of products by odor, sight, and touch. Reject unacceptable products. Products must meet specifications and quality requirements. (See Standards for Receiving, Section 2B.) If any foods are deemed unacceptable they should be rejected and put in a designated area for credit. Refer to Handling Rejected Food SOP
14. Check for signs of contamination (i.e. mold).
15. Limit the time items are in the Temperature Danger Zone (41-135° F) while you do your inspection and store the product.
16. Keep the receiving area clean & well lit (i.e. floor swept and mopped daily) to prevent pests.
17. Check the cleanliness of the delivery truck.
18. Organize freezer and cooler space, loading docks, and store rooms before deliveries.
19. Gather product transfer sheets/invoice, temperature logs, calibrated thermometers, pens, and clean loading carts before deliveries.
Refer to the Using and Calibrating Thermometers SOP.
20. Do not touch ready-to-eat foods with bare hands.
21. Mark product with the date of arrival and mark accordingly upon receipt.
22. Compare transfer sheets/ invoice against products ordered and products delivered.
23. 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.
2. Confirm vendor name, day and time of delivery, as well as driver's identification before accepting delivery. If driver's name is different from what is indicated on the delivery schedule, contact the vendor immediately.
3. 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.
4. Check the temperature of refrigerated foods.

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2B: Standards for Receiving Food All other Dining Venues, continued

MONITORING: continued

- 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.
5. Check dates of milk, eggs, and other perishable goods to ensure safety and quality.
 6. Check the integrity of food packaging.
 7. Check the cleanliness of crates and other shipping containers before accepting products. Reject foods that are shipped in dirty crates.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Reject the following:
 - Frozen foods with signs of previous thawing
 - Cans that have signs of deterioration, such as swollen sides or ends, flawed seals or seams, dents, or rust
 - Punctured packages
 - Foods with outdated expiration dates
 - Foods that are out of safe temperature zone or deemed unacceptable by the established rejection policy

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2B: Standards for Receiving Food All other Dining Venues, continued

VERIFICATION AND RECORD KEEPING:

Record the temperature and the corrective action on the delivery invoice or on the Grocery Receiving Log. The direct supervisor will verify that foodservice employees are receiving products using the proper procedure by visually monitoring receiving practices during the shift and reviewing the Grocery Receiving Log at the close of each day. Grocery Receiving Log are kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

DATE REVIEWED: _____ BY: _____

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2C: Handling Rejected Food

PURPOSE: To ensure that all food is received fresh and safe when it enters the foodservice operation. Food that does not meet quality specifications will be rejected.

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

KEY WORDS: Food Rejection

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General care of food supplies 33-33-04-02 & Discarding or reconditioning unsafe, adulterated, or contaminated food 33-33-04-04.2
3. Follow Standards for Receiving Food Central Foods Warehouse SOP.
4. Follow Standards for Receiving Food All other Dining Venues SOP.
5. Hold the rejected product using the following steps:
 - Physically segregate the product away from other food items.
6. Mark rejected product “Do Not Use.” Inform the entire staff not to use the product.
7. Obtain accurate inventory counts of the rejected products from the specific location.
8. Account for all rejected product by verifying inventory counts against records of food received at each location.
9. Contact Central Foods Warehouse manager and arrange pick up.
10. Properly fill out Central Foods Credit Slip.

MONITORING:

1. Foodservice employees and direct supervisor will visually observe that locations have segregated and secured all rejected products.

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2C: Handling Rejected Food, continued

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Properly fill out Central Foods Credit Slip.
3. Determine if the rejected product is to be returned and to whom, or destroyed and by whom.
4. Notify location managers of procedures, dates, and other specific directions to be followed for the collection or destruction of the rejected product.
5. Report quantity and site where product is located to Central Foods Warehouse for collection.
 - Complete and maintain all required documentation related to the rejected food including:
 - Records of how food product was returned or destroyed.
Refer to Damaged or Discarded Product Log
 - Credit from Vendor or Central Foods Warehouse

VERIFICATION AND RECORD KEEPING

Foodservice employees will record the name of the rejected food, date, time, and the reason why the food was rejected on the Damaged or Discarded Product Log. The direct supervisor will verify that appropriate corrective actions are being taken by reviewing, initialing, and dating the Damaged or Discarded Product Log each day. Maintain the Damaged or Discarded Product Logs for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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| Food | Acceptable Conditions | Unacceptable Conditions |
|--------------|---|---|
| Beef | Bright, cherry red (Aged beef may be darker, vacuum-packed beef will appear purplish) 41° F or below Firm flesh that springs back when touched No odor Intact and clean packaging | Above 41° F Brown or green Slimy, slick, dry, sour smell Signs of refreezing Dirty wrappers, torn packaging, vacuum packaging with broken seals |
| Pork | Pink with white fat 41° F or below Firm to the touch | Above 41° F Excessively dark color, soft or rancid fat Broken packages or sour smell |
| Poultry | No discoloration Firm flesh, springs back when touched Packed in self-draining ice 41° F or below | Purple or green color (darkened neck or wing tips) Abnormal, unpleasant odor Sticky under wings and around joints Above 41° F |
| Milk/ Dairy | Good expiration or use-by date Pasteurized (Grade A) 41° F or below **Check the temperature of one carton | Outdated or moldy/sour/bitter Damaged or broken packaging Unpasteurized products Above 41° F |
| Produce | No mold Very few damaged pieces No discoloration or dull appearance 41° F or below (Fresh-cut produce only) | Moldy or mushy, signs of spoilage Unpleasant odors and tastes Evidence of insect infestation Crates and items are damaged or dirty Above 41° F (Fresh-cut produce only) |
| Canned Goods | Properly labeled No leaks or rust Good seals, Good expiration date | Leaks or flawed seals, dents at seals or seams Bulging anywhere on can, Rusted cans Missing labels, past expiration dates |
| Dry Goods | Cartons are dry and undamaged Normal color and odor | Punctured, torn, or slashed packages Damp or moldy packages Contains insects, insect eggs or rodent droppings |
| Frozen Goods | Intact packaging All items except for ice cream must be 0° F or below. **Ice cream may be delivered at 6-10° F. | Reject an item showing signs of being thawed and refrozen: -blocks of ice or liquid at the bottom of case -large ice crystals on product or packaging -discolored product -water or other stains on outer packaging |
| Fish | Bright red gills, shiny skin, bright clear full eyes Firm flesh, springs back when touched Packed in self-draining ice 41° F or below | Dull gray gills, dull dry skin and cloudy red-rimmed sunken eyes Strong fishy or ammonia smell Any indication of thawing and refreezing Above 41° F. |
| Eggs | No odor, Clean and unbroken 45° F or below | Sulfur smell, Dirty or cracked Above 45° F |

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2D: Measuring Temperatures of Food upon Receipt

PURPOSE: To prevent contamination of food by foodservice employees. All food, chemicals, and supplies should be received and stored in a manner that ensures quality and maximizes safety of the food served.

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

KEY WORDS: Cross-Contamination, Temperatures, Receiving, Holding, Frozen Goods, Delivery

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Protection 33-33-04-04 & General Food Storage 33-33-04-06
3. Cook chill product need to maintain temperature of between 28° F to 32° F.
4. Frozen foods should be rejected if delivered above 32° F.
5. 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.
6. Milk, meat products, fresh-cut produce, and fish should be rejected if delivered at or above 41° F
7. Shell eggs should be rejected if delivered at or above 45° F.
8. Receiving Temperature Logs are to be maintained of fresh, cold, and frozen food temperatures upon receipt.
9. Temperatures should be taken as follows:
 - a. Bulk Packaged Food: Insert thermometer between two packages, or fold the packaging around it.
 - b. Eggs: Check the air temperature of the delivery truck.
 - c. Always use a clean and sanitized thermometer for every temperature reading or use an infrared thermometer. Use a bucket of sanitizing solution or approved sanitizing wipes to sanitize the thermometer after each use.

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2D: Measuring Temperatures of Food upon Receipt, continued

MONITORING:

3. A direct supervisor will inspect employees when they report to work to be sure that each employee is following this SOP.
4. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard affected food

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Receiving Temperature Logs and the Food Safety Checklist daily. The Food Safety Checklist and Receiving Temperature Logs are to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

DATE REVIEWED: _____ BY: _____

DATE REVISED: _____ BY: _____

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2E: Proper Training for Employees Who Store Food

PURPOSE: To prevent contamination of food by foodservice employees. All food, chemicals, and supplies should be received and stored in a manner that ensures quality and maximizes safety of the food served.

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

KEY WORDS: Cross-Contamination, Temperatures, Receiving, Holding, Frozen Goods, Delivery

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Storage 33-33-04-06
3. Employees who are expected to put food away will receive mandatory training by the direct supervisor on how to properly inspect and store foods.

MONITORING:

1. A direct supervisor will inspect employees when they report to work to be sure that each employee is following this SOP.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.

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2E: Proper Training for Employees Who Store Food, continued

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

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2F: FIFO (First in, First Out) Stock Rotation

PURPOSE: To prevent contamination of food by foodservice employees. All food, chemicals, and supplies should be received and stored in a manner that ensures quality and maximizes safety of the food served.

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

KEY WORDS: Cross-Contamination, Temperatures, Receiving, Holding, Frozen Goods, Delivery

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Protection 33-33-04-04 & General Food Storage 33-33-04-06
3. Date all cases of product upon receipt with a receiving date.
4. Individuals receiving goods will arrange them in dry storage, coolers, and freezers with new items behind old items to ensure that the older items are used first.
(First In, First Out inventory rotation).
5. The individuals who remove products from storage will use the older stock first.

MONITORING:

1. A direct supervisor will monitor employees daily to be sure that each employee is following this SOP.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard affected food.

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2F: FIFO (First in, First Out) Stock Rotation, continued

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

DATE REVIEWED: _____ **BY:** _____

DATE REVISED: _____ **BY:** _____

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2G: Standards for Dry Storage

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 handle, prepare, or serve food.

KEY WORDS: Cross-Contamination, Temperatures, Receiving, Holding, Dry Goods, Delivery

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code Section General Food Protection 33-33-04-04 & General Food Storage 33-33-04-06*
3. Place foods into appropriate storage areas immediately upon receipt.
4. Refer to FIFO (First in, First Out) Stock Rotation SOP.
5. Don't overload shelves. Store the heaviest items on the lowest shelves.
6. Keep food items at least 2 inches away from the walls and on shelves at least 6 inches above the floor and 6 inches below the ceiling.
7. Make sure all products are dated with a receiving date.
8. Don't keep or use food beyond expiration or "use by" dates.
9. Keep food in clean, well-labeled, airtight containers. Use the original container if it is clean, dry, and intact. Food is NEVER put in chemical containers or vice versa.
10. Sweep and mop the floor daily. Maintain clean and uncluttered storage areas.
11. Store foods away from floor drains and out of direct sunlight.
12. Place chemicals and supplies in appropriate storage areas, away from food.
13. Keep storerooms cool, dry, and well ventilated. The temperature should be between 50-70° F.

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.
2. Check the integrity of food packaging.
3. Check the cleanliness of crates and other shipping containers before accepting products. Reject foods that are shipped in dirty crates.

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2G: Standards for Dry Storage, continued

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Reject the following:
 - Cans that have signs of deterioration, such as swollen sides or ends, flawed seals or seams, dents, or rust
 - Punctured packages
 - Foods with outdated expiration dates
 - Foods that are deemed unacceptable by the Handling Rejected Food SOP

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are receiving products using the proper procedure by visually monitoring receiving practices during the shift. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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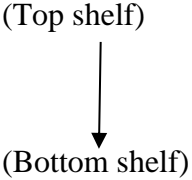
2H: Standards for Cooler Storage

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 handle, prepare, or serve food.

KEY WORDS: Cross-Contamination, Temperatures, Receiving, Holding, Fresh Goods, Delivery

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code Section General Food Protection 33-33-04-04 & General Food Storage 33-33-04-06*
3. Place foods into appropriate cooler storage areas immediately upon receipt.
4. Refer to FIFO (First in, First Out) Stock Rotation SOP.
5. Don't overload coolers. Store the heaviest items on the lowest shelves.
6. Keep cooler doors closed as much as possible.
7. Cook chill product at the Culinary Support Center low temp cooler should be held below 28° F. Other locations should keep the product between 32° F and 41° F.
8. Monitor refrigerator temperatures regularly. Refrigerator temperatures should be between 32° F and 41° F. Take corrective actions if temperatures are out of the recommended range.
9. Keep food items at least 2 inches away from the walls and on shelves at least 6 inches above the floor and 6 inches below the ceiling.
10. Store all raw foods (i.e. meats, poultry) below cooked or ready-to-eat foods to prevent cross-contamination. If food products are stored together in a refrigerator, they should be placed on shelves in the following order:
 - a. Prepared or ready-to-eat foods
 - b. Fish and seafood items
 - c. Whole cuts of raw beef or pork
 - d. Ground meat and ground fish
 - e. Whole and ground poultry
11. Make sure all products are dated with a receiving date.
12. Don't keep or use food beyond expiration or "use by" dates.

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2H: Standards for Cooler Storage, continued

INSTRUCTIONS: continued

13. Keep food in clean, well-labeled, airtight containers. Use the original container if it is clean, dry, and intact. Food is NEVER put in chemical containers or vice versa.
14. Sweep and mop the floor daily. Maintain clean and uncluttered storage areas.

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.
2. Check the integrity of food packaging.
3. Check the cleanliness of crates and other shipping containers before accepting products. Reject foods that are shipped in dirty crates.
4. Cook chill product at the Culinary Support Center low temp cooler should be held at or below 28° F. Other locations should keep the product between 32° F and 41° F.
5. Monitor refrigerator temperatures regularly. Refrigerator temperatures should be between 32° F and 41° F. Take corrective actions if temperatures are out of the recommended range.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Reject the following:
 - Punctured packages
 - Foods with outdated expiration dates
 - Foods that are out of safe temperature zone or deemed unacceptable by the established rejection policy

VERIFICATION AND RECORD KEEPING:

Record the temperature and the corrective action on the delivery invoice or on the Receiving Log. The direct supervisor will verify that foodservice employees are receiving products using the proper procedure by visually monitoring receiving practices during the shift and reviewing the Grocery Receiving Log at the close of each day. Grocery Receiving Logs are kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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DATE REVISED: _____ **BY:** _____

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2I: Standards for Freezer Storage

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 handle, prepare, or serve food.

KEY WORDS: Cross-Contamination, Temperatures, Receiving, Holding, Frozen Goods, Delivery

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code Section General Food Protection 33-33-04-04 & General Food Storage 33-33-04-06*
3. Place foods into appropriate freezer storage areas immediately upon receipt.
4. Refer to FIFO (First in, First Out) Stock Rotation SOP.
5. Don't overload freezers. Store the heaviest items on the lowest shelves.
6. Keep freezer doors closed as much as possible.
7. Monitor freezer temperatures regularly. Freezer temperatures should be between -10° F and 0° F. Take corrective actions if temperatures are out of the recommended range.
8. Keep food items at least 2 inches away from the walls and on shelves at least 6 inches above the floor and 6 inches below the ceiling.
9. Make sure all products are dated with a receiving date.
10. Don't keep or use food beyond expiration or "use by" dates. If fresh product is approaching its expiration or "use by" date and is then frozen it needs to have both the original expiration or "use by" date sticker and a sticker with the date frozen.
11. Frozen product needs to be used within 90 days of the date frozen.
12. Keep food in clean, well-labeled, airtight containers. Use the original container if it is clean, dry, and intact. Food is NEVER put in chemical containers or vice versa.
13. Keep floor clean and free from ice build-up.
14. Never refreeze foods that have been previously frozen.
15. Defrost freezer units on a regular basis. Move food to another freezer while defrosting.

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2I: Standards for Freezer Storage, continued

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.
2. Confirm vendor name, day and time of delivery, as well as driver's identification before accepting delivery. If driver's name is different from what is indicated on the delivery schedule, contact the vendor immediately.
3. Check the integrity of food packaging.
4. Check the cleanliness of crates and other shipping containers before accepting products. Reject foods that are shipped in dirty crates.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Reject the following:
 - Punctured packages
 - Foods with outdated expiration dates
 - Foods that are out of safe temperature zone or deemed unacceptable by the established rejection policy

VERIFICATION AND RECORD KEEPING:

Record the temperature and the corrective action on the delivery invoice or on the Receiving Log. The direct supervisor will verify that foodservice employees are receiving products using the proper procedure by visually monitoring receiving practices during the shift and reviewing the Grocery Receiving Log at the close of each day. Grocery Receiving Logs are kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

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2J: Standards for Bread Storage

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 handle, prepare, or serve food.

KEY WORDS: Cross-Contamination, Temperatures, Receiving, Holding, Fresh Goods, Delivery

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Protection 33-33-04-04 & General Food Storage 33-33-04-06
3. Place foods into appropriate storage areas immediately upon receipt.
4. Use FIFO stock rotation (First in, First out)
5. Don't overload shelves. Store the heaviest items on the lowest shelves.
6. Keep food items at least 2 inches away from the walls and on shelves at least 6 inches above the floor and 6 inches below the ceiling.
7. Make sure all products are dated with a receiving date.
8. Don't keep or use food beyond expiration or "use by" dates.
9. Keep food in clean, well-labeled, airtight containers. Use the original container if it is clean, dry, and intact. Food is NEVER put in chemical containers or vice versa.
10. Sweep and mop the floor daily. Maintain clean and uncluttered storage areas.
11. Store foods away from floor drains and out of direct sunlight.
12. Place chemicals and supplies in appropriate storage areas, away from food.
13. Keep storerooms cool, dry, and well ventilated. The temperature should be between 50-70° F.

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.
2. Confirm vendor name, day and time of delivery, as well as driver's identification before accepting delivery. If driver's name is different from what is indicated on the delivery schedule, contact the vendor immediately.

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2J: Standards for Bread Storage, continued

MONITORING: continued

3. Check the integrity of food packaging.
4. Check the cleanliness of crates and other shipping containers before accepting products.
Reject foods that are shipped in dirty crates.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Reject the following:
 - Bread that has signs of deterioration such as visible mold or freezer burn
 - Punctured packages
 - Foods with outdated expiration dates
 - Foods that are deemed unacceptable by the established rejection policy

VERIFICATION AND RECORD KEEPING:

Record the temperature and the corrective action on the delivery invoice or on the Receiving Log. The direct supervisor will verify that foodservice employees are receiving products using the proper procedure by visually monitoring receiving practices during the shift and reviewing the Grocery Receiving Log at the close of each day. Grocery Receiving Log are kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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2K: Corrective Action for Freezer & Cooler Temperatures

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 handle, prepare, or serve food.

KEY WORDS: Cross-Contamination, Temperatures, Receiving, Holding, Frozen Goods, Delivery

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Protection 33-33-04-04 & General Food Storage 33-33-04-06
3. Place foods into appropriate freezer storage areas immediately upon receipt.
4. Use FIFO stock rotation (First in, First out)
5. The temperature of the coolers and freezers are to be recorded twice a day, at opening and closing, on the temperature logs outside the units. Use hanging thermometers in the warmest part of the unit or readout panel on the outside of the unit. Check the temperature readout panel on the outside of the unit for accuracy.
6. If the coolers are above 40° F, or if the freezer is above 0° F, notify the supervisor and document the corrective action taken on the temperature log.
7. Defrost cooler units on a regular basis. Move food to another cooler while defrosting
8. Defrost freezer units on a regular basis. Move food to another freezer while defrosting.

MONITORING:

1. The temperature of the coolers and freezers are to be recorded twice a day, at opening and closing, on the temperature logs outside the units. Use hanging thermometers in the warmest part of the unit or readout panel on the outside of the unit. Check the temperature readout panel on the outside of the unit for accuracy.
2. The Communication center will usually call the specific UND Dining Services area when the coolers/freezers are out of proper range. Communication Center phone number is 777-2591

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2K: Corrective Action for Freezer & Cooler Temperatures, continued

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Call Communication Center when temperatures are out of proper range.
Communication Center phone number is 777-2591.

VERIFICATION AND RECORD KEEPING:

Record the temperature and the corrective action on the appropriate Temperature Logs. The direct supervisor will verify that foodservice employees are visually monitoring cooler/freezer temperatures during the shift and reviewing the Temperature Log at the close of each day. Temperature Logs are kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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3A: Controlling Time and Temperature during Production

PURPOSE: To prevent foodborne illness by limiting the amount of time that potentially hazardous foods are held in the temperature danger zone during preparation.

SCOPE: This procedure applies to foodservice employees who prepare food.

KEY WORDS: Cross-Contamination, Time and Temperature Control, Food Preparation, Temperature Danger Zone

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
Refer to the Using and Calibrating Thermometers SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Storage 33-33-04-06 & General Food Preparation 33-33-04-09.
3. Wash hands prior to preparing foods. Refer to the Washing Hands SOP.
4. Use clean and sanitized equipment and utensils while preparing food.
5. Separate raw foods from ready-to-eat foods by keeping them in separate containers until ready to use and by using separate dispensing utensils.
Refer to the Preventing Cross-Contamination During Storage and Preparation SOP.
6. Pre-chill ingredients for cold foods, such as sandwiches, salads, and cut melons, to 41 °F or below before combining with other ingredients.
7. Prepare foods as close to serving times as the menu will allow.
8. Prepare food in small batches.
9. Limit the time for preparation of any batches of food so that ingredients are not at room temperature for more than 30 minutes before cooking, serving, or being returned to the refrigerator.
10. If potentially hazardous foods are not cooked or served immediately after preparation, quickly chill. Refer to the Cooling Potentially Hazardous Foods SOP.

MONITORING:

1. Use a clean, sanitized, and calibrated probe thermometer, preferably a thermocouple.
2. Take at least two internal temperatures from each pan of food at various stages of preparation.
3. Monitor the amount of time that food is in the temperature danger zone. It should not exceed 4 hours.

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3A: Controlling Time and Temperature during Production, continued

CORRECTIVE ACTIONS:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Begin the cooking process immediately after preparation is complete for any foods that will be served hot.
3. Rapidly cool ready-to-eat foods or foods that will be cooked at a later time.
4. Immediately return ingredients to the refrigerator if the anticipated preparation completion time is expected to exceed 30 minutes.
5. Discard food held in the temperature danger zone for more than 4 hours.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record the date, product name, start and end times of production, the two temperature measurements taken, any corrective actions taken, and the amount of food prepared on the Production Log. The direct supervisor will verify that foodservice employees are taking the required temperatures and following the proper preparation procedure by visually monitoring foodservice employees during the shift and reviewing, initialing, and dating the Production Log daily. Maintain the Production Log as directed by your State agency. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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3B: Acceptable Thawing Procedures

PURPOSE: To prevent foodborne illness by limiting the amount of time that potentially hazardous foods are held in the temperature danger zone during preparation. All foods will be thawed using appropriate practices to ensure food safety.

SCOPE: This procedure applies to foodservice employees who prepare food.

KEY WORDS: Cross-Contamination, Time and Temperature Control, Food Preparation, Temperature Danger Zone

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow *2013 Grand Forks County Food Code* Section Thawing Potentially Hazardous Foods 33-33-04-17
3. Wash hands prior to preparing foods. Refer to the Washing Hands SOP.
4. Use clean and sanitized equipment and utensils while preparing food.
5. Plan ahead. NEVER thaw foods at room temperature. The following methods are acceptable for thawing frozen items:
 - a. Thaw food in the cooler at a temperature of 41° F or lower for about 1-3 days depending on size of product. Place items in a pan on the lowest refrigerator shelves so they do not drip onto other items while thawing.
 - b. Thaw foods needed for immediate service under potable running water at 70° F or lower. Prepare the product within 4 hours of thawing.
 - c. Thaw food as part of the cooking process as long as the product reaches the minimum internal temperature. Always verify the final internal cooking temperature.

MONITORING:

1. Use a clean, sanitized, and calibrated probe thermometer, preferably a thermocouple.
2. Monitor the amount of time that food is in the temperature danger zone. It should not exceed 4 hours.

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3B: Acceptable Thawing Procedures, continued

CORRECTIVE ACTIONS:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Begin the cooking process immediately after preparation is complete for any foods that will be served hot.
3. Rapidly cool ready-to-eat foods or foods that will be cooked at a later time.
4. Immediately return ingredients to the refrigerator if the anticipated preparation completion time is expected to exceed 30 minutes.
5. Discard food held in the temperature danger zone for more than 4 hours.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record the date, product name, start and end times of production, the two temperature measurements taken, any corrective actions taken, and the amount of food prepared on the Production Log. The direct supervisor will verify that foodservice employees are taking the required temperatures and following the proper preparation procedure by visually monitoring foodservice employees during the shift and reviewing, initialing, and dating the Production Log daily. Maintain the Production Log as directed by your State agency. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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3C: Using and Calibrating Thermometers

PURPOSE: To prevent foodborne illness by ensuring that the appropriate type of thermometer is used to measure internal product temperatures and that thermometers used are correctly calibrated for accuracy.

SCOPE: This procedure applies to foodservice employees who prepare, cook, and cool food.

KEY WORDS: Thermometers, Calibration

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow the food thermometer manufacturer's instructions for use. Use a food thermometer that measures temperatures from 0 °F (-18 °C) to 220 °F (104 °C) and is appropriate for the temperature being taken. For example:
 - Temperatures of thin products, such as hamburgers, chicken breasts, pizza, filets, nuggets, hot dogs, and sausage patties, must be taken using a thermistor or thermocouple with a thin probe.
 - Bimetallic, dial-faced stem thermometers are accurate only when measuring temperatures of thick foods. They may not be used to measure temperatures of thin foods. A dimple mark located on the stem of the thermometer indicates the maximum food thickness that can be accurately measured.
 - Use only oven-safe, bimetallic thermometers when measuring temperatures of food while cooking in an oven.
3. Have food thermometers easily-accessible to foodservice employees during all hours of operation.
4. Clean and sanitize food thermometers before each use. Refer to the Cleaning and Sanitizing Food Contact Surfaces SOP for the proper procedure to follow.
5. Store food thermometers in an area that is clean and where they are not subject to contamination.

MONITORING:

1. Foodservice employees will use the ice-point method to verify the accuracy of food thermometers. This is known as calibration of the thermometer.
2. To use ice-point method:
 - Insert the thermometer probe into a cup of crushed ice.

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3C: Using and Calibrating Thermometers, continued

- Add enough cold water to remove any air pockets that might remain.
 - Allow the temperature reading to stabilize before reading temperature.
 - Temperature measurement should be 32 °F (± 2 °F) [or 0 °C (± 1 °C)]. If not, adjust according to manufacturer's instructions.
3. Foodservice employees will check the accuracy of the food thermometers:
- At regular intervals (at least once daily)
 - If dropped
 - If used to measure extreme temperatures, such as in an oven
 - Whenever accuracy is in question

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. For an inaccurate, bimetallic, dial-faced thermometer, adjust the temperature by turning the dial while securing the calibration nut (located just under or below the dial) with pliers or a wrench.
3. For an inaccurate, digital thermometer with a reset button, adjust the thermometer according to manufacturer's instructions.
4. If an inaccurate thermometer cannot be adjusted on-site, discontinue using it, and follow manufacturer's instructions for having the thermometer calibrated.
5. Retrain employees who are using or calibrating food thermometers improperly.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record the calibration temperature and any corrective action taken, if applicable, on the Thermometer Calibration Log each time a thermometer is calibrated. The direct supervisor will verify that foodservice employees are using and calibrating thermometers properly by making visual observations of the employees during the calibration process and all operating hours. The direct supervisor will review and initial the Calibration Log daily. The Calibration Log will be kept on file a minimum of 6 months. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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3D: Date Marking Ready-to-Eat, (TCS) Temperature Controlled Foods

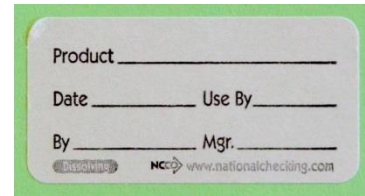
PURPOSE: To ensure appropriate rotation of ready-to-eat food to prevent or reduce foodborne illness from *Listeria monocytogenes*.

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. Train foodservice employees on using the procedures in this SOP.
2. The best practice for a date marking system would be to include the following:
 - a label with the product name
 - the date it was produced
 - the date it will expire/use by
 - initials of employee who prepared product
 - initials of manager who verified
3. Follow *2013 Grand Forks County Food Code* Section Ready-to-Eat, Potentially Hazardous Food- Date Marking 33-33-04-07.1 & Ready-to-Eat, Potentially Hazardous Food- Disposition 33-33-04-07.2
4. Label ready-to-eat, potentially hazardous foods that are prepared on-site and held for more than 24 hours.
5. Label any processed, ready-to-eat, potentially hazardous foods when opened, if they are to be held for more than 24 hours.
6. Refrigerate all ready-to-eat, potentially hazardous foods at 41 °F or below.
7. Serve or discard refrigerated, ready-to-eat, potentially hazardous foods within 3 days.
8. Indicate with a separate label the date prepared, the date frozen, and the date thawed of any refrigerated, ready-to-eat, potentially hazardous foods.
9. Calculate the 3-day time period by counting only the days that the food is under refrigeration. For example:
 - On Monday, 8/1/05, lasagna is cooked, properly cooled, and refrigerated with a label that reads, "Lasagna, Cooked, 8/1/05."
 - 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 under refrigeration from Monday, 8/1/05 – Tuesday, 8/2/05, only 1 day is counted towards the 3-day time period.



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3D: Date Marking Ready-to-Eat, (TCS) Temperature Controlled Foods, continued

INSTRUCTIONS, continued:

- 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 2 days.

MONITORING:

A direct supervisor will check coolers daily to verify that foods are date marked and that foods exceeding the 3-day time period are not being used or stored.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Foods that are not date marked or that exceed the 3-day time period will be discarded.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record any discarded food on the Damaged or Discarded Product Log. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist and Damaged or Discarded Product Logs are to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

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3E: 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.

KEY WORDS: Fruits, Vegetables, Cross-Contamination, Washing

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section Washing Raw Fruits & Vegetables 33-33-04-10.
3. Wash hands using the proper procedure.
4. 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.
5. Follow manufacturer's instructions for proper use of chemicals.
6. Wash all raw fruits and vegetables thoroughly before combining with other ingredients, including:
 - Unpeeled fresh fruit and vegetables that are served whole or cut into pieces.
 - Fruits and vegetables that are peeled and cut to use in cooking or served ready-to-eat.
7. Wash fresh produce vigorously under cold running water or by using chemicals that comply with the *2012 Grand Forks County Food Code*. Packaged fruits and vegetables labeled as being previously washed and ready-to-eat are not required to be washed.
8. Scrub the surface of firm fruits or vegetables such as apples or potatoes using a clean and sanitized brush designated for this purpose.
9. Remove any damaged or bruised areas.
10. Label, date, and refrigerate fresh-cut items.
11. Serve cut melons within 3 days if held at 41 °F or below. Refer to the Date Marking Ready-to-Eat, Potentially Hazardous Food SOP.

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3E: Washing Fruits and Vegetables, continued

MONITORING:

1. The direct supervisor will visually monitor that fruits and vegetables are being properly washed, labeled, and dated during all hours of operation.
2. Foodservice employees will check daily the quality of fruits and vegetables in cold storage.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Remove unwashed fruits and vegetables service and washed immediately before being served.
3. Label and date fresh cut fruits and vegetables.
4. Discard cut melons held after 3 days.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will complete the Food Safety Checklist daily to indicate that monitoring is being conducted as specified in this SOP. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

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3F: Cooking (TCS) Temperature Controlled Foods

PURPOSE: To prevent foodborne illness by ensuring that all foods are cooked to the appropriate internal temperature. All foods will be cooked using appropriate practices and procedures to ensure safety. This includes properly cooking foods to required internal temperatures and taking and recording temperatures to determine if the minimum internal cooking temperature has been met (see chart below).

SCOPE: This procedure applies to foodservice employees who prepare or serve food

| |
|--|
| Minimum Internal Temperatures for Cooked Foods |
|--|

*When the item is done cooking

| | |
|---|---|
| Poultry (whole or ground duck, chicken or turkey) | 165° F (for 15 seconds) |
| Stuffing, stuffed meats, casseroles, mixed dishes | 165° F (for 15 seconds) |
| All leftovers or any previously cooked food | 165° F (for 15 seconds, within 2 hours) |
| Sauces and Gravies | 165° F |
| Ground Meats (beef, pork, and other meat) | 155° F (for 15 seconds) |
| Injected Meat (including brined ham, flavor-injected roasts) | 155° F (for 15 seconds) |
| Pork, beef, veal, lamb | Steaks / Chops: 145° F (for 15 seconds) Roasts: 145° F (for 4 minutes) |
| Seafood (including fish, shellfish, and crustaceans) | 145° F (for 15 seconds) |
| Fresh eggs or egg products for immediate service | 145° F (for 15 seconds) |
| Commercially processed, ready-to-eat food (Hot held for service) | 135° F (for 15 seconds), held above 135° F |
| Cooked fruit, vegetables, grains, and legumes (Hot held for service) | 135° F (for 15 seconds), held above 135° F |

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3F: Cooking (TCS) Temperature Controlled Foods, continued

KEY WORDS: Cross-Contamination, Temperatures, Cooking

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
Refer to the Using and Calibrating Thermometers SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Preparation 33-33-04-09.
3. If a recipe contains a combination of meat products, cook the product to the highest required temperature.
4. If State or local health department requirements are based on the *2012 Grand Forks County Food Code*, cook products to the following temperatures:
 - 145 °F for 15 seconds
 - Seafood, beef, and pork
 - Eggs cooked to order that are placed onto a plate and immediately served
 - 155 °F for 15 seconds
 - Ground products containing beef, pork, or fish
 - Fish nuggets or sticks
 - Eggs held on a steam table
 - Cubed or Salisbury steaks
 - 165 °F for 15 seconds
 - Poultry
 - Stuffed fish, pork, or beef
 - Pasta stuffed with eggs, fish, pork, or beef (such as lasagna or manicotti)
 - 135 °F for 15 seconds
 - 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, preferable a thermocouple.
2. Avoid inserting the thermometer into pockets of fat or near bones when taking internal cooking temperatures.
3. Take at least two internal temperatures from each batch of food by inserting the thermometer into the thickest part of the product which usually is in the center.
4. Take at least two internal temperatures of each large food item, such as a turkey, to ensure that all parts of the product reach the required cooking temperature.

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3F: Cooking (TCS) Temperature Controlled Foods, continued

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Continue cooking food until the internal temperature reaches 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 and Reheating Temperature Log.

Direct supervisor will verify that foodservice employees has 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 and Reheating Temperature Log is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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3G: Cooling (TCS) Temperature Controlled Foods

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

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

KEY WORDS: Cross-Contamination, Temperatures, Cooling, Holding

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
Refer to the Using and Calibrating Thermometers SOP.
2. Follow *2013 Grand Forks County Food Code* Section Cooling 33-33-04-07.5 & *2013 Grand Forks County Food Code* Section Cooling Methods 33-33-04-07.6
3. Modify menus, production schedules, and staff work hours to allow for implementation of proper cooling procedures.
4. Prepare and cool food in small batches.
5. Chill food rapidly using an appropriate cooling method:
 - 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 such as 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.
 - Pre-chill ingredients and containers used for making bulk items such as salads.
6. If State or local requirements are based on the *2012 Grand Forks County Food Code*, chill cooked, hot food from:
 - 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.
 - 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.
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.

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3G: Cooling (TCS) Temperature Controlled Foods, continued

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 probe thermometer into the center of the food and at various locations in the product.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. 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:
 - Above 70 °F and 2 hours or less into the cooling process; and
 - Above 41 °F and 6 hours or less into the cooling process.
3. Discard cooked, hot food immediately when the food is:
 - Above 70 °F and more than 2 hours into the cooling process; or
 - 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. The direct supervisor will verify that foodservice employees are cooling food properly by visually monitoring foodservice employees during the shift and reviewing, initialing, and dating the Cooling Temperature Logs each working day. The Cooling Temperature Logs are to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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3H: Holding Hot and Cold (TCS) Temperature Controlled Foods

PURPOSE: To prevent foodborne illness by ensuring that all potentially hazardous foods are held under the proper temperature. All hot foods will be held hot (above 135° F) and cold foods will be held cold (below 41° F). Any conflict between food quality and food safety must always be decided in favor of food safety. When in doubt about the safety of food, throw it out.

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 on using the procedures in this SOP.
Refer to the Using and Calibrating Thermometers SOP.
2. Follow *2013 Grand Forks County Food Code* Section Hot and Cold Storage 33-33-04-08
3. If State or local health department requirements are based on the *2012 Grand Forks County Food Code*:
 - Hold hot foods at 135 °F or above
 - Hold cold foods at 41 °F or below
4. Preheat steam tables and hot boxes.
5. Hot foods will be ready to be placed on service line no more than 30 minutes prior to the beginning of the service zone. Prepare and cook only as much food as is needed.
6. Measure and record the temperature of the food every 1 ½ hours using a calibrated thermometer.
7. The total time of service/warmer is not to exceed 4 total hours from time of initial heating/cooking until end of service.

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 foods held for service:
 - Verify that the air/water temperature of any unit is at 135 °F or above before use.

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3H: Holding Hot and Cold (TCS) Temperature Controlled Foods, continued

MONITORING, continued:

- Reheat foods in accordance with the Reheating for Hot Holding SOP.
 - All hot potentially hazardous foods should be 135 °F or above before placing the food out for display or service.
 - 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:
- Verify that the air/water temperature of any unit is at 41 °F or below before use.
 - Chill foods, if applicable, in accordance with the Cooling Potentially Hazardous Foods SOP.
 - All cold potentially hazardous foods should be 41 °F or below before placing the food out for display or service.
 - 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:
- Take the internal temperature of the food before placing it into any walk-in cooler or reach-in cold holding unit.
 - Chill food in accordance with the Cooling Potentially Hazardous Foods SOP if the food is not 41 °F or below.
 - 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:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. 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.
3. 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:

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3H: Holding Hot and Cold (TCS) Temperature Controlled Foods, continued

CORRECTIVE ACTION, continued:

- 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.
4. Repair or reset holding equipment before returning the food to the unit, if applicable.
 5. Discard the food if it cannot be determined how long the food temperature was above 41 °F.

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 direct supervisor will record air temperatures of coolers and cold holding units on the Refrigeration Logs. The direct supervisor 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 to be kept on file for a minimum of 6 months.

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3I: Reheating (TCS) Temperature Controlled Foods

PURPOSE: To prevent foodborne illness by ensuring that all foods are cooked to the appropriate internal temperature. All foods will be cooked using appropriate practices and procedures to ensure safety. This includes properly cooking foods to required internal temperatures and taking and recording temperatures to determine if the minimum internal cooking temperature has been met.

SCOPE: This procedure applies to foodservice employees who prepare or serve food

KEY WORDS: Cross-Contamination, Temperatures, Cooking

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow *2013 Grand Forks County Food Code* Section Reheating for Hot Holding 33-33-04-14.
3. If a recipe contains a combination of meat products, cook the product to the highest required temperature.
4. If State or local health department requirements are based on the *2013 Grand Forks County Food Code*, Potentially hazardous food that is cooked, cooled and reheated for hot holding shall be reheated so that all parts of the food reach a temperature of at least 165°F for 15 seconds.
5. Reheated food for hot hold will be held between 140°F and 165°F for no more than 2 hours.

MONITORING:

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

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3I: Reheating (TCS) Temperature Controlled Foods, continued

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Continue cooking food until the internal temperature reaches 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 and Reheating Temperature Log.

Direct supervisor will verify that foodservice employees has 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 and Reheating Temperature Log is to be kept on file for a minimum of 6 months.

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3J: Standards for Deli Foods & Salad Bars

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

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

KEY WORDS: Fruits, Vegetables, Cross-Contamination, Washing

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Storage 33-33-04-06, General Food Preparation 33-33-04-09 & Cleaning Frequency of Equipment and Utensils Cleaning and Sanitizing 33-33-04-50.
3. Wash hands using the proper procedure.
4. Wash hands and change gloves: Gloves must never be used in place of hand washing.
 - Before beginning food preparation
 - Before beginning a new task
 - At least every four hours during continual use, and more often when necessary.
 - After touching equipment such as refrigerator doors or utensils that have not been cleaned and sanitized
 - After finishing handling raw meat and before handling cooked or ready-to-eat foods
 - After contacting chemical
5. 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.
6. Follow manufacturer's instructions for proper use of chemicals.
7. Deli & Salad Bar item will have proper labeling & dating
Refer to the Date Marking Ready-to-Eat, Potentially Hazardous Food SOP.
8. Food items from the Deli Bar are to be used within 3 days of slicing or preparing.
9. Food items for the Salad Bar are to be used within 3 days of preparation or opening.
10. Pull out only as much deli product that can reasonably be prepared at one time.
Store dated, prepared products in cooler until ready to serve.
11. Frozen deli meats/cheeses are not to be thawed and then refrozen.
Thawing an item and refreezing it can cause an increase in bacterial growth.
If product is thawed it must be dated and used within 3 days of thawing.

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3J: Deli Foods & Salad Bars, continued

INSTRUCTIONS: continued

12. At end of each meal zone product already on salad bar may be placed in a clean container but no new product can be added to “top off” the container. Two containers of the same product may not be combined.
13. If product is contaminated with product from other containers it must be discarded at end of meal zone.
14. Completely fresh items are to be used on both the Deli Bar & Salad Bar at the start of day.

MONITORING:

1. The direct supervisor will visually monitor that all food products are being properly washed, labeled, and dated during all hours of operation.
2. Foodservice employees will check daily the quality of all products in cold storage.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Remove unwashed fruits and vegetables service and washed immediately before being served.
3. Label and date fresh cut fruits, herbs, vegetables & deli meats and cheeses.
4. Discard fresh cut fruits, herbs, vegetables & deli meats and cheeses held after 3 days.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will complete the Food Safety Checklist daily to indicate that monitoring is being conducted as specified in this SOP. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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3JA: Deli Meats & Cheeses

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

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

KEY WORDS: Meets, Cheeses, Cross-Contamination, Labeling

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section
 - a. General Food Storage 33-33-04-06,
 - b. General Food Preparation 33-33-04-09
 - c. Cleaning Frequency of Equipment and Utensils Cleaning and Sanitizing 33-33-04-50.
3. Wash hands using the proper procedure.
4. Wash hands and change gloves: Gloves must never be used in place of hand washing.
 - Before beginning food preparation
 - Before beginning a new task
 - At least every four hours during continual use, and more often when necessary.
 - After touching equipment such as refrigerator doors or utensils that have not been cleaned and sanitized
 - After finishing handling raw meat and before handling cooked or ready-to-eat foods
 - After contacting chemical
5. Wash, rinse, sanitize, and air-dry all food-contact surfaces, equipment, and utensils that will be in contact with deli meats & cheeses, such as cutting boards, knives, sinks & Grote 613-VS2 Slicer
6. Follow manufacturer's instructions for proper use of chemicals.
7. Deli Meats & Cheeses item will have proper labeling & dating & initialing.
Refer to the Date Marking Ready-to-Eat, Potentially Hazardous Food SOP # 3D.
8. Deli Meats & Cheeses from the Deli are to be used within 4 days of slicing or preparing.
9. Pull out only as much deli product that can reasonably be prepared in an hour time.
Store dated prepared products in cooler until ready to serve.
10. Frozen deli meats/cheeses are not to be thawed and then refrozen.
Thawing an item and refreezing it can cause an increase in bacterial growth.
If product is thawed it must be dated and used within 3 days of thawing.

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3JA: Deli Meats & Cheeses, continued

INSTRUCTIONS: continued

11. Deli Meats & Cheeses Cutting Procedure
 - a. Fill soap & sanitizer bucket.
12. Check to see if slicer has been clean & sanitized
13. Assemble slicer. Follow video or power point
14. Turn on to see if it is running properly
15. Check & fill water reservoir. This might need to be done periodically during slicing.
16. Have ounce/LB scale available for random checking.
 - a. Meat slices should weigh around an ounce & have 10 lbs. per container. Parchment paper between each layer.
 - b. Cheese slices should weigh around an ounce & have 10 lbs. per container. Parchment paper between each layer.
17. Stage product
 - a. Speed rack with meats being cut ready to slice. Remove packaging.
 - b. Cut off ends
 - c. Speed rack with cheeses being cut ready to slice. Remove packaging.
18. Cheese speed rack should be placed in cooler until all meats have been sliced and slicer has been cleaned & sanitized
19. Stage containers for cut product
 - a. Speed rack with containers/covers for meat after slicing
 - b. Speed rack with containers/covers for cheese after slicing
20. Cut meats first. Go from lightest colored meat to darkest colored meat
 - a. Chicken
 - b. Turkey
 - c. Beef
 - d. Ham
 - e. Summer Sausage
21. All ready to eat meats need to be cut within a 2 hour time frame.
22. Meats & cheeses will be cut on separate days, however if production requires meats will always be cut 1st. Then the slicer would need to be completely cleaned & sanitized before any cheese could be sliced.

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3JA: Deli Meats & Cheeses, continued

INSTRUCTIONS: continued

23. Cut cheeses second. Go from lightest colored cheese to darkest colored cheese
 - a. Colby
 - b. Provolone
 - c. Mozzarella
 - d. Monterey Jack

24. Product needs to be properly labeled with the following:
 - a. Date
 - b. Name of Product
 - c. Shelf life date – 4 days/5 days
 - d. Initial of production staff cutting
 - e. MOD Initial

25. If final temperature of product after cutting is above 45F. product (meat or cheese) needs to be placed in the blast chiller & cooled to 40F.

26. After all slicing is complete the slicer needs to be completely broken down & all parts & slicer need to be cleaned & sanitized.
 - a. The following parts can be run thru the dishwasher:
 - i. Blade guide
 - ii. Exit tray
 - iii. Shuttle conveyor
 - iv. Product holders
 - b. The following parts can be taken to the cart wash for wash/rinse/sanitization:
 - i. Thickness tray
 - ii. Conveyor
 - iii. Standing unit
 - c. The following parts should be hand washed/rinsed/sprayed with sanitizer:
 - i. Blade
 - ii. Shuttle Actuator Arm
 - iii. Shuttle Actuator Arm pin

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3JA: Deli Meats & Cheeses, continued

INSTRUCTIONS: continued

27. Blade needs to be removed daily as it will rust if left in the slicer. Place it on the blade stand.
28. Slicer needs to be re-assembled & ready for next day's production
29. Deli Slicing Log needs to be filled out completely for each product.

MONITORING:

3. The direct supervisor will visually monitor that all food products are being properly labeled, and dated and initialed during all hours of operation.
4. Foodservice employees will check daily the quality of all products in cold storage.

CORRECTIVE ACTION:

5. Retrain any foodservice employee found not following the procedures in this SOP.
6. Label and date and initial deli meats and cheeses.
7. Discard fresh deli meats and cheeses held after 4 days.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that the Deli Slicing Log is filled out completely for each product. The direct supervisor will complete the Food Safety Checklist daily to indicate that monitoring is being conducted as specified in this SOP. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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3K: Food Production Sinks

PURPOSE: To prevent foodborne illness by contaminated hands. To prevent cross-contamination, each sink in the facility must be used for its intended purpose.

SCOPE: This procedure applies to anyone who handles, prepare, and serve food.

KEY WORDS: Hand washing, Cross-Contamination

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section Cleaning Frequency of Equipment and Utensils Cleaning and Sanitizing 33-33-04-50.
3. Use designated hand washing sinks for hand washing only.
4. Do not use food preparation, utility, and dishwashing sinks for hand washing.
5. If sinks are used for anything other than food production (including thawing), they must be properly cleaned and sanitized by an approved method before being used again.

MONITORING:

1. A direct supervisor will visually observe the food production sinks during all hours of operation.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Ask employees that are observed not washing their hands at the appropriate times or using the proper procedure to wash their hands immediately.
3. Retrain employee to ensure proper hand washing procedure.

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3K: Food Production Sinks, continued

VERIFICATION AND RECORD KEEPING:

The direct supervisor will complete the Food Safety Checklist daily to indicate that monitoring is being conducted as specified. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

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4A: Preventing Cross-Contamination during Storage and Preparation

PURPOSE: To reduce foodborne illness by preventing unintentional contamination of food.

SCOPE: This procedure applies to anyone who is responsible for receiving, storing, preparing, and serving food.

KEY WORDS: Cross-Contamination, Preparation, Contamination, Storage, Receiving

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Storage 33-33-04-06 & General Food Preparation 33-33-04-09.
3. Wash hands properly. Refer to the Washing Hands SOP.
4. Avoid touching ready-to-eat food with bare hands.
Refer to Using Suitable Utensils When Handling Ready-To-Eat Foods SOP.
5. Use color coded cutting boards, tongs, turners & utensils when available.
6. Separate raw animal foods, such as eggs, fish, meat, and poultry, from ready-to-eat foods, such as lettuce, cut melons and lunch meats during receiving, storage, and preparation.
7. Separate different types of raw animal foods, such as eggs, fish, meat, and poultry, from each other, except when combined in recipes.
8. Store raw animal foods according to Standards for Cooler Storage SOP.
9. Separate unwashed fruits and vegetables from washed fruits and vegetables and other ready-to-eat foods.
10. Use only dry, cleaned, and sanitized equipment and utensils. Refer to Cleaning and Sanitizing Food Contact Surfaces SOP for proper cleaning and sanitizing procedure.
11. Touch only those surfaces of equipment and utensils that will not come in direct contact with food.
12. Place food in covered containers or packages, except during cooling, and store in the walk-in refrigerator or cooler.
13. Designate an upper shelf of a refrigerator or walk-in cooler as the “cooling” shelf. Uncover containers of food during the initial quick cool-down phase to facilitate cooling.

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4A: Preventing Cross-Contamination during Storage and Preparation, continued

INSTRUCTIONS, continued:

14. Clean the exterior surfaces of food containers, such as cans and jars, of visible soil before opening.
15. Store damaged goods in a separate location. Refer to Segregating Damaged Goods SOP.

MONITORING:

1. A direct supervisor will continually monitor food storage and preparation to ensure that food is not cross-contaminated.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Separate foods found improperly stored.
3. Discard ready-to-eat foods that are contaminated by raw eggs, raw fish, raw meat, or raw poultry.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will visually observe that employees are following these procedures and taking all necessary corrective actions during all hours of operation. The direct supervisor will periodically check the storage of foods during hours of operation and complete the Food Safety Checklist daily. The Food Safety Checklist will be kept on file for a minimum of 6 months. Foodservice employees will document any discarded food on the Damaged and Discarded Product Log. The direct supervisor will verify that appropriate corrective actions are being taken by reviewing, initialing, and dating the Damaged and Discarded Product Log each day. The Damaged and Discarded Product Log is to be kept on file for a minimum of 6 months.

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4B: Removing Food from the Cooler

PURPOSE: To prevent foodborne illness by limiting the amount of time that potentially hazardous foods are held in the temperature danger zone during preparation. All foods will be prepared using appropriate practices to ensure food safety.

SCOPE: This procedure applies to foodservice employees who prepare food.

KEY WORDS: Cross-Contamination, Time and Temperature Control, Food Preparation, Temperature Danger Zone

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow *2013 Grand Forks County Food Code* Section Hot and Cold Storage 33-33-04-08.
3. Wash hands prior to preparing foods. Refer to the Washing Hands SOP.
4. Use clean and sanitized equipment and utensils while preparing food.
5. Take only the amount of food that you can reasonably prepare at one time out of the cooler.
6. Once food is prepared within a timely manner (approx. 30 minutes), return to cooler until time of service. If possible, prepare food items in the refrigerator. The amount of time food is kept out at room temperature should be kept to a minimum.

MONITORING:

1. Use a clean, sanitized, and calibrated probe thermometer, preferably a thermocouple.
2. Monitor the amount of time that food is in the temperature danger zone. It should not exceed 4 hours.
3. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

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4B: Removing Food from the Cooler, continued

CORRECTIVE ACTIONS:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Begin the cooking process immediately after preparation is complete for any foods that will be served hot.
3. Rapidly cool ready-to-eat foods or foods that will be cooked at a later time.
4. Immediately return ingredients to the refrigerator if the anticipated preparation completion time is expected to exceed 30 minutes.
5. Discard food held in the temperature danger zone for more than 4 hours.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record the date, product name, start and end times of production, the two temperature measurements taken, any corrective actions taken, and the amount of food prepared on the Production Log. The direct supervisor will verify that foodservice employees are taking the required temperatures and following the proper preparation procedure by visually monitoring foodservice employees during the shift and reviewing, initialing, and dating the Production Log daily. Maintain the Production Log as directed by your State agency. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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4C: Transporting Food to Remote Sites (Satellite Kitchens)

PURPOSE: To prevent foodborne illness by ensuring that food temperatures are maintained during transportation and contamination is prevented.

SCOPE: This procedure applies to foodservice employees who transport food from a central kitchen to remote sites (satellite kitchens).

KEY WORDS: Hot Holding, Cold Holding, Reheating, Cooling, Transporting Food

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Transportation 33-33-04-27 & Hot and Cold Storage 33-33-04-08
3. If State or local health department requirements are based on the *2012 Grand Forks County Food Code*:
 - Keep frozen foods frozen during transportation.
 - Maintain the temperature of refrigerated, potentially hazardous foods at 41 °F or below and cooked foods that are transported hot at 135 °F or above.
4. Use only clean vehicles to transport food to remote sights.
 - Clean up spills immediately and hose down inside of truck if necessary
 - Keep food carts secured before and during transport
 - Keep door of transport vehicle closed & secure unless loading and unloading
5. Use only food carriers for transporting food approved by the National Sanitation Foundation International or that have otherwise been approved by the state or local health department.
6. Food temperatures are to be taken and recorded before food leaves the facility for transport. Hot foods should be above 135° F and cold food should be below 41° F.
7. All food is to be covered and stored safely during transport to avoid cross-contamination.
8. Take temperature of food when it arrives at the internal satellite location and record.
9. Prepare the food carrier before use:
 - Ensure that all surfaces of the food carrier are clean.
 - Wash, rinse, and sanitize the interior surfaces.
 - Ensure that the food carrier is designed to maintain cold food temperatures at 41 °F and hot food temperatures at 135 °F or above.
 - Place a calibrated stem thermometer in the warmest part of the carrier if used for transporting cold food, or the coolest part of the carrier if used for transporting hot food. Refer to the Using and Calibrating Thermometers SOP.
 - Pre-heat or pre-chill the food carrier according to the manufacturer's recommendations.

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4C: Transporting Food to Remote Sites (Satellite Kitchens), continued

INSTRUCTIONS, continued:

10. Store food in containers suitable for transportation. Containers should be:
 - Rigid and sectioned so that foods do not mix
 - Approved containers for transportation are as follows:
 - a. Hot holding cart – Cambro #47620 CAM6000
 - b. Hot holding cart – Cres Cor H-137-CDD-UA-12
 - c. Hot holding cart – Cres Cor H-339-128C
 - d. Cold holding cart – Cambro #1826 DTC
 - e. Hot/Cold holding cart – Rieber Thermoport 100K
 - Tightly closed to retain the proper food temperature
 - Nonporous to avoid leakage
 - Easy-to-clean or disposable
 - Approved to hold food
11. Place food containers in food carriers and transport the food in clean inspected vehicles to remote sites as quickly as possible.
12. Food that is removed from the dining center must be discarded when returned.
13. Follow Standards for Receiving Food All other Dining Venues SOP when food arrives at remote site.

MONITORING:

1. Check the air temperature of the food carrier to ensure that the temperature suggested by the manufacturer is reached prior to placing food into it.
2. Check the internal temperatures of food using a calibrated thermometer before placing it into the food carrier. Refer to the Holding Hot and Cold Potentially Hazardous Foods SOP for the proper procedures to follow when taking holding temperatures.
3. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Continue heating or chilling food carrier if the proper air temperature is not reached.
3. Reheat food to 165 °F for 15 seconds if the internal temperature of hot food is less than 135 °F. Refer to the Reheating Potentially Hazardous Foods SOP.
4. Cool food to 41 °F or below using a proper cooling procedure if the internal temperature of cold food is greater than 41 °F. Refer to the Cooling Potentially Hazardous Foods SOP for the proper procedures to follow when cooling food.
5. Discard foods held in the danger zone for greater than 4 hours.

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4C: Transporting Food to Remote Sites (Satellite Kitchens), continued

VERIFICATION AND RECORD KEEPING:

Before transporting food to remote sites, foodservice employees will record food carrier temperature, food product name, time, internal temperatures, and any corrective action taken on the Hot and Cold Holding Temperature Log. Upon receipt of food at remote sites, foodservice employees will record receiving temperatures and corrective action taken on the Receiving Log. The direct supervisor at central kitchens will verify that foodservice employees are following this SOP by visually observing employees and reviewing and initialing the Hot and Cold Holding Temperature Log daily. The direct supervisor at the remote site(s) will verify that foodservice employees are receiving foods at the proper temperature and following the proper receiving procedures by visually observing receiving practices during the shift and reviewing and initialing the Grocery Receiving Log daily. All logs are kept on file for a minimum of 6 months. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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4D: Unattended Food

PURPOSE: To prevent foodborne illness by limiting the amount of time that potentially hazardous foods are held in the temperature danger zone during preparation. All foods will be prepared using appropriate practices to ensure food safety.

SCOPE: This procedure applies to foodservice employees who prepare food.

KEY WORDS: Cross-Contamination, Time and Temperature Control, Food Preparation, Temperature Danger Zone

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Care of Food Supplies 33-33-04-02 & General Food Protection 33-33-04-04.
3. Wash hands prior to preparing foods. Refer to the Washing Hands SOP.
4. Use clean and sanitized equipment and utensils while preparing food.
5. Food is to be covered and stored in a cooler, if perishable, when left unattended (i.e. at break time, if pulled to another area of production, etc.) to prevent cross-contamination and to follow time and temperature constraints.
6. Food is not to be left out on the counter except during time of preparation.
7. When going on break all food being prepared or not in immediate production must be placed in cooler.

MONITORING:

1. Use a clean, sanitized, and calibrated probe thermometer, preferably a thermocouple.
2. Monitor the amount of time that food is in the temperature danger zone. It should not exceed 4 hours.
3. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

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4D: Unattended, continued

CORRECTIVE ACTIONS:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Begin the cooking process immediately after preparation is complete for any foods that will be served hot.
3. Rapidly cool ready-to-eat foods or foods that will be cooked at a later time.
4. Immediately return ingredients to the refrigerator if the anticipated preparation completion time is expected to exceed 30 minutes.
5. Discard food held in the temperature danger zone for more than 4 hours.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record the date, product name, start and end times of production, the two temperature measurements taken, any corrective actions taken, and the amount of food prepared on the Production Log. The direct supervisor will verify that foodservice employees are taking the required temperatures and following the proper preparation procedure by visually monitoring foodservice employees during the shift and reviewing, initialing, and dating the Production Log daily. Maintain the Production Log as directed by your State agency. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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4E: Serving Food

PURPOSE: To prevent foodborne illness by ensuring that all foods are served in a sanitary manner.

SCOPE: This procedure applies to foodservice employees who serve food.

KEY WORDS: Cross-Contamination, Service

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Personal Cleanliness 33-33-04-29, General Food Preparation 33-33-04-09, Responsibility of permit holder, person in charge, and conditional employees 33-33-04-28.9.
3. Follow the Employee Illness SOP.
4. Wash hands before putting on gloves, each time the gloves are changed, when changing tasks, and before serving food with utensils.
Refer to the Washing Hands SOP.
5. Avoid touching ready-to-eat foods with bare hands.
Refer to the Using Suitable Utensils when Handling Ready-To-Eat Foods SOP.
6. Handle plates by the edge or bottom; cups by the handle or bottom; and utensils by the handles.
7. Store utensils with the handles up or by other means to prevent contamination.
8. Hold potentially hazardous food at the proper temperature.
Refer to the Holding Hot and Cold Potentially Hazardous Foods SOP.
9. Serve food with clean and sanitized utensils.
10. Store in-use utensils properly.
Refer to the Storing In-Use Utensils SOP.
11. Date mark and cool potentially hazardous foods or discard leftovers. Refer to the Date Marking Ready-to-Eat, Potentially Hazardous Foods, and Cooling Potentially Hazardous Foods SOPs.

MONITORING:

1. A direct supervisor will visually observe that food is being served in a manner that prevents contamination during all hours of service.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

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4E: Serving Food, continued

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Replace improperly handled plates, cups, or utensils.
3. Discard ready-to-eat food that has been touched with bare hands.
4. Follow the corrective actions identified in the Employee Illness ; Washing Hands; Using Suitable Utensils When Handling Ready-To-Eat Foods; Date Marking Ready-to-Eat, Potentially Hazardous Foods; Cooling Potentially Hazardous Foods; and Holding Hot and Cold Potentially Hazardous Foods SOPs.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will check daily the storage and use of utensils during service. In addition, the direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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4F: Temperature Logs for the Serving Areas

PURPOSE: To prevent foodborne illness by ensuring that all foods are served in a sanitary manner. Temperatures of foods will be taken every 1.5 hours to ensure that proper temperatures are maintained through holding to ensure the safety of the food served.

SCOPE: This procedure applies to foodservice employees who serve food.

KEY WORDS: Cross-Contamination, Service

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
Refer to the Using and Calibrating Thermometers SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Protection 33-33-04-04.
3. Follow the Employee Illness SOP.
4. Wash hands before putting on gloves, each time the gloves are changed, when changing tasks, and before serving food with utensils.
Refer to the Washing Hands SOP.
5. Hold potentially hazardous food at the proper temperature.
Refer to the Holding Hot and Cold Potentially Hazardous Foods SOP.
6. Temperatures are to be measured every 1 ½ hours during each meal period (for all hot and cold food items) and the temperatures are to be recorded on the temperature log.
7. If a food item is found to be in the Temperature Danger Zone (41-135 ° F), you **MUST** document this in the temperature log and take corrective action.
(Report to head cook or supervisor).

MONITORING:

1. A direct supervisor will visually observe that food is being served in a manner that prevents contamination during all hours of service.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

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4F: Temperature Logs for the Serving Areas, continued

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Temperature logs are to be reviewed and initialed by manager with corrective action being taken at time of discrepancy.
3. Temperature logs will be turned in weekly to the Assistant Director.
4. Follow the corrective actions identified in the Washing Hands SOP, Using and Calibrating Thermometers SOP, and Holding Hot and Cold Potentially Hazardous Foods SOPs.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will daily check the temperature logs during service. In addition, the direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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4G: Acceptable Use of Leftovers

PURPOSE: To prevent foodborne illness by limiting the amount of time that potentially hazardous foods are held in the temperature danger zone during preparation. All foods will be prepared using appropriate practices to ensure food safety. All food must follow proper temperature guidelines before serving to assure the safety of the food.

SCOPE: This procedure applies to foodservice employees who prepare food.

KEY WORDS: Cross-Contamination, Time and Temperature Control, Food Preparation, Temperature Danger Zone

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
Refer to the Using and Calibrating Thermometers SOP.
2. Follow *2013 Grand Forks County Food Code* Section Reheating for Hot Holding 33-33-04-14.
3. Wash hands prior to preparing foods.
Refer to the Washing Hands SOP.
4. Use clean and sanitized equipment and utensils while preparing food.
5. Label and date all foods that are placed in storage with the date the items were prepared.
6. Leftovers must be used within 3 meal zones and be an addition to regular menu items.
7. Leftovers must be heated to 165°F for 15 seconds before serving. Record reheated temperature. Discard food that does not reach this temperature within two hours.
8. Prepackaged sandwiches, used in onsite grab-n-go only, that have been properly held, transported and have had temperatures logged, may be used in dining centers for the day made only.
9. Any other items that have left the dining center or were used in another area outside of dining centers will be thrown away upon return.

MONITORING:

1. Use a clean, sanitized, and calibrated probe thermometer, preferably a thermocouple.
2. Monitor the amount of time that food is in the temperature danger zone. It should not exceed 4 hours.
3. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

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4G: Acceptable Use of Leftovers, continued

CORRECTIVE ACTIONS:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Begin the cooking process immediately after preparation is complete for any foods that will be served hot.
3. Rapidly cool ready-to-eat foods or foods that will be cooked at a later time.
4. Immediately return ingredients to the refrigerator if the anticipated preparation completion time is expected to exceed 30 minutes.
5. Discard food held in the temperature danger zone for more than 4 hours.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record the date, product name, start and end times of production, the two temperature measurements taken, any corrective actions taken, and the amount of food prepared on the Production Log. The direct supervisor will verify that foodservice employees are taking the required temperatures and following the proper preparation procedure by visually monitoring foodservice employees during the shift and reviewing, initialing, and dating the Production Log daily. Maintain the Production Log as directed by your State agency. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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4H: Handling a Food Recall

PURPOSE: To prevent foodborne illness in the event of a product recall.

SCOPE: This procedure applies to foodservice employees who handle food.

KEY WORDS: Food Recalls

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Protection 33-33-04-04.
3. Review the food recall notice and specific instructions that have been identified in the notice.
4. Communicate the food recall notice to feeding sites.
5. Hold the recalled product using the following steps:
 - Physically segregate the product, including any open containers, leftover product, and food items in current production that items contain the recalled product.
 - If an item is suspected to contain the recalled product, but label information is not available, follow the district's procedure for disposal.
6. Mark recalled product "Do Not Use" and "Do Not Discard." Inform the entire staff not to use the product.
7. Identify and record whether any of the product was received UND Dining Services, locate the food recall product by location, and verify that the food items bear the product identification code(s) and production date(s) listed in the recall notice.
8. Obtain accurate inventory counts of the recalled products from every location, including the amount in inventory and amount used.
9. Account for all recalled product by verifying inventory counts against records of food received at each location.

MONITORING:

1. Foodservice employees and direct supervisor will visually observe that locations have segregated and secured all recalled products.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

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4H: Handling a Food Recall, continued

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Determine if the recalled product is to be returned and to whom, or destroyed and by whom.
3. Notify location managers of procedures, dates, and other specific directions to be followed for the collection or destruction of the recalled product.
4. Consolidate the recall product as quickly as possible, but no later than 30 days after the recall notification.
5. Conform to the recall notice using the following steps:
 - Report quantity and site where product is located to manufacturer, distributor, or State agency for collection.
 - Complete and maintain all required documentation related to the recall including:
 - Recall notice
 - Records of how food product was returned or destroyed
 - Reimbursable costs
 - Public notice and media communications
 - Correspondence to and from the public health department and State agency

VERIFICATION AND RECORD KEEPING

Foodservice employees will record the name of the contaminated food, date, time, and the reason why the food was discarded on the Damaged or Discarded Product Log. The direct supervisor will verify that appropriate corrective actions are being taken by reviewing, initialing, and dating the Damaged or Discarded Product Log each day. Maintain the Damaged or Discarded Product Logs for a minimum of 6 months.

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5A: Employee Training on Sanitation

PURPOSE: All foodservice employees will receive training on basic food safety procedures annually to emphasize the priority of food safety and the involvement of every staff member.

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

KEY WORDS: Cross-Contamination, Time and Temperature Control, Food Preparation, Temperature Danger Zone

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Personal Cleanliness 33-33-04-29 & Management and personnel- Person in charge 33-33-04-27.1.
3. Serv-Safe certification classes are to be attended and completed by the following employees: Sous Chefs, Lead Cooks, Cooks, Assistant Cooks, Lead Cold Food Preparer, Cold Food Preparer, and Dining Room Attendant.
4. In-services on sanitation are given regularly. Attendance records are kept on file.
5. The *UND Dining Services Sanitation and Food Safety Policy and Procedure Manual* will be provided to all employees to read and sign indicating they have reviewed the manual annually.

MONITORING:

1. Use the Food Safety Checklist to minimize safety & sanitation issues.
2. Monitor production staff during operational hours to ensure policies and procedures are being followed
3. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTIONS:

1. Retrain any foodservice employee found not following the procedures in this SOP.

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5A: Employee Training on Sanitation, continued

VERIFICATION AND RECORD KEEPING:

Foodservice employees will follow safety and sanitation policies set forth in this document. The direct supervisor will verify that foodservice employees are following safety and sanitation policies. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

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5B: Storing and Using Poisonous or Toxic Chemicals

PURPOSE: To prevent foodborne illness by chemical contamination. All employees will be trained on how to safely use the chemicals they work with to reduce the risk of health hazards.

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

KEY WORDS: Chemicals, Cross-Contamination, Contamination, Material Safety Data Sheet

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section Poisonous or Toxic Materials Permitted 33-33-04-105 & Storage of Materials 33-33-04-107.
3. Designate a location for storing the Material Safety Data Sheets (MSDS).
4. Follow manufacturer's directions for specific mixing, storing, and first aid instructions on the chemical containers in the MSDS.
5. All employees working with cleaning chemicals must be aware of where the Material Safety Data Sheets (MSDS) are located in the facility.
6. All cleaning chemicals are to be stored in their original, labeled containers, away from food production, service, and storage. The area should be well-lit so chemicals can be identified easily.
7. Bottles filled with cleaning or sanitizing solution can only be held for the amount of days stated on the MSDS to avoid losing the effectiveness of the chemical.
8. Label and date all poisonous or toxic chemicals with the common name of the substance.
9. Store all chemicals in a designated secured area away from food and food contact surfaces using spacing or partitioning.
10. Maintain an inventory of chemicals.
11. Store only chemicals that are necessary to the operation and maintenance of the kitchen.
12. Mix, test, and use sanitizing solutions as recommended by the manufacturer and the State or local health department.
13. Use the appropriate chemical test kit to measure the concentration of sanitizer each time a new batch of sanitizer is mixed.
14. Do not use chemical containers for storing food or water.
15. Use only hand sanitizers that comply with the *2013 Grand Forks County Food Code*. Confirm with the manufacturer that the hand sanitizers used meet the requirements of the *2013 Grand Forks County Food Code*.

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5B: Storing and Using Poisonous or Toxic Chemicals, continued

INSTRUCTIONS: continued

16. Label and store first aid supplies in a container that is located away from food or food contact surfaces.
17. 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.
18. Store refrigerated medicines in a covered, leak proof container where they are not accessible to children and cannot contaminate food.

MONITORING:

1. Foodservice employees and direct supervisor will visually observe that chemicals are being stored, labeled, and used properly during all hours of operation.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard any food contaminated by chemicals.
3. Label and properly store any unlabeled or misplaced chemicals.

VERIFICATION AND RECORD KEEPING:

The direct supervisor 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 direct supervisor will verify that appropriate corrective actions are being taken by reviewing, initialing, and dating the Damaged and Discarded Product Log each day. The Food Safety Checklist and Damaged and Discarded Product Logs are kept on file for a minimum of 6 months.

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5C: Cleaning & 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:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section Cleaning Frequency of Equipment and Utensils Cleaning and Sanitizing 33-33-04-50, Manual Warewashing- Sink Compartment Requirements 33-33-04-52.
3. Cleaning is defined as physically removing visible food or soil from surfaces with the aid of a detergent, water, and some muscle power.
4. Sanitizing is the process of reducing the number of bacteria and other microorganisms on a surface to safe levels.
5. Follow manufacturer's instructions regarding the use and maintenance of equipment and use of chemicals for cleaning and sanitizing food contact surfaces.
6. Properly labeled Cleaning & sanitizing bucket are to be used in all concepts/platforms.
7. Cleaning/sanitizing cloths are to be stored in labeled buckets with separate cleaning & sanitizing solution.
Refer to Storing and Using Poisonous or Toxic Chemicals SOP.
8. If State or local requirements are based on the *2013 Grand Forks County 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

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5C: Cleaning and Sanitizing Food Contact Surfaces, continued

INSTRUCTIONS, continued:

9. 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.
10. 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.
11. If a dish machine is used:
 - Check with the dish machine 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 °F or above if using hot water to sanitize.

MONITORING:

Foodservice employees will:

1. During all hours of operation, visually and physically inspect food contact surfaces of equipment and utensils to ensure that the surfaces are clean.
2. 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.

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5C: Cleaning and Sanitizing Food Contact Surfaces, continued

MONITORING, continued:

3. In a dish machine, 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 dish machine, ensure that food contact surfaces are reaching the appropriate temperature by placing a piece of heat sensitive tape on a small ware item or a maximum registering thermometer on a rack and running the item or rack through the dish machine.
 - For chemical sanitizing dish machine, check the sanitizer concentration on a recently washed food-contact surface using an appropriate test kit.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. 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.
3. In a 3-compartment sink:
 - Drain, clean 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.
4. In a dish machine:
 - Drain and refill the machine at the end of every meal zone and as needed to keep the water clean.
 - Contact a direct supervisor 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 dish machine, 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/single-use items if a 3-compartment sink is not available.
 - For a chemical sanitizing dish machine, 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

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5C: Cleaning and Sanitizing Food Contact Surfaces, continued

CORRECTIVE ACTION, continued:

the machine. Retest. If the proper sanitizer concentration level is not achieved, stop using the machine and contact 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 direct supervisor 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 6 months. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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5D: Dish Room Standard Operating Procedures

PURPOSE: To prevent foodborne illness by ensuring that all food contact surfaces are properly cleaned and sanitized. Equipment and utensils must be stored properly to prevent cross-contamination and ensure the safety of food served. All flatware, serving dishes, and utensils are washed, rinsed, and sanitized after each use. The dish machine will be checked prior to each meal period to ensure that it is functioning properly.

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

KEY WORDS: Food Contact Surface, Cleaning, Sanitizing

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Provide a laminated copy of this SOP and have it posted in the dish room.
3. Follow *2013 Grand Forks County Food Code* Section Mechanical Warewashing Equipment- Wash Solution Temperature 33-33-04-53, Mechanical Warewashing Equipment- Hot Water Sanitization Temperatures 33-33-04-53.2, Drying 33-33-04-54, Handling of Equipment and Utensil Storage 33-33-04-55.
4. To prevent cross-contamination, dish room employees will change their aprons and wash their hands when moving from dirty to clean dishes or silverware.
5. The dish machine is drained and cleaned after each meal. The pot & pan sink is drained and cleaned after each meal or more often as needed.
6. Scouring pads are to be disposed of daily, to prevent cross-contamination.
7. Dish machine temperatures are critical to ensuring equipment and utensils are properly sanitized.
8. At the beginning of each meal, document the temperature of the rinse water in the dishwasher.
9. If the final rinse water temperature is below 180 ° F or above 195 ° F, notify the supervisor and document the corrective action taken.
10. Cleaning is defined as physically removing visible food or soil from surfaces with the aid of a detergent, water, and some muscle power.
11. Sanitizing is the process of reducing the number of bacteria and other microorganisms on a surface to safe levels.
12. Follow manufacturer's instructions regarding the use and maintenance of equipment and use of chemicals for cleaning and sanitizing food contact surfaces.

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5D: Dish Room Standard Operating Procedures, continued

INSTRUCTIONS, continued:

13. Cleaning & sanitizing bucket are to be used in all concepts/platforms.
14. Utensils are air-dried or they are stored in a self-draining position.
15. Equipment and utensils are stored at least 6 inches above the floor to prevent contamination.
They should be kept covered to protect from dirt and condensation.
16. Glasses are stored upside down in cleaned and sanitized racks.
17. Flatware should be cleaned in the following manner:
 - Run flatware through dish machine twice in flat rack
 - Sort flatware with the business end up & run through dish machine 3rd time
 - Transfer flatware to service container with business end down.
18. Flatware and utensils are stored with the handle up so they can be picked up without touching food contact surfaces.
19. No equipment, utensils, or single-service articles are to be stored in locker/restroom facilities.
20. The top plate in the plate racks should not be used, as it has been stored uncovered. Remove the top plate and take it to the dish room before service begins.
21. Cleaning/sanitizing cloths are to be stored in labeled buckets with separate cleaning & sanitizing solution.
22. If State or local requirements are based on the *2012 Grand Forks County 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
23. 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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5D: Dish Room Standard Operating Procedures, continued

INSTRUCTIONS, continued:

24. 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.
25. If a dish machine is used:
 - Check with the dish machine 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 °F or above if using hot water to sanitize.

MONITORING:

Foodservice employees will:

1. During all hours of operation, visually and physically inspect food contact surfaces of equipment and utensils to ensure that the surfaces are clean.
2. 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.
3. In a dish machine, 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.

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5D: Dish Room Standard Operating Procedures, continued

MONITORING, continued:

- For hot water sanitizing dish machine, ensure that food contact surfaces are reaching the appropriate temperature by placing a piece of heat sensitive tape on a small ware item or a maximum registering thermometer on a rack and running the item or rack through the dish machine.
- For chemical sanitizing dish machine, check the sanitizer concentration on a recently washed food-contact surface using an appropriate test kit.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. 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.
3. In a 3-compartment sink:
 - Drain, clean 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.
4. In a dish machine:
 - Drain and refill the machine at the end of every meal zone and as needed to keep the water clean.
 - Contact a direct supervisor 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 dish machine, 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/single-use items if a 3-compartment sink is not available.
 - For a chemical sanitizing dish machine, 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 the appropriate individual(s) to have it repaired. Use a 3-compartment sink to wash, rinse, and sanitize until the machine is repaired.

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5D: Dish Room Standard Operating Procedures, continued

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 direct supervisor 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 6 months. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

DATE REVIEWED: _____ **BY:** _____

DATE REVISED: _____ **BY:** _____

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5E: Floor Maintenance

PURPOSE: The facility and equipment will be maintained to ensure the safety of food served.

SCOPE: This procedure applies to foodservice employees involved in cleaning various floor surfaces.

KEY WORDS: Various Floor Surface, Cleaning

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General cleaning physical facilities 33-33-04-97.
3. Cleaning is defined as physically removing visible food or soil from surfaces with the aid of a detergent, water, and some muscle power.
4. Follow manufacturer's instructions regarding the use and maintenance of equipment and use of chemicals for cleaning various floor surfaces.
5. Floors are cleaned and mopped as needed each day at times that don't infringe upon customer service and production.
6. Any spills on floors must be cleaned immediately.
7. Equipment used to clean floors is to be kept clean and stored away from food and food-preparation, in well-lit areas.
8. Wet floor signs must be used wherever floors are being cleaned or mopped.
9. Always use a designated utility sink for filling buckets, cleaning tools, and dumping dirty water. Never clean mops, brushes, or other tools in sinks designated for handwashing, food preparation, or dishwashing.

MONITORING:

1. Utility coordinators will during all hours of operation, visually and physically inspect various floor surfaces to ensure that the surfaces are clean.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

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5E: Floor Maintenance, continued

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Clean dirty various floor surfaces.

VERIFICATION AND RECORD KEEPING:

Utility coordinators will during all hours of operation, visually and physically inspect various floor surfaces to ensure that the surfaces are clean. The direct supervisor will verify that utility coordinators have visually and physically inspected various floor surfaces to ensure that the surfaces are clean. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

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5F: Storing of Equipment & Utensils

PURPOSE: To prevent foodborne illness by ensuring that all food contact surfaces are properly cleaned and sanitized. Equipment and utensils must be stored properly to prevent cross-contamination and ensure the safety of food served.

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

KEY WORDS: Food Contact Surface, Cleaning, Sanitizing

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section Cleaning Frequency of Equipment and Utensils Cleaning and Sanitizing 33-33-04-50 & Storage 33-33-04-56, Cleaning Equipment Storage 33-33-04-115.
3. Cleaning is defined as physically removing visible food or soil from surfaces with the aid of a detergent, water, and some muscle power.
4. Sanitizing is the process of reducing the number of bacteria and other microorganisms on a surface to safe levels.
5. Follow manufacturer's instructions regarding the use and maintenance of equipment and use of chemicals for cleaning and sanitizing food contact surfaces.
6. Properly labeled Cleaning & sanitizing bucket are to be used in all concepts/platforms.
7. Utensils are air-dried or they are stored in a self-draining position.
8. Equipment and utensils are stored at least 6 inches above the floor to prevent contamination. They should be kept covered to protect from dirt and condensation.
9. Glasses are stored upside down in cleaned and sanitized racks.
10. Flatware and utensils are stored with the handle up so they can be picked up without touching food contact surfaces.
11. No equipment, utensils, or single-service articles are to be stored in locker/restroom facilities.
12. The top plate in the plate racks should not be used, as it has been stored uncovered. Remove the top plate and take it to the dish room before service begins.
13. Cleaning/sanitizing cloths are to be stored in labeled buckets with separate cleaning & sanitizing solution.

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5F: Storing of Equipment & Utensils, continued

INSTRUCTIONS, continued:

14. If State or local requirements are based on the *2012 Grand Forks County 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
15. 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.
16. 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.
17. If a dish machine is used:
 - Check with the dish machine 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 °F or above if using hot water to sanitize.

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5F: Storing of Equipment & Utensils, continued

MONITORING:

Foodservice employees will:

1. During all hours of operation, visually and physically inspect food contact surfaces of equipment and utensils to ensure that the surfaces are clean.
2. 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.
3. In a dish machine, 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 dish machine, ensure that food contact surfaces are reaching the appropriate temperature by placing a piece of heat sensitive tape on a small ware item or a maximum registering thermometer on a rack and running the item or rack through the dish machine.
 - For chemical sanitizing dish machine, check the sanitizer concentration on a recently washed food-contact surface using an appropriate test kit.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. 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.
3. 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.
4. In a dish machine:
 - Drain and refill the machine at the end of every meal zone and as needed to keep the water clean.

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5F: Storing of Equipment & Utensils, continued

CORRECTIVE ACTION: continued

- Contact a direct supervisor 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 dish machine, 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/single-use items if a 3-compartment sink is not available.
- For a chemical sanitizing dish machine, 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 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 direct supervisor 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 6 months. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

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5G: Emptying of Garbage Receptacles

PURPOSE: Garbage will be removed from food-preparation and service areas as soon as possible to prevent cross-contamination, odor, and pest problems.

SCOPE: This procedure applies to foodservice employees who are utility handlers.

KEY WORDS: Cross-Contamination, Time and Temperature Control, Food Preparation, Temperature Danger Zone

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section Garbage and Refuse Containers 33-33-04-79, Storage 33-33-04-80, and Disposal 33-33-04-81.
3. The utility coordinators are to empty the garbage cans after each meal or more often as needed to prevent the pile-up of garbage and possibility of cross-contamination.
4. Cardboard boxes are to be disassembled and disposed of in the appropriate container as they are emptied.
5. Recycled product (cans, plastic etc.) are to be placed in their appropriate bins for recycling.
6. Garbage cans need to be cleaned and sanitized inside and out once a week or more often as needed.

MONITORING:

1. Use a clean & sanitized trash receptacle when throwing trash away in dining centers.
2. Monitor the cleanliness of the trash receptacle inside and out.
3. Monitor the fullness of the trash receptacle.
4. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTIONS:

1. Retrain any foodservice employee found not following the procedures in this SOP.

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5G: Emptying of Garbage Receptacles

VERIFICATION AND RECORD KEEPING:

Foodservice employees will ensure that trash receptacles are being emptied on a regular basis. The direct supervisor will verify that utility coordinators are emptying trash receptacles in a timely manner. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

DATE REVIEWED: _____ **BY:** _____

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5H: Prevention of Vermin or Insect Infestation

PURPOSE: Efforts will be made to ensure that pests are controlled in the foodservice operation.

SCOPE: This procedure applies to foodservice employees who prepare food.

KEY WORDS: Cross-Contamination, Time and Temperature Control, Food Preparation, Temperature Danger Zone

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section General Food Protection 33-33-04-04, General Insect and Rodent Control 33-33-04-82.
3. Employees must report sightings of vermin and insects to managers. Report any openings, cracks, broken seals or other opportunities for pest infestation to managers.
4. Doors and windows are to be kept closed tightly if they don't have screens.
5. Foods on salad bar, soups, etc. should be kept covered until time of service to prevent contamination.
6. Store all food and supplies as quickly as possible. Keep all food and supplies at least six inches off the floor and two inches away from walls.
7. Dispose of garbage quickly and correctly.
8. Clean and sanitize the facility thoroughly.

MONITORING:

1. Use the Food Safety Checklist to minimize safety & sanitation issues.
2. Monitor production staff during operational hours to ensure policies and procedures are being followed
3. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

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5H: Prevention of Vermin or Insect Infestation, continued

CORRECTIVE ACTIONS:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Contact Central Foods Warehouse in the event of infestation.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will follow safety and sanitation policies set forth in this document. The direct supervisor will verify that foodservice employees are following safety and sanitation policies. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

DATE REVIEWED: _____ **BY:** _____

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5I: Sanitation Inspections

PURPOSE: Regular sanitation inspections will be made to ensure food safety practices are being followed and to note and reduce critical and non-critical violations.

SCOPE: This procedure applies to foodservice employees who prepare food.

KEY WORDS: Cross-Contamination, Time and Temperature Control, Food Preparation, Temperature Danger Zone

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow *2013 Grand Forks County Food Code* Section Management and Personnel- Person in Charge 33-33-04-27.1.
3. A unit leader will work with the PHD during inspection to aid in recording findings.
4. Food Safety Checklist are performed by management on a daily basis (or more frequently as needed).
5. Records are kept of the corrective actions taken and changes made based on the sanitation inspections.
6. Inspections are performed by the city of Grand Forks' sanitarian at least twice per year or upon request.

MONITORING:

1. Use the Food Safety Checklist to minimize safety & sanitation issues.
2. Monitor production staff during operational hours to ensure policies and procedures are being followed
3. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTIONS:

1. Retrain any foodservice employee found not following the procedures in this SOP.

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5I: Sanitation Inspections, continued

VERIFICATION AND RECORD KEEPING:

Foodservice employees will follow safety and sanitation policies set forth in this document. The direct supervisor will verify that foodservice employees are following safety and sanitation policies. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ **BY:** _____

DATE REVIEWED: _____ **BY:** _____

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6A: Incident Reports

PURPOSE: To maintain a safe environment for all staff and students at the facility.

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 using the procedures in this SOP.
2. Incident reporting forms are located at <http://und.edu/finance-operations/office-of-safety/index.cfm> , All forms should be filled out with in 24 hrs. of the incident if possible.
3. Slips, Trips, and Falls
 - a. Keep walkways and passages free from obstructions and trip hazards.
 - b. Pay attention for greasy, wet, or icy walking surfaces and avoid them.
 - c. Concentrate, stay focused, be patient, and avoid shortcuts.
 - d. Report unsafe conditions to your supervisor or the Safety Office 777-3341.
4. Injuries
 - a. Employees must notify their supervisor of all injuries within 24 hours.
 - b. The employee must complete an “Employee Incident Report”.
 - c. Supervisors must complete “Incident Investigation” & be aware of changes.
 - d. A designated medical provider must be named.
 - e. Worker’s Compensation forms are available at the Payroll Office.
5. Inform the manager on duty of all wounds.
6. In some cases, the employee may need to work in another position that doesn’t require the handling of food or utensils until their injury heals. See the supervisor for any questions regarding this subject.

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6A: Incident Reports, continued

MONITORING:

1. A direct supervisor will inspect employees when they report to work to be sure that each employee is following this SOP.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

DATE REVIEWED: _____ BY: _____

DATE REVISED: _____ BY: _____

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7A: Employee Alcohol & Drug Policy

PURPOSE: UND prohibits the unlawful or unauthorized manufacture, distribution, dispensation, possession, use, or sale of alcoholic beverages, controlled substances, and illegal drugs on campus. The impairment by alcohol or drugs of any employee while participating in an academic function, or of employees when reporting for work or engaging in work – during normal work hours or other times when required to be at work – is also prohibited. UND employees are required to abide by all federal and state laws, local ordinances, SBHE policies, and other related requirements regarding the consumption or possession of alcoholic beverages, controlled substances, and illegal drugs.

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 using the procedures in this SOP.
2. All employees are expected and required to report to work in an appropriate condition to carry out their responsibilities. In particular:
 - a. While performing work for the University, operating any University vehicle, or conducting University business, faculty and staff are prohibited from using, being under the influence of, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia). Any illegal drugs or drug paraphernalia found on University property will be turned over to University Police and may result in criminal prosecution.
 - b. Employees are prohibited from being impaired or under the influence of alcohol and/or legal drugs, including prescription medication, if such impairment or influence adversely affects the employee's work performance, the safety of the employee or others, or creates an unnecessary risk for the University. If taking necessary medication could compromise workplace safety or affect work performance, the employee is responsible for communicating with his/her supervisor to evaluate temporary job modification/re-assignment during the course of the treatment.
 - c. Any employee who is convicted of unlawful manufacture, distribution, dispensation, possession or use of a controlled substance or other criminal drug statute in the workplace, or receives a conviction that effects his/her job responsibilities is required to notify his/her department head no later than five working days after such

7A: Employee Alcohol & Drug Policy, continued

INSTRUCTIONS: continued

- conviction. Failure to notify the appropriate University official(s) of a drug-related conviction shall be grounds for disciplinary action up to and including dismissal.
- d. UND employees are required to abide by all federal and state laws, local ordinances, SBHE policies, and other related requirements regarding the consumption or possession of alcoholic beverages, controlled substances, and illegal drugs.
3. Any employee violating this policy is subject to discipline up to and including termination. Employees in the workplace suspected of violating either alcohol or drug statutes may be referred to criminal authorities for prosecution and sanctions.
 4. Together with UND's Alcohol and Drug policy, campus departments may have additional policies and procedures in place that employees must follow. These UND departments include, but are not limited to, Aerospace, Athletics and EERC. These department documents must be reviewed by General Counsel and approved by the President prior to implementation and enforcement.

SUSPICION OF ALCOHOL OR DRUG USE

5. An employee who suspects that a colleague or co-worker is impaired by alcohol or drug use on the job should contact his/her department head or supervisor immediately. An employee who suspects a supervisor or department head is impaired by alcohol or drug use should contact the next level of supervision or administration.
6. A person suspected or found to be under the influence of alcohol or other drugs and/or who may be incapable of performing his/her job will be sent home. The individual will be taken home or be sent home in a taxi. Anyone who insists on driving while suspected of being under the influence of alcohol or other drugs will be reported to authorities.
7. Behaviors which may suggest alcohol/drug abuse include (but are not limited to) the following:
 - a. Repeated accidents (on- or off-campus);
 - b. Repeated illness absences;
 - c. Chronic lateness or early departures;
 - d. Significantly diminished task performance (with no other explanation); and
 - e. Odor of alcohol, slurred speech, unsteady gait, disorientation, paranoia, hallucinations, and other physical signs of impaired function, not caused by a known medical condition.

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7A: Employee Alcohol & Drug Policy, continued

INSTRUCTIONS: continued

8. For drug descriptions, methods of abuse, and various effects on the body and mind, review the Drug Enforcement Administration's Drug Fact Sheets in the Related Information section of this document.
9. If a department chair, supervisor, or administrator has been contacted or suspects that an individual is under the influence of drugs or alcohol, he/she should:
 - a. Assess the situation and call for assistance if necessary. If assistance is needed, notify the University Police Department if on campus, or the local police department, if not on campus;
 - b. Not touch the employee;
 - c. Document observations and other relevant information fully;
 - d. Prohibit the individual from continuing to work and from driving;
 - e. Not leave the impaired employee alone;
 - f. Handle information confidentially; and
 - g. Consult with Human Resources staff.

An Incident of Intoxication or Impairment

1. If an employee appears to be intoxicated or otherwise drug-impaired, a supervisor should not touch the employee, unless contact is necessary to protect him or herself. If safety concerns are present, the supervisor should contact University Police (or local police department for off-campus incidents) for assistance. If possible, the employee should not be left alone unless the supervisor feels threatened. Supervisors should not allow the employee to continue working or to drive him or herself home. The supervisor will ask the employee if they have been drinking alcohol or taking any drugs and document the employee's answer.
2. If the employee states that they have not been drinking alcohol or taking any drugs, the employee will be asked to submit to a blood and/or urine test to disprove the suspicions. If there has been a critical incident that jeopardizes the safety of any individual, the employee will be required to submit to a blood and/or urine test. The supervisor and a representative from Human Resources & Payroll Services or other designated official will accompany the employee to an approved facility for testing. Upon completion of the testing, a copy of the results will be provided to the supervisor.

7A: Employee Alcohol & Drug Policy, continued

INSTRUCTIONS: continued

3. If a person admits to being under the influence of alcohol or drugs, alcohol/drug testing of the individual may not be necessary. If an employee refuses testing, the employee may be disciplined as if the testing had been positive. The supervisor will offer to contact a friend or relative of the employee to drive them home, or to obtain transportation for the employee. If the employee refuses such assistance, the supervisor should call University Police and advise them that the employee, who is believed to be impaired, is leaving the workplace

Observations

4. In proving that an employee was under the influence, the supervisor's observations of the employee's behavior, not a test, are the key elements in the university's case. The supervisor must be able to testify, in detail, what he/she saw that indicated that the employee was under the influence. A supervisor that testifies that the employee "seemed intoxicated" merely states a conclusion which is unsupported by any factual evidence. The supervisor must be able to provide information about the employee's actions that lead to the conclusion that the employee was under the influence, such as "the employee was staggering and had slurred speech or had a strong odor of alcohol on his/her breath." When feasible, it may be helpful to have another supervisor observe the behavior.

Documentation

5. Documentation of the incident in which the employee exhibited drunken or drugged behavior is critical to protecting the credibility of the supervisor. If the employee challenges any disciplinary action taken, the supervisor may be called upon to testify months after the incident occurred. The supervisor can avoid having to recall the incident from memory if he/she writes down an account of the incident immediately after it occurs. Those notes should be copied. One copy should be given to the appropriate vice president and the other copy should be retained by the reporting supervisor.

Confidentiality

6. Supervisors should treat an employee's alcohol or drug problem confidentially. Only those management personnel who have a need to know about the incident should be informed. If only a few people know of an employee's alleged substance abuse, the employer is better able to defend against allegations that the information was handled indiscreetly and will avoid embarrassing the employee.

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7A: Employee Alcohol & Drug Policy, continued

INSTRUCTIONS: continued

After the Incident

1. After the immediate “crisis” has been handled, consultation with Human Resources should occur.
2. The employee will be put immediately on paid administrative leave for a minimum of the remainder of their work day.
3. The supervisor will encourage a benefited employee to seek assistance from the Employee Assistance Program, or a personal health care provider for all other employees.
4. If the employee is found to be under the influence of alcohol or drugs he/she will be subject to disciplinary actions up to and including dismissal. Any employee suspected to be under the influence of alcohol or drugs who refuses to submit to a blood and/or urine test will be subject to disciplinary actions up to and including dismissal, as if the employee had tested positive.
5. Sick leave, vacation, or provisions of FMLA can be used by employees to seek supervised rehabilitation services through a licensed care provider.
6. If the employee is not found to be under the influence of alcohol or drugs he/she may still be subject to disciplinary action up to and including dismissal for any job performance issues that may have occurred.
7. The disciplinary process will follow NDUS Human Resource Policy 25.

SUBSTANCE ABUSE COUNSELING, TREATMENT, AND REFERRAL

1. The Employee Assistance Program (EAP) provides a variety of services, including alcohol and drug dependence services, to all benefited employees and their immediate family members (spouse and/or dependent children living in the same household as the employee or dependent children attending a college or university). The use of EAP services is confidential unless the employee signs to release information to specific people for a specific purpose. Release of information may be requested to support a disability accommodation request or leave of absence for Family Medical Leave Act or use of extended sick leave.
2. For more information on the UND Policy on Alcohol and Drugs please visit <http://und.edu/finance-operations/files/docs/6-4-alcohol-drugs.pdf>

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7A: Employee Alcohol & Drug Policy, continued

MONITORING:

1. A direct supervisor will inspect employees when they report to work to be sure that each employee is following this SOP.
2. The direct supervisor will monitor that all foodservice employees are adhering to the above stated employee policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. For more information on the UND Policy on Alcohol and Drugs please visit <http://und.edu/finance-operations/files/docs/6-4-alcohol-drugs.pdf>

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The direct supervisor will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 6 months.

DATE IMPLEMENTED: _____ BY: _____

DATE REVIEWED: _____ BY: _____

DATE REVISED: _____ BY: _____

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8A: Sanitation & Food Safety Standard Operating Procedure Annual Training

VERIFICATION AND RECORD KEEPING:

The direct supervisor will verify that all foodservice employees are following these SOP's by having all foodservice employees annually train, review and sign off in Safe Colleges.

DATE IMPLEMENTED: _____ BY: _____

DATE REVIEWED: _____ BY: _____