

Standard Operating Procedures

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Arkansas Department of Education
HACCP-Based Standard Operating Procedures (SOPs)
Adapted from National Food Service Management Institute (NFSMI) SOPs

All of the procedures in this manual apply to school foodservice employees involved in the daily operation of a safe, wholesome establishment. This includes the areas of food preparation, handling, receiving, storing, serving, transporting, cleaning, sanitizing, etc.

The 2001 Food Code and the Arkansas 2005 Health Department Regulations are the resources used in developing these procedures. These SOPs follow State Health Department Regulations.

These SOPs must be adapted to meet the specific needs of each serving site.

Each Local Education Agency (LEA) will be responsible for the initial training and all retraining of foodservice employees in the use of the SOPs.

Also included is the ***Food Safety Checklist***. Managers and/or Child Nutrition Directors should use these periodically to assure that all Standard Operating Procedures are being followed.

The Child Nutrition Director must review and update these SOPs annually.

Signature

Date Implemented

Standard Operating Procedures

Personal Hygiene

PURPOSE: To prevent contamination of food by foodservice employees.

PROCEDURES:

1. Follow the District Employee Health Policy.
2. Report to work in good health, clean, and dressed in clean attire.
3. Change apron when it becomes soiled.
4. Wash hands properly, frequently, and at the appropriate times.
5. Keep fingernails trimmed, filed, and maintained so that the edges are cleanable and not rough.
6. Do not wear artificial fingernails or fingernail polish.
7. Wear single-use gloves.
8. Do not wear any jewelry except for a plain ring such as a wedding band.
9. Treat and bandage wounds and sores immediately. When hands are bandaged, single-use gloves must be worn.
10. Cover a lesion containing pus with a bandage. If the lesion is on a hand or wrist, cover with an impermeable cover such as a finger cot or stall and a single-use glove.
11. Eat, drink, use tobacco, or chew gum only in designated break areas where food or food contact surfaces may not become contaminated. Only drinks that have covered lids and straws may be consumed in these designated areas.
12. Taste food the correct way:
 - Place a small amount of food into a separate container.
 - Step away from exposed food and food contact surfaces.
 - Use a teaspoon to taste the food. Remove the used teaspoon and container to the dish room. Never reuse a spoon that has already been used for tasting.
 - Wash hands immediately.
13. Wear a hair net while in the kitchen.
14. Before working on the serving line, employees will check appearance.
 - Hair should be neatly arranged.
 - Clothing and apron should be clean.
 - Make-up (if worn) should be fresh.

MONITORING:

The foodservice manager will inspect employees when they report to work to be sure that each foodservice employee is following this SOP.

CORRECTIVE ACTION:

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

VERIFICATION AND RECORD KEEPING:

The foodservice manager will record in personnel records, any personal hygiene issues with an employee.

Standard Operating Procedures Employee Health Policy

PURPOSE: To prevent the spread of food borne illnesses through the transmission of food.

PRODECURES: All school foodservice employees must follow these procedures for illnesses:

1. Foodservice employees must report any illnesses that are transmissible through food, including the date of the onset of the following illnesses:
 - a. Salmonella
 - b. Shigella
 - c. Escherichia Coli (E-Coli)
 - d. Hepatitis A
2. If an employee is diagnosed with Salmonella, Shigella, E-Coli or Hepatitis A, the foodservice manager must notify the county health department.
3. The foodservice employee must report to the foodservice manager any of the following symptoms:
 - a. Diarrhea
 - b. Fever
 - c. Vomiting
 - d. Jaundice
 - e. Sore throat with fever
4. Foodservice employees must inform the foodservice manager of boils, burns, cuts and infected wounds on the hands, wrists or exposed portions of an arm. If the foodservice employee can wear a non-penetrable cover (such as a finger cot) and a glove, the foodservice manager may assign other duties that do not involve food preparation.
5. Foodservice employees must notify the foodservice manager if they have been ill within:
 - a. the past 3 months with Salmonella
 - b. the past month with Shigella, E-Coli, or Hepatitis A
6. Foodservice employees must report to the foodservice manager if:
 - a. They have been suspected of causing or have been exposed to Salmonella, Shigella, E-Coli or Hepatitis A or
 - b. They live in the same household with a person with one of the afore listed diseases or
 - c. They live in the same household with a person who has been exposed to one of the afore listed diseases.
7. The foodservice manager must exclude or restrict all foodservice employees that have been diagnosed with Salmonella, Shigella, E-Coli, Hepatitis A. or Jaundiced (within the last 10 calendar day).
8. The foodservice manager must obtain approval from the county health department and must have a written medical statement from a licensed physician that specifies that the ill foodservice employee may return to work (prepare food).

MONITORING:

1. The foodservice manager will observe employees for boils, burns, cuts and infected wounds on hands, wrists and exposed portions of arms.
2. The foodservice manager will observe employees for the following diseases: Salmonella, Shigella, E-Coli, and Hepatitis A.
3. The foodservice manager will observe employees for any of the following symptoms: diarrhea, fever, vomiting, jaundice and sore throat with fever.

CORRECTIVE ACTION:

1. The foodservice manager will require all employees with boils, burns, cuts and infected wounds on hands, wrists and exposed portions of arms to wear a non-penetrable cover (such as a finger cot) and a glove. The manager may assign other duties that do not involve food preparation.
2. The foodservice manager must report to the district Child Nutrition Director, any employees that display symptoms of Salmonella, Shigella, E-Coli, Hepatitis A., and/or any of the following symptoms: diarrhea, fever, vomiting, jaundice and sore throat with fever. The child nutrition director will determine what actions need to be taken regarding the employee.

VERIFICATION AND RECORD KEEPING:

All health related records will be maintained in each employee's district personnel file.

Standard Operating Procedures Washing Hands

PURPOSE: To prevent food borne illness by contaminated hands.

PROCEDURES:

1. 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.
2. Use designated hand washing sinks for hand washing only. Do not use food preparation, utility, and dishwashing sinks for hand washing.
3. 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.
4. Keep hand washing sinks accessible anytime employees are present.
5. 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 toilet.
 - After sneezing, coughing, or using a handkerchief or tissue.
 - After touching hair, face, or body.
 - 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 touching dirty dishes, equipment, or utensils.
 - After handling trash.
 - After handling money.
 - After any time the hands may become contaminated.
6. Follow proper hand washing procedures as indicated below:
 - Wet hands and forearms with warm, running water at least 100 °F and apply soap (about 1 Tablespoon).
 - 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 (minimum of 20 seconds for complete wash & rinse process).
 - Dry hands and forearms thoroughly with single-use paper towels.
 - Dry hands for at least 30 seconds if using a warm air hand dryer.
 - Turn off water using paper towels.
 - Use paper towel to open door when exiting the restroom.

MONITORING:

1. The foodservice manager will visually observe the hand washing practices of the foodservice staff during all hours of operation.
2. The designated employee will visually observe that hand washing sinks are properly supplied during all hours of operation.

CORRECTIVE ACTION:

1. Ask foodservice employees that are observed not washing their hands at the appropriate times or using the proper procedure to wash their hands immediately.
2. Retrain foodservice employees to ensure proper hand washing procedure.

VERIFICATION AND RECORD KEEPING:

Standard Operating Procedures Cleaning and Sanitizing Food Contact Surfaces Including Dish Machines and 3 Compartment Sinks

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

PROCEDURES:

1. Follow manufacturer's instructions regarding the use and maintenance of equipment and use of chemicals for cleaning and sanitizing food contact surfaces.
2. Wash, rinse, and sanitize food contact surfaces of sinks, tables, 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
3. Procedure for washing, rinsing, and sanitizing food contact surfaces:
 - 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.
 - Chlorine Bleach (EPA approved) – 50-100 ppm
 - Iodine – 25 ppm
 - Quaternary Ammonium (Quats) – 200ppm
 - Allow to air dry.
4. Inspect all dishware (trays, glassware, bowls, etc.) for breaks, cracks and chips.
5. Dishwashing:
Dish machine:
 - ***Insert manufacturer's instructions for use.***
- 3-Compartment Sinks
 - 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.
6. Have an on-going pest prevention program and regular pest control by a license pest control operator.
7. Problems with pests will be reported immediately, pest service will be contacted and all areas cleaned and sanitized (may need to contact county health department depending on severity).

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 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. Discard all cracked, broken, or chipped dishware.
2. Wash, rinse, and sanitize dirty contact surfaces of equipment and dishware.
3. Discard food that comes in contact with surfaces that have not been sanitized properly.
4. 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.
5. In a dish machine:
 - Drain and refill the machine periodically and as needed to keep the water clean.
 - If the dish machine is not reaching the proper temperature, contact the appropriate individual(s) to have the machine repaired.
 - 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, 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.

VERIFICATION AND RECORD KEEPING:

- The foodservice manager will verify that foodservice employees have taken the required temperatures and tested the sanitizer concentration by visually monitoring foodservice employees during the shift.

Standard Operating Procedures Using and Calibrating Thermometers

PURPOSE: To prevent food borne 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.

PROCEDURES:

1. 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, and sausage patties, should be taken by stacking food products and inserting thermometer into the center.
 - Bimetallic, dial-faced stem thermometers are accurate only when measuring temperatures of thick foods. They should 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.
2. Have food thermometers easily-accessible to foodservice employees during all hours of operation.
3. Clean and sanitize food thermometers before each use.
4. Store food thermometers in an area that is clean and where they are not subject to contamination.
5. Calibrate thermometers as needed.
 - Ice-water method:
 - a. Insert the thermometer probe into a cup of crushed ice.
 - b. Add enough cold water to remove any air pockets that might remain.
 - c. Allow the temperature reading to stabilize before reading temperature.
 - d. Temperature measurement should be 32 °F (+ 2 °F) [or 0 °C (+ 1 °C)]. If not, adjust according to manufacturer's instructions.

MONITORING:

Foodservice employees will check the accuracy of the food thermometers:

- At regular intervals (at least once per week)
- If dropped
- If used to measure extreme temperatures, such as in an oven
- Whenever accuracy is in question

CORRECTIVE ACTION:

All thermometers will be recalibrated as needed:

- 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.
- For an inaccurate, digital thermometer with a reset button, adjust the thermometer according to manufacturer's instructions.
- If an inaccurate thermometer cannot be adjusted on-site, discontinue using it, and follow manufacturer's instructions for having the thermometer calibrated.
- Retrain foodservice employees who are using or calibrating food thermometers improperly.

VERIFICATION AND RECORD KEEPING:

The foodservice manager will periodically check the calibration of the thermometer and will document any corrective action necessary on the Food Production Record.

Standard Operating Procedures Receiving Deliveries

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

PROCEDURES:

1. If possible, schedule deliveries to arrive at designated times during operational hours.
2. Post the delivery schedule, including the names of vendors, days and times of deliveries, and drivers' names.
3. Organize freezer and refrigeration space, loading docks, and store rooms before deliveries.
4. Gather product specification lists and purchase orders, temperature logs, calibrated thermometers, pens, flashlights, and clean loading carts before deliveries.
5. Keep receiving area clean and well lighted.
6. Do not touch ready-to-eat foods with bare hands.
7. Compare delivery invoice against products ordered and products delivered.
8. Transfer foods to their appropriate locations as quickly as possible.

MONITORING:

1. Be sure refrigerated foods are delivered in a refrigerated truck.
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.
 - 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.
 - 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.
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:

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.
- Food with out-dated 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.

Standard Operating Procedures

Preventing Cross-Contamination During Storage and Preparation

PURPOSE: To reduce food borne illnesses by preventing cross contamination of food.

PROCEDURES:

1. Wash hands properly.
2. Avoid touching ready-to-eat foods with bare hands.
3. 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.
4. Separate different types of raw animal foods, such as eggs, fish, meat, and poultry, from each other, except when combined in recipes.
5. Store raw animal foods in refrigerators or walk-in coolers by placing the raw animal foods on shelves in the order of cooking temperatures with the raw animal food requiring the highest cooking temperature, such as chicken, on the lowest shelf.
6. Separate unwashed fruits and vegetables from washed fruits and vegetables and other ready-to-eat foods.
7. Use only dry, cleaned, and sanitized equipment and utensils.
8. Touch with bare hands only those surfaces of equipment and utensils that will not come in direct contact with food.
9. Place food in covered containers or packages, except during cooling, and store in the walk-in refrigerator or cooler.
10. 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, and then cover for storage.
11. Clean the lids of food containers, such as cans and jars, of visible soil before opening.
12. Store damaged goods in a separate location.

MONITORING:

The foodservice manager or a designated foodservice employee will continually monitor food storage and preparation to ensure that food is not cross-contaminated.

CORRECTIVE ACTION:

1. Separate foods found improperly stored.
2. Discard ready-to-eat foods that are contaminated by raw eggs, raw fish, raw meat, or raw poultry.

VERIFICATION AND RECORD KEEPING:

The foodservice manager will visually observe that foodservice employees are following these procedures and taking all necessary corrective actions during all hours of operation. The foodservice manager will periodically check the storage of foods during hours of operation and document any corrective action necessary.

Standard Operating Procedures General Preparation of All Foods

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

PROCEDURES:

1. Wash hands prior to preparing foods.
2. Use clean and sanitized equipment and utensils while preparing food.
3. Separate raw foods from ready-to-eat foods by keeping them in separate containers until ready to use and by using separate dispensing utensils.
4. Pre-chill ingredients for cold foods, such as sandwiches, salads, and cut melons, to 41 °F or below before combining with other ingredients.
5. Prepare foods as close to serving times as the menu will allow.
6. Prepare food in small batches.
7. 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.
8. Serve or discard potentially hazardous foods within 4 hours.
9. Avoid mixing different batches of food together in the same container.
10. If potentially hazardous foods are not cooked or served immediately after preparation, quickly chill.

MONITORING:

1. Use a clean, sanitized, and calibrated probe thermometer.
2. Take at least two internal temperatures of food at various stages of preparation and serving. Record on Food Production Records.
3. Monitor the amount of time the food is in the temperature danger zone. It should not exceed 4 hours.

CORRECTIVE ACTIONS:

1. Immediately return ingredients to the refrigerator if the anticipated preparation completion time is expected to exceed 30 minutes.
2. Discard food held in the temperature danger zone for more than 4 hours.

VERIFICATION AND RECORD KEEPING:

1. Foodservice employees will record the two temperature measurements taken on the Food Production Record.
2. The foodservice manager will verify that foodservice employees are taking the required temperatures and following the proper preparation procedure by visually monitoring foodservice employees.

Standard Operating Procedures Washing Fruits and Vegetables

PURPOSE: To prevent or reduce risk of food borne illness or injury by contaminated fruits and vegetables.

PROCEDURES:

1. Wash hands using the proper procedure.
2. 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.
3. 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.
4. Wash fresh produce vigorously under cold running water. Packaged fruits and vegetables labeled as being previously washed and ready-to-eat are not required to be washed.
5. Scrub the surface of firm fruits or vegetables such as apples or potatoes using a clean and sanitized brush designated for this purpose.
6. Remove any damaged or bruised areas.
7. Label, date, and refrigerate fresh-cut items.
8. Serve cut melons within 7 days if held at 41 °F or below.

MONITORING:

The foodservice manager will visually monitor that fruits and vegetables are being properly washed, labeled, and dated during all hours of operation.

CORRECTIVE ACTION:

1. Remove unwashed fruits and vegetables. Wash immediately before being served.
2. Label and date fresh cut fruits and vegetables.
3. Discard cut melons held after 7 days.

VERIFICATION AND RECORD KEEPING:

The foodservice manager will record any foods discarded on the Food Production Records.

Standard Operating Procedures Cooking, Holding, Cooling And Storing Potentially Hazardous Foods

PURPOSE: To prevent food borne illness by ensuring that all foods are cooked to the appropriate internal temperature.

PROCEDURES:

Cooking

1. If a recipe contains a combination of meat products, cook the product to the highest required temperature.
2. Cook products to the following temperatures:
 - a. 145 °F for 15 seconds
 - Seafood, beef, and pork
 - b. 155 °F for 15 seconds
 - Ground products containing beef, pork, or fish
 - Fish nuggets, sticks, or strips.
 - Eggs held on a steam table
 - Cubed or Salisbury steaks
 - c. 165 °F for 15 seconds
 - Poultry
 - d. 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

Holding

1. Hold hot foods at 135 °F or above
2. Hold cold foods at 41 °F or below
3. Preheat steam tables and hot boxes.

Cooling

1. Prepare and cool food in small batches.
2. Chill food rapidly using an appropriate cooling method.
3. 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.
4. Use a quick-chill unit such as a blast chiller.
5. Stir the food in a container placed in an ice water bath.
6. Add ice as an ingredient.
7. Separate food into smaller or thinner portions.
8. Pre-chill ingredients and containers used for making bulk items such as salads.
9. 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.
10. 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.

Storage Date

1. Label potentially hazardous foods that are prepared on-site or opened and held for more than 24 hours.
2. Refrigerate all potentially hazardous foods at 41 °F or below.
3. Serve or discard refrigerated potentially hazardous foods within 7 days.
4. Indicate with a separate label the date prepared, the date frozen, and the date thawed of any refrigerated, ready-to-eat, potentially hazardous foods.
5. Calculate the 7-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 7-day time period.
 - On Tuesday, 8/16/05, the lasagna is pulled out of the freezer. A third label is placed on the lasagna that reads, "Thawed, 8/16/05". All three labels now appear on the lasagna. The lasagna must be served or discarded within 6 days.

MONITORING:

Cooking

1. 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.
2. 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.

Holding

1. Take temperatures of foods by inserting the thermometer near the surface of the product, at the thickest part, and at other various locations.
2. For hot foods held for service:
 - 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.
3. For cold foods held for service:
 - 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.

Chilling

Monitoring temperatures of products every hour throughout daily to verify that foods are date marked and that foods exceeding the 7-day time period are not being used or stored.

Storage Date

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

CORRECTIVE ACTION:

Cooking

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

Holding

1. For hot foods:
 - Reheat the food to 165 °F for 15 seconds if the temperature is found to be below 135 °F.
 - Discard the food if it cannot be determined how long the food temperature was below 135 °F.
2. For cold foods:
 - Rapidly chill the food using an appropriate cooling method if the temperature is found to be above 41 °F.
 - 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.
 - Add ice as an ingredient.
 - Separate food into smaller or thinner portions.

Discard food if it cannot be determined how long the food temperature was above 41 °F.

Reservice of foods

Once food has been served, it can not be returned and served to someone else.

Chilling

1. Reheat cooked, hot food to 165 °F for 15 seconds and start the cooling process again using a different cooling method when the food is:
 - 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.
2. 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.

Storage Date

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

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record temperatures on Food Production Records.

Foodservice manager will verify that foodservice employees has taken the required cooking temperatures by visually monitoring foodservice employees and preparation procedures.

Standard Operating Procedures Serving Food

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

PROCEDURES:

1. Wash hands before putting on gloves, each time the gloves are changed, when changing tasks, and before serving food with utensils.
2. Avoid touching ready-to-eat foods with bare hands.
3. Handle trays and plates by the edge or bottom; cups by the handle or bottom; and utensils by the handles.
4. Store utensils with the handles up or by other means to prevent contamination.
5. Hold potentially hazardous foods at the proper temperature.
6. Serve food with clean and sanitized utensils.
7. Store in-use utensils properly.
8. Date mark and cool potentially hazardous foods or discard leftovers.

MONITORING:

The foodservice manager or designated foodservice employee will visually observe that food is being served in a manner that prevents contamination during all hours of service.

CORRECTIVE ACTION:

1. Replace improperly handled plates, cups, or utensils.
2. Discard ready-to-eat food that has been touched with bare hands, or has exceeded time and temperature limits of proper holding.

VERIFICATION AND RECORD KEEPING:

1. The foodservice manager will observe the service of food and document any corrective action necessary.
2. The foodservice manager will periodically check the storage and use of utensils during service and document any corrective action necessary.

Standard Operating Procedures Using Suitable Utensils When Handling Ready-To-Eat Foods

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

PROCEDURES:

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

MONITORING:

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

CORRECTIVE ACTION:

Discard ready-to-eat food touched with bare hands.

VERIFICATION AND RECORD KEEPING:

The foodservice manager will verify that foodservice employees are using suitable utensils by visually monitoring foodservice employees during all hours of operation.

Any food that must be discarded will be recorded on Food Production Records.

Standard Operating Procedures Reheating Potentially Hazardous Foods

PURPOSE: To prevent food borne illness by ensuring that all foods are reheated to the appropriate internal temperature.

PROCEDURES:

1. Heat processed, ready-to-eat foods from a package or can, such as canned green beans or prepackaged breakfast burritos, to an internal temperature of at least 135 °F for 15 seconds for hot holding.
2. Reheat the following products to 165 °F for 15 seconds:
 - Any food that is cooked, cooled, and reheated for hot holding
 - Leftovers reheated for hot holding
 - Products made from leftovers, such as soup
 - Precooked, processed foods that have been previously cooled
3. Reheat food for hot holding in the following manner if using a microwave oven:
 - Heat processed, ready-to-eat foods from a package or can to at least 135 °F for 15 seconds.
 - Heat leftovers to 165 °F for 15 seconds.
 - Rotate (or stir) and cover foods while heating.
 - Allow to sit for 2 minutes after heating.
4. Reheat all foods rapidly. The total time the temperature of the food is between 41 °F and 165 °F may not exceed 2 hours.
5. Serve reheated food immediately or transfer to an appropriate hot holding unit.

MONITORING:

Take at least two internal temperatures from each pan of food.

CORRECTIVE ACTION:

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

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record temperatures on Food Production Records.

Standard Operating Procedures Storing and Using Poisonous or Toxic Chemicals

PURPOSE: To prevent food borne illness by chemical contamination.

PROCEDURES:

1. Designate a location for storing the Material Safety Data Sheets (MSDS).
2. Follow manufacturer's directions for specific mixing, storing, and first aid instructions on the chemical containers in the MSDS.
3. Label and date all poisonous or toxic chemicals with the common name of the substance.
4. Store all chemicals in a designated secured area away from food and food contact surfaces using spacing or partitioning.
5. Maintain an inventory of chemicals.
6. Store only chemicals that are necessary to the operation and maintenance of the kitchen.
7. Use the appropriate chemical test kit to measure the concentration of sanitizer each time a new batch of sanitizer is mixed.
8. Do not use chemical containers for storing food or water.
9. Label and store first aid supplies in a container that is located away from food or food contact surfaces.
10. Label and store medicines for employees use in a designated area and away from food contact surfaces. Do not store medicines in food storage areas.
11. Store refrigerated medicines in a covered, leak proof container where they are not accessible to children and cannot contaminate food.

MONITORING:

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

CORRECTIVE ACTION:

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

VERIFICATION AND RECORD KEEPING:

The foodservice manager will document on Food Production Records any foods that are discarded because of contamination by chemicals.

Standard Operating Procedures Preventing Contamination at Food Bars

PURPOSE: To prevent food borne illness by ensuring that all items held on food bars are protected from contamination.

PROCEDURES:

1. Follow Employee Health Policy, Personal Hygiene, and Washing Hands SOPs.
2. Follow manufacturer's instructions for pre-heating and pre-chilling food bar equipment before use.
3. Place all exposed food under sneeze guards.
4. Provide an appropriate clean and sanitized utensil for each container on the food bar.
5. Replace existing containers of food with new containers when replenishing the food bar.
6. Assist customers who are unable to properly use utensils.
7. Store eating utensils with the handles up or in a manner to prevent customers from touching the food contact surfaces.
8. Avoid using spray chemicals to clean food bars when in use.

MONITORING:

1. Monitor and record temperatures of food.
2. Continually monitor food containers to ensure that utensils are stored on a clean and sanitized surface or in the containers with the handles out of the food.
3. Continually monitor customers' use of the food bar to ensure that customers are not:
 - Touching food with their bare hands
 - Coughing, spitting, or sneezing on the food
 - Placing foreign objects in the food

CORRECTIVE ACTION:

1. Remove and discard contaminated food.
2. Demonstrate to customers how to properly use utensils, if needed.
3. Discard the food if it cannot be determined how long the food temperature was above 41 °F or below 135 °F.

VERIFICATION AND RECORD KEEPING:

1. The foodservice manager will verify that foodservice employees are assigned to maintain food bars during all hours of operation.
2. Foodservice employees will record temperatures of food items and document corrective actions on Food Production Records.
3. The foodservice manager will verify that foodservice employees are following SOPs by observation.

Standard Operating Procedures Handling a Food Recall

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

PROCEDURES:

1. Review the food recall notice and instructions that have been identified in the notice. If the serving sites have the possibility of having any recalled foods:
 - Communicate the food recall notice to feeding sites.
 - Confirm that the food items bear the product identification code(s) and production date(s) listed in the recall notice.
2. 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, contact the county health department.
 - Mark recalled product “Do Not Use” and “Do Not Discard.” Inform the entire staff not to use the product.
3. Do not destroy any USDA commodity food items without official written notification from the State Distributing Agency, USDA Food Safety Inspection Services (FSIS), or State or County Health Department.
4. Inform the appropriate school district official of the recalled product.
5. Record location of the food recall product by feeding site, and obtain accurate inventory counts of the recalled products from every feeding site, including the amount in inventory and amount used.
6. Account for all recalled product by verifying inventory counts against records of food received at the feeding site.

MONITORING:

Foodservice employees and the foodservice manager will visually observe that school sites have segregated and secured all recalled products.

CORRECTIVE ACTION:

1. Determine if the recalled product is to be returned and to whom, or destroyed and by whom.
2. Notify feeding site staff of procedures, dates, and other specific directions to be followed for the collection or destruction of the recalled product.
3. Consolidate the recall product as quickly as possible, but no later than 30 days after the recall notification.
4. 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.
 - The quantity and location of the affected USDA Commodity food must be submitted to the State Distributing Agency within 10 calendar days of the recall.

- Obtain the necessary documents from the State Distributing Agency for USDA commodity foods. Submit necessary documentation for reimbursement of food costs.
- 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, if needed
 - Correspondence to and from the public health department and State agency

VERIFICATION AND RECORD KEEPING

Foodservice employees will keep all records related to the food recall. The foodservice manager will verify that appropriate corrective actions are being taken.

Standard Operating Procedures Transporting Food to Remote Sites (Satellite Kitchens)

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

PROCEDURES:

1. Use while transporting hot or cold foods.
 - 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.
2. Use only food carriers for transporting food approved by the National Sanitation Foundation International (NSFI) or that have been approved by the state or county health department.
3. 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.
 - Pre-heat or pre-chill the food carrier according to the manufacturer's recommendations.
4. Store food in containers suitable for transportation. Containers should be:
 - Rigid and sectioned so that foods do not mix
 - Tightly closed to retain the proper food temperature
 - Nonporous to avoid leakage
 - Easy-to-clean or disposable
 - Approved to hold food
5. Place food containers in food carriers and transport the food in clean vehicles, if applicable, to remote sites as quickly as possible.
6. Follow Receiving Deliveries SOP when food arrives at remote site.

MONITORING:

1. Check the internal temperatures of food using a calibrated thermometer before placing it into the food carrier.
2. Check the internal temperatures of food using a calibrated thermometer upon arrival at remote site and before serving.

CORRECTIVE ACTION:

1. 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.
2. Cool food to 41 °F or below using a proper cooling procedure SOP if the internal temperature of cold food is greater than 41 °F.
3. Discard foods held in the danger zone, below 41°F or above 135 °F, for greater than 4 hours.

VERIFICATION AND RECORD KEEPING:

1. 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 Food Production Record.
2. Upon receipt of food at remote sites, foodservice employees will record receiving temperatures and corrective action taken on the Receiving Log.
3. The foodservice manager at central kitchens will verify that foodservice employees are following this SOP by visually observing employees and reviewing and initialing.
4. The foodservice manager 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 Receiving Log daily.