



# The Hotline: Food Safety

Julie Halfpop RDN, LD  
Director of Nutrition Services  
[jhalfpop@martinbros.com](mailto:jhalfpop@martinbros.com)

515-238-7295

& Christy Edwards RDN, CD  
WI Marketing Dietitian  
Martin Bros. Distributing, Inc.

# FSD: The coronavirus gives rise to new roles

- **Concierges: “screener” or “bouncer”** Ensure guests comply with safety standards such as wearing masks, keeping 6 feet away from other parties and not having overt symptoms of COVID-19.
- **Safety Steward:** oversee the adoption and ongoing execution of recommended social-distancing and sanitation practices.
- **Coronavirus Cop:** one person per shift to police all aspects of combating COVID-19. Workers are washing hands, sanitizing frequently touch surfaces.
- **Hygiene Captain, Sanitizer Captain, Sanitation Specialist:** responsible for wiping down dining room surfaces. This person wears an arm band or vest to signify the role. Leave a card on clean tables to alert guests that the surface has been sanitized.
- **Dining service leader, dining room attendant: safety in dining rooms.** Sanitizing and provide guests with small bags where they can store their face masks while eating.
- **Temperature Takers:**

# A Way of Life

Don't transfer

- Don't transfer pathogens from your body to food

Practice

- Practice good personal hygiene

Control

- Control the time and temperature of food

Prevent

- Prevent Cross Contamination

Clean and Sanitize

- Clean and Sanitize Food Contact Surfaces Correctly



**LEVEL**  
**1****Entry-Level Food Service Workers**

Gain basic understanding of food service operations including regulatory compliance.

[Click To Show Contents](#)**Level 1 Progress Checklist**

Track an employee's progress through level one of Jump Start.

[Download Checklist](#)**Food Safety Basics**[View Training Videos \(3\)](#)[Download Competency Exam & Answers](#)[Download Certificate](#)**Ware Washing**[View Training Video](#)[Download Competency Exam & Answers](#)**Three-Sink Dishwashing**[View Training Video](#)[Download Competency Exam & Answers](#)**Cleaning & Sanitizing Surfaces**[View Training Video](#)[Download Competency Exam & Answers](#)**Nutrition & Modified Diets**[View Puree Process Video](#)[View Modified Diets Part 1 Video](#)[Download Puree Process Test](#)[Download](#)**Customer Service**[View Training Video](#)[Download Competency Exam & Answers](#)**JUMPSTART**  
*for Food & Nutrition Staff***JUMP START LEVEL 1**  
Entry-Level Food Service Workers**LEVEL 1 PROGRESS CHECKLIST**

Employee Name \_\_\_\_\_ Manager \_\_\_\_\_

**FOOD SAFETY BASICS & SANITATION***Goal: To assure compliance of food safety, handwashing, time and temperature control of foods and cleaning & sanitizing.*\_\_\_\_\_ **1. Watch Food Safety Basics videos and complete competency exam**

date completed \_\_\_\_\_

- Employee Health & Hygiene
- Time & Temperature
- Cleaning & Sanitizing

File certificate of completion in employee file

\_\_\_\_\_ **2. Watch Ware Washing video and complete competency exam**

date completed \_\_\_\_\_

\_\_\_\_\_ **3. Watch Three-Sink Dishwashing video and complete competency exam**

date completed \_\_\_\_\_

\_\_\_\_\_ **4. Watch Cleaning & Sanitizing Surfaces video and complete competency exam**

date completed \_\_\_\_\_

**NUTRITION & MODIFIED DIETS***Goal: To provide basic information about the importance of nutrition, the types of menus and modified diets and how these affect the residents.*\_\_\_\_\_ **1. Watch Puree Process video and complete process test and competency exam**

date completed \_\_\_\_\_

\_\_\_\_\_ **2. Watch Modified Diets Course Part 1 video and complete competency exam**

date completed \_\_\_\_\_

**CUSTOMER SERVICE***Goal: To provide standards for establishing a dining room that is attractive, homelike, adequately staffed, dignified and pleasant.*\_\_\_\_\_ **1. Watch Customer Service video and complete competency exam**

date completed \_\_\_\_\_



# Celebrate & Brag

1. Post certificates
2. Promote the score of your latest local inspection on your website.
3. Add “ServSafe Certified” or other nationally-recognized food safety program certification to job titles.
4. Give out “I Got Caught” Awards.





# Need to Know

CMS-Centers for Medicare & Medicaid

Code of Federal Regulations

F-Tags

Department of Health & Human Services

State Laws

Assisted Living

# 2022 Top Deficiencies

- F884-Reporting
- F880-Infection Control & Prevention
- F689-Accidents, Hazards, Supervision & Devices
- F684-Quality of Care
- **F812-Food Procurement, Storage, Preparation, and Sanitary Serving**

<https://leadingage.org/regulation/top-five-frequently-cited-f-tags-2022>



**F812 requires that facilities follow professional standards for food service safety** with regard to storage, preparation, distribution and serving of food. The regulation states that CMS recognizes the US FDA Food Code and the CDC's food safety guidance as the national standards for these topics in long-term care facilities.

## Kitchen Observation

**Kitchen/Food Service Observation:** Complete the **initial brief kitchen tour upon arrival** at the facility, with observations focused on practices that might indicate potential for foodborne illness. Make additional observations throughout the survey process in order to gather all information needed. Refer to the current FDA Food Code as needed.

**Initial Brief Tour of the Kitchen:** Review the first two CEs to ensure practices prevent foodborne illness.

- Potentially hazardous foods, such as beef, chicken, pork, etc., have not been left to thaw at room temperature.
- Food items in the refrigerator(s) are labeled or dated.
- Potentially hazardous foods such as uncooked meat, poultry, fish, and eggs are stored separately from other foods (e.g., meat is thawing so that juices are not dripping on other foods).
- Hand washing facilities with soap and water are separate from those used for food preparation.
- Staff are practicing appropriate hand hygiene and glove use when necessary during food preparation activities, such as between handling raw meat and other foods, to prevent cross-contamination.
- Cracked or unpasteurized eggs are not used in foods that are not fully cooked (per observation or interview).
- Food is prepared, cooked, or stored under appropriate temperatures and with safe food handling techniques.
- Staff are employing hygienic practices (e.g., not touching hair or face without hand washing) and then handling food.

1. During the initial brief tour, are foods stored and/or prepared under sanitary conditions?  Yes  No F812

2. During the initial brief tour, does the facility handle, prepare, and distribute food in a manner that prevents foodborne illness to the residents?  Yes  No F812

**Follow Up Visits to the Kitchen:** If staff are preparing food during the initial brief tour, proceed with observations. If not, answer the remaining items in future trips to the kitchen.

### Storage Temperatures

- Refrigerator temperatures that are at or below 41 degrees Fahrenheit (°F) (check temperatures between meal service activities to allow for stable temperatures).
- Freezer temperatures maintained at a level to keep frozen food solid.
- Internal temperatures of 41°F or lower for potentially hazardous, refrigerated foods (e.g., meat, fish, milk, egg, poultry dishes) that are not within acceptable ranges:
  - What are the temperatures?
  - What foods are involved?

# Food Code

U.S. Public Health Service



---

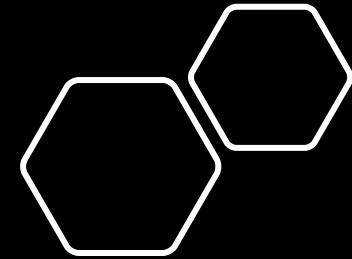
# 2017

---

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Public Health Service • Food and Drug Administration

College Park, MD 20740



<https://www.fda.gov/food/fda-food-code/state-retail-and-food-service-codes-and-regulations-state>

# §483.60(a)(1)-(2) Staffing – F801

## F801 Qualified Dietitian or Clinically Qualified Nutrition Professional

*Do you have a qualified dietitian or other clinically qualified nutrition professional part-time or on a consultant basis?*

<p>A. <i>No, there is not a full-time qualified dietitian or other nutritional professional.</i></p> <p><i>Do you have this position part time or on consultant basis?</i></p>	
<p><b>Yes –</b> B1. Does the dietitian/nutrition professional meet qualifications in A1?</p>	<p><b>No-</b> Non-compliance – need part time or consultation with qualified individual dietitian/nutrition professional</p>
<p>B.2 Do you also have a designated Director of Food and Nutrition Services?</p>	
<p><b>Yes</b></p>	<p><b>No-</b> Non-compliance need a Director of Food and Nutrition if no full time dietitian/nutrition professional. - STOP</p>
<p>B3. If yes, when was the Director of Food and Nutrition designated?</p>	
<p>Before 11/28/2016 – have 5 years to meet below qualifications.</p>	<p>After 11/28/2016 – have 1 year to meet below qualifications</p>
<p>Do they meet all of the following qualifications?</p>	
<p><b>1. Education:</b> One of following</p> <ul style="list-style-type: none"> <li>○ A certified dietary manager</li> <li>○ A certified food service manager</li> <li>○ Similar national certification for food svc mgmt./safety from national certifying body</li> <li>○ Associate's or higher degree in food service management or in hospitality from an accredited institution</li> </ul> <p><b>2. State Standards</b></p> <p><b>3. Consultation</b></p>	

## FOOD SAFETY TRAINING

Learn how to minimize the risk of foodborne illness, comply with state codes, develop a workable cleaning schedule, lower costs and much more!



The National Restaurant Association delivers quality training to restaurant and foodservice professionals. The ServSafe Food Safety Training program leads the way in providing current and comprehensive educational materials to the restaurant industry.

### Upcoming ServSafe training courses sponsored by Martin Bros.:

NO UPCOMING SESSIONS - CHECK BACK SOON!

### Other ServSafe training opportunities:

[ISU Extension Food Safety Course Schedule](#)



Always Food Safe is an ANSI-accredited, specialist web-based e-learning provider for the food service sectors. They offer fully video-based online training systems, to provide the learner with a far more interactive and enjoyable learning experience. This means that the course is 100% online and can be completed around your lifestyle.

[Always Food Safe - Food Manager Certification & Training](#)





SERVS SAFE MANAGER

SERVS SAFE FOOD HANDLER

SERVS SAFE ALCOHOL

SERVS SAFE ALLERGENS

SERVS SAFE WORKPLACE

INSTRUCTORS/PROCTORS

ADMINISTRATORS

## SERVS SAFE MANAGER COURSE WITH ONLINE PROCTORED EXAM

\$179.00



**Product code:**SSMCT7XONLPROC

**Online Course Languages:** English and Spanish

**Food Code:** 2017 FDA Food Code

**Exam:** ServSafe® Food Protection Manager Certification

**Exam Languages:** English, Spanish, simplified Chinese

**Proctoring:** Online exam proctoring at home through ProctorU included

**Included:** One online course, one online exam access code, and online proctoring through ProctorU

**FAQs:** [Frequently Asked Questions](#)

Online proctoring at home for the ServSafe® Food Protection Manager Certification Exam is now available! Schedule your exam at a time that's convenient for you, all you need is a computer or laptop and a private location.

# Prepare!



## Simulated Culinary Operation CM

Martin Bros. Nutrition Services & Quality C

Run Time: 36:18

A video showing a mock simulated kitchen survey to u  
within your senior community.



# Initial Kitchen Observation Audit

Initial Observation Audit

Week of:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Meats not thawing at room temperature							
Food items in the refrigerator are labeled and dated							
PHF are stored separately from other foods (thawing meats are not dripping on other foods)							
<u>Handwashing</u> facilities with soap/water are separate from food <u>preparation</u> .							
Staff are practicing proper hand hygiene & glove use							
Cracked or unpasteurized eggs are not used in foods that are not fully cooked							
Food is prepared, cooked or stored under appropriate temperatures and with safe food handling techniques							
Staff are employing hygienic practices							

Notes:





# Corrective Action (Changing Behaviors)



**EDUCATE**



**EMPOWER**



**ENFORCE**



# A HOW-TO GUIDE ON PERFORMING A Root Cause Analysis

A root cause is defined as a factor that caused a nonconformance and should be permanently eliminated through process improvement.

The root cause is the core issue—the highest-level cause—that sets in motion the entire cause-and-effect reaction that ultimately leads to the problem(s).



## QUESTIONS TO ASK:

- ▶ How did the event happen?
- ▶ Why did it happen?
- ▶ Follow up with “WHY?” four more times.
- ▶ What happened in the moment it happened?

## HOW DOES A ROOT CAUSE ANALYSIS PROCESS WORK?

- ▶ Checklist.
- ▶ Management team.
- ▶ A “go-to” resource for information on the process: Binder, clipboard or form.

## ONCE THE ROOT CAUSE IS IDENTIFIED:

- ▶ Plan action steps to implement the solution.
- ▶ Make sure to regularly follow up on your plan.
- ▶ Ensure you have established a sustainable protocol for your process improvement.

There are four factors to consider during a root cause analysis. An easy way to remember them is with the acronym **PEAK**:

- ▶ **P**rocedure (the process for doing something)
- ▶ **E**nvironment (the surroundings)
- ▶ **A**rtifacts (the supplies or equipment)
- ▶ **K**nowledge (an understanding of what needs to be done)

Here’s an example of root cause analysis using the “five whys” process: A resident complains about their dinner being cold AGAIN.

1. **WHY** did it happen?  
Food sat too long.

2. **WHY?**

There was no one to deliver to the resident’s room.

3. **WHY?**

There are usually two aides to help deliver trays, but there was only one.

4. **WHY?**

The employee is tardy for their shift and shows up at 11:30am instead of 11am.

5. **WHY?**

The employee does not have child care until 11:00am when a family member is able to watch the baby.

**Solution:** Consider moving the employee to another shift that would work with their schedule and look at hiring someone else. Or, change the employee’s hours and see if the Activities Director’s assistant is available to help between 11-11:30am.

## CONSIDER USING EXPERTS OUTSIDE YOUR COMMUNITY TO HELP:

- ▶ Survey what your team is currently doing.
- ▶ Analyze your processes.
- ▶ Question all of your products, equipment and procedures.
- ▶ Provide training that meets manufacturers’ requirements, and Centers for Medicare & Medicaid Services (CMS) and state regulations.
- ▶ Establish ongoing training.
- ▶ Continually audit to ensure compliance for current and updated regulations are in place.

# Root Cause Analysis

- WHY?  
WHY?  
WHY?  
WHY?  
WHY?



PRODUCED BY:

**Martin Bros.**  
DISTRIBUTING CO INC



# CORRECTIVE ACTION PLAN

NAME: \_\_\_\_\_ EVENT: \_\_\_\_\_ DATE: \_\_\_\_\_

TASK	OWNER	TARGET DATE COMPLETED
GOAL INTERVENTIONS:		
CHANGES NECESSARY:		
RESOURCES NECESSARY:		
MONITORING METHOD:		

TEAM MEMBERS	DEPARTMENT	DATE



## Use of Hair Restraints Corrective Action Plan

Event: Cited for not securing hair while working in the kitchen			
Date: x/xx/xx			
		Owner	Target Date Completed
Goal Interventions	Staff will properly restrain hair while working in the kitchen	Boss	x/x/xx
Changes Necessary:	<ol style="list-style-type: none"> <li>1. Review policy on use of hair restraints</li> <li>2. Educate staff at x/x/xx Inservice on policy</li> <li>3. Remind staff of importance through posters</li> <li>4. Ensure adequate supplies of hair restraints are available.</li> </ol>	Boss	
Resources Necessary	<ol style="list-style-type: none"> <li>1. Time for education</li> <li>2. Hair restraints (on order guide)</li> <li>3. Poster</li> <li>4. QA study</li> </ol>		
Monitoring Method:	<p>Weekly QA will be done noting at various times x 8 weeks noting</p> <ol style="list-style-type: none"> <li>1. how many staff are wearing hairnets per <u>policy</u></li> <li>2. whether supply of hair restraints <u>are</u> available</li> <li>3. whether poster is available</li> </ol>	Boss	

NOTICE

HAIR NET  
REQUIRED  
BEYOND  
THIS POINT



**Dark Brown Hairnet - 24 in**  
(054000 - 1/144 ct)



**White Bouffant Head Cap**  
(21 in - 050190 - 5/100 ct;  
24 in - 050230 - 5/100 ct)

## Handwashing & Gloving Corrective Action Plan

Event: Cited for improper handwashing & glove usage			
Date: x/xx/xx			
		Owner	Target Date Completed
Goal Interventions	Staff will practice sound handwashing & glove usage	Boss	x/x/xx
Changes Necessary:	<ol style="list-style-type: none"> <li>1. Review policy</li> <li>2. Educate staff at x/x/xx Inservice on policy</li> <li>3. Remind staff of importance through posters</li> <li>4. Hold team accountable</li> </ol>	Boss	
Resources Necessary	<ol style="list-style-type: none"> <li>1. Time for education</li> <li>2. Supplies</li> <li>3. Posters, etc.</li> <li>4. QA study</li> </ol>		
Monitoring Method:	<p>Weekly QA will be done noting at various times x 8 weeks noting</p> <ol style="list-style-type: none"> <li>1. Proper procedures for handwashing are noted</li> <li>2. Handwashing is done in hand sink</li> <li>3. Proper gloving is noted</li> </ol>	Boss	

## ***Hand Washing***

### **Policy and Procedure**

#### **Policy**

Hand washing is the most important component for preventing the spread of infection. Proper hand washing technique is to be used at all times that hand washing is indicated.

#### **Procedure**

1. Hand washing is to be done:
  - When hands are visibly soiled
  - Before and after resident contact
  - After contact with soiled or contaminated articles, such as, waste removal and articles that are contaminated with bodily fluids
  - Before and after eating or handling food
  - After toileting or after personal grooming (combing hair)
  - Before starting work
  - After smoking
  - After coughing, sneezing, or blowing your nose
  - After handling uncooked animal products such as raw meat, or fish
  - After removal of latex gloves
2. Wet hands and forearms with warm water.
3. Add soap and lather thoroughly for at least 20 seconds. Be sure to wash between fingers, around and underneath fingernails and the backs of hands and wrists.
4. Rinse thoroughly with warm water.
5. Wipe hands dry with a clean paper towel.
6. Turn off water with elbows or the paper towel.
7. Hands should be washed frequently during work and whenever they become soiled.

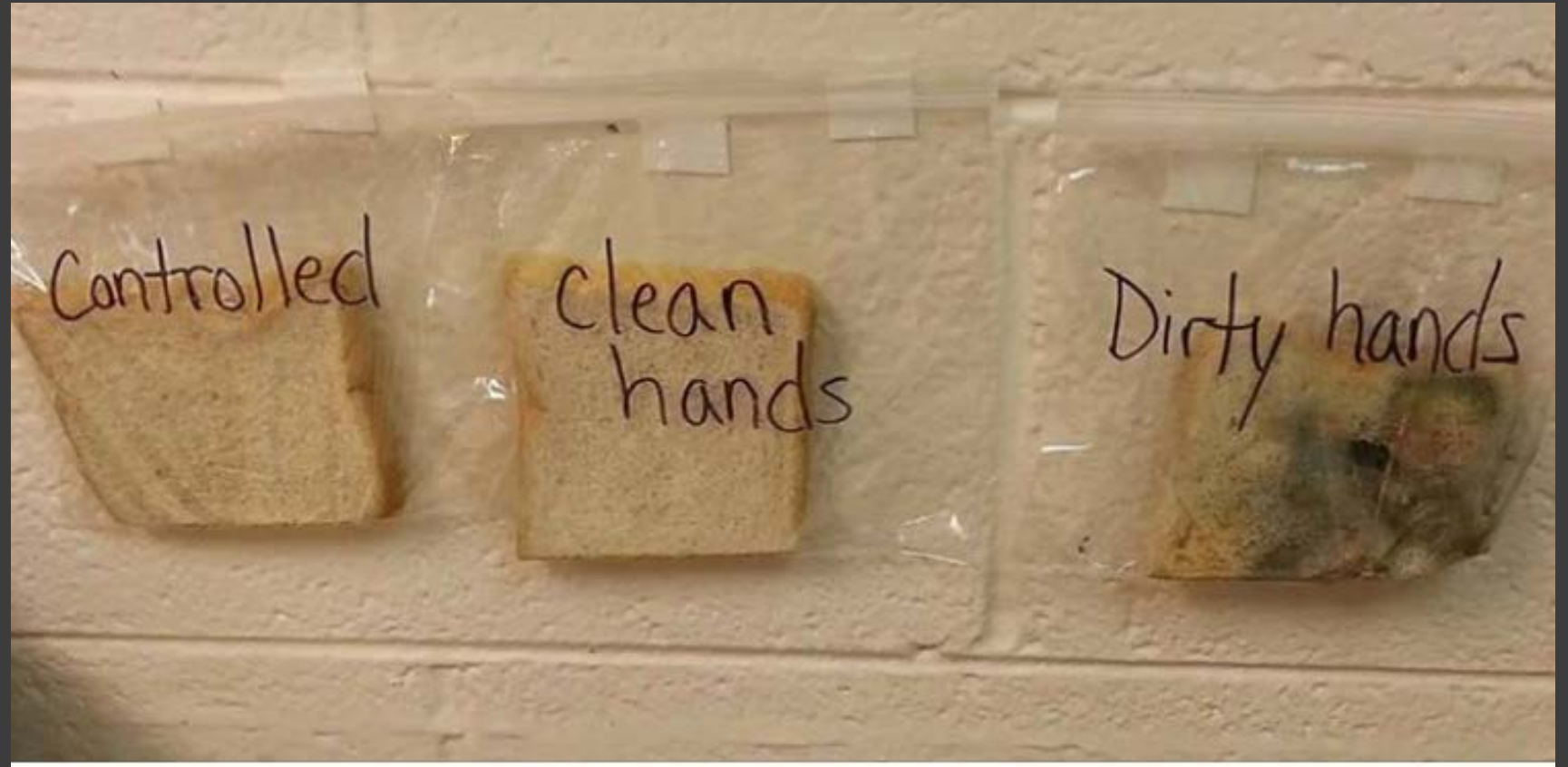


# Practice Handling Ready-to-eat Foods

- *Activity*
  - Bread, rolls, butter, knife, tongs, gloves, fork, deli paper



# Handwashing Education



## GLOVE AUDIT FORM

DATE OF OBSERVATION: \_\_\_\_\_ TIME OF OBSERVATION: \_\_\_\_\_  
 CUSTOMER: \_\_\_\_\_ AREA OBSERVED: \_\_\_\_\_  
 CONTACT: \_\_\_\_\_ NUMBER OF WORKERS OBSERVED: \_\_\_\_\_  
 LOCATION: \_\_\_\_\_ OBSERVER: \_\_\_\_\_

TYPE AND MATERIAL OF GLOVE(S) USED: \_\_\_\_\_  
 BRAND: \_\_\_\_\_ MANUFACTURER: \_\_\_\_\_

**DIRECTIONS**

- For each item, answer yes or no, and estimate the frequency of compliance. If you do not observe the behavior, the item is not applicable (N/A), or it is not observed (NOb), then place a mark in those columns. Consider having various staff members also complete this form periodically and compare the results of your observations.
- Example: Workers in the salad preparation area were observed. Gloves were observed being used when handling ready-to-eat food for only an estimated 25% of the time that they should have been worn. Under the first item of "When to Wear Gloves", a mark should be made in the "YES" column under 25%.

BEHAVIOR	YES				NO	N/A	NOb
	25%	50%	75%	100%			
<b>GLOVE AVAILABILITY</b>							
A variety of glove sizes are available to fit employees							
The proper types of gloves are available for specific uses							
Gloves are located conveniently where they are needed for use							
<b>WHEN TO WEAR GLOVES</b>							
Gloves are worn when handling ready-to-eat foods							
Gloves are changed between tasks or activity							
New gloves are donned when returning to work station(s)							
Gloves are worn over bandages							
Gloves are changed at least once every four (4) hours							
<b>HOW TO WEAR GLOVES</b>							
Hands are washed properly before putting on gloves							
Only one glove at a time is removed from dispenser(s)							
Gloves are handled only at the cuff							
Contaminated gloves are removed from hands properly							

ADDITIONAL NOTES: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

FOLLOW UP INFORMATION: \_\_\_\_\_  
 \_\_\_\_\_





## Resident Council Interview

**Resident Council Interview** - Complete an interview with active members of the Resident Council early enough in the survey to afford the team enough time to investigate any concerns. If there is not a resident council, determine whether residents have attempted to form one and have been unsuccessful, and if so, why.

- Introduce yourself to the president of the council and ask for assistance in arranging the meeting. If there is no president, ask for a list of active resident council participants and select a resident to assist in arranging the meeting. Try to keep the group manageable, no more than 12 residents. Explain the survey process and the purpose of the interview using the following concepts. It is not necessary to use the exact wording.

**“[Name of facility] is inspected periodically by a team from the [Name of State Survey Agency] to ensure that residents receive quality care. While we are here, we make observations, review the nursing home’s records, and talk to the residents and family members or friends who can help us understand what it’s like to live in this nursing home. We appreciate that you are taking the time to talk with us. We would like to know more about the Resident Council and interactions of the group and staff.”**

- At all times, be cognizant of resident confidentiality. Obtain permission from the Resident Council President or Officer to review the Resident Council minutes and become familiar with some of the issues that have been discussed. Review three months of minutes prior to the interview to identify any unresolved areas of concern.
- Review the grievance policy to ensure prompt resolution of all grievances and that the facility has maintained results of grievances for a minimum of 3 years.
- It is suggested that the interview begin with some discussion of issues that have been discussed during the most recent Council meeting and how the facility has responded. For example, “I read in the minutes that you had discussed noise at night during the last meeting. Has the facility responded to your concern?” or “During the last meeting, several participants brought up an issue with food being cold. Has that situation been resolved to your satisfaction?” This initial discussion of current issues before the Council may prove helpful to establish a rapport with the Resident Council President (or Officer) and help make the remainder of the interview more informative.
- Document the names of residents in the meeting.
- Follow up on any concerns that are within the scope of the long-term care requirements with reference to specific F-tags identified on this pathway. Further investigation should include interviews with appropriate staff members to determine how concerns are resolved.
- Team meetings will provide opportunities to share concerns and focus on particular problematic areas. Any potential concerns noted during the interview should be shared with all team members.

## HUDDLE TEMPLATE (TEMPERATURE DANGER ZONE)

**DATE:**

**ATTENDEES:**

**ANNOUNCEMENT/RECOGNITION:**

**TOPIC:** Temperature Danger Zone

**GROUP QUESTION:** What is the temperature danger zone and what it is used for?

**SUGGESTED ANSWERS:**

- The temperature danger zone is between 35-141 degrees Fahrenheit
- Every 20 minutes food is left in the zone, the amount of bacteria doubles
- To keep food out of the zone, proper heating and cooling techniques must be used

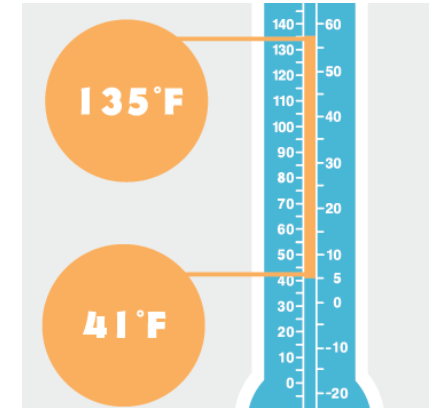
Heat food up to 165 degrees Fahrenheit

Cool food to 35 degrees before storing in a refrigerator or freezer

In what areas in our operation do we need to be aware of the temperature danger zone?

**EXAMPLE/RECOGNITION OF STAFF MEMBER THAT EXCELS AT THE HUDDLE TOPIC:**

**TAKEAWAY MESSAGE:**



### BONUS TIPS

**WHO:** ALL members of the healthcare and food service team

**WHERE:** Same place every day

**WHEN:** Same time every day

**WHY:** Employee engagement, retention



**Martin Bros.**  
DISTRIBUTING CO INC

[martinbros.com](http://martinbros.com) | 800-847-2404 | [f](#) [t](#) [v](#) [p](#) [i](#) [n](#)



# Serving Foods

Keep steam table covered



Each food item should have its own utensil



Keep utensils in the food



Plate up as close to service as possible



Hot foods need to be hot and cold foods need to be cold

# Room Service Meal Delivery:

## HOW TO EFFECTIVELY AND SAFELY SERVE SENIOR LIVING CUSTOMERS

Many senior living operators agree that non-communal dining will continue for the foreseeable future. Even as communal dining opens with restrictions, some residents are continuing to request room service meal delivery. Several communities have shared creative ideas and solutions for establishing a room service program.



### SAFETY

A room service program must have safety measures in place and be continuously monitored to ensure compliance. Here are some general guidelines to consider when establishing your program:

- ▶ Procedures to limit the number of food delivery personnel to residents with coronavirus (COVID-19) in isolation.
- ▶ Procedures for an isolation tray and universal precautions for all disposables.
- ▶ Proper handwashing prior to meal service.
- ▶ Sanitizing hands in between trays and after exiting room.
- ▶ Heated / chilled mobile cart service to maintain food temperatures.
- ▶ Properly organizing trays by room order for timely meal delivery.
- ▶ Covering all food during transportation.
- ▶ No cross contamination of soiled and clean trays.
- ▶ Proper personal hygiene of all food service workers.
- ▶ Sanitizing all food service equipment prior to and after meal service.

### DINING ENHANCEMENT

The risks of isolation, depression and anxiety that coronavirus brings to our senior living residents are concerns that all disciplines need to address collectively. How can dining continue to be a highlight in senior living communities?

- ▶ Try mobile cart service, which allows for on-demand customizations in portions and choice options for residents. From the cart, the feature of the day can be offered as well as soups and a selection of vegetables and side dishes. Add a fun theme or offering like a picnic, happy hour or ice cream cart.
- ▶ Include personal touches virtually from the kitchen staff: Daily crossword puzzle, quote of the day, videos, special notes, etc.
- ▶ Consider mobile action stations, such as an ice cream sundae bar.
- ▶ Pay attention to plate presentation. Food should always look appealing to the customer. Consider aesthetics especially when meal service has changed to disposable containers.
- ▶ Offer grab-and-go options to expand offerings. Residents may choose to forego the featured meal and choose from a grab-and-go menu that can be delivered upon request.
- ▶ Provide customer service training for those serving meals. Deliver food with a smile (even through a mask) and consider little extra notes or add-ons to brighten their day.
- ▶ Train to help foodservice servers identify potential nutrition risk triggers: What to look for, what to report or what to offer.
- ▶ Make sure resident is set up to enjoy the meal. Hands washed, seated properly, explain the meal features, assist with opening/offering condiments and beverages.

### QUALITY

It may be time to evaluate the appropriateness of menu offerings for current resident requests as well as the ability to transport with a room service model.

- ▶ Implement a quality assurance audit to evaluate the food temperatures of room-delivered meals.
- ▶ Evaluate the quality of food items being held and transported to room service. You may need to replace items on your menu, for example: How do French fries or waffles hold up with room service? Is there another product or service option that would improve the quality?
- ▶ Consider what types of foods are being requested and accepted. We have learned that comfort foods are well-accepted as well as softer foods and drinks.
- ▶ Find products that are available and meet your changing meal service needs and customer preferences.
- ▶ Get organized before delivering meals to the residents. Have a list of items that need to be on the cart for meal service, such as condiments, special requests, serving utensils, sanitizer, etc.

### EQUIPMENT

- ▶ Evaluate equipment needed to safely serve meals in rooms to your customers. If you cannot keep food hot from kitchen to service, consider the options of insulated carts, mobile steam tables or heated dinnerware.
- ▶ Make sure you have enough carts to accommodate service spread throughout the building.
- ▶ Enhance the dining or offer other choices like a soup kettle, flavored coffees, take-out bistros, etc.
- ▶ Anticipate what equipment you may need to consider and budget for upcoming year.
- ▶ Use cold pans to keep cold food and beverages cold during room service delivery.
- ▶ Consider re-purposing a tackle box for a portable condiment caddy to accompany room service carts.

Senior living dining programs need to be flexible and adapt to the changing situations now and in the time to come. Room service can be a pleasant way to offer meal delivery that keeps residents and staff safe and resident satisfaction high.

- *Manage the menu features*
- *Use the best equipment*
- *Expedite*
- *Monitor*



Strategy  
=  
Success

## Label Product Dissolvable

**Item Number:** 825955

**Brand:** National Checking

**Manufacturer #:** DP12R

**Vendor:** NCCO (National Checking Co.)

**GTIN:** 00018291991501

**Category:** Supplies

**Pack Size:** 500/1\*X2"

**Description:** 1 inch X 2 inch Dissolving Product Labels. Label Food Rotation Product. Date It Brand.

**Storage & Usage:** Paper product - store in cool, dry place.

**Storage Temperature:** 35 / 85

**Shelf Life:** 365



This policy can be edited to fit your community's needs. It is meant only to be a guide. Always check with state/local codes before adopting. To delete this header, double-click on these words and then you will be able to delete.

## Policy and Procedure Template

### Policy

Food labeling/dating, rotation and storage.

### Procedure

All items that are not in their original containers must be labeled.

Food labels will include the common name of the food or a statement that clearly identifies it.

Foods that cannot be easily mistaken for another item will not be labeled.

Foods that will be held for longer than 24 hours must be labeled.

No food will be held longer than seven days. The count begins on the day that the food was prepared, or commercial container was opened. The product will include discard date six days from this date for a total not to exceed 7 days.

Commercially processed foods that have a use-by date that is less than seven days from the date the container was opened, will be marked with this use by date as long as the date is based on food safety.

When combining food in a dish with different use-by dates, the discard date of the dish should be based on the earliest prepared food.

Temperatures will not exceed 41F.

Rotation will be addressed using the FIFO method (First In, First Out) and will be placed in the cooling unit in this manner (with older product in the front, newer product in the back).

### References

ServSafe, ServSafe Manager, 6<sup>th</sup> ed.



# LEFTOVER LOGIC

For Resident Refrigerators

## STORAGE:

- Refrigerate or Freeze leftovers within 2 hours.
- Wrap leftovers in air-tight packaging.
- Refrigeration: Leftovers can be kept in the refrigerator for 7 days at 41° F and then must be eaten or placed in the freezer.
- Freezing: Leftovers will last in the freezer for 3-4 months.

## REHEATING

- Reheat leftovers on the stove, in the oven or microwave to the temperature of 165° F.



**Martin Bros.**  
DISTRIBUTION CO. INC.

[martinbros.com](http://martinbros.com) | 800-847-2404



## PROPER COLD FOOD STORAGE

FOOD SHOULD BE COVERED, DATED AND  
SHELVED TO ALLOW CIRCULATION.

Ready-to-Eat  
Foods



Seafood



Whole Cuts of  
Beef and Pork



Ground Meat,  
Ground Fish



Whole and  
Ground Poultry



IDEAL REFRIGERATOR TEMPERATURE IS  
AT OR BELOW 41°F (5°C)

Arrange stored food with highest internal cooking temperature on bottom shelf.



**Martin Bros.**  
DISTRIBUTING CO INC

[martinbros.com](http://martinbros.com)

800-847-2404



2017 FDA Food Code

## AM/PM REFRIGERATOR/FREEZER TEMPERATURE LOG

Month

DAY	UNIT #1	UNIT #2	UNIT #3	UNIT #4	UNIT#5	UNIT #6
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
31						

Report if refrigeration is over 40°F.



**Martin Bros.**  
DISTRIBUTING CO INC

[martinbros.com](http://martinbros.com)

800-847-2404







# Why is Cleaning Such a Challenge?

EDUCATE-EMPOWER/EMBRACE-ENFORCE





# Dish Washing Safety

## RECOMMENDATIONS & BEST PRACTICES

As the coronavirus (COVID-19) pandemic continues to evolve, many are asking how to properly clean and sanitize food service items.

Below are some safety recommendations and best practices regarding dish washing machines.



**Martin Bros. follows all codes, rules, protocols and recommendations as stated by the following:**

- ▶ Centers for Disease Control & Prevention (CDC)
- ▶ Centers for Medicare & Medicaid Services (CMS)
- ▶ U.S. Food & Drug Administration (FDA)
- ▶ State and local health departments

**Please note that all recommendations to date are to follow routine procedures.**

### LOW TEMPERATURE MACHINES

- ▶ Wash and rinse temperatures are to be a minimum of 120°F. This is controlled by the incoming water to the machine. If temperatures drop below that, there are no adjustments on the machine to raise the temperature. Incoming water temperature is controlled by the customer.
- ▶ There are no minimal requirements for the level of detergent used in the wash cycle. Martin Bros. typically sets this level between 750-1250 ppm, depending on water conditions and soil loads. Detergents are used to break down soils, remove them from surfaces and hold them in suspension so they do not redeposit on surfaces. Best practices are to minimize the amount of soils going into the dish machine by using good prescraping practices.
- ▶ Rinse temperatures are a minimum of 120°F. As stated, that is controlled by the incoming water to the machine as controlled by the customer.

An Environmental Protection Agency (EPA) registered sanitizer is used in the rinse cycle to sanitize the surfaces. It is typically a chlorine based product. The minimum concentration of chlorine by code is 50 ppm. Martin Bros. recommends low temperature

contamination. Additionally, hands should be washed prior to handling clean items.

### HIGH TEMPERATURE MACHINES

- ▶ Wash temps should be as stated on the machine's data plate. Typically wash temps are between 150-160°F. The machine can be adjusted to raise or lower the wash tank temperatures.
- ▶ There are no minimal requirements for the level of detergent used in the wash cycle. Martin Bros. typically sets this level between 750-1250 ppm, depending on water conditions and soil loads. Detergents are used to break down soils, remove them from surfaces and hold them in suspension so they do not redeposit on surfaces. Best practices are to minimize the amount of soils going into the dish machine by using good prescraping practices.
- ▶ Rinse temperature needs to be a minimum of 180°F at the temperature gauge. This can be adjusted by the booster heater used to raise the incoming water temperature going into the machine.
- ▶ Sanitation is achieved by raising the surface temperature of the items in the dish machine to a minimum of 180°F. This can be checked by using temperature measuring device like a digital thermometer or temperature plate.
- ▶ Temperatures should be checked at the end of each shift during each shift.
- ▶ Cleaned items should be stored in a clean, dry area.

### DISHWASHING RECORD HIGH TEMPERATURE

Month

DAY	WASH	RINSE	WASH	RINSE	WASH	RINSE
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
31						

Report if Wash Temperature is less than \_\_\_\_°F. Report if Rinse Temperature is under \_\_\_\_°F.



**Martin Bros.**  
DISTRIBUTING CO. INC.

[martinbros.com](http://martinbros.com)

800-847-2404



# Types of learners



Visual Learners (65%)



Auditory Learners (30%)



Tactile Learners (5%)



EMPLOYEE: \_\_\_\_\_

## FOOD AND NUTRITION SERVICES COMPETENCIES

### SAFETY AND SANITATION:

	Competencies	Martin Bros Resources
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Demonstrate handwashing procedures	<ul style="list-style-type: none"> <li>Resources-downloads-Food Safety-Results Toolkit Food Safety</li> <li>Resources-downloads- Handwashing poster and handwashing steps</li> <li>Resources-In services- food safety skills fair-handwashing</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Accurately states glove usage (why you wear gloves, when you wear gloves, when you change gloves, how you properly remove gloves)	<ul style="list-style-type: none"> <li>Resources-downloads-Proper glove use, Gloveology, Results live video over gloving</li> <li>Resources-downloads-Food Safety-Results Toolkit Food Safety</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Demonstrates glove usage (making peanut butter sandwich)	<ul style="list-style-type: none"> <li>Resources-downloads-Food Safety-Results Toolkit Food Safety</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Accurately state how to avoid contamination and cross-contamination of food	<ul style="list-style-type: none"> <li>Resources-downloads-Food Casting-Cutting board color reference</li> <li>Resources-downloads-ServSafe-8 hour Class Handouts &amp; Diagnostic Test</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Accurately states how to avoid cross-contamination in dish room area	<ul style="list-style-type: none"> <li>Resources-downloads-ServSafe-8 hour Class Handouts &amp; Diagnostic Test</li> <li>Resources-downloads-Food Safety-Results Toolkit Food Safety</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Accurately states if dish machine is a low or high temperature unit; proper testing of dish machine temperatures; and knowledge of appropriate documentation methods.	
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Demonstrates the 3-bucket method of sanitizing surfaces	<ul style="list-style-type: none"> <li>Resources-inservice- food safety skills fair-clean &amp; sanitize</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Demonstrates procedures of checking dishwasher for proper temperatures; soap, sanitizing, and drying agents	<ul style="list-style-type: none"> <li>Resources-Downloads-Hygiene &amp; Sanitation-Dust 10 Test Procedure</li> <li>Resources-Downloads-Hygiene &amp; Sanitation-Micro Chlorine Test Procedure</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Discuss holding temperatures of hot and cold foods	<ul style="list-style-type: none"> <li>Resources-Downloads- End cooking temp, refrigerator food storage poster</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Discuss cooling process of roasts or large amounts of soup/casserole	<ul style="list-style-type: none"> <li>Resources-Downloads-cooling hot foods</li> <li>Resources-Inservice- food safety skills fair-cooling</li> <li>Resources-Downloads-Food Safety-Results Toolkit Food Safety</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Accurately stores, cooks, and holds different types of food using correct food safety procedures including leftovers	<ul style="list-style-type: none"> <li>Tools-Dietary 101- basic cooking competency</li> <li>Resources-Inservice-Skills fair-label/dating</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Demonstrates how to properly calibrate a food thermometer; take food temperatures; sanitize thermometer; properly document food temperatures.	<ul style="list-style-type: none"> <li>Resource-Downloads- thermometer calibration</li> <li>Resources-Inservice-food safety skills fair-thermometer calibration</li> <li>Tools-Dietary 101- Food Prep 101 -Use that thermometer</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Accurately states temperature danger zone	<ul style="list-style-type: none"> <li>Resources-Downloads-Food Safety-"Keep Hot Foods Hot"</li> </ul>
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Able to explain safety procedures designed to prevent burns and scalds to self and others	
Completed: <input type="checkbox"/> Yes <input type="checkbox"/> No Mgr Signature: _____ Date Educated: _____	Able to explain safety procedures designed to prevent slips and falls	



# CORRECTIVE ACTION PLAN

NAME: \_\_\_\_\_ EVENT: \_\_\_\_\_ DATE: \_\_\_\_\_

## TASK

GOAL INTERVENTIONS:		
CHANGES NECESSARY:		
RESOURCES NECESSARY:		
MONITORING METHOD:		

## TEAM MEMBERS

## DEPARTMENT

## DATE


**Proactive Plan**  
 Define Policy  
 Educate  
 Empower  
 Enforce

