

# MANSFIELD FOOD PROTECTION PROGRAM

January 16, 2020  
Mansfield Town Hall

# Changes

- MA DPH adopted the 2013 Federal Food Code in October 2018
- Health Department contracted with outside vendors to conduct the inspections starting in December 2018
- A new priority/priority foundation re-inspection fee was implemented in January 2019

# 181 inspections, 381 P/Pf violations

Most prevalent violations	#
4-602.11 Equipment Food-Contact Surfaces and Utensils.	55
2-501.11 Clean-up of Vomiting and Diarrheal Events.	54
4-302.13 Temperature Measuring Devices, Manual and Mechanical Warewashing.	40
3-501.17 Time/Temperature Control for Safety Food, Date Marking.	32
3-501.16 Time/Temperature Control for Safety Food, Hot and Cold Holding.	28
5-205.11 Using a Handwashing Sink.	23
7-201.11 Separation.	22

- Priority (P): Contributes directly to the elimination, prevention or reduction to an acceptable level of hazards associated with foodborne illness or injury
- Priority Foundation (Pf): Supports, facilitates or enables Priority items. Requires specific actions, equipment or procedures of Managers to control risk factors.
- Core: Relates to general sanitation, operational controls, SOPs, facility structure, equipment design and general maintenance

# Five major risk factors related to food-borne illness

- ⦿ Improper holding temperatures
- ⦿ Inadequate cooking
- ⦿ Contaminated equipment
- ⦿ Food from unsafe sources
- ⦿ Poor personal hygiene

# Improper holding temps

## Most prevalent violations

#

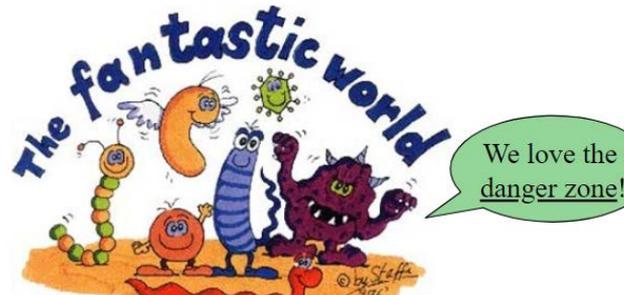
3-501.16 Time/Temperature Control for Safety Food, Hot and Cold Holding.

28

## Danger Zone

# 41-135

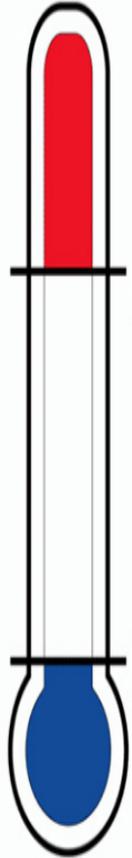
- The danger zone is this ideal temperature range where bacteria thrive!



# 3-501.16 TCS Food, Hot and Cold Holding

(A) Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under §3-501.19, ... Time/temperature control for safety food shall be maintained:

- (1) At 57°C (135°F) or above, except that roasts cooked to a temperature .... P or
- (2) At 5°C (41°F) or less. P



135 °F  
57 °C

# PROPER HOLDING TEMPERATURES

KEEP HOT  
FOODS HOT

KEEP COLD  
FOODS COLD

## Time/Temperature Control for Safety (TCS) Foods

Also known as Potentially Hazardous Foods, or PHFs



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### TO GROW, BACTERIA NEED:



FOOD



WARMTH



MOISTURE

### TO STOP BACTERIA FROM GROWING:



- Control food temperature
- Control the amount of time food spends in the Temperature Danger Zone (41°F–135°F)



# 3-501.19 Time as a public health control

- Written procedures shall be prepared in advance for Health Department review
- Food must begin at temps below 40°F or above 135°F
- Must be marked to indicate time that is 4 hours past the time when the food is removed from temperature control

Most prevalent violations	#
3-501.17 Time/Temperature Control for Safety Food, Date Marking.	32



# 3-501.17 Time/Temperature Control for Safety Food, Date Marking

(A) ...refrigerated, ready-to-eat, time/ temperature control for safety food prepared and held in a food establishment for more than 24 hours shall be clearly marked to indicate the date or day by which the food shall be consumed on the premises, sold, or discarded when held at a temperature of 5°C (41°F) or less for a maximum of 7 days. The day of preparation shall be counted as Day 1. Pf

# What needs to be marked

- PHF/TCS food requiring time and temperature control to limit the pathogen growth or toxin formation,
- Ready-to-eat (RTE) foods that may be eaten without any additional preparation steps to make the food safe, and
- Foods stored under refrigeration for more than 24 hours.

# How to mark the date

- ⦿ Each establishment develops a system that is understandable, effective, consistently used by employees and is clear to the inspector
- ⦿ Food must be discarded within seven days, which means the day the food is prepared or opened plus six days
- ⦿ Written policy is recommended

# Contaminated equipment

Most prevalent violations	#
4-602.11 Equipment Food-Contact Surfaces and Utensils.	55



# 4-602.11 Equipment Food-Contact Surfaces and Utensils

(A) Equipment food contact surfaces and utensils shall be cleaned:

- (1) ...before each use with a different type of raw animal food such as beef, fish, lamb, pork, or poultry; <sup>P</sup>
- (2) Each time there is a change from working with raw foods to working with ready-to-eat foods; <sup>P</sup>
- (3) Between uses with raw fruits and vegetables and with time/temperature control for safety food; <sup>P</sup>
- (4) Before using or storing a food temperature measuring device; <sup>P</sup> and
- (5) At any time during the operation when contamination may have occurred. <sup>P</sup>

# 4-303.11 Cleaning Agents and Sanitizers, Availability

(A) Cleaning agents that are used to clean EQUIPMENT and UTENSILS as specified under Part 4-6, shall be provided and available for use during all hours of operation.

(B) *Except for those that are generated on-site at the time of use,* chemical SANITIZERS that are used to sanitize EQUIPMENT and UTENSILS as specified under Part 4-7, shall be provided and available for use during all hours of operation.

# Cleaning vs. Sanitizing

- Prerequisite to sanitizing
- Removal of organic matter using appropriate detergents
- Application of chemicals to a properly cleaned food surface
- 99.999% reduction of pathogenic microorganisms

# When to clean and sanitize

- After you are finished using the surface or equipment
- Before working with a different type of food
- Any time you have to step away from the task and there is potential for the surface to have become contaminated
- After four hours if the surface or equipment has been in constant use

# How and When to Clean and Sanitize

To clean and sanitize a surface, follow these steps:



## 1 SCRAPE OR REMOVE FOOD BITS FROM THE SURFACE

- Use the correct cleaning tool, such as a nylon brush or pad, or a cloth towel.



## 2 WASH THE SURFACE

- Prepare the cleaning solution with an approved cleaner.
- Wash the surface with the correct cleaning tool, such as a cloth towel.



## 3 RINSE THE SURFACE

- Use clean water.
- Rinse the surface with the correct cleaning tool, such as a cloth towel.



## 4 SANITIZE THE SURFACE

- Use the correct sanitizing solution.
- Prepare the concentration per manufacturer requirements.
- Use the correct tool, such as a cloth towel, to sanitize the surface.
- Make sure the entire surface has come in contact with the sanitizing solution.



## 5 ALLOW THE SURFACE TO AIR-DRY



# Proper washing

Most prevalent violations	#
4-302.13 Temperature Measuring Devices, Manual and Mechanical Warewashing.	40



# 4-302.13 Temperature Measuring Devices, Manual and Mechanical Warewashing

(A) In manual warewashing operations, a temperature measuring device shall be provided and readily accessible for frequently measuring the washing and sanitizing temperatures. <sup>Pf</sup>

(B) In hot water mechanical warewashing operations, an irreversible registering temperature indicator shall be provided and readily accessible for measuring the utensil surface temperature. <sup>Pf</sup>

# 4-501.19 Manual Warewashing Equipment, Wash Solution Temperature.

- The temperature of the wash solution in manual WAREWASHING EQUIPMENT shall be maintained at not less than 43°C (110°F) or the temperature specified on the cleaning agent manufacturer's label instructions. <sup>Pf</sup>

# 4-501.114 Manual and Mechanical Warewashing Equipment, Chemical Sanitization

- (A) A chlorine solution shall have a minimum temperature based on the concentration and pH of the solution as listed in the following chart; <sup>P</sup>

Minimum Concentration	Minimum Temperature	
	pH 10 or less °C (°F)	pH 8 or less °C (°F)
25 – 49	49 (120)	49 (120)
50 – 99	38 (100)	24 (75)
100	13 (55)	13 (55)

# 4-501.114 Manual and Mechanical Warewashing Equipment, Chemical Sanitization

(C) A quaternary ammonium compound solution shall:

(1) Have a minimum temperature of 24°C (75°F), <sup>P</sup>

# AVOIDING CROSS-CONTAMINATION

## Food-to-Food



- Keep ready-to-eat foods away from raw foods or food allergens
- Use designated utensils, cutting boards, etc. for raw foods and allergens
- After handling allergens or raw foods, immediately change glove and wash your hands

## Chemical-to-Food

- Label chemicals clearly
- Have a designated closet for chemicals
- Keep chemicals far away from your food



## Pest-to-Food

- Store food at least 6 inches above the floor
- Keep foods covered
- Keep a clean, sanitized, and tidy kitchen



## Food Separation

- Keeping raw meat like seafood and poultry separated from other foods during shopping and storage

- Using different cutting boards for raw meat, seafood, poultry and foods that will not be cooked like raw fruits and veggies.

## Refrigerator Storage Chart

Always store ready-to-eat foods on the top shelf! Arrange other shelves by cooking temperature (highest cooking temperature on the bottom).

Ready-to-Eat Foods (Top Shelf)

Lowest Cooking Temperature

135°F (57°C)

Any food that will be hot held that is not in other categories

145°F (63°C)

Whole seafood; beef, pork, veal, lamb (steaks and chops); roasts; eggs that will be served immediately

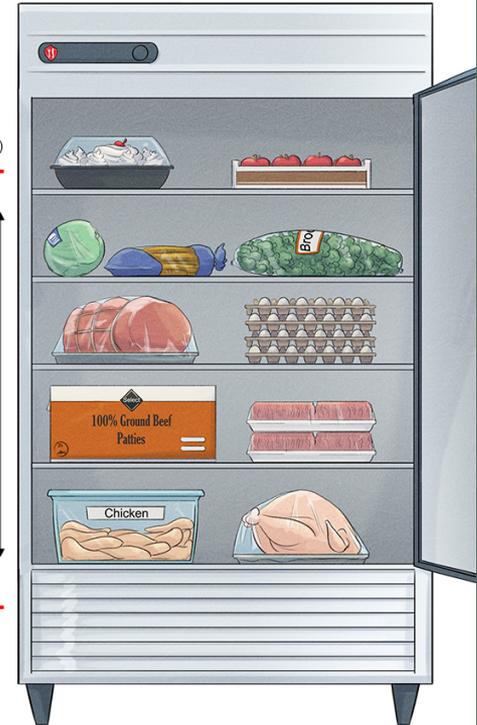
155°F (68°C)

Ground, injected, marinated, or tenderized meats; eggs that will be hot held

165°F (74°C)

All poultry (chicken, turkey, duck, fowl); stuffing made with foods that require temperature control; dishes with previously cooked foods (casseroles)

Highest Cooking Temperature



**FOOD SAFETY**

# CHOPPING BOARD



If used correctly, colour coded chopping boards can eliminate or reduce the risk of cross contamination during food preparation.



Raw Meat

**RED**



Raw Fish

**BLUE**



Cooked Meats

**YELLOW**



Vegetable Products

**BROWN**



Salad & Fruit Products

**GREEN**



Bakery & Dairy Products

**GREY or WHITE**



**Clean and Store Chopping Board Correctly After Use**

## Most prevalent violations

#

7-201.11 Separation.

22



# 7-201.11 Separation

Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, linens, and single-service and single-use articles by:

(A) Separating the poisonous or toxic materials by spacing or partitioning; <sup>P</sup> and

(B) Locating the poisonous or toxic materials in an area that is not above food, equipment, utensils, linens, and single-service and single-use articles. <sup>P</sup>

# USE CHEMICALS SAFELY

Chemicals that commonly contaminate food include:  
CLEANING SUPPLIES · TOXIC METALS · PESTICIDES

**Do**

Store chemicals away from food storage and contact areas



**Don't**

Clean or use chemicals near food



**Do**

Label all chemicals clearly



**Don't**

Mix chemicals together



**Do**

Wash all fruits and vegetables



**Don't**

Use copper, lead, and pewter cookware and utensils



**Do**

Follow the manufacturer's instructions for chemical use



**Don't**

Put used or spilled chemicals back into the original container



**Do**

Wash your hands after handling chemicals



**Don't**

Use a chemical container to store food



# Poor Personal Hygiene

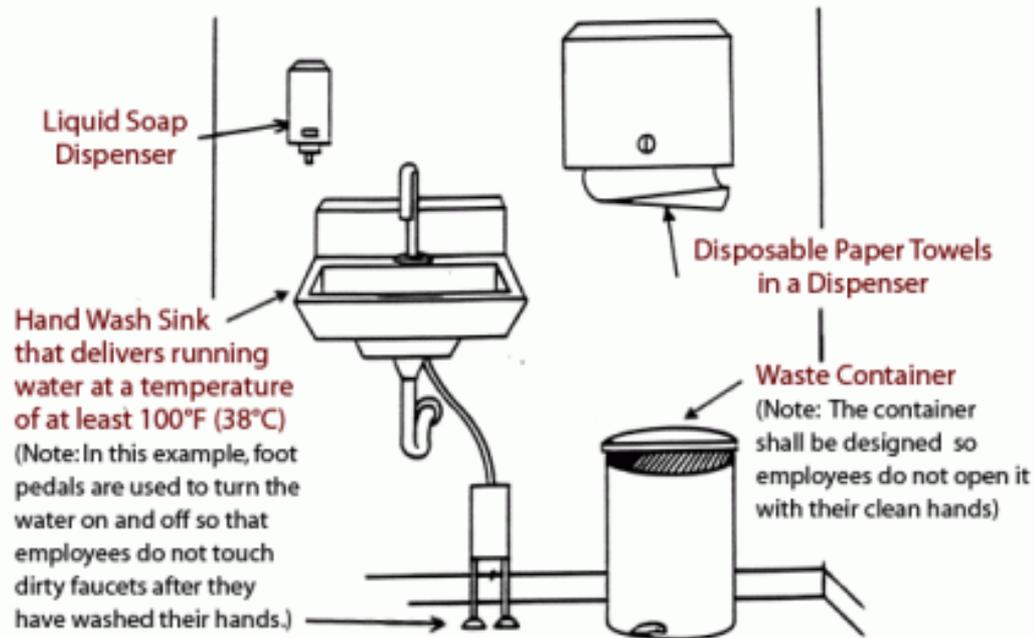
- Hand practices: proper handwashing and glove use, no bare hand contact
- Personal cleanliness: overall state
- Work attire: hair restraints, clean clothes and aprons, no jewelry
- Employee illness policies: understanding when to report illness

## Most prevalent violations

#

5-205.11 Using a Handwashing Sink.

23



# 5-205.11 Using a Handwashing Sink

(A) A handwashing sink shall be maintained so that it is accessible at all times for employee use. <sup>Pf</sup>

(B) A handwashing sink may not be used for purposes other than handwashing. <sup>Pf</sup>

(C) An automatic handwashing facility shall be used in accordance with manufacturer's instructions. <sup>Pf</sup>

# 6-301.12 Hand Drying Provision

Each handwashing sink or group of adjacent handwashing sink shall be provided with:

- (A) Individual, disposable towels; <sup>Pf</sup>
- (B) A continuous towel system that supplies the user with a clean towel; <sup>Pf</sup> or
- (C) A heated-air hand drying device; <sup>Pf</sup> or
- (D) A hand drying device that employs an air-knife system that delivers high velocity, pressurized air at ambient temperatures. <sup>Pf</sup>

# Handwashing

- When you arrive to work
- Every time you return to the kitchen
- Before putting on single-use gloves
- Between different jobs in the kitchen
- Before or after handling raw, fresh, or frozen poultry, fish, or meat
- After eating, drinking, or smoking
- After touching anything that might contaminate your hands
- After taking out the garbage, handling dirty dishes, mopping, or sweeping
- After using the restroom
- After coughing, sneezing, wiping, or blowing your nose
- After handling chemicals that might make food unsafe
- After touching your hair or your face
- After using the telephone
- After handling money



**Wet hands with hot water**

Moje sus manos con agua caliente



**Use soap**

Use jabón



**Wash and scrub for 20 seconds**

Frote sus manos por 20 segundos



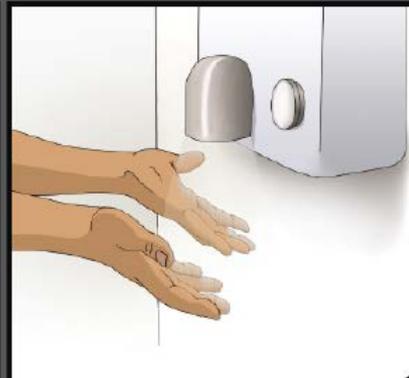
**Rinse off soap**

Enjuague



**Turn off water with paper towel**

Cierre la llave del agua usando una toalla de papel



**Dry with paper towel or air dryer**

Seque sus manos usando una toalla de papel o una secadora de aire

**EMPLOYEES MUST WASH HANDS**

Empleados deben lavarse las manos

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# Proper glove use

## Change Your Gloves Often

Wearing gloves doesn't guarantee that pathogens won't be transferred during food preparation. Gloves can easily be contaminated with pathogens just as your hands can be. To ensure pathogens aren't spread, change your gloves:



If they become **damaged**



At least every **four hours**



If they become **contaminated**



When **switching tasks**



# handwashing



# Employee Illness Reporting

2-103.11 Person in Charge.

The PERSON IN CHARGE shall ensure that: FOOD EMPLOYEES and CONDITIONAL EMPLOYEES are informed in a verifiable manner of their responsibility to report in accordance with LAW, to the PERSON IN CHARGE, information about their health and activities as they relate to diseases that are transmissible through FOOD, as specified under ¶ 2-201.11(A).<sup>Pf</sup>

FORM  
1-B

### Conditional Employee or Food Employee Reporting Agreement

Preventing Transmission of Diseases through Food by Infected Conditional Employees or Food Employees with Emphasis on Illness due to Norovirus, *Salmonella* Typhi, *Shigella* spp., or Shiga toxin-producing *Escherichia coli* (STEC), nontyphoidal *Salmonella* or Hepatitis A Virus

*The purpose of this agreement is to inform conditional employees or food employees of their responsibility to notify the person in charge when they experience any of the conditions listed so that the person in charge can take appropriate steps to preclude the transmission of foodborne illness.*

I AGREE TO REPORT TO THE PERSON IN CHARGE:

Any Onset of the Following Symptoms, Either While at Work or Outside of Work, Including the Date of Onset:

1. Diarrhea
2. Vomiting
3. Jaundice
4. Sore throat with fever
5. Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part, or other body part and the cuts, wounds, or lesions are not properly covered (such as boils and infected wounds, however small)

Future Medical Diagnosis:

Whenever diagnosed as being ill with Norovirus, typhoid fever (*Salmonella* Typhi), shigellosis (*Shigella* sp. infection), *Escherichia coli* O157:H7 or other STEC infection, nontyphoidal *Salmonella* or hepatitis A (hepatitis A virus infection)

Future Exposure to Foodborne Pathogens:

1. Exposure to or suspicion of causing any confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, *E. coli* O157:H7 or other STEC infection, or hepatitis A.
2. A household member diagnosed with Norovirus, typhoid fever, shigellosis, illness due to STEC, or hepatitis A.
3. A household member attending or working in a setting experiencing a confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, *E. coli* O157:H7 or other STEC infection, or hepatitis A.

I have read (or had explained to me) and understand the requirements concerning my responsibilities under the Food Code and this agreement to comply with:

1. Reporting requirements specified above involving symptoms, diagnoses, and exposure specified;
2. Work restrictions or exclusions that are imposed upon me; and
3. Good hygienic practices.

I understand that failure to comply with the terms of this agreement could lead to action by the food establishment or the food regulatory authority that may jeopardize my employment and may involve legal action against me.

Conditional Employee Name (please print) \_\_\_\_\_

Signature of Conditional Employee \_\_\_\_\_ Date \_\_\_\_\_

Food Employee Name (please print) \_\_\_\_\_

Signature of Food Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Permit Holder or Representative \_\_\_\_\_ Date \_\_\_\_\_

# FEELING SICK?

Your manager needs to know.



**VOMITING**  
INFECTED SORES  
**DIARRHEA**  
YELLOWING OF EYES  
**SORE THROAT**  
WITH A  
**FEVER**

If you are suffering from any of these symptoms, you must report them to your manager before working your shift.

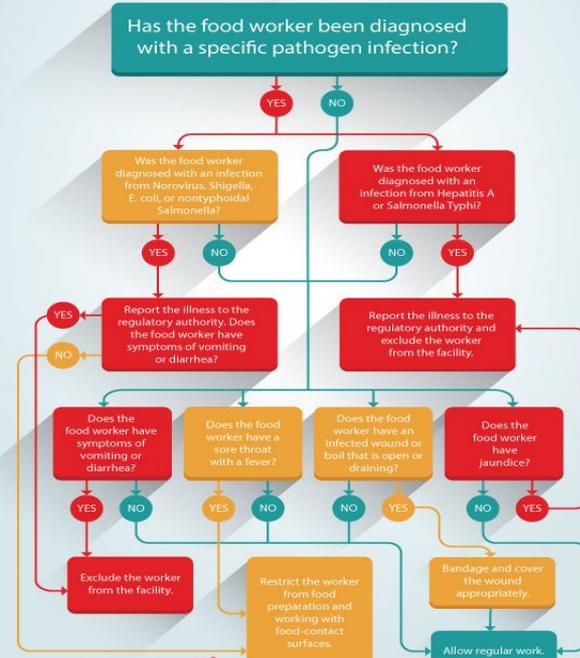
Managers are required to report the following foodborne illnesses to the Health Department:

- Salmonella - Norovirus - Hepatitis A - Shigella - E. Coli -

## FOOD WORKER ILLNESS FLOWCHART



Use this diagram to help you determine whether a food worker should be restricted or excluded from food handling at your facility.



# Most prevalent violations

#

2-501.11 Clean-up of Vomiting and Diarrheal Events.

54

# VOMIT CLEAN UP

**1**  
Put on your gear

**Supplies needed:**

- a) Cat litter
- b) Shovel & scraper
- c) Mask
- d) Gloves
- e) Goggles
- f) Disposable apron
- g) Garbage bags
- h) Soap & water
- i) Paper towels
- j) Norovirus sanitizer

**2**  
Add cat litter...WAIT... Scrape & toss

**3**  
Clean with soap & water

**4**  
Spray with sanitizer...WAIT...  
Wipe up, then get rid of garbage

**5**  
Sanitize everything in a 10 foot circle

**Follow these steps to take off your gear**

- 1) Take off apron
- 2) Take off gloves
- 3) Wash hands
- 4) Take off goggles & mask
- 5) Wash hands again
- 6) Get rid of garbage
- 7) Wash hands again

**mi** DEPARTMENT OF HEALTH

# 2-501.11 Clean-up of Vomiting and Diarrheal Events

A food establishment shall have procedures for employees to follow when responding to vomiting or diarrheal events that involve the discharge of vomitus or fecal matter onto surfaces in the food establishment. The procedures shall address the specific actions employees must take to minimize the spread of contamination and the exposure of employees, consumers, food, and surfaces to vomitus or fecal matter. <sup>Pf</sup>

## Vomit and Diarrhea Clean-Up Procedure

### WHY DO WE HAVE THIS PROCEDURE?

Vomiting and diarrhea can be symptoms of several very contagious diseases and it is the responsibility of food service management to protect both employees and customers from transmission of these diseases. The most important ways of accomplishing this task are:

- 1) ensure that employees understand the importance of frequent handwashing and that they know where and how to wash their hands;
- 2) ensure that employees understand their responsibility to report all disease symptoms, such as vomiting, diarrhea, jaundice, fever and sore throat; diagnosis of diseases; and exposure to others who are sick to the Person in Charge;
- 3) ensure that employees are trained and do not handle food that is ready to eat with their bare hands;
- 4) ensure that employees understand the importance of following all regular cleaning and sanitizing procedures on a daily basis and special cleaning and sanitizing procedures such as this one.

New employees will be trained in all of the above-mentioned procedures within the first week of hiring. Reminder trainings will be done for all food service staff on an **ANNUAL** basis.

### VOMIT/DIARRHEA CLEAN-UP KIT

A vomit/diarrhea clean-up kit is stored in a labeled bin in Contents of Clean-up Kit:

- 1) Personal Protective Equipment (PPE)
  - disposable gloves, nitrile or non-latex
  - face and eye shields (clean and sanitize after use)
  - disposable shoe covers
  - disposable aprons
  - masks
  - hair covers
- 2) Paper towels
- 3) Absorbent material: baking soda, Red Z powder, or kitty litter
- 4) Scoop or scraper, preferably disposable
- 5) Large plastic bags with twist ties
- 6) Caution tape for closing off areas

Buckets, wiping cloths, detergent and sanitizers will also be needed and are available in various locations throughout the food service area. The Person-in-Charge is responsible for refilling the clean-up kit after use. Extra supplies will be on hand. All supplies will be purchased or ordered at the time of the incident so that the kit is ready for use as soon as possible after the incident.

### WHEN A VOMITING OR DIARRHEA INCIDENT OCCURS

- 1) Remove the following from the area if no contact with vomit or diarrhea:
  - a) employees and/or customers
  - b) packaged food or food in closed containers
  - c) portable equipment, linens and open single-use and single-service articles.



# Common Personal Hygiene Violations

- Wearing jewelry
- Turning the faucet off with bare hands
- Handling dirty dishes and then clean dishes without washing hands
- **Personal items (beverages, cell phone) in prep area**
- Bare hand contact with RTE food



**No Smoking**

**No Drinking**

**No Eating**

**In Food Preparation  
or Food Handling Areas**



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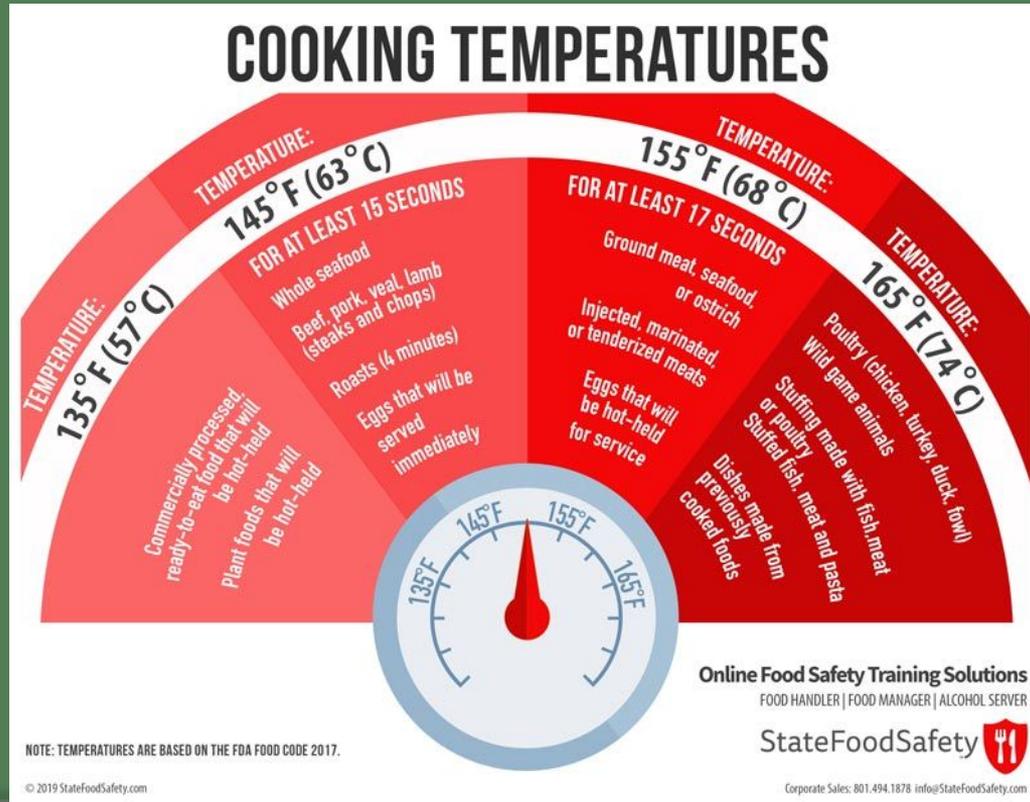
**FOOD SAFETY REMINDER:** Cell phones can go anywhere—except food preparation areas. Such items are covered in dangerous pathogens that can spread to food. They should be kept in lockers or employee break rooms.

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# 8-304.11 Responsibilities of the Permit Holder

(K) Notify customers that a copy of the most recent establishment inspection report is available upon request by posting a sign or placard in a location in the food establishment that is conspicuous to customers or by another method acceptable to the REGULATORY AUTHORITY.

# Inadequate cooking



## Inadequately cooked or **undercooked food.**

- **All raw foods have bacteria on them.**
- Raw meats (such as beef, fish and poultry) contain many potentially dangerous microorganisms.
- Raw eggs may contain salmonella bacteria.
- It is important to cook these foods to their proper temperatures or people may suffer food borne illnesses.



# Food from unsafe sources

2-103.11 Person in Charge.

EMPLOYEES are verifying that FOODS delivered to the FOOD ESTABLISHMENT during non-operating hours are from APPROVED sources and are placed into appropriate storage locations such that they are maintained at the required temperatures, protected from contamination, unADULTERATED, and accurately presented; <sup>Pf</sup>





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**FOOD SAFETY REMINDER:** Always purchase food from approved suppliers. An undocumented source might be cheap or readily available, but you can't guarantee that it's safe.

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# Active Managerial Control

- Industry's responsibility for developing and implementing food safety management systems to prevent, eliminate, or reduce the occurrence of foodborne illness risk factors
- Incorporation of specific actions or procedures to attain control
- Preventive rather than reactive approach
- Continuous system of monitoring / verification

- Certified food protection managers
- **Standard operating procedures (SOPs) for critical operational steps**
- Recipe cards which include critical limits
- Purchase specifications
- Equipment and facility design and maintenance
- Monitoring procedures
- Record keeping
- Employee health policy for restriction or exclusion
- Manager and employee training
- On-going quality control and assurance
- Specific goal-oriented plans, like Risk Control Plans (RCPs), that outline procedures for controlling foodborne illness risk factors

# Possible SOPs

- Handwashing
- Personal hygiene, including cuts and sores
- Preventing bare hand contact with ready-to-eat food (gloves, utensils, etc.)
- Employee illness
- Purchasing food from approved sources
- Cleaning and sanitizing food contact surfaces



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**FOOD SAFETY REMINDER:** Infected wounds can spread bacteria to food. Cover wounds on your hands with a waterproof bandage and a single-use glove.

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# SOPS that may be applicable

- Cross-contamination prevention.
- Warewashing.
- For TCS foods:
  - Date-marking
  - Thawing
  - Cooking
  - Cooling
  - Reheating
  - Hot holding
  - Cold holding

# Food Safety Program, for Processors and Distributors

FACT SHEET #21

## Standard Operating Procedures (SOPs)

Standard Operating Procedures (SOPs) are an important component of your food safety system because they ensure consistency in daily operations. They contain detailed, written instructions of routine operations. Some examples of SOPs include: labelling chemicals, storing utensils, receiving raw materials. Cleaning and sanitation procedures are known as Sanitation Standard Operating Procedures (SSOPs).

SOPs can be very useful for training employees because they provide step-by-step instructions on how to perform tasks.

### Elements

The elements considered in SOPs depend on the tasks performed. SOPs for sanitation (SSOPs) include recording the results of the procedure and taking action if a deviation occurs. Other SOPs, such as hand washing, just describe the steps to successfully complete the task.

SOPs should include:

- **name** of the person who wrote it
- **approval** name or initials of the person approving the document (optional)
- **date** it was written
- **purpose** (optional)
- **version number** if the document was modified (optional)
- **name of the person(s) responsible** for performing the task (ex: all personnel, sanitation crew)
- **frequency** of the described activity (ex: daily, monthly)
- **detailed instructions/procedures** to be performed
- **record** where the activities performed are documented
- **deviation/correction** if applicable (ex: equipment that's still obviously soiled should have an SSOP saying to re-clean it)

### SOPs should be:

- simple – concise, easy to understand and easy to follow
- detailed – step-by-step instructions so anyone can perform the task
- specific for your facility – should represent how daily operations are performed in your facility.
- reflect what you do
- updated – periodically reviewed to ensure they are accurate and up-to-date

### Training:

Employees need to be aware of why and how SOPs are important for the implementation of the food safety system. Make sure all employees are trained in SOPs.

### Related links:

Examples of SOPs can be found at the US Department of Agriculture (USDA) at [sop.nfsmi.org/HACCPbasedSOPs.php](http://sop.nfsmi.org/HACCPbasedSOPs.php)

## Example of standard operating procedure (SOP)

### SOP 1.1- HANDWASHING

**Issued by:** Tom Frank, HACCP Co-ordinator

**Date:** May 07, 2007

**Purpose:** to prevent or minimize contamination of food, ingredient and packaging materials by employees

**Responsibility:** applies to all the employees working in the facility, visitors and contractors

**Frequency:** as written in the company's policies

#### Procedure:

1. Roll up sleeves to expose the wrists.
2. Wet hands and wrists under warm water and apply soap from the dispenser.
3. Rub hands together vigorously. Scrub for at least 20 seconds. Scrub in between and around fingers. Scrub fingertips and wrists.
4. Rinse hands and wrists under warm running water.
5. Dry hands with a clean, single-use paper towel.
6. Turn off water tap using the paper towel.
7. Discard the used paper towel in the trash can.

### SSOP #P3.3- Cleaning and sanitizing food contact surfaces

**Written by:** Tom Frank, HACCP Co-ordinator

**Approved by:** Betty Smith, QA Manager

**Date:** June 12, 2007

**Version:** 1.0

**Purpose:** to prevent foodborne illness by ensuring that all food contact surfaces are properly cleaned and sanitized (sinks, tables, equipments, utensils, thermometers, carts)

**Responsibility:** applies to all the employees responsible for cleaning and sanitizing food contact surfaces

**Frequency:** after using food contact surfaces and at any time contamination occurs

**Record:** cleaning and sanitation record

#### Procedure:

1. Remove food products and packaging materials from food contact surfaces before cleaning.
2. Scrape food and soil.
3. Pre-rinse the food contact surface with hot water right after processing.
4. Prepare cleaning chemical solution XXX. (See SOP #P1.8 for preparing XXX solution.)
5. Apply the cleaning chemical, using blue brushes to remove soil from the surface.
6. Let the chemicals sit on the food contact surface for 10 minutes.
7. Rinse with potable water.
8. Visually inspect the equipment and food contact surfaces for the presence of food residues.
9. Sanitize the food contact surface with the sanitizing solution. (See SOP #P1.8 for preparing sanitizing solution.)

**Corrective action:** If food residues are found during inspection, food contact surfaces must be re-cleaned.

For information on the Food Safety Program contact the [CVO/Food Safety Knowledge Centre](http://CVO/Food Safety Knowledge Centre).  
For technical information, call 204-795-7968 or 204-795-8418 in Winnipeg; or e-mail [foodsafety@gov.mb.ca](mailto:foodsafety@gov.mb.ca).  
For general information, contact your local [GO Centre](http://GO Centre).



# Resources

- <https://www.mass.gov/lists/retail-food#dph-regulation-and-fda-code->
- <https://www.mass.gov/lists/retail-food#food-code-guidance->
- <https://www.statefoodsafety.com/>
- The Health Department

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Health Department Office hours:

- Monday-Wednesday 8am-1pm
- Thursday 8am-12pm
- By Appointment

Board of Health Meetings: 1<sup>st</sup> Thursday of the month, 7pm, Town Hall