

Food Safety

Standard Operating Procedures



Co-op Food Stores
Hanover and Lebanon, NH

November 2008

<p style="text-align: center;">Co-op Food Stores Food Safety Standard Operating Procedures</p>

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Basic Hygiene

- Wash hair and bathe daily.
- Wear clean clothing. Cover with appropriate aprons, coats, etc.
- Wear close-toed shoes.
- Keep nails short and clean. No fingernail polish or artificial nails allowed
- Do not touch hair, clothes, or skin, especially sores, cuts, or infections.
- Cover all cuts and sores with bandages and plastic gloves. Keep bandages clean and dry and prevent leakage from the wound.
- Remove all rings (except plain wedding band), bracelets, and watches while preparing food.
- Restrain long hair.

Employee Health

Employees with any of the following conditions MUST not handle perishable food:

- **diarrhea**
- **upset stomach, nausea, or vomiting**
- **jaundice**

Employees with any of the following conditions should not handle food:

- fever
- sore throat or sinus infection
- coughing or sneezing
- dizziness

Employees MUST feel comfortable telling their supervisor that they do not feel well. If they hide an illness to avoid losing pay or for fear of a negative reaction, they may spread a disease even when they show no outward sign of disease.

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Handwashing stations

Each department should have at least **one sink set aside only for handwashing**. It should never be used for cleaning or preparing foods nor for disposal of dirty water from cleaning operations. It should be easily accessible and available at all times for employee use.

Each **faucet** should allow employees to **mix hot and cold water** to a temperature of at least **110° F**. This temperature is hot enough for proper cleaning but will not scald.

Hand soap should be dispensed from sealed dispensers that allow employees to touch only the soap they need but not the enclosed supply.

Nail brushes to clean fingernails must be provided and should be allowed to air-dry between uses.

If knee-controlled faucets are not available, employee should **turn off faucet with a paper towel**, but should not touch the handles with clean hands.

Sanitizing lotions or hand dips may be used after washing, but may never be used in place of washing. All lotions must be stored in sealed dispensers. Employees should not touch food with bare hands until the sanitizing lotion has dried.

Single-use paper towels must be used to thoroughly dry hands. Employees must not use their aprons or wiping cloths to dry their hands. Waste containers for used paper towels must be kept clean.

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Handwashing With a Nail Brush

Employees MUST thoroughly wash their hands and exposed portions of their arms:

- Upon beginning a work shift
- After using the restroom
- After cleaning up vomitus or any fecal material
- After touching sores or bandages

Handwashing must be done in the department (whether or not hands were washed in the rest room) and must include use of a nailbrush.

1. **Wet hands and brush.** Go to the hand sink, turn on the water, and pick up the nail brush. Place the hands and fingernail brush under the flowing water to thoroughly wet the surface of the fingernail brush, hands, fingertips, and exposed area of lower arms.
2. **Apply soap to the fingernail brush.** Place enough hand soap or detergent ($\frac{1}{2}$ to 1 teaspoon) to build a good lather on the fingernail brush. The amount of soap or detergent will depend on the hardness of the water and the strength of the soap or detergent.
3. **Brush and lather**, particularly fingertips and fingernails. (first hazard control) Vigorously brush and lather the fingertips and under the fingernails. The mechanical action of brushing loosens the germs and dirt, and this soil is transferred to the lather. Add water as necessary to build the lather.
4. **Rinse hands and fingernail brush.** While continuing to use the fingernail brush, rinse the lather and soap from the hands and fingernail brush in the flowing warm water. As the soap is rinsed off, the water flushes dirt and germs from the fingertips and under the fingernails down the drain. Soap does not kill germs. It only loosens dirt that holds them. Continue to rinse until there is no soap film left.
5. **Rinse the fingernail brush** to reduce bacteria on its surface to a safe level. Place the brush, bristles up, to dry or allow to hang from the hook to dry. This will prevent bacterial growth on the brush.
6. **Towel dry using paper towels.** Use clean, disposable paper towels to thoroughly dry hands and arms. Discard paper towels into waste container without touching the container.

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Handwashing Without a Nail Brush

Employees must use this procedure *after the following*:

- handling raw food, including meats, fish, unwashed vegetables, and unwashed fruit
 - touching their hair, face, or body
 - wiping their hands on their aprons
 - sneezing or coughing
 - smoking and chewing tobacco or gum
 - eating or drinking
 - cleaning
 - taking out the garbage
 - touching anything that may contaminate their hands while preparing or handling ready-to-eat food
1. **Wet hands** with hot water.
 2. **Place a sufficient amount of soap** or detergent ($\frac{1}{2}$ to 1 teaspoon) on the hands to produce a good lather.
 3. **Lather.** Rub the hands vigorously to produce a good lather, giving special attention to fingernails and the area between the fingers. Lather hands from the wrists to the fingertips and the forearms all the way up to the elbow. Handwashing should be maintained for 20 seconds.
 4. **Rinse hands.** In warm, flowing water, thoroughly rinse all of the lather from the fingertips, hands, and arms.
 5. **Towel dry.** Use a paper towel and discard.

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Proper Use of Gloves

- **Gloves or other hand protection must be worn when handling cooked foods or raw foods that are considered ready-to-eat.** This includes, but is not limited to, items such as deli meats, cheese, patés, cut vegetables or fruit, cold salads, cooked shrimp, chicken nuggets, bakery items, and sandwiches.
- Gloves or other hand protection are not required by law when handling foods that will be cooked, either in the department or by the customer at home. However, customers expect us to wear gloves when handling their food, even if it will be cooked.
 - Gloves used to handle raw foods **must be changed** before handling foods that are ready-to-eat.
- **Before putting on gloves, employees MUST wash their hands thoroughly.**
- **Gloves must be worn over bandaids, bandages, or when hands have open cuts, sores, rashes, or other irritated areas.** All sores and open cuts must be covered with a clean, dry bandaid as well.
 - Anyone with an **infected** (red, swollen, hot, oozing, or pus-filled) sore or cut **MUST NOT** handle food, even when wearing gloves.
- **Gloves used to handle foods that are potential allergens must be changed before handling foods that are free of that allergen.**
- **Gloves must be changed after activities that can contaminate the gloves:**
 - touching hair, face, or body
 - wiping hands on aprons or coats
 - sneezing or coughing
 - eating or drinking
 - cleaning
 - touching surfaces potentially contaminated by others (scales, keyboards, case doors, telephones, markers, pens)
- Gloves must be removed to pick up the phone, open doors, or handle items like pens, clipboards, brochures, etc. This protects other people from handling with their bare hands, an item that has been handled with contaminated gloves.
- **Gloves must also be changed:**
 - as soon as they become torn
 - when changing tasks that could cause cross-contamination of cooked foods or other ready-to-eat foods that will not be cooked
- **Gloves must be removed and discarded before leaving the work area.**

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Proper Wearing of Uniforms (Aprons, White Coats, etc.)

- **Uniforms (aprons, white coats, white jackets, and other apparel intended to protect food from contaminants carried on clothing) will be worn in those departments handling perishable foods.**
- **Uniforms must be fresh and clean** when put on at the beginning of the shift.
- **Uniforms cannot be worn** in the restroom or when taking out garbage, smoking, going on break, or eating lunch. They must be removed before leaving the department to do these tasks.
- **Uniforms that are soiled** with food products or blood should be replaced with fresh, clean protective clothing as needed during the shift.
- **If caps are worn**, they must be washable cloth caps without visors. Caps must not be taken out of the stores.

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Injury Response

Injuries that involve open wounds and/or bleeding constitute a food safety risk because human blood is capable of transmitting Hepatitis A which can then persist in food products.

Food, utensils, equipment, surfaces, and protective clothing must all be treated appropriately to minimize the risk of food contamination by human blood.

The person cleaning up the blood must wear plastic gloves to protect him/herself. He or she should not have any exposed open wounds (cuts, sores, etc. that are not covered by bandages or gloves).

Food: Destroy all food potentially contaminated by exposure to human blood.

Protective clothing, including gloves, aprons, and white jackets, must be replaced if contaminated with human blood.

Utensils, equipment, and surfaces:

- All utensils, equipment, and surfaces that have come in contact with the injury — regardless of whether they appear to have blood on them or not — must be washed and sanitized. Be alert for blood on surfaces that have not had direct contact as well. Be thorough.
- Use paper towels or other disposable absorbent material to pick up the blood. Take precautions not to splatter or spread the blood to new surfaces. Throw the towels away immediately; do not lay them on another surface.
- Wash the item or surface with soap and water and rinse.
- Clean and sanitize all utensils, equipment, and surfaces following standard operating procedure.
- Dispose of gloves when finished, and wash hands thoroughly.
- Change protective clothing, if necessary. Put soiled clothing in a plastic bag and deposit it in the usual place. The plastic bag will protect others who may come in contact with the clothing while it is still in the bin.

Disposal of contaminated material: Put all disposable contaminated items, such as gloves and paper towels, in a plastic bag, tie the bag shut, and immediately take it to the dumpster or trash compactor so no one else will come in contact with it. Wash your hands thoroughly upon return to the store.

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Eating, Drinking, Etc. on the Job
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The following are strictly prohibited in food-handling areas and in areas used to clean and/or store utensils and equipment:

- eating
- drinking from open containers or those which require the hands to touch a surface potentially contaminated by saliva, such as a screw-top container
- chewing gum
- sucking on candy or cough drops
- using any and all tobacco products
- spitting into containers, on the floor, into a receptacle, etc.

Co-op employees are allowed to drink only from a covered container while working in a food-handling area or in an area used to clean and/or store utensils and equipment. The container must be stored below or away from the food preparation area. It must never be placed on a food preparation surface.

Covered containers must be handled in such a way as to protect the employee's hands and all food, surfaces, utensils, and equipment from contamination by saliva or by the contents of the container.

Small droplets of saliva can contain thousands of disease-causing microorganisms. In the process of eating, drinking, chewing gum, sucking on cough drops, or using tobacco products, saliva can be transferred to the foodhandler's hands or directly to food.

New Hampshire health regulations state:

(a) An employee shall not eat, drink, or use any form of tobacco except in designated areas which are protected against causing contamination of:

- (1) Exposed food;*
- (2) Clean equipment;*
- (3) Utensils;*
- (4) Linens; or*
- (5) Unwrapped single-service and single-use articles.*

(b) A food employee may drink from a closed beverage container if the container is handled so as to prevent contamination of:

- (1) The employee's hands;*
- (2) The container;*
- (3) Exposed food;*
- (4) Clean equipment;*
- (5) Utensils;*
- (6) Linens; and*
- (7) Unwrapped single-service and single-use articles.*

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General Sanitation Standards

1. **Cleaning agents:** Use only those cleaning products that have been approved for food service.

Use soap and water for general cleaning, or a solution of ¼ cup white vinegar in 1 quart warm water for reflective surfaces; **no use of 409, Windex, or similar cleaning products is allowed in food service areas.**
2. **Clearly label all containers of cleaning solutions that are not in their original container.**
3. **Use only clean cloth towels, paper towels, or squeegees;** no sponges.
4. **Sanitizing agents:** Use only those sanitizing agents approved for food service. Follow manufacturer's instructions for proper use of sanitizing agents. **Clearly label all containers of sanitizing agents.**

When preparing sanitizing agents, test for proper concentration using quaternary ammonium (quats) test strips.

Spray bottles may be used to sanitize surfaces and equipment.
5. **All cutting surfaces** shall be thoroughly cleaned, rinsed, and sanitized **at the beginning and end of every day and before and after every use.**
6. **All utensils and equipment** (knives, spoons, peelers, cutting boards, etc.) shall be cleaned and sanitized before and after each use. Sanitized utensils will be stored with their handles up and must be kept at least 6 inches off the floor.
7. Hands shall be washed, using **proper handwashing techniques** (see page 1-2 B), before all food prep. Wash hands well after handling raw foods than can contaminate hands.
8. Disposable **food service gloves** must be worn when prepping foods that will be considered ready-to-eat.
9. **All vegetables and fruits will be washed with warm water before prepping.** All visible dirt will be removed and all surfaces will be scrubbed to ensure maximum cleanliness. This is particularly crucial with **melons** of any type.

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Produce Sanitation Standards

1. **Cleaning agents:** Use only those cleaning products that have been approved for food service.

Use soap and water for general cleaning, or a solution of ¼ cup white vinegar in 1 quart warm water for reflective surfaces; **no use of 409, Windex, or similar cleaning products is allowed in food service areas.**
2. **Sanitizing agents:** Use only those sanitizing agents approved for food service. Follow manufacturer's instructions for proper use of sanitizing agents. **Clearly label all containers of sanitizing agents.**

When preparing sanitizing agents, test for proper concentration using quaternary ammonium (quats) test strips.

Spray bottles may be used to sanitize surfaces and equipment.
3. **All bench tops and cutting surfaces** shall be thoroughly cleaned, rinsed, and sanitized **at the beginning and end of every day and before and after every use.**
4. **All equipment and utensils (knives, spoons, peelers, cutting boards, etc.)** shall be cleaned and sanitized before and after use.
5. Hands shall be washed, using proper handwashing techniques (see page 1-2 B), before all food prep.
6. **Disposable food service gloves** will be worn when prepping fruits and vegetables that will be considered ready-to-eat. This includes (but is not limited to) fruit or vegetable platters, stir-fry mixes, salad mixes, salsa, melons, cabbages and other produce cut and wrapped, and produce cut for **sampling.**
7. **All vegetables and fruits will be washed with warm water before prepping** for the purposes described above (except cabbage cut in half and wrapped). All visible dirt will be removed and all surfaces will be scrubbed to ensure maximum cleanliness. This is particularly crucial when cutting **melons.**
8. **Produce dropped on the floor** shall be taken to the back room and washed before being placed back on display.

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Surface Sanitation

Stationary food contact surfaces (stationary cutting boards, cutting/processing equipment, tables, etc.) must be cleaned, rinsed, and sanitized **prior** to use, to prevent cross-contamination. Likewise, this equipment must be cleaned, rinsed and sanitized **after** each use and following any interruption of operations during which time contamination may have occurred.

The food-contact surfaces of grills, griddles and similar cooking devices and the cavities and door seals of microwave ovens must be cleaned at least once a day. The food contact surfaces of cooking equipment must be kept free of encrusted grease deposits and other accumulated soil.

Nonfood contact surfaces of equipment must be cleaned as often as is necessary to keep the equipment free of accumulation of dust, dirt, food particles, and other debris.

AND

Food contact surfaces must be cleaned and sanitized in between working with product of different species (e.g., meat to fish, fish to shellfish, beef to pork, pork to poultry, raw to cooked, cooked to raw etc.).

Approved Sanitizing Methods:

Wash surfaces with an approved soap and hot water mixture. Rinse well using clean water and/or a clean cloth dampened with clean water. **Use one of the two following methods:**

1. Clean cloths may be used for wiping up incidental food spills on kitchenware and food-contact surfaces of equipment. These cloths must be clean and rinsed frequently in a sanitizing solution, and used for no other purpose. These cloths must be stored in the sanitizing solution bucket between uses, and are not to be used for non-food contact surfaces.

The sanitizing solution bucket is to be clearly labeled and kept at the work station.

OR

2. A spray bottle filled with an approved sanitizing solution may be used to sanitize the work surface area or piece of equipment. The application of sanitizer spray must remain in contact with the surface a minimum of 90 seconds. It is not necessary to wipe the sanitized area dry.

A separate cloth and sanitizing solution must be used for non-food contact surfaces. (i.e. the cleaning of shelves, table legs, etc.)

Sanitation

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Manual Dishwashing

Sinks shall be cleaned before use with soap and water and rinsed with clean water.

Equipment and utensils shall be thoroughly washed in the first compartment with a hot detergent solution that is kept clean. The wash solution must be kept at a minimum of 110°F.

Equipment and utensils shall be rinsed free of detergent with clean water in the second compartment.

Equipment and utensils shall be sanitized in the third compartment. The sanitizer shall be a quaternary ammonia type sanitizer and shall be mixed according to the manufacturer's directions and kept at a minimum of 75°F.

Equipment and utensils shall be allowed to air dry. Utensils shall be stored in a clean container, handles up, at least six (6) inches off the ground.

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Use of Check Pro System

Staff in each perishable department are responsible for meeting prescribed standards for cleaning and sanitation of surfaces and equipment. To monitor effectiveness of their procedures, the Check Pro System (protein test strips) has been incorporated and shall be used.

1. Swabs shall be taken by someone other than the person doing the cleaning and sanitation.
2. Equipment and surfaces shall be tested randomly, on a daily basis, in such a manner that all pieces of equipment are tested regularly.
3. General cleaning and sanitation of surfaces and equipment in each department shall be done as prescribed in that department's SOPs.
4. Following the Check Pro System directions as written, the tester shall swab a different piece of equipment or surface each day and record the results.
5. Records shall clearly state the location of the surface tested, the date and time tested, the results of the testing, and the initials of the individual doing the test.
6. The test strip shall be allowed to dry completely, then be attached to the record sheet as a permanent record.
7. If a swab tests positive for protein, corrective action must be implemented. Corrective action shall consist of recleaning, resanitizing, and retesting with Check Pro, including recording the results as in (4) above.
8. Corrective action must result in a negative test.

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Use of Sanitizer Test Strips (Quaternary)

Staff in each perishable department are responsible for meeting prescribed standards for cleaning and sanitation of surfaces and equipment.

1. To assure that ammonia-based sanitizing solutions (quaternary solutions) are at the proper strength, sanitizer test strips (quaternary papers, quat strips) shall be used:

- Every time the third (sanitizing) bay of the sink is changed;
- Whenever a bottle of sanitizer is filled;
- Whenever a sanitizing bucket is filled; and
- Every four hours while the sanitizing solution is being used.

2. Dip strip into solution and read according to directions on the product.

3. The strips should read between 200 and 400 ppm, with the preferred reading closer to 200 ppm.

4. If the strips do not show the proper concentration of sanitizing solution, corrective action must be taken.

Sink:

- Drain, clean, and refill third bay of the sink and retest.
- If it appears that the automatic dispenser is malfunctioning, manually adjust the sanitizer/water ratio in the bay and retest until it reads between 200 and 400 ppm.
- Notify the department manager to arrange for professional readjustment of the dispenser by the distributor.

Bottle or bucket:

- Empty and refill from dispenser. Retest.
- If it appears that the automatic dispenser is malfunctioning, fill your container from the third bay of a three-bay sink that has tested within limits.
- Notify the department manager to arrange for professional readjustment of the dispenser by the distributor.
- After testing and recording, strips should be dried and attached to the quaternary strip retention paper for record-keeping purposes.

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Use of Sanitizer Test Strips (Chlorine)

Staff in each perishable department are responsible for meeting prescribed standards for cleaning and sanitation of surfaces and equipment.

1. To assure that chlorine-based sanitizing solutions (using tablets) are at the proper strength, chlorine sanitizer test strips shall be used:

- Whenever a sanitizing solution is made;
- Every four hours while the sanitizing solution is in use.

2. Dip strip into solution and read according to kit directions.

3. If the strips do not show the proper concentration of sanitizing solution, corrective action must be taken to achieve the proper concentration.

- Make sure tablets have dissolved.
- If solution is too weak, add another tablet and adjust water until the concentration is correct.
- If too strong, add water until the concentration is correct.

4. After testing and recording, strips should be dried and attached to the strip retention paper for record-keeping purposes.

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Reuse of Containers

Containers which receive perishable, potentially hazardous food for sale – including but not limited to raw meat, raw seafood, and ready-to-eat foods – must be previously unused and cannot be refilled by Co-op staff.

- Containers which have not been in the possession of the Co-op since arriving in their original, unused condition cannot be used for take-out or sale of any potentially hazardous food. This includes bags as well as rigid containers.
- Co-op staff cannot accept containers from customers to be used for take-out or sale of any potentially hazardous food.
- Co-op staff cannot handle containers returned for reuse by customers. They will not clean, rinse, or sanitize containers returned for reuse.

New Hampshire health regulations state:

He-P 2304.40 Refilling Returnables. A take-home food container returned to a food service establishment or retail food store shall not be refilled with a potentially hazardous food.

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Use of Slicers for "Outside" Product

The Co-op's Perishables Departments cannot handle product previously purchased here or elsewhere and brought in by customers to be sliced or otherwise processed on our equipment.

This includes product that has been purchased here but has been out of the control of the Co-op regarding temperature and other risk factors for contamination by pathogenic organisms.

Background

1. Existing standard operating procedure states that

“Stationary food contact surfaces (stationary cutting boards, cutting/processing equipment, tables, etc.) must be cleaned, rinsed, and sanitized **prior** to use, to prevent cross-contamination. Likewise, this equipment must be cleaned, rinsed and sanitized **after** each use and following any interruption of operations during which time contamination may have occurred.”

and

“Food contact surfaces must be cleaned and sanitized in between working with product of different species (e.g., meat to fish, fish to shellfish, beef to pork, pork to poultry, raw to cooked, cooked to raw etc.)”

2. It is also important to note that *Listeria monocytogenes* is a dangerous bacteria noted for its ability to grow in refrigerated products, including cured meats. Once *Listeria* has contaminated a facility it is very difficult to remove, and operations that have experienced such contamination have, in some cases, been forced to close or move (e.g. Cedars Mediterranean and D'Artagnan meat products processing plant).
3. Equipment contaminated with lethal *E. coli* O157:H7 has the potential to infect product.

Exceptions must not be made, even if it is possible to clean and sanitize the equipment after use. Enforcement of the policy must be consistent and should not require the staff person to make judgments regarding the potential for contamination nor to create a situation in which such cleaning and sanitizing may not take place for whatever reason.

Temperature

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Temperature Recording

According to the 2005 FDA Food Code, all cold or hot holding equipment used for potentially hazardous food shall be equipped with at least one thermometer that is located to allow easy viewing of its temperature display. It shall be located to measure the air temperature in the warmest part of a refrigerated unit and in the coolest part of a hot food storage unit.

Hot foods should be held at 135°F or above.

Cold cases should be at 41°F or below.

All temperatures shall be monitored and corrective action taken if temperatures are not within safe limits. Staff will inform the Department Manager if a temperature is found to be out of acceptable range. Department Managers are responsible for taking corrective measures or designating those who will take corrective measures in their absence.

Monitoring of the temperature in each unit shall be done three times daily, and the results recorded on a log sheet. **Temperatures will be read and recorded at the beginning of each work day (between 6 and 8 a.m.), at midday (between 1 and 3 p.m.), and before closing (between 7 and 9 p.m.).** Defrost schedules (when known) have been noted on the top of the temperature monitoring sheets, and there is a space for the Department Manager to write suggested times during which temperatures should be taken.

Staff will be responsible for recording the time and temperature of each thermometer in their department during their work shift and will initial the log sheet after recording. Failure to do so will be considered a performance issue.

At the end of the month, turn the temperature sheets in to the store's Information Desk staff, who will route them to the Food Safety Coordinator to be filed for reference and tracking of trends in equipment performance.

The Department Manager will replace all defective thermometers (see Maintenance Person). Calibration of thermometers will be the responsibility of the Food Safety Coordinator.

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Temperature Control Failures

All personnel shall maintain awareness of temperature-controlled units, both hot and cold, through observation of thermometer readings and general perception of inappropriate temperatures in a controlled unit. When temperatures are not within range, staff **must** take the appropriate steps to ensure the safety of the foods stored in that unit.

Monitoring: All temperature-controlled units shall have their temperatures monitored on a daily basis. In Lebanon, staff should observe the readings of recording case thermometers on a regular basis. In Hanover, the temperatures shall be recorded three times a day on each controlled temperature unit in all departments.

1. **When temperatures are out of range:** If a cold unit is reading above 41°F, staff need to determine if the unit is in defrost mode or in failure. If the hours of defrost are not known, contact Maintenance for assistance.
2. **Alert** the Food Store Manager or the Manager on Duty that the unit is not working properly. The manager should contact Maintenance. Do not call ARC or any other refrigeration company directly. This will be done by the Manager on Duty.
3. Fill out **Temperature Failure Report Form** completely (see attached).
4. **Using the infrared thermometer kept in Receiving or from the Seafood/Meat Departments, take the surface temperatures of products.** Test product at several locations in the case.
 - a) If product surface temperature is **45°F or below, and the case is definitely failing**, move product to an alternate, functioning refrigerated unit.
 - b) If product surface temperature is **45°F or below, and you are not** sure if the case is defrosting, allow product to remain and note temperature of case every 15 minutes. If case does not return to temperature within one hour, or if the product temperature approaches 45°F, move the product to an alternate, functioning refrigerated unit.
 - c) If product surface temperature is **above 45°F, consult the temperature list** for products in your department. Some products are not a risk for foodborne illness and it is **important to know** which ones can be held at higher temperatures. The temperature list should be with your department's written standards.
 - d) **If a product's surface temperature exceeds the limit on your list**, take internal product temperature with a **probe thermometer**. Probe thermometers should be kept with the infrared thermometer in the departments mentioned above.

Take several product temperatures, at different locations in the case, to verify condition of product. Depending upon where an item is located, some packages may be colder than others.

If probe temperature exceeds the upper limit listed for that product, remove product from the case, record UPCs and number of items pulled, and DISCARD in the dumpster. If the product is glass-bottled milk, empty the bottles and save the empties. **These measures must be taken when perishable products exceed the upper temperature limit.** The potential losses from liability due to foodborne illness are much greater than the product loss itself.

Temperature

Temperature Failure Report Form
--

Store: Han Leb CCFM Department_____ Case Description_____

Date / / Time : a.m./p.m. Employee_____

Case Temps. (1)_____ (2)_____ (3)_____ (4)_____
First + 15 min. + 15 min. + 15 min.

Person Notified: _____ Time: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

****Take internal temperature of product, only if external temperature is over product limit.
PUT COMPLETED FORM IN STORE MANAGER'S MAILBOX.***

**Co-op Food Stores
Hanover and Lebanon, NH**

Receiving

Refrigerated Products

1. Temperatures must be taken on all products that require refrigeration. These temperatures must be taken immediately upon arrival of the product so that they reflect the conditions at delivery. If the product has been at room temperature while waiting to be checked in, we can no longer verify that the temperature of the product represents shipping conditions.
2. Take temperature of item on top of the load. Open boxes as needed and take the temperature of the surface closest to the product with the infra-red thermometer.
3. Record the temperature and the time on the invoice, using the stamp provided. Be sure to initial in the appropriate space.
4. Repeat steps 2 and 3 above, two more times.
5. If two or more readings are 41°F or below, the product is acceptable.

If two or more readings are above 41°F, the product temperature should be measured with a probe thermometer. Record temperature on the invoice as “Probe Thermometer,” along with time and your initials.

6. If temperature is above 41°F, contact the appropriate department manager or supervisor. If no one from the department is available, call the store manager or person in charge or contact a member of the HACCP committee. Refer that person to the corrective action sheet that is kept in Receiving for that product or category.

Record who was notified, the time and the person doing the notification, and the time the manager responded.

Frozen products

- Verify that frozen foods are still frozen and show no indications of thawing or thawing and refreezing. This can be verified by touch and personal observation and need not involve taking surface temperatures.

Temperature

Temperature Exemption List for Receiving

The following products have specialized temperature requirements and are exempted from the criteria outlined in the SOP for Temperatures at Receiving.

Produce	Cider	OK to 45°F
	Fresh Produce	OK to room temperature
	Kimchee	OK to room temperature
	Mori-Nu tofu	OK to room temperature
	Tomato Sauces	OK to 50°F
Dairy	Cheese, packaged	OK to room temperature
	Eggs	OK to 45°F
	Juice	OK to 45°F
	Margarine	OK to 45°F
	Prepared dough products in tubes or bags	OK to 50°F
	Yeast (bulk)	OK to room temperature
	Packaged products that don't require refrigeration as noted on the package	
Meat	Bacon	OK to 45°F
	Cured meats	OK to 45°F
	Hams	OK to 45°F
	Dried meats	OK to room temperature
	Packaged products that don't require refrigeration as noted on the package	
Cheese	Hard or aged cheeses: see list	OK to room temperature
	Cryovac	OK to 50°F
	Blue cheeses	OK to 50°F
	Semi-soft: see list	OK to 50°F
	Olives	OK to 50°F
	Feta in brine	OK to 50°F
Seafood	Baccalá (dried salt cod)	OK to room temperature
	Packaged products that don't require refrigeration as noted on the package	
PFD	Refrigerated pizza crust	OK to 50°F
	Fresh produce	OK to room temperature
Deli	Cheese	OK to 50°F
	Bridgford products	OK to room temperature
	Dried beef	OK to room temperature
	Landjaeger	OK to room temperature
	Soppressata Molinari	OK to room temperature

Temperature

Co-op Food Stores Hanover and Lebanon, NH

Holding and Serving Cold Ready-to Eat Food

All ready-to-eat, potentially hazardous food held or served from the Co-op's cold cases must meet the following guidelines for holding and handling:

Temperature

All such products shall be maintained at a temperature of 41°F or less.

Sell-by Date

All containers holding ready-to-eat, potentially hazardous food shall be clearly marked with the date or day by which the food must be sold or discarded.

The sell-by date for products prepared by the Co-op shall be no longer than five days. The day of preparation shall be counted as day one.

The use-by date for products from an outside source shall not exceed the manufacturer's use-by date.

Display Containers

First in/first out must be followed when filling display containers.

Products with different outdates must never be combined.

When stock in the display container is low and there is additional product from the same batch, with the same outdate, refilling must be done in the following manner:

- (a) Obtain a clean, sanitized display container.
- (b) Using a clean, sanitized utensil, place fresh product on the bottom of the clean container, leaving room to top it off with product that is currently left in the case.
- (c) Place the case product on top of the fresh product, and place the newly filled container into the case.

Utensils

Each container must have its own clean and sanitized serving utensil.

Utensils in use shall be stored

- (a) in the food with their handles above the top of the food and the container;
- (b) on a clean portion of the food preparation table or cooking equipment which is cleaned and sanitized frequently;
- (c) in running water of sufficient velocity to flush particulates to the drain, if used with moist food such as mashed potatoes.

PrePack

Product that is approaching its use-by date can be packed into individual sale containers for customer self-service.

Only product with the same use-by date can be put into a single container.

The self-serve container must have the original dates on the label. This will require changing the dates on the scale unless you are packing a product on the same day that it was prepared.

**Co-op Food Stores
Hanover and Lebanon, NH**

Sanitary Sampling of Foods (Active)

Setting Up the Display

1. Use an approved, protected sampling container that will maximize sanitary conditions.
2. Clean all tabletops, including those to be covered with a cloth, with soap and water before use.
3. Be sure all containers, cutting boards, and utensils that touch food are clean and sanitized.
4. Provide a serving utensil (spoon, knife) in all products that might invite dipping of chips, vegetables, etc. Do not allow customers to dip into a product with their hands or with another food. Provide plates, if necessary, to allow customers to put a sample of the product for repeat dipping.
5. Provide utensils for use by customers – plasticware, toothpicks, etc. Do not allow a customer's hands to touch a sample other than the one the customer will be eating.
6. Provide a clearly labeled receptacle for used toothpicks, spoons, etc., preferably at a distance from the clean ones. Make sure that clean and dirty eating utensils cannot be confused by the consumer.
7. Provide allergen information, indicating the presence of wheat, soy, milk (dairy), eggs, fish, shellfish, peanuts, or tree nuts in ALL products that are part of the demo (e.g. crackers that may be used to carry the product).
8. Provide an accurate list of ingredients for all items being sampled, including crackers, etc.
9. For sampling peanut butter, see separate SOP on Peanut Butter Sampling.

Handling Food Products

- Wash your hands using proper handwashing techniques before handling food.
- Follow standard operating procedure for glove use.
- Wash all vegetables and fruits with water. Scrub outer surfaces to remove visible dirt and to ensure maximum cleanliness before cutting.

Temperature Control

- Use proper time and temperature control during preparation, cooking, cooling, transporting, reheating, and holding of all perishable foods.
- Keep hot foods hot (> 135°F) and cold foods cold (<41°F).
- Discard all perishable foods that have been on display for longer than four hours.

Maintenance of Display

- Replace utensils that have been dropped on the floor or potentially contaminated in any other way.
- Be firm with children (and adults) who might contaminate products with poor sanitary practices. Do not allow customers to serve themselves inappropriately.
- If a product or plate of samples has been contaminated in a way that would keep you from wanting to eat it or use it (for example, a sneeze), remove it

**Co-op Food Stores
Hanover and Lebanon, NH**

Sanitary Sampling of Foods (Passive)

Setting Up the Display

1. Use an approved, protected sampling container that will maximize sanitary conditions.
2. Clean all tabletops, even those to be covered with a cloth, with soap and water.
3. Be sure all containers, cutting boards, and utensils that touch food are clean and sanitized.
4. Provide a serving utensil (spoon, knife) in all products that might invite dipping of chips, vegetables, etc. Do not allow customers to dip into a product with their hands or with another food. Provide plates, if necessary, to allow customers to put a sample of the product for repeat dipping.
5. Provide utensils for use by customers – plasticware, toothpicks, etc. Do not allow a customer's hands to touch a sample other than the one the customer will be eating.
6. Provide a clearly labeled receptacle for used toothpicks, spoons, etc., preferably at a distance from the clean ones. Make sure that clean and dirty eating utensils cannot be confused by the consumer.
7. Provide allergen information, indicating the presence of wheat, soy, milk (dairy), eggs, fish, shellfish, peanuts, or tree nuts in ALL products that are part of the demo (e.g. be sure to include allergens in crackers used to sample your product).
8. Note: Peanut butter must NOT be sampled passively.
9. Provide an accurate list of ingredients for all items being sampled, including crackers, etc.

Handling Food Products

- Use proper handwashing techniques before handling food to be displayed.
- Follow standard operating procedure for glove use.
- Wash all vegetables and fruits with water. Scrub outer surfaces to remove visible dirt and to ensure maximum cleanliness before cutting.

Temperature Control

- Use proper time and temperature control during preparation, cooking, cooling, transporting, reheating, and holding of all perishable foods.
- Keep hot foods hot (> 135°F) and cold foods cold (<41°F).
- Discard all perishable foods that have been on display for longer than four hours.

Maintenance of Display

- Replace utensils that have been dropped on the floor or potentially contaminated in any other way.
- Be firm with children (and adults) who might contaminate products with poor sanitary practices. Do not allow customers to serve themselves inappropriately.
- Be aware of spills and general messiness in area of sampling. Keep things clean and neat.
- If a product or plate of samples has been contaminated in a way that would keep you from wanting to eat it or use it (for example, a sneeze), remove it from the display.

Co-op Food Stores
Hanover and Lebanon, NH

Sampling of Loose Peanuts and Peanut Butter (Active Only)

Food is the leading single cause of anaphylactic (severe, full-body allergic) reactions treated in U.S. emergency departments, with an estimated 30,000 anaphylactic reactions to foods treated in emergency departments and 150 deaths each year (FDA data).

Almost two million Americans are allergic to peanuts. One in 125 children has a peanut allergy.

In order to protect our customers from unexpected exposure to peanut allergens, the following safeguards must be put into effect when sampling products that contain loose peanuts or peanut butter.

- **Peanut butter and products containing loose peanuts can only be sampled actively.**

No unsupervised sampling of peanut products can be allowed.

- **Allergen signs stating the presence of peanuts must be clearly visible and the person doing the demo must state to each customer that this product contains peanuts.**

Any other allergens present (e.g. tree nuts in a mix) must also be indicated.

- **Children under the age of 18 cannot sample products that contain peanuts without permission from an adult responsible for that child's welfare.**

- **Peanut butter must be sampled using a disposable spoon.**

No crackers, fruit, or other carriers can be used to sample peanut butter.

- **Display signs (see next page) that caution customers not to get peanut butter on their hands.**

- **Loose peanuts (in a mix or alone) must be sampled directly from small disposable containers.**

- **All customers must sample peanut-containing products at the demo table and dispose of the spoon or container in the demo waste receptacle before leaving the area.**

No customer can walk away from the demo area with a peanut sample in hand.

- **Provide wipes for customers to use if they have contaminated their hands while sampling.**

**Please help us protect Co-op customers
from a possible allergic reaction.**

**Almost two million Americans are allergic to peanuts.
One in 125 children has a peanut allergy.**

**Please make sure you don't carry any peanut residues with you
when you leave this demo.**

Do not take any peanut-containing samples with you.

**Dispose of all spoons and containers in the waste basket
before leaving the area.**

We'll be happy to supply a wet wipe if you need one!

Thank you for your cooperation.

**Co-op Food Stores
Hanover and Lebanon, NH**

Ice Handling

Ice is a ready-to-eat commodity, and therefore must be handled as such.

- Machines must be kept closed when not in use.
- When handling ice, use approved utensils or single-use gloves.
- Use only designated tools to remove ice from ice machine.
 - At each ice machine, there will be an appropriate ice scoop stored in a sheath.
 - Each department using ice shall have an approved shovel that will be properly washed, rinsed, sanitized, and stored.
- All stored ice must be in NSF-approved containers with tight-fitting lids.
- All containers and tools coming into contact with ice must be washed, rinsed, and sanitized before use.
- Ice barrels must be cleaned and sanitized daily.
- Ice machine and surrounding area must be free of debris and cleaned as needed.
- Ice machine cleaning and maintenance is under the direction of the store manager.

Food Safety Forms

Temperature Failure Report Form

Store: Han Leb CCFM Department_____ Case Description_____

Date / / Time : a.m./p.m. Employee_____

Case Temps. (1)_____ (2)_____ (3)_____ (4)_____
 First + 15 min. + 15 min. + 15 min.

Person Notified: _____ Time: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

Product_____ Temp. Gun: (1)_____ (2)_____ (3) _____

*Probe Temp: _____ Action taken: _____

***Take internal temperature of product, only if external temperature is over product limit.
PUT COMPLETED FORM IN STORE MANAGER'S MAILBOX.**

Food Safety Forms

Co-op Food Safety Training Verification

Name _____ Date _____

Department _____ Hanover Lebanon CCFM

Please check all that apply:

- I have received Co-op food safety training.
 - Video
 - Handouts
 - Quiz

- I have participated in food safety training outside the Co-op. If checked, please describe:

- I have read and understand the Co-op food safety standard operating procedures (SOPs) for my department.

I understand that I am expected to meet the food safety standards of the Co-op, and that compliance in this area will be part of my job performance evaluation.

Employee Signature _____ Date _____

Manager/Supervisor _____ Date _____

Temperature Log

Co-op Food Stores
Hanover
Seafood Case

Defrost schedule _____

Month: Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Sugg. Time _____

Date	Time	Temp.	Initials	Time	Temp.	Initials	Time	Temp.	Initials
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
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30									
31									

Food Safety Forms

We have been notified by the manufacturer of

that the product contains _____

which are not listed on the label. This poses a risk only to
individuals who are allergic to this ingredient.

If you have purchased this product and would like to return it,
please bring it to the Information Desk at the front of the store.

We apologize for any inconvenience.

(Lot no.) _____

has been recalled by the manufacturer.

**If you have purchased this product, please return it to the
Information Desk at the front of the store for a refund.**

Do not eat it.

**For further information, please check with staff at the Service Desk or call
(603) 643-2667.**

We apologize for any inconvenience.

Recall

Co-op Food Stores Hanover and Lebanon, NH

Recall Procedure

When You Receive Notice of a Recall or Other Product Warning, the following steps should be taken **immediately**:

- 1) Write down the name and phone number of the person who notified you.
- 2) **Notify** the Service Desk staff in your location and give him/her the person's name and number and as much information as you have. The Service Desk staff will alert the appropriate people in all locations (merchandisers; operations managers; head chef at the commissary, if appropriate; IT, if needed).

If no Service Desk staff are available in either location, alert the manager(s) in all other locations about the recall or product warning. Alert the appropriate merchandiser so s/he can initiate a member call-list by IT staff, if appropriate.

- 3) **If the product is being recalled, remove the product** from the shelves. Be sure the product is removed **from all displays** throughout the store, including endcaps or areas where it might be cross-merchandised. **Clearly identify the product as NOT FOR SALE and hold in a separate area where it will not be re-shelved.**
- 4) **Leave a note** for the next shift regarding the recall details, if necessary.
- 5) **Put up signs at all locations where the product was sold** to explain the problem to customers.

Pre-printed signs are available at the Information Desk. One sign is for products that contain an ingredient not on the package but are not being recalled. The other sign is for products being recalled because of a contaminant. Be sure to **fill in the blanks** and put the signs **in all locations where the product is or was sold** to alert customers to potential problems if they purchase the item or have purchased it already.

Food-Related Illness/Foreign Object Report

- ❖ **Very important: Be polite and concerned, but DO NOT make any statements that admit liability.**
If the caller is sick, Do say: "I'm very sorry that you're not feeling well." Do NOT say: "I'm sorry our food made you sick" or anything similar.

Caller's Name: _____

What happened:

What is the food in question? _____

Brand name _____ Dept _____ Store: Han Leb CommMkt

Purchase date _____ Lot No. or Package Date _____

If illness is being reported:

- ❖ *Take the name of the person affected. Do NOT ask if anyone else got sick. Let the person tell you first. If the person tells you that someone else is sick from the food as well, ask for the name and relationship of the second person (e.g. same family, dinner guest).*

Who is the person affected?

When was the food eaten? Date _____ Time _____

When did symptoms start? Date _____ Time _____

What were the symptoms and how long did they last?

- ❖ *Do NOT suggest symptoms. Record what the person says. ❖ Do NOT ask about medical care. Let the person tell you any details they wish.*

What other foods or beverages were consumed before, after, or with this food?

What is the best way to have someone get back to you?

Address _____

Phone (h) _____ Phone (w) _____ email: _____

- ❖ *Say: "Thank you for the information. I'll pass this on to the appropriate person, and someone will be contacting you as soon as possible."*

Food-Related Illness/Foreign Object Report

❖ *Do NOT ask any more questions, but DO record any other statements, demands, etc. that the person may make. Remain polite and concerned. Close the conversation.*

❖ After the caller has hung up:

Sign, date, and complete the questions below.

Make a copy of the completed form and give it to the manager of the affected department.

Give the original to Tony White or Paul Hoffman.

Received by _____ Date _____ Time _____

What did you do?

Notify:

- Department Manager/Supervisor Date _____ Time _____
- Tony White/Paul Hoffman Date _____ Time _____

**Co-op Food Stores
Hanover and Lebanon, NH**

Protocol for Foodborne Illness/Foreign Object Report

Introduction

Customers may call any department at any time to report finding a foreign object in food or to tell us they believe they have become sick because of a food product they purchased from us.

Handling these calls appropriately from the beginning is very important. For this reason, such calls should be given to a manager—preferably, the manager of the department responsible for the product. If the manager is not available to take the call, it should be referred to the food store manager, the manager on duty, the service desk, or the store receptionist.

The person who takes responsibility for the call **MUST** fill out the Food Related Illness/Foreign Object Report, which is available in every department food safety SOP manual and at the service desk. In departments most likely to receive these calls (produce, PFD, commissary kitchen), forms should be located near the phone.

Using the Food Related Illness/Foreign Object Report

The report form includes detailed pointers on questions to ask and how to ask them. All staff who may use this report form should be familiar with the form ahead of time. It is important that the person taking the information **NOT** deviate from the instructions on the form.

When responding to the customer, the staff person should be polite and concerned, but should not make any statements that admit liability on the part of the Co-op. For instance, the staff person could say, “I’m sorry to hear you’re not feeling well,” but **NOT** “I’m sorry our food made you sick.”

Do not prompt the caller with suggestions of symptoms or medical care or give any opinions about what might be happening. Do not suggest that something else may have made the person sick.

Remain polite and concerned at all times. Assure the person that someone will be contacting them in the near future and close the conversation. If the person makes any demands or other statements, record them but do not ask any more questions. Let the return caller take care of responding.

Be sure to finish filling out the back side of the form. Make a copy of both sides and give it to the manager of the affected department. Give the original to one of the individuals named on the back of the form.

Food as an Allergen

Food is the leading single cause of anaphylactic (severe, full-body allergic) reactions treated in U.S. emergency departments, with an estimated 30,000 anaphylactic reactions to foods treated in emergency departments and 150 deaths each year (FDA data).

An individual can be allergic to any food. However, shellfish, fish, peanuts, and tree nuts account for approximately 85 percent of true food allergies. Wheat, soybeans, milk, and eggs bring the total to 90 percent.

Approximately 11 million Americans are allergic to shellfish.

Roughly 1.8 million Americans are allergic to peanuts. One in 125 children has a peanut allergy.

The symptoms of an allergic reaction can be severe, and they can take only minutes to develop. They include:

- Loss of consciousness
- Shortness of breath
- Itching and tingling in or around mouth, face, scalp, hands, and feet
- Hives (welts)
- Wheezing and difficulty breathing
- Swelling of the face, eyelids, tongue, lips, hands, or feet
- Tightening of the throat (difficulty swallowing)
- Sudden onset of vomiting, cramps, or diarrhea
- Anaphylactic shock

Keeping customers safe from unexpected allergens on or in our products requires active staff participation.

- We need to know the contents of the products we sell and never guess at ingredients we are not sure about.
- Signs should warn customers purchasing from bulk bins that cross-contamination can occur in bulk products.
- **Prevention of cross-contamination must occur when handling or displaying value-added meats, seafood, and other products that may contain or be coated with allergens.**
- Strict adherence to glove-changing is required when handling seafood and changing between shellfish and finfish (see Seafood Allergen SOP).

Seafood Allergens

Food is the leading single cause of anaphylactic (severe, full-body allergic) reactions treated in U.S. emergency departments, with an estimated 30,000 anaphylactic reactions to foods treated in emergency departments and 150 deaths each year (FDA data).

In adolescents and adults, shellfish, fish, peanuts, and tree nuts account for approximately 85 percent of true food allergies. Wheat, soybeans, milk, and eggs bring the total to 90 percent.

Seafood (scaly fish, crustaceans, and mollusks) is the most common cause of food allergy.

Seafood can cause **life-threatening adverse reactions**.

Extreme **sensitivity to minute quantities of seafood** is occasionally noted. **Therefore it is critical to avoid cross-contamination.**

Exposure to fumes of seafood being cooked is enough to precipitate reactions in certain individuals.

CLASSIFICATION OF SEAFOOD CAUSING ALLERGIES

GROUP	SPECIES
Mollusks	Abalone, Snails (Escargot), Mussels, Oysters, Clams, Scallop, Squid (Calamari), Octopus, Cuttlefish
Crustaceans	Crabs, Lobsters, Shrimp, Prawn, Crayfish (freshwater), Rock Lobster
Chordates	Shark, Salmon, Trout, Pike, Cod, Haddock, Hake, Snapper, Mackerel, Tuna, Grouper, Sole, Flounder, Halibut

Seafood Allergens and Cross-Reactivity

Cod is the most frequently reported cause of **fish** allergy, but reactions to other fish such as haddock, herring, halibut, mackerel, trout, and salmon are well-recognized. Very often patients are only allergic to certain species but are able to eat other seafood species without problems.

It has been estimated that if someone is allergic to a particular fish they have a 50% chance of being allergic to at least one other fish. If they are allergic to one type of shellfish, they have a 75% chance of being allergic to another shellfish. There appears to be no cross-reaction between fish and shellfish, but it is possible to be allergic to both.

Symptoms of Seafood Allergy

Hives and swelling	
Contact hives on hands from handling seafood	Worsening atopic (hereditary) eczema
Asthma	Anaphylaxis (severe, whole-body reaction)
Vomiting, loose stools, and abdominal pains	Seafood-related, exercise-induced anaphylaxis

**Co-op Food Stores
Hanover and Lebanon, NH**

Seafood Allergens

Goal: Safe and proper storage, handling, and retailing of crustaceans (crayfish, prawns, crabs, shrimp, lobsters), shellfish (snails, mussels, oysters, clams, scallop, squid, octopus, cuttlefish), and finfish.

Reason: Finfish, crustaceans, and shellfish can cause anaphylactic shock, and possibly death, in allergic individuals. Individuals who are allergic to crustaceans and shellfish may not be allergic to finfish, and vice versa.

Cross-contamination between the two types can cause a reaction in an unsuspecting consumer. According to the federal Allergen Labeling Law, retail locations must protect consumers from exposure to unlabelled allergens.

Purpose of SOP: To establish practices that prevent cross-contamination between finfish and shellfish/crustaceans as well as contamination of packaging and/or equipment during the storage, preparation, and retailing of these items in the Seafood Department.

Refrigerated storage:

- Store all crustaceans and shellfish in a manner that does not allow contact with finfish. Do not allow fish to contaminate crustaceans and shellfish. Do not store one above the other. Do not allow dripping from one type into another type.
- Use only properly labeled, designated containers for the storage of all crustaceans and shellfish.
 - Never place finfish in a container labeled for shrimp, mussels, clams, scallops, crabs, oysters, squid, snails, octopus, crayfish, or lobster.
 - Never place crustaceans or shellfish in a container without labeling the container as containing crustaceans and/or shellfish.
- Use only properly labeled, designated containers for the storage of finfish.
 - Never place shrimp, mussels, clams, scallops, crabs, oysters, squid, snails, octopus, crayfish, or lobster in a container labeled for finfish.
 - Never place finfish in a container without labeling the container as containing finfish.

*** Important Note:** Imitation crab, lobster, and shrimp is made from pollock, a finfish!

Handling/Preparation:

- Change gloves between handling finfish (including imitation crab, etc.) and handling crustaceans/shellfish.
- Change gloves between handling crustaceans/shellfish and handling finfish, imitation crabmeat, or other seafood.

Allergens

- Wash and sanitize sink and surrounding areas after every use and when changing species.
- Use a designated color-coded cutting board when doing countertop preparation. Sanitize the cutting board after every use.
- Wash and sanitize knives used for preparation of fish, crustaceans, or shellfish after every use. Never use the same knife for different species.
- Thawing of shrimp or other frozen shellfish and crustaceans must be done using a strainer or colander designated for shellfish or crustaceans only.

Preferred method: Place frozen seafood into the colander and cover with plastic wrap. Put a drip pan underneath, and refrigerate until thawed (approximately 12 hours). Before rinsing the seafood in the sink, place the colander into a designated tub with drainage holes to limit splashing into the sink. Rinse and let drain. Wash and sanitize sink and surrounding areas when finished.

If seafood must be thawed quickly, seal it in a plastic bag and immerse in cold water for about one hour. Transfer to a strainer or colander designated for shellfish or crustaceans only (or fish only), and place the colander into a designated tub with drainage holes to limit splashing into the sink. Rinse and let drain. Wash and sanitize sink and surrounding areas when finished.

Retail:

- Never allow crustaceans and shellfish to come into contact with finfish, imitation crabmeat, and other seafood, whether cooked or raw.
- Never allow finfish, imitation crabmeat, and other seafood to contaminate crustaceans or shellfish.
- Use designated bowls for specific products and never mix crustaceans and shellfish with finfish or other seafood.
- When handling crustaceans/shellfish, change gloves before changing to finfish, imitation crabmeat, or other seafood.
- When handling finfish, imitation crabmeat, or other seafood, change gloves before handling crustaceans/shellfish.
- Change gloves between customers (every time!) to avoid cross-contamination between shellfish and finfish.
- Never place any type of seafood directly onto scale; always use a clean single-use wax paper sheet, plastic bag, or designated tray.
- Use only designated color-coded serving spoons and utensils for crustaceans and shellfish in service case. Brown: Shrimp Blue: Shellfish
- When removing seafood from service case at the end of the business day, use gloves and change the gloves between handling of finfish vs. crustaceans/shellfish and vice versa. Do not cross-contaminate!
- Wash and sanitize bowls every evening at close of business.
- Wash and sanitize all smallwares daily.

FOOD ALLERGY AWARENESS!

WHAT TO KNOW!

A food allergy is an abnormal response to a food triggered by the body's immune system. Once exposed to the allergen, the allergic individual can suffer a mild to life-threatening reaction. The only control is avoidance of the food. Despite taking precautions, allergic people may be unknowingly exposed to an allergen.

Approximately 11 million Americans suffer from true food allergies. Be prepared to protect your customers. Know the eight major food allergens and the symptoms of an allergic reaction.

THE EIGHT MAJOR FOOD ALLERGENS

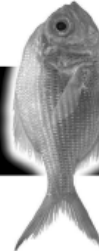
MILK



EGG



FISH



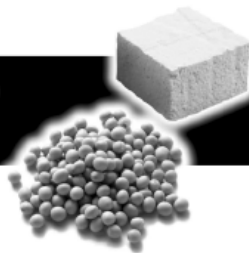
CRUSTACEAN SHELLFISH



WHEAT



SOYBEANS



PEANUTS



TREE NUTS



SYMPTOMS OF ALLERGIC REACTION

LOSS OF CONSCIOUSNESS • SHORTNESS OF BREATH • ITCHING OR TINGLING IN AND AROUND MOUTH, FACE, SCALP, HANDS AND FEET
HIVES(WELTS) • WHEEZING AND DIFFICULTY BREATHING • SWELLING OF THE FACE, EYELIDS, TONGUE, LIPS, HANDS OR FEET
TIGHTENING OF THE THROAT (DIFFICULTY SWALLOWING) • SUDDEN ONSET OF VOMITING, CRAMPS OR DIARRHEA

WHAT TO DO!

REACT QUICKLY - CALL 911

Notify Management - It Could Save A Life!

An Allergic Reaction Can Take Only Minutes To Develop. Don't Hesitate!

