



8.0 Sanitation Policy

8.1 Cleaning and Sanitizing Equipment

1. Utensils, multi-service articles, equipment and food contact surfaces must be cleaned and sanitized after each use.
2. Utensils and multi-service articles must be cleaned and sanitized in a machine dishwasher or using the three-compartment sink technique to reduce the potential for the spread of pathogenic bacteria.
3. Floors, walls, ceilings, equipment and washroom fixtures must be cleaned and sanitized on a regular basis. This will keep our establishment clean, reduce the potential for cross-contamination and minimize pest infestations.



4. Garbage containers and garbage areas must be cleaned and sanitized on a regular basis. This will reduce odors and the spread of harmful micro-organisms.

8.2 Cleaning & Disinfecting Tables

1. Customer tables must be wiped down and sanitized by the attending staff after the customer has left the premises. Do not seat a new customer on un-sanitized table. The table must be wiped down and sanitized prior to seating a new customer.
2. For wiping and sanitizing tables use the following provided chemical spray:

Name of Disinfectant: _____



18.8 Hot Holding Units Temperature Log

Hot holding units must hold hot food at a temperature at or above 60o C (140o F):

- Preheat the water in the hot-holding unit. Allow enough time for the unit to heat to at least 60o C (140o F) before putting food into the unit.
- Preheat the food to 74o C (165o F) before putting it into the unit.
- Check food temperature every two hours using a stem thermometer to ensure that a temperature of 60o C (140o F) is maintained.
- Treat each new batch of food as a new food item entry on the temperature log.

Food Item	Start Time/Temp	Time/Temp	Time/Temp	Checked By (Initial)	Corrective Action Taken

Foods that have been held at less than 60o C for less than 2 hours can be reheated to +74o C and replaced in the unit. Foods that have been at less than 60o C for more than 2 hours must be discarded. Advise a supervisor if proper temperatures cannot be maintained.



1. Employees who are injured on the job must report all injuries on the day of the incident regardless of the severity.
2. Location of first aid facilities and how to summon first aid procedures will be educated to you during the orientation session.
3. First Aid can be contacted by phone or site air horn located inside the warehouse and laboratory area.

17.4 Eye Wash Stations

1. You will be educated in the use and location of each eye wash station & safety shower in the workplace.
2. Emergency eyewash stations provide on-the-spot decontamination. They allow workers to flush away hazardous substances that can cause injury.
3. Ask for assistance at all times.

17.5 Emergency Evacuation Procedures

In the event of an **EMERGENCY**, all employees will adhere to the following procedure:

1. Do not stop for valuables or to get a coat.
2. If safe to do so, shut off all electrical tools or machinery.
3. If safe to do so, alert others around you.
4. Leave the building using the nearest **EXIT** point closest to you.
5. When evacuating always **WALK**; never run.
6. Once outside, move away from the building and head directly towards the muster station (assembly point). Your Supervisor will show you the location of the Muster Station during the orientation.
7. **DO NOT LEAVE** the muster station (assembly area) and **DO NOT ENTER** back into the building for any reason.
8. Once at the muster station, the Emergency Response Coordinator (ERC) will count heads and account for all employees including any customers or visitors. All head counts will be reported to the local fire department Supervisor on site.
9. The Emergency Response Coordinator (ERC) will advise if and when it is safe to re-enter any of the buildings.



2.0 Foodborne Illnesses

2.1 Introduction

1. Foodborne illness is a term that can include any type of illness that you can get from eating food that is contaminated. It can include illness from bacteria, viruses, parasites, chemicals, allergies or naturally occurring poisons (i.e. those contained in some mushrooms).
2. Symptoms can include stomach cramps, fever, headache, nausea, vomiting or diarrhea. Symptoms can be almost anything; however, vomiting and diarrhea are most common. Onset of symptoms usually occurs between one hour and five days after eating the contaminated food.
3. In severe cases, vomiting can occur almost immediately. The length of time it takes for the symptoms to begin will depend on the type of organism which causes the illness, the immune system of the person and the amount of organism the person ate.

2.2 Types of Foodborne Illnesses

- a. Microbiological
- b. Chemical
- c. Allergic Reactions
- d. Physical Contaminants

2.3 Bacteria

The most commonly reported micro-organisms that cause food poisonings are bacteria. Most bacterial food poisonings last for a few days and clear up on their own. Antibiotics can be prescribed and are effective against bacteria. They will help your immune system fight and eventually destroy the bacteria.

Bacterial Infection

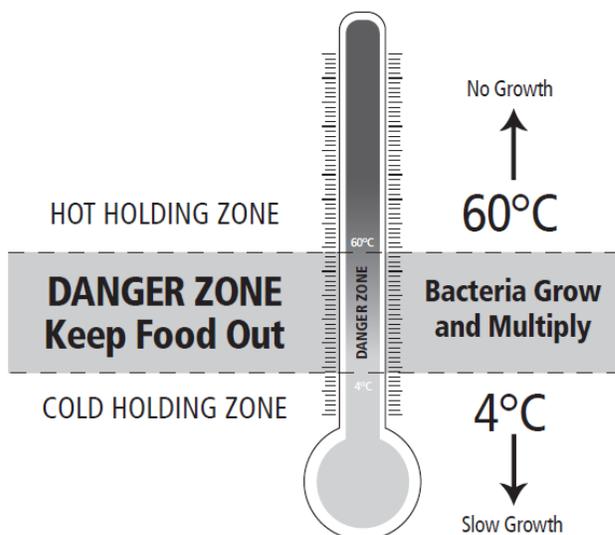
1. Food poisoning infection can occur when the food eaten is contaminated with living pathogenic bacteria.
2. You must eat the living bacteria to become ill. Food can contain a large or small amount of bacteria to cause illness, depending on the type of bacteria. The amount and type of bacteria will determine the time for symptoms to appear.
3. Bacteria will multiply in the digestive tract and most often cause diarrhea, stomach cramps and fever.

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4. The bacteria will pass through your stomach and down into your lower intestine. The bacteria will embed themselves in the wall of the intestine and begin to multiply. When there are enough bacteria, diarrhea will result, which can sometimes be bloody.
5. Examples of infectious bacteria are Salmonella, Campylobacter, E. coli and Shigella. These are the most common however there are many other types as well. There are over 2,000 types of Salmonella alone.

Bacterial Intoxication

1. Food poisoning intoxication can occur when the food eaten is contaminated with toxins (poison) or toxin producing bacteria.
2. The bacteria multiply in the food and a by product of this multiplication is a toxin. The toxin is the poison that causes the illness. The toxin producing bacteria can multiply in the food or in the body and not all toxins are destroyed by cooking.
3. Vomiting is the most common symptom in intoxications.
4. As you eat the toxin and it enters into your system, your body realizes that this is not good for it and vomits this poison out.
5. Examples of bacteria which produce toxins are Staphylococcus aureus (found on skin, nose and throat), Bacillus cereus (found in cooked rice) and Clostridium botulinum (found in inadequately processed canned/bottled foods).





6.5 Temperature Danger Zones

1. **The Danger Zone is the temperature range between 4°C and 60°C (40°F and 140°F).**

Keep food out of the Danger Zone. Bacteria will multiply quickly in the Danger Zone. Bacteria grow extremely well at body temperature, 37°C.

2. **Keep hot food hot (60°C, 140°F or above).**

Have a probe thermometer available to check the temperature of the food on the steam table and on the stove. Cover food to keep the heat in and to prevent contamination.

3. **Keep cold food cold (4°C, 40°F or below).**

Provide a reliable thermometer to ensure proper operation of the refrigerator. Place food in the refrigerator so that air can circulate around it freely to maintain proper temperature.

4. **Do not allow hazardous food to be in the Danger Zone longer than two hours when preparing food.**

Move hazardous food through the Danger Zone as quickly as possible.

5. **Cool food quickly using shallow pans or an ice bath.**

Do not allow food to cool to room temperature before chilling in a refrigerator.

6. **Quickly reheat food to at least the original cooking temperature within two hours.**

See the following page for a list of cooking and reheating temperatures. Whole chickens must be cooked to 82°C but can be reheated to 74°C.

7. **If hazardous food is displayed for sale at room temperature for any length of time, the food must not be eaten and must be discarded.**

Pathogenic bacteria will not multiply fast enough to cause food poisoning outside the Danger Zone but will multiply fast enough in the Danger Zone.

6.6 Cooking Food Thoroughly

1. Make sure all hazardous food is cooked and reheated to an internal temperature as listed below.

2. Check internal temperatures with a probe thermometer. The following foods must be cooked to an internal temperature of:



3.0 Customer Reporting of Foodborne Illnesses

1. If someone is in severe life-threatening distress from a foodborne illness such as anaphylaxis, call 9-1-1 immediately.
2. Call the local Health Department and speak to a Public Health Inspector. Provide them with as much information as possible to help in the investigation. The Public Health Inspector's job is to ensure the incident does not happen again, not to find blame.

Local Health Department (Local Officer's Name & Phone Number):

3. Ask the customer what they ate and when (date and time). The time of meal and the time of onset of symptoms are very important in determining the type of illness. Ask the customer what his/her symptoms were and when they started. Not all food poisonings are caused by the last meal eaten. Very often the food causing illness was eaten days before symptoms began.
4. Review with the staff how the meal was prepared. Ask staff if they were ill with similar symptoms.
5. Food handlers with foodborne illness-like symptoms must not be handling food until they are symptom-free for at least 24 hours. Food handlers with Shigella, Typhoid Fever, Hepatitis A and Norwalk-like virus must not handle food until they are cleared by the Health Department.
6. Save food samples from original meal if possible. These samples should be labelled and stored in the refrigerator. Food samples from the original meal will be sent to the Public Health laboratory for testing to determine if there are any pathogens present. The Health Department will also ask the customer to submit a stool sample for testing to determine if there are any pathogens present. A confirmed foodborne illness only occurs when the pathogens from the original meal and the customer are the same.
7. Write down all this information. Keep accurate notes and records in case of further action by the customer.



3. Ensure you wear rubber/latex/neoprene gloves when removing customers dirty dishes from their table and when wiping/disinfecting the table.

8.3 Machine Dishwashing

1. Follow manufacturers' and chemical suppliers' instructions.
2. Monitor wash and sanitizing time and temperatures.
3. **Wash temperature MUST be between 60° and 71°C (140°F and 160°F). A machine will sanitize either with chemicals (low temperature) or by hot water (high temperature) In a high temperature sanitizing cycle, the water must be 82°C (180°F) for 10 seconds.**
4. Dishwashers using chemical sanitizers require the following:
 - a. a chlorine solution of 100 ppm chlorine at a temperature of 13o C or warmer; or
 - b. an iodine solution of 12.5 ppm to 25 ppm at a temperature greater than 24o C but less than
 - c. 45o C; or
 - d. a quaternary ammonium solution of at least 200 ppm at a temperature greater than 24o C;
 - e. and
 - f. **chemical testing equipment (test paper) to confirm these concentrations.**
5. Machine must be cleaned each day paying special attention to jets and strainers.



8.4 Manual Dishwashing

1. Change water frequently to maintain minimum temperatures and concentration of solutions.



5.0 Food Safety Standards BC

5.1 Cooking Standard

1. Foods must be cooked to a minimum internal temperature of +74°C, as measured with a calibrated metal stem thermometer.
2. Any foods cooked to an internal temperature of less than +74°C must be disclosed in the food safety plan with a rationale for the variation.
3. The process must be reviewed and evaluated by your Supervisor. If the food is still partially frozen the cooking process will take longer.
4. The outside of the food may look like it has been thoroughly cooked; however the thickest part may not have reached +74°C.
5. For processed food products, it is especially important to be aware of any instructions from the supplier or manufacturer of the food product, and be able to verify compliance with those instructions.

5.2 Hot Holding Standard

1. Cooked foods must be hot-held at a minimum internal temperature of 60°C, as measured with a calibrated metal stem thermometer, after cooking and during display, transportation and service. Hot holding solids and liquids
2. **Safety point:** Use commercial grade hot holding equipment. Preheat hot holding equipment prior to its use. Food must be reheated to 74°C before hot holding.
3. **How do you do this:** Determine what type of equipment is required for hot holding. Establish the frequency of checking this equipment and internal food temperatures. Establish a maximum time for hot holding.

5.3 Reheating Standard

1. Previously cooked foods must be reheated to a minimum internal temperature of 74°C within 2 hours, as measured with a calibrated metal stem thermometer, prior to placement in hot-holding unit or service. Reheating solids
2. **Safety point:** Use commercial grade equipment to reheat foods. Do not cook foods too far in advance before they will need to be reheated. Do not reheat foods more than once.
3. **How do you do this:** Determine the type of equipment needed for re-heating. Establish the maximum time between first cooking and last reheating step.



Two Compartment Sink



<p>Wash In clean hot water and detergent</p> <p>AND</p> <p>Rinse With clean water (43°C/110°F)</p>	<p>Sanitize Soak dishes for at least 45 seconds:</p> <p>A. In water at 77°C (170°F)</p> <p>OR</p> <p>B. Use clean warm water with a sanitizer such as:</p> <ul style="list-style-type: none">• Chlorine, 100 parts per million (ppm), or• Quaternary Ammonium, 200 ppm, or• Iodine, 25 ppm
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8.5 Dishwashing Sanitizer

1. Chlorine, quaternary ammonium and iodine are acceptable sanitizers. Vinegar is not a sanitizer.
2. 100 mg/L chlorine solution, 200 mg/L quaternary ammonium solution or 25 mg/L iodine solution at a minimum temperature of 24°C are acceptable sanitizing solutions and temperatures. Dishes must be immersed in the sanitizing solution for a minimum of 45 seconds.



How to mix a chlorine solution for sanitizing using bleach

Sanitizing	How to Mix	Solution Strength
Dishes e.g. cutting boards, knives, cooking utensils	Mix ½ teaspoon of household bleach with one litre of water	100 PPM chlorine solution • immersion
Equipment e.g. large equipment, tables, anything that cannot fit into a sink	Mix one teaspoon of household bleach with one litre of water	200PPM chlorine solution for sanitizing spray • clean-in-place

Tips to Remember

- Make a new sanitizing solution daily.
- Do not mix bleach with detergent.
- Using chlorine test strips, check the strength of the solution.
- Discard used sanitizing solution as needed.
The strength of the solution will be weaker after use.





17.12 Right to Participate

1. All employees have a right to take part in health and safety activities. For example, you can be chosen to be a health and Joint Health and Safety Committee or a member of a committee.
2. You also have a right to report unsafe practices and conditions without worrying that you will be reprimanded (get in trouble).

17.13 Right to Know

1. All employees have a right to know what hazards are present on the job, and how these hazards can affect them.
2. You will learn about the hazards during health and safety training sessions and through on-the-job instructions. For example, learning about chemical safety through WHMIS - the Workplace Hazardous Materials Information System - is also part of the "right to know" system.

17.14 No Smoking (Tobacco & E-Cigarette)

1. Smoking is prohibited inside all "Insert Company Name Here" buildings and/or parts of buildings.
2. All "No-Smoking" signs must be adhered to at all times, including various out-door locations around the site.
3. Tobacco and E-cigarette smoking will only be allowed in designated smoking areas.
4. Employees must wash their hands after taking a smoke break and before entering the kitchen area.

17.17 Drug and Alcohol Use

1. Non-prescription drugs, illegal drugs or alcohol will not be allowed on the job.
2. Any employee found to be in possession of, or under the influence of, drugs or alcohol will not be allowed to work and is liable to be subjected to immediate disciplinary action.
3. Use of marijuana/cannabis or being under the influence of marijuana/cannabis is strictly prohibited during work hours regardless of its legalization.

17. 17 Violence in the Workplace

1. "Insert Company Name Here" is aware that employees could be at risk from incidents in the workplace. This policy has been developed to warn employees on potential of violence and how to prevent and deal with incidents.

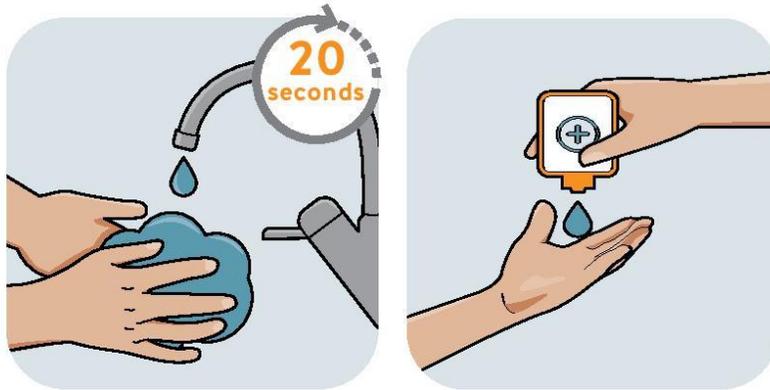


18.7 Kitchen Cleaning and Hygiene COVID 19

1. Develop and establish handwashing procedures for all front-of-house staff. WorkSafeBC handwashing signage is provided to communicate good handwashing practices. Post handwashing signs near all sinks.
2. Have sanitizer available to customers and staff. Install additional dispensers as needed.
3. Place sanitizer for customers and staff at entrance, after checkout, and throughout the establishment.
4. Increase cleaning between seatings. Tables, vinyl or laminated menus, and vinyl/leather/metal seats should be wiped when tables turn. Remove all items when turning a table, for example, unused cutlery, children's colouring paper, and crayons.
5. Establish cleaning procedures for condiments and other items brought to the table or available for sharing. Ensure they are cleaned between uses.
6. Clarify procedures for cleaning staff areas and train accordingly.
7. Clean bathrooms thoroughly and on a more frequent basis. Install additional touch-free soap and paper towel dispensers if possible.
8. Enhance cleaning of all frequent touchpoints including walls, tables, chairs, barstools, coasters, condiments, coat hooks, restrooms, doors including front door, restroom door, staff doors to office, kitchen, and breakroom.
9. Establish hygiene practices that address the needs of the workplace that includes the requirement to wash or sanitize hands after coming into contact with public items.
10. Develop a cleaning schedule and assign and train a person who is responsible for completing cleaning tasks and ensuring these tasks are completed.
11. Create a process to track what has been cleaned, when, and by whom.

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Help prevent the spread of COVID-19



Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.

Wash your hands:

- When you arrive at work
- Before and after going on a break
- After using the washroom
- After handling cash or other materials that have come into contact with the public
- Before and after handling shared tools and equipment
- Before and after using masks or other personal protective equipment



18.8 Hot Holding Units Temperature Log

Hot holding units must hold hot food at a temperature at or above 60o C (140o F):

- Preheat the water in the hot-holding unit. Allow enough time for the unit to heat to at least 60o C (140o F) before putting food into the unit.
- Preheat the food to 74o C (165o F) before putting it into the unit.
- Check food temperature every two hours using a stem thermometer to ensure that a temperature of 60o C (140o F) is maintained.
- Treat each new batch of food as a new food item entry on the temperature log.

Food Item	Start Time/Temp	Time/Temp	Time/Temp	Checked By (Initial)	Corrective Action Taken

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