

Food Safety and Sanitation Training

I/ ODB Group Guidelines and Expectations Overview

1. To purchase, prepare, serve, and kitchen clean-up the meal on your assigned day.
2. To provide two to three people to cook, one person to be the Greeter, one person as Caller, and three to four people as Servers.
3. All volunteers must have filled out a Volunteer Application prior to volunteering. This application is kept on file with Our Daily Bread.
4. Follow & Comply With Food Safety and Sanitation Guidelines – see specific guidelines under section “Food Safety and Sanitation”.
5. Service with a smile - treat the Soup Kitchen guests with respect, courtesy, and kindness. Avoid physical contact with the guests. Show friendly interest yet avoid familiarity. Please respect all staff, volunteers and guests.
6. Boundaries – no money, no gifts, no rides, no last names, no special treatment. DO NOT give out your home address, email or telephone number. If asked, volunteers should respond “We cannot give out cash or rides.” All requests for assistance should be referred to the Friendship House Representative (she’s in on Thursdays and her business cards are on bulletin board). Do not show favorites among guests.
7. Dress appropriately – Everyone must wear clean clothing, closed-toed shoes (**NO** sandals), no tank tops. Kitchen workers **must** wear hair nets (provided) or baseball caps (bring your own). Servers/greeter/cleaners should wear hair tied back / away from the face. Aprons will be provided. **NO** jewelry or fake nails in the kitchen.
8. When reporting for a volunteer shift, complete Sign-In Sheet & procure your name tag.
9. **Do not** report for duty if you have flu-like symptoms, diarrhea, vomiting, fever, chills, open sores on hand or face, or a cough. Notify your Group Leader or ODB if you are unable to report.
10. Provide plenty of notice if your group is unable to cook / serve on your specified date. Groups please contact Jan Faust and individuals contact ourdailybread.2016@gmail.com . If a group doesn’t have enough volunteers, ODB can supplement from its volunteer base if given sufficient notice.
11. Transport all pot/pans, utensils, and bowls used in preparing the meal to the Dishroom.
12. It is recommended that you leave all personal / valuable items at home or in your car. ODB is not responsible for items left in your vehicle. Purses / personal items can be stored on the cabinet in the

Cold Storage / Laundry Room or Conference Room. Our Daily Bread does not assume responsibility for loss, damage, or theft of personal property.

13. Servers should clear the plates, bowls, and cups from the tables as the Guests finish. Assign one Server to scrape plates at Dishroom pass-through so others' hands stay clean.
14. Please wear the provided name tag at all times.
15. Volunteers are asked to put away their cell phone except for emergency situations during the meal preparation, service and clean-up. If you must use your cell phone, please wash your hands once the call is complete.
16. Individual volunteers must contact the Volunteer Coordinator to let him/her know you will not be able to come for your scheduled shift with as much advanced notice as possible. Group volunteers should contact their group leader.
17. If during your volunteer time you begin to feel ill, you are obligated to inform the ServSafe Manager. Do not stay if you are sick.
18. If there are any conflicts during your time at the soup kitchen, please direct the issue to the ServSafe manager. The ServSafe Manager will deal with these kinds of situations.
19. Do not leave without telling the ServSafe manager.
20. Remember, safety first! No running or horsing around in the kitchen or dining hall.
21. All volunteers are responsible to the ServSafe manager.
22. We are a smoke free facility. If you are a smoker, you must go outside to of the building to smoke. Do not throw cigarette butts in the parking lot (there is a receptacle/container on landing by trash cans. Wash hands after smoking.
23. ODB's primary mission is to serve meals to our guests in our location. If there is an abundance of food left at the end of a meal service, take out meals will be offered to our guests. If, after that at the end of the meal service (1:00pm for lunch and 6:30pm for dinner), there is food left that will not be frozen for a groups future service, it will be offered to the volunteers. Volunteers should not be expected to be fed. *Note: Kitchen crew needs to ensure kitchen is cleaned up prior to eating* Please use disposable cutlery/paper plates/ plastic cups, not the melamine plates and metal cutlery.

II/ Food Safety & Sanitation

1. Using the designated hand washing sinks **ONLY**, wash your hands repeatedly – when you first arrive, before putting on gloves, when you touch your clothing or face/body, after each trip to the rest room, after sneezing or coughing, changing from unclean to clean jobs and after using your cell phone .

2. Disposable Gloves:
 - a. Kitchen workers are required to wear gloves when touching food products that are ready to serve (i.e. bread, rolls, etc.). In food preparation, gloves must be worn when making a dish that will not be heated or held at 140 degrees or above.
 - b. Serving personnel are not required to wear gloves. If they are worn they need to be replaced if performing a different task (i.e. cleaning up soiled dishes then moving on to serving), after touching your hair or face, after using your cell phone.
 - c. Gloves are never used in place of hand washing.
 - d. Wash and dry hands before putting on gloves.
 - e. Cover cuts and sores with a clean bandage before putting on gloves. If a cut is on a finger, a finger cot must be used prior to putting on gloves First Aid Kits are located in the Kitchen, the Dishroom and in the Dry Storage Room.

3. Food Handling:
 - a. Purchase food from reputable commercial vendors (i.e., Giant, Walmart, Food Lion, etc.).
 - b. Separate raw meat, poultry, and seafood from other foods in your grocery shopping cart and in your refrigerator (**see instructions on refrigerator door on how to store any type of food).
 - c. Buy cold foods last. Always refrigerate perishable food within 2 hours. Refrigerate within 1 hour when the temperature is above 90 degrees F.
 - d. Keep food out of the Danger Zone – 40 to 140 degrees F. Bacteria multiply rapidly in the Danger Zone. Keep cold food cold (in refrigerator, in coolers, or on ice). Keep hot food hot (in the oven, in chafing dishes, or in preheated steam tables).
 - e. Food that will not be cooked further (for example: bread, sliced cheese, desserts, etc.) must be handled with disposable food service gloves or serving utensils.

- f. Raw meats should be kept separate from other items during preparation to prevent cross contamination. After raw meat is opened/prepared on any surface, the surface must be thoroughly cleaned, rinsed and sanitized.
- g. If food has been at room temperature for 3 hours or more, please discard it.
- h. Avoid cross contamination – Take precautions to avoid cross contamination of ready to eat foods (i.e. fruit, bread, produce) with raw meats, raw poultry, raw eggs and raw fish. Common culprits include cutting boards, cooking utensils and hands.

4. Food Preparation:

- a. Always use a clean cutting board. Follow cutting board use guidelines which are posted on wall behind cutting board storage.
- b. Never thaw food at room temperature.
- c. Rinse all fresh fruits and vegetables under running tap water before use.
- d. Use a clean utensil each time you taste for seasoning / doneness.
- e. Use a thermometer (provided) to check internal temperature of meat, poultry, casseroles, and other food.
- f. Cook food to an internal temperature as noted on ServSafe guidelines (see posted guidelines in Kitchen next to bulletin board).
- g. Cooks are to clean and sanitize work space and tables before use, between preparation of different foods, and during clean-up.
- h. Food served to guests cannot be prepared in private homes or outside of an inspected kitchen. All food must be prepared onsite. If a caterer is used, ODB must have copies of the Business License, ServSafe Certification and Certificate of Insurance of the offsite catering company prior to meal service. Food prepared off site must be transported per Food Safety Guidelines.

5. Food Service (*Note: Guests should not take food off of trays. Servers should serve):

- a. If second servings are offered, you must use a clean plate. Take out meal(s) is/are offered (lunch only) if there is sufficient food left after every Guest has been served, no earlier than 15 minutes prior to the end of meal service. ServeSafe manager to coordinate with Kitchen crew.
- b. Wrapping Utensils – Wrap the silverware appropriate for the meal in a napkin and secure with a rubber band. Please be sure the part of the utensil that goes into the mouth is covered with the napkin. Wash hands before wrapping or wash hands and wear gloves. Do not touch part that goes into the mouth when wrapping.
- c. Any food leftover on your day of service should be taken with you, shared with the volunteers, or thrown out. **Do not** leave any food in the ODB premises or refrigerator or freezer unless coordinated with the ServSafe Manager.

6. Kitchen Clean Up (Cooks):

- a. Carefully empty out water and ice (if used) from steam table.
- b. Take all food prep and serving items to the Dishroom.
- c. Once meal service is complete, kitchen cooks must clean, rinse and sanitize all work areas – Prep tables, stove, warming/steam table, refrigerator door handles, pass through window counter and food prep sink (* recommend cleaning and sanitizing prep sink last).

III/ ODB Support At Your Meal Service

1. An ODB ServSafe certified representative will be in charge during your day of service for food safety and sanitation questions and to ensure food safety guidelines are being followed.
2. The Kitchen Manager (Jan Faust) will coordinate with your group regarding the availability of food items from our pantry that can be available for your group.
3. ODB will provide the coffee station and prepare the ice tea and lemonade.
4. ODB will provide dessert for each meal.
5. ODB utilizes melamine dishware for serving. These items are washed in the dishwasher.
6. ODB will provide a Dining Room manager, dishwashers and clean up crews.
7. Weather Closing – During bad weather, volunteers are not forced to come in to serve. At no time should individuals put themselves at risk brought on by dangerous weather conditions or slippery/icy roads. ODB follows Appoquinimink School district for weather closures – if they are closed, so are we. An announcement will be placed on the website (ourdailybreadmot.com) and an email will be sent if the soup kitchen closes due to inclement weather. If you do not feel safe or feel uncomfortable with conditions, please leave a message on the ODB Voice Mail (302/285-9540) or email ODB at ourdailybread.2016@gmail.com .
8. Please park your car away from the main entrance. Leave parking spaces closest to entrance for the guests.