

Food Handler's Manual

A Guide to Safe and Healthy Food Handling
for Food Service Establishments



Health Inspection/Code Enforcement Office

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The State of Maine's Health Inspection Team



"The Centers for Disease Control and Prevention (CDC) estimates that each year roughly 1 in 6 Americans (or 48 million people) get sick, 128,000 are hospitalized, and 3,000 die of foodborne diseases. Foodborne illnesses also cause billions of dollars in healthcare-related and industry costs annually. In 2010, just one foodborne outbreak sickened thousands of people throughout the country and led to the recall of approximately a half-billion eggs."

-Centers for Disease Control and Prevention

(<http://www.cdc.gov>)

This manual is designed to provide food service owners, management, and personnel with safe food handling guidelines in order to reduce the risk of foodborne illnesses.

Foodborne illness can take a serious financial toll on the food industry.

Please do your part by following food safety guidelines every day.

Owner Responsibilities



- Appoint a person in charge whenever the owner is out of the establishment.
- Submit plans to Code Enforcement and obtain permits before remodeling, or opening a new business. For questions or scheduling please call 767-7603 x-8, or email ccounts@southportland.org
- Submit a Hazard Analysis Critical Control Point (HACCP) plan to the Health Department prior to engaging in any Specialized Processing Methods. See Appendix A for a HACCP Plan template. A variance from the Maine Food Code may also be needed. See Appendix B.
- Renew city and state licenses annually to avoid late fees. Contact Business Licensing in the City Clerk's Office at 767-7628 and Carol Gott in the Maine Center for Disease Control and Prevention (Maine CDC) at 287-5675 and carol.gott@maine.gov.
- Employ at least one Certified Food Protection Manager (CFPM).
- Ensure a safe and healthy establishment by complying with food regulations.

Person in Charge (PIC)

There must be a person in charge at all times. Responsibilities include:

- Demonstrating knowledge of food safety.
- Ensuring that food supplies are from an approved source.
- Excluding persons not necessary to the operation.
- Monitoring employee hygiene, health and handwashing.
- Monitoring cooking temperatures of potentially hazardous foods.
- Monitoring food for safe temperatures during cold holding, cooling, and hot holding.
- Monitoring sanitizing methods and equipment.
- Assuring that employees prevent potential contamination of ready-to-eat foods by not touching them with their bare hands.
- Assuring that employees are properly trained in food safety.
- Immediately taking remedial action and notifying the Health Department of any imminent health hazard, such as fire, flood, loss of electricity or water, sewage back-ups, foodborne illness outbreak, misuse of chemicals, etc.
- Advising consumers about allergens, upon request.
- Assuring that consumers are notified that clean tableware is to be used when returning to self-service areas, such as a salad bar or buffet.

Why is Proper Food Handling Important?

Viruses and bacteria account for 98% of foodborne illness (viruses: 80%; bacteria: 18%). Some common **viruses** that may cause foodborne illness include Hepatitis A and Norovirus. These viruses are primarily passed on from stool to mouth, which makes **thorough handwashing extremely important**. Viruses can be carried by any food. Viruses do not grow on food.

Bacteria can **grow in potentially hazardous food if not handled properly**. Bacteria have rapid growth rates under optimal conditions. This makes **temperature controls and food safety extremely important**.

Potentially hazardous food is defined as: Any food or food ingredient that is capable of supporting the rapid and progressive growth of infectious or toxigenic microorganisms (ones that produce toxins).

To be potentially hazardous, a food must be:

1. Moist
2. Non-acidic (pH at or above 4.6)
3. A food source for bacteria (high protein provides optimal source)

Some potentially hazardous foods include:

Meats
Dairy
Eggs
Cooked vegetables
Tofu, tempeh, soymilk
Cooked beans, pastas, grains
Cooked rice
Raw seed sprouts (alfalfa sprouts, bean sprouts, etc.)
Garlic, onion, or herbs in oil
Cut melons

Temperature Controls

Proper temperature controls and food handling practices are extremely important to prevent the growth of bacteria in potentially hazardous foods. The **Danger Zone** is the **temperature range between 41°F and 135°F**. Bacteria grow very rapidly in the Danger Zone, especially between 70-125F. For this reason, proper cooling, reheating, cold-holding, hot-holding, and cooking temperatures should be carefully monitored.

Temperature Logs

Use temperature charts or logs to record and verify safe temperature:

- Record temperatures every 2 hours and
- Monitor food and equipment thermometer readings.

Cold-holding

- Cold food must be maintained cold at **41°F or less** at all times. - This includes refrigeration, salad bars, and during transport.

Thawing

Food must be thawed in one of the following ways:

- In the refrigerator,
- Submerged under running water that is 70°F or below,
- As part of the cooking process.

Hot-holding

- Hot food must be maintained at **135°F or more** at all times.
- This includes steam tables, stove tops, heating cabinets, and during transport.

Minimum Required Cooking Temperatures

- Poultry and any stuffing (including crabmeat or cheese) : **165°F for 15 seconds**
- Ground beef and pooled eggs: **155°F for 15 seconds**
- Fish, shellfish, eggs, pork and other meats: **145°F for 15 seconds**
- Beef steak: **145F for 15 seconds**

Note: If an animal food will be served raw or undercooked, you must have a consumer advisory posted. For details on consumer advisories, see page 24.

Room Temperature Food Storage

When storing food at room temperature for cooking or serving, it is important to control bacterial growth by limiting the amount of time the food is in the **Danger Zone (41° to 135° F)**.

If you hold food without hot or cold temperature control (a.k.a. Time as a Public Health Control), you must follow these guidelines:

- Food shall be **41°F or less** when removed from cold holding.
- Food shall be **135°F or more** when removed from hot holding.
- Food shall be labeled with the time **4 hours** from when it was removed from temperature control. For example, if pork was removed from temperature control at 1:15pm, then the discard time labeled on the pork is 5:15pm.
- Food shall be discarded when it reaches the 4-hour mark. 5:15pm in the above example.
- A written procedure for all foods shall be prepared in advance and available at inspection.

Note: If the food is a cold item and does not exceed 70°F after it is removed from temperature control, then it may be held for 6 hours and then discarded. 7:15pm in the above example.



Cooling Procedures

Foods must be cooled as quickly as possible to prevent the growth of bacteria as the food temperature drops through the Danger Zone.

* For hot food:

- **Cool from 135°F to 70 °F in 2 hours or less; and then**
- **From 70 °F to 41 °F in 4 hours or less.**

* For foods prepared at room temperature:

- **Cool from 70 °F to 41 °F in 4 hours or less.**

Cooling Methods

• Refrigeration

- ✓ Divide food into smaller portions (small portions cool faster than large portions)
- ✓ Use shallow 2-4" pans spaced to allow air flow around pans
- ✓ Do not cover until food reaches 41°F
- ✓ Use containers that transfer heat, e.g. metal pans.

• Ice bath

- ✓ Fill ice and water up to the level of food in the container
- ✓ Stir regularly

• Ice paddles

- ✓ Best for soups, gravies, other thin foods
- ✓ Use ice paddle along with the refrigeration method or ice bath method
- ✓ Place in cooling food upon reaching 135° F. Hotter foods will crack the plastic.

Reheating

After cooling, all leftovers and pre-made foods must be reheated to a minimum of **165°F within 2 hours if placing in hot holding**. If reheating a commercially-made food for the first time, reheat to a minimum of 135° F within 2 hours, if placing in hot holding.

Approved Methods:

1. Stove
2. Oven
3. Microwave
4. Other rapid-heating equipment

When using a microwave:

1. Cover
2. Stir
3. Wait 2 minutes before checking temperature and serving.

Do not reheat foods on steam tables or with other hot-holding equipment.

Thermometers

Every food service establishment must have thermometers for monitoring food temperatures and **refrigerator thermometers** for monitoring the temperature inside refrigerators. Establishments cooking thin foods, such as hamburgers or fish filets, must also have a small diameter thermocouple or thermistor, which takes temperatures on the tip. **All must be accurate and calibrated regularly.**

To calibrate metal-stem thermometers:

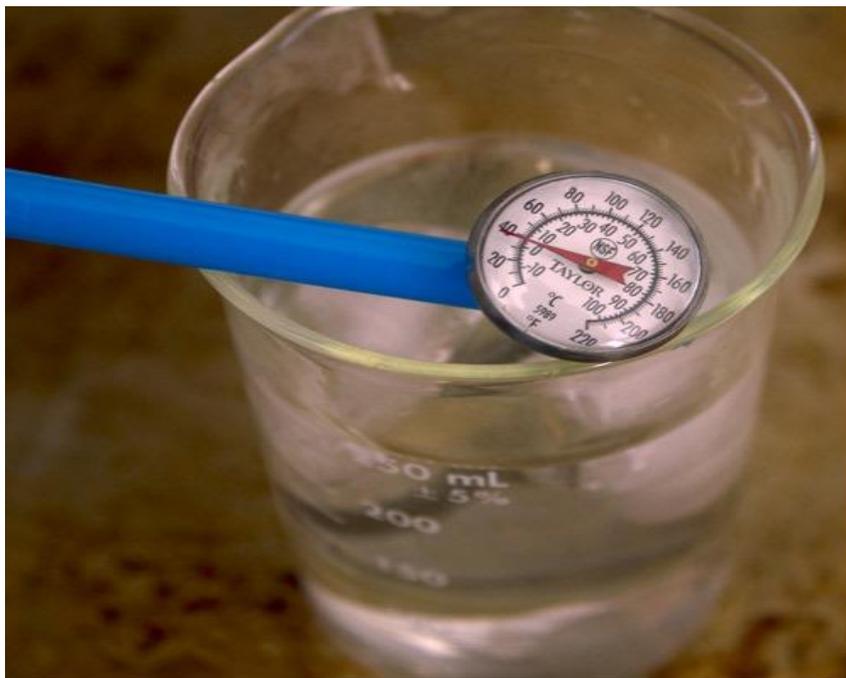
1. Place thermometer stem in a glass filled with ice and some water.
2. Wait 15-20 seconds; if thermometer does not read **32°F**, it must be calibrated.

To adjust an inaccurate dial thermometer:

Use pliers/wrench (some thermometer sleeves have one built in) and adjust the nut on the underside of the thermometer face until it reads 32°F while in the ice water.

Inaccurate digital thermometers may be adjusted by the manufacturer, some can be field calibrated, or they may have to be replaced.

- ✓ Daily thermometer calibration is recommended.
- ✓ Thermometers should also be re-calibrated whenever dropped.



Employee Hygiene

Hand-washing

Proper hand-washing is the single most effective way to prevent the spread of disease.

Always wash hands when:

1. Entering the kitchen.
2. Returning from the restroom.
3. Handling raw meat, poultry, fish, or eggs.
4. Touching face, sneezing in hands.
5. Handling dirty dishes.
6. Before putting on new gloves.
7. Any time hands may be contaminated.

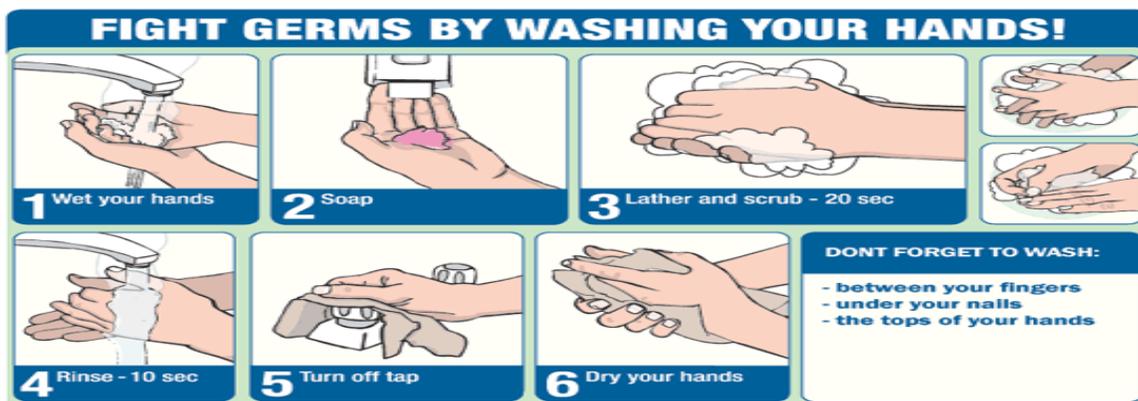
Proper Method for Washing Hands: (minimum total wash time= 20 seconds)

- ✓ Wet hands with hot water of at least 100°F
- ✓ Rub hands vigorously with soap and warm water for at least 10 seconds.
- ✓ Rinse well.
- ✓ Dry thoroughly with paper towel. ○ Turn off faucet handles with paper towel.
- Use a paper towel to turn the door handle when exiting the lavatory.

Hand-washing sinks must be used for hand-washing ONLY and must be stocked with:

- ✓ Hot running water (100° F for at least 15 seconds)
- ✓ Soap
- ✓ Paper towels
- Do not block hand-washing sinks or use for any other purposes.

Hand sanitizers only work on clean hands and do not kill Norovirus or Hepatitis A. Thus, they are not required in a retail food establishment. Hand sanitizers should never be used instead of hand-washing. Just rinsing your hands with water does not remove germs. You must use soap!



Bare Hand Contact

You must prevent bare hand contact when handling ready-to-eat foods (i.e. salads, fruit, pizza, sandwiches, sushi, etc.). You may prevent bare hand contact by using single-use gloves, utensils, deli tissue, etc.

Ready-to-eat foods are foods that do not require further cooking or heating before being served. These foods are most at risk for transmitting fecal-oral viruses, including Hepatitis A and Norovirus, which come from contaminated hands.

Some ready-to-eat foods include:

- Salads
- Fresh fruits and vegetables
- Pizza
- Sandwiches
- Cheese
- Sushi
- Beverages, ice
- Cookies and pastries



Gloves

- Always wash your hands before putting on a new pair of gloves.
- **Change your gloves and wash your hands whenever the gloves become contaminated:**
 - ✓ After handling raw meat, poultry, fish, or eggs
 - ✓ After touching your face with a glove or sneezing/coughing into the glove.
 - ✓ After touching dirty dishes or trash cans
 - ✓ Whenever changing tasks.
- Gloves must be worn over any bandage, cut, burn, or sore.
- Gloves should be considered an extension of your hands.
- Gloves are not a substitute for good hand-washing practices!

Highly Susceptible Populations

Although anyone can get sick from food handled unsafely, certain people are more likely to become seriously ill and at a greater frequency. These people are considered highly susceptible. They include:

Salmonella, Staphylococcal intoxication, Shigella spp., Shiga toxin producing E. coli, Hepatitis A, Strep throat, Acute respiratory infection and Norovirus.

- Pre-school children
- Older adults
- Immunocompromised persons (weakened immune system)

Sick Employees Sick employees are at a higher risk of contaminating food and utensils with bacteria or viruses. For this reason, sick employees must be *restricted or **excluded from working in the kitchen with food and foodservice equipment. **Employees must be restricted or excluded if demonstrating any of the following symptoms:**

- ✓ Diarrhea
- ✓ Vomiting
- ✓ Fever
- ✓ Jaundice
- ✓ Sore throat with fever
- ✓ Infected cuts/lesions on hands, wrists
- ✓ Persistent coughing, sneezing, runny nose

*"Restricted" means to limit the activity of a food employee so that there is no risk of transmitting a disease that is transmissible through food and the food employee does not

work with exposed food, clean equipment, utensils, linens or unwrapped single-service items.

****“Excluded”** means to prevent the person from working as a food employee or entering the non-public areas of a retail food establishment. Establishments serving a highly susceptible population must always exclude.

Any employees diagnosed with the following illnesses must not work in any area of a food establishment in any capacity where there is likelihood that food, food contact surfaces or other persons will be contaminated with the pathogenic organism:

Food Worker Policies

- Employees may smoke and eat away from food preparation areas.
- Drinks must be in clean closed containers (with a straw for cold beverages).
- Drinks must be stored separately from food, preparation surfaces, etc.
- Food workers must wear hair restraints and clean outer clothing.
- Food workers must keep fingernails trimmed and clean; no jewelry shall be worn on hands or arms, except a plain wedding band.
- Aprons must be removed before leaving the food preparation area.
- Cloth towels and aprons must not be used for wiping hands.

Food Preparation

Rinse All Fruits and Vegetables

Increasing numbers of foodborne outbreaks have been occurring in recent years due to contaminated produce.

- **All produce should be rinsed thoroughly** in a clean, approved sink using a colander and warm running water.

Note: Wash-rinse-sanitize the preparation sink before use.

- Rinse produce **before cutting or preparing**.

Cross-Contamination

Cross-contamination is the possible spread of bacteria from a contaminated source (raw chicken, meat, fish, eggs; contaminated utensils and equipment, etc.) to another food or surface.

Prevent Cross-Contamination

Store raw meat, poultry, fish, and eggs on the bottom shelf of the refrigerator, **separate from all other foods**.

- Use a drip pan under raw meat, poultry, fish, or egg products.
- **Wash hands and change gloves** after handling raw meat, poultry, fish, or eggs.

Food Quality/Sources All food must be obtained from an approved source.

- **Verify documentation** showing that it is an approved wholesale facility.
- **All meats, poultry, and eggs must have the USDA stamp of approval.**
- **Fish to be used for sushi or considered sushi-quality** must have a letter from your supplier verifying that required freezing techniques have been performed.
- **Shellfish** must come from approved harvest sites and have completed, attached tags. Maintain all shellfish tags for a minimum of 90 days after the last portion is served.
- **Do not use unpasteurized eggs in any ready-to-eat food items.**

Pasteurized eggs may be used as a substitute for unpasteurized eggs in recipes (i.e. Caesar salad dressing).

Ensure that all food is wholesome and free of spoilage:

Check cans for dents, swelling or leaks upon delivery.

- Reject them if you find a problem.
- Do not ever use a swollen or leaking can!
- **Never** use home-canned goods.

Check food temperatures and food quality upon delivery:

- Reject questionable items.
- Cold food must be 41°F or below when delivered, except for milk eggs and shellfish, which can be delivered at 45° F.
- **Do not use moldy or spoiled foods.** Discard them immediately.
- **Sell-by or use-by dates** should be observed.

Store food in a protected manner:

- All food should be at least 6 inches off the floor.
- Cover and label food in dry storage areas.
- Never store food beneath or near chemicals, wastewater lines, tools, or any other possible source of contamination.
- Store canned goods at 86° F or less.

Specialized Processing Methods

Before you engage in any of these activities . . .

- Processing Animals for Personal Use
- Acidifying Food
- Curing
- Sprouting Beans or Seeds
- Reduced Oxygen Packaging without 2 safeguards.
- Operating a Molluscan Shellfish Tank

You must submit a HACCP Plan and a Variance Request Form BEFORE starting. See Appendix A and B.

For more information, please contact:

Maine Health Inspection Program at (p) 207-287-5691 or lisa.roy@maine.gov

On-site Food Labeling

What are you required to do?

Note: All labels must be in English.

Raw meats and poultry that are packaged on-site for customer selection must always contain this label

Prepared Foods that you make on site and pre-package must contain a label with the following information:

- ✓ **Product Name** (common name)
- ✓ **Business name/Address** (who made it) (street address can be deleted if the address is in the phone book)
- ✓ **Ingredient list** (from most to least in weight)
- ✓ **Product net weight in ounces or pounds AND grams or liters**
- ✓ **Allergens** (soy, milk, eggs, shellfish, fish, peanuts, tree nuts, or wheat) must appear on a label in 1 of 3 ways: 1. List in name or ingredient list. 2. List in ingredient list if it does not disclose what it is: example: flour (wheat). 3. List after the word "Contains": ex. egg.

Repackaging bulk foods to smaller amounts prior to customer selection requires a label with the following information:

- ✓ **Common name of food**
- ✓ **Ingredient list** (from most to least in weight)

- ✓ **Net weight** as described above
- ✓ **Packed by** (your business/address) **or the**

manufacturer's name and address

- ✓ **Allergens**, if present, as described above

NOTE: A proper food label is required if any food is pre-packaged and available for self-service (except at a buffet or cafeteria line) or if you are making a health or nutrient claim about the food.

Date Marking- Understanding the Requirement

What is date marking and how is it used? Date marking is an identification system for prepared and ready-to-eat food to ensure food held for more than 24 hours is still safe to use.

How do I know if a food needs to be date marked? If you answer "yes" to all 4 of these questions, then the food must be date marked.

1. Does the food require refrigeration?
2. If commercially packaged, has the original package been opened?
3. Is the food ready to eat? Examples include cold cooked beef and pizza.
4. Will the food be in the establishment for more than 24 hours?

When to discard? At a maximum of 41° F, you must discard the food within 7 days. The day you open the package or prepare the food is Day 1.

If the food has an expiration date on it, isn't that the same as a date mark? No, the expiration date indicates the manufacturer's guarantee of quality. Your date mark will ensure the food's safety. The date marked by your food establishment may not exceed the use-by date.

Does an establishment that goes through food very fast need to date mark? Any food not used or discarded within 24 hours must have a date mark on the item.

What if you freeze the food? Freezing food "stops" the date marking clock, but does not reset it. So, if a food is stored at 41° F for 2 days and then frozen, it can still be used for 5 more days when it begins to thaw. The freezing date and the thawing date need to be put on the container along with the new discard date.

What if I mix the food with something else? When foods are mixed together, the date of the oldest food item becomes the new discard date. Page

Are there any exceptions? Yes! The following foods do not require date marking:

- Deli salads such as seafood or pasta manufactured at a commercial plant.
- Hard cheeses such as Cheddar, Gruyere, Parmesan, Reggiano, and Romano
- Semi-soft cheeses such as edam, blue, gorgonzola, gouda and Monterey jack
- Cultured dairy products such as yogurt, sour cream and buttermilk
- Preserved fish products such as pickled herring and dried or salted cod
- Shelf-stable dried sausages that are not labeled "Keep Refrigerated"
- Commercial acidified dressings such as mayonnaise and Thousand Island.

Cleaning and Sanitizing

Dishwashing

Cleaning is the removal of dirt, soil, and debris.

Sanitizing is the reduction of disease-causing microorganisms.

All food service equipment - utensils, plates, bowls, prep tables, sinks, cutting boards, slicers, food processors, mixers, and anything else used to prepare food - must be washed, rinsed, and then sanitized:

- At least **every 4 hours** during continued use.
- **Every time raw meat, poultry, fish, or eggs are prepared.**

Clean solutions of warm soapy water, rinse water, and sanitizer solution must be prepared regularly and always after cleaning utensils, cutting boards, etc. are used for raw meat preparation.

Whether washing dishes in a 3-compartment sink or in a mechanical dishwasher, the same steps must be followed: **Scrape - Wash - Rinse - Sanitize - Air Dry - Do not dry anything with a cloth towel!**

Sanitizers

Sanitizers are used to reduce the number of pathogens that may be found on food service equipment to safe levels. Chemical sanitizers and hot water sanitization are both approved methods for sanitizing equipment.

Approved chemical sanitizers and concentrations:

- **Chlorine (bleach): 50-100 ppm** (200 ppm is the maximum concentration permitted; above 200ppm is considered toxic).
- **Quaternary ammonium: 200 ppm** (unless otherwise specified).
- **Iodine: 12.5-25 ppm** (Above 25 ppm is considered toxic.)

Minimum 10-second contact time required with chlorine sanitizers and 30 seconds for quaternary ammonia or iodine.

Test strips must be used to check for proper sanitizer concentrations.

For hot water sanitizing, the surface of the dishes must reach 160°F. This usually means the dial must reach 180°F.

Storage

In-Use Utensil Storage

Utensils in the process of being used for food preparation may be stored:

- In the food with the handle up, out of the food.
- On a clean, dry surface.
- In water 135°F or more.
- In an approved dipper well (running water)
- NEVER store in-use utensils in sanitizer or room-temperature water.

Storage and Use of Wiping Cloths

In-use wiping cloths should be stored in clean sanitizer solution between uses.

Separate buckets of sanitizer must be provided for wiping off:

- Raw meat prep areas
- Non-food contact areas (counters, dining tables)
- Food-contact areas (cutting boards, prep tables, etc.)
- ✓ Clean soapy water, rinse water, and sanitizer solution are necessary for cleaning in-place equipment (slicers, preparation tables, etc.).
- ✓ Wiping a surface with a sanitized cloth is **NOT** cleaning and sanitizing!
- ✓ Wiping cloths are to be used to clean up spills and food debris only.

Chemical Storage

Chemical contamination of food may cause serious injury to the consumer.

Ensure that all chemicals are stored:

- Below and separate from food and food-contact surfaces.
- In a designated chemical storage area.
- In correctly labeled containers.
- Only chemicals approved for food establishment operation are permitted on the premises.
- All chemicals must be used according to manufacturer specifications.
- **Do not** use chemical bottles to store food or food containers for chemicals.

Facility and Equipment

Pests

Control pests in the food service establishment by using:

- A licensed, professional exterminator
- Tightly sealed openings and screen doors
- Window screens

- **Never** apply pesticides in a food service establishment yourself.

Equipment Cleaning and Maintenance

Food service equipment operates best when it is maintained in good condition and kept clean. The build-up of food debris and grease on equipment and in the food service establishment may attract pests and otherwise create unsanitary conditions.

Regular cleaning schedules should be maintained to keep the following equipment clean and in good condition:

- Ice machine
- Refrigeration interiors and exteriors
- Fryers
- Grill equipment
- Ovens
- Hoods
- Steamers
- Beverage machines (soda nozzles, ice chutes)
- All other kitchen equipment

Approved Equipment

All food service utensils and equipment must be approved for use in a retail food establishment:

- No copper, enamelware, or pewter may be used in contact with food.
- Hardwoods may be used for cutting surfaces (not for other food-contact surfaces).
- Cast iron may be used for cooking only.
- All ceramics, china, crystal, and hand-painted ceramics must be lead-free.

General Facility Maintenance

Food service establishments must be kept in good sanitary condition, both inside and outside of the facility.

- **Floors, walls, and ceilings** should be smooth and easily cleanable.
- **Lighting** should be maintained and provide the following levels of light:
 - 50 foot-candles of covered or otherwise shatter-resistant light above food preparation and dishwashing areas
 - 20 foot-candles at utensil storage areas and in toilet and lavatory areas
 - 10 foot-candles in other areas, including dry storage areas
- **Garbage** and refuse containers should be kept clean and inaccessible to vermin.
- All **sewage** systems must be properly operating. Sewage back-ups create an imminent health hazard and must be **immediately** remedied:
 - Contact a licensed plumber.

- Close the kitchen or area with the back-up until it is repaired.
- **Restrooms** are kept clean and stocked with toilet paper, soap, paper towels and a self-closing door.
- **Clean linen** must be stored in a clean, dry area and protected from contamination.
- **Laundry facilities** must be kept clean and located separately from food preparation areas. After washing, linen should be dried in a mechanical dryer. Dirty linen baskets must be used for storage of dirty linen and should be maintained in good condition.
- Any water fixture that has a **threaded faucet** and hose attachment must have an **approved backflow prevention device**.
- **Plumbing** should be in good condition and free of leaks, duct-tape, plastic wrap, or other unapproved repair materials.
- **Mop sinks** must be used for the disposal of mop water and chemicals. These sinks may not be used for any other purpose. They must be kept clean and in good condition.
- **Grease traps** must be kept clean and operating properly. They must be regularly pumped by an approved waste disposal company or in a method that does not contaminate the facility or outside area or sewer.
- **Public toilets** are required if you serve food for on-premises consumption.

Self-Inspection

Self-inspections are a great tool for management and staff to use to make sure their facility is following good practices. This also helps to prepare the facility for regular inspections by the Health Department.

In order to conduct a self-inspection, you will need:

- A self-inspection form, clipboard, and pen
- A calibrated thermometer and/or a thin-probe thermometer
- Test strips for sanitizer
- Flashlight

Consumer Advisory

If an animal food is served or sold raw or undercooked, is in a ready to eat form without otherwise being processed to eliminate pathogens, you must notify the consumer of the significantly increased risk of consuming such foods.

If you have a menu, the items that will be undercooked or raw must be marked with an asterisk (*). On the bottom of the menu, there must be a corresponding * with the following message: "Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of foodborne illness." If you don't have a menu, the same message must be posted in plain public view at the place where food is ordered.

Allergens Food allergies are very serious. The 8 major food allergens are: dairy, eggs, seafood, shellfish, wheat, soy, tree nuts and peanuts. Always be honest if a customer asks. A wrong answer could kill your customer. If a customer advises you of a food allergy, you must also prevent accidental contamination. For more information on how to safely prepare items for customers with food allergies, please go to www.foodallergy.com. If you have a customer with an allergic reaction, call 911.

Thank You

Your role in food safety is an important one. As a food worker or manager, it is your responsibility to make sure that the food you serve is safe to eat. Your customers count on you to prepare their food in a clean and sanitary manner.

We appreciate that by reading this manual, you are taking an active role in learning how to safely prepare and serve food for the public. In addition to this manual, Derrick Stephens The city's Health Inspector of South Portland offers Serv Safe CFPM classes and various other resources. The information provided in this manual is based on the Maine Retail Food Code, but does not represent all requirements of the established regulations. To download a copy of the Maine Food Code, visit <http://www.maine.gov/dhhs/mecdc/environmental-health/el/index.htm>

Note: Manual adapted from Portland Health Department, ME

References and Additional Resources

1. The Centers for Disease Control and Prevention (CDC) <http://www.cdc.gov>
2. U.S. Food and Drug Administration (FDA) <http://www.cfsan.fda.gov/list.html>
3. U.S. Department of Agriculture (USDA) <http://www.usda.gov>
4. U.S. Food Safety and Inspection Service (FSIS) <http://www.fsis.usda.gov>
5. State of Maine Health Inspection Program
<http://www.maine.gov/dhhs/mecdc/environmental-health/el/>
6. City of South Portland, Maine - Food Service Inspection Program
7. Food Safety Gateway <http://www.foodsafety.gov>
8. Fight BAC organization <http://www.fightbac.org> 9. For information on foodborne illnesses:
<http://vm.cfsan.fda.gov/~mow/intro.html>



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Department of Health and Human Services
Maine Center for Disease Control and Prevention
286 Water Street
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 287-8016; Fax: (207) 287-9058
TTY Users: Dial 711 (Maine Relay)

Tel. (207) 287-5671

Fax (207) 287-3165

Web Site Address: <http://www.maine.gov/healthinspection>

HEALTH INSPECTION PROGRAM

CERTIFIED FOOD PROTECTION MANAGER REQUIREMENTS

Every eating establishment must employ on its staff a Certified Food Protection Manager (CFPM). Some establishments are exempt from this requirement as stated below. A Certified Food Protection Manager must be hired within 90 days of a new eating establishment opening or when a Certified Food Protection Manager leaves employment. Eating establishments must post in a conspicuous area the certification of the CFPM(s), and the certificate must be made available to the Department upon request.

Responsibilities of the CFPM

The responsibilities include training and implementing a program of food protection and education for each person in charge, so that he or she will be able to successfully complete the demonstration and knowledge required of the Maine Food Code.

In the event that during an inspection by a Regulatory Authority, the person in charge is not able to make the demonstration required by the Maine Food Code or there are multiple critical violations present during such inspection, the Department may thereafter require every person in charge for such eating establishment to be a Certified Food Protection Manager.

Certification Requirements

In the State of Maine, the following will be accepted as meeting the requirements for certification:

- a. Having written proof of completion of specialized training in the preparation and serving of safe food, such as ServSafe[®] Food Protection Manager Certification from the National Restaurant Association Solutions, LLC, the National Registry of Food Safety Professionals, Prometric, and 360training.com Inc or equivalent; and,
- b. Receiving a passing grade on a competency test, approved by the National Conference for Food Protection (CFP). Such CFPM certification shall be renewed through re-training and re-testing every 5 years.

Exemptions

When considering the certification of a CFPM, the following establishments are exempt from the CFPM requirement:

- Bed and Breakfast establishments with 5 rooms or less;
- Bed and Breakfast and lodging establishments that serve a continental breakfast consisting of non-potentially hazardous baked goods, whole fruit or fruit sliced for same-day service, cereal, milk, juice, portion-controlled cream cheese, portioned-controlled peanut butter, and portion-controlled jam or jelly.
- Temporary eating establishments that operate fewer than 14 days;
- Establishments that serve or sell non-potentially hazardous pre-packaged foods;
- Establishments that prepare only non-potentially hazardous foods;
- Establishments that heat only commercially processed potentially hazardous foods for hot holding. No cooling of potentially hazardous foods;
- Sporting, Recreational, or bear camps operating 90 days or less and serving only their own guests;
- Eating Establishments which pose minimal risk of causing or contributing to foodborne illness, based on the nature of the operation and the extent of food preparation.



Department of Health and Human Services
Maine Center for Disease Control and Prevention
286 Water Street
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 287-8016; Fax: (207) 287-9058
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Health Inspection Program

Five Reportable Foodborne Illnesses

It is the responsibility of the Person In Charge (PIC) to report to the Regulatory Authority if any food employee is diagnosed with any of the following infective agents.

Shiga toxin-producing *E. coli* (STEC) - *E. Coli* O157:H7

Symptoms: Diarrhea that may or not be bloody, stomach cramps and chills. Onset of symptoms occur 2-10 (usually 3-4) days after ingesting the bacteria.

Transmission: fecal/oral, spread from person to person by improper handwashing.

Source: ground beef, raw milk, grocery produce, and sewage contaminated water.

Salmonella Typhi (Typhoid Fever)

Symptoms: Fever, headache, malaise and a non-productive cough. Constipation is more common than diarrhea. Onset of symptoms occur 3-60 (usually 8-14) days after ingesting the bacteria.

Transmission: fecal/oral, spread from person to person by improper handwashing.

Source: food, water, produce and milk contaminated by feces and/or urine of a carrier. Also found in shellfish taken from sewage contaminated waters.

Shigella spp.

Symptoms: Abdominal pain, fever, bloody stools (often with mucous and pus), nausea, vomiting and cramps. The urge to evacuate bowels and pain upon defecation. The onset of symptoms is 1-7 (usually 1-3) days after ingesting the bacteria.

Transmission: fecal/oral, spread from person to person by improper handwashing.

Source: food and water contaminated by infected persons. The bacteria must be ingested to produce illness and is often associated with crowded conditions and poor sanitation.

Hepatitis A

Symptoms: Fever, malaise, nausea, abominable cramps, dark urine and jaundice. Onset of symptoms is 15-50 (average 28-30) days after ingesting the virus.

Transmission: fecal/oral, spread from person to person by improper handwashing.

Source: contaminated water, contaminated produce, oysters, clams and food handled by an infected food handler.

Norovirus

Symptoms: Nausea, vomiting, diarrhea, and stomach cramping. Onset of symptoms is 12-48 hours after ingesting the virus. Transmission: highly contagious, fecal/oral, spread from person to person by improper handwashing, and through contact with contaminated surfaces or objects. **The virus can persist on surfaces for prolonged periods at a wide range of temperatures.** Follow US EPA guidance for proper cleaning agents effective against norovirus, available at <http://go.usa.gov/435e>.

For more information on each disease please visit www.maine.gov/idepi.



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Health Inspection Program

MOBILE/TEMPORARY MOBILE UNIT

RISK AND EQUIPMENT COMPLIANCE HANDOUT

ALL MOBILE UNITS SHALL HAVE A HAND WASH SINK WITH HOT/COLD WATER UNDER PRESSURE; TEMPORARY MOBILE UNITS CAN USE A GRAVITY or PRESSURE SYSTEM

Temporary units may use an alternative ware washing set up using a three wash basin system (bus boy basins) for washing, rinsing and sanitizing dishes and utensils. Each Temporary license is one event no greater than either 4 days or 14 days. Three Temporary licenses are allowed per licensee per year. If you are going to attend more than three events per year, you will have to apply for a Mobile Unit license and comply with all the requirements of a mobile unit.

➤ **LOW RISK: NON PHF***

Equipment: Hand Sink, if using utensils a 2 bay sink is required, refrigeration may be required.

Must be able to demonstrate proper 2 bay sink technique.

Popcorn	Ice/Slushi	Candy Apples
Pretzels	Shelled Peanuts	Soda
Dispensed Drinks	Pre-Packaged Juice	Cotton Candy

Pre-Packaged Foods (labeled & from a licensed facility)

➤ **MODERATE RISK: SOME PHF* and PREPARATION**

Equipment: Hand sink, if only using utensils a 2 bay sink is required otherwise a 3 bay sink is required.

Refrigeration may be required.

Must be able to demonstrate proper 2 bay sink technique.

Fried Dough	Smoothies	Apple Crisp	Pre Cooked PHF*
French Fries	Ice Cream	Onion Rings	Fresh Squeezed
Lemonade			
Onion Blossoms	Cream Puffs	Hot Dogs	Vegetable Salads and
Dressings			
Salads	Canned Cheese	Canned Chili	Pre-packaged
	Condiments		
Prepared Salads w/ PHF* (from a licensed facility)			Pre-cooked eggs, lobster, crab, shrimp

Cooked foods, delivered in an approved carrier and no utensils are used, but must demonstrate proper use of disposable gloves and/or single service papers.

➤ **HIGH RISK: ALL PHF***

Equipment: Hand sink, 3 bay sink, and refrigeration required.

Raw PHF* Sausage Meats Seafood Fish

Hot dogs with PHF* if any preparation i.e., chili

Onsite prepared salads: i.e., potato, coleslaw, pasta, egg salad, and seafood

Raw bar: i.e., oysters on the half shell

Pizza with PHF*: i.e., (ground meats: hamburg or sausage)

Pie with PHF* i.e., cream pies

***PHF = POTENTIALLY HAZARDOUS FOOD**

3 bay dishwashing: Wash, Rinse, and Sanitize

Sinks must be big enough for the biggest pot or pan to be submersed.

If you have any questions, please contact your district health inspector or our offices at 287-5671.



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

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Health Inspection Program

Fax (207) 287-3165

To: Mobile Vendors
From: Division of Environmental Health, Health Inspection Program
Subject: Requirements for Mobile & Temporary Food Units
Date: April 24, 2015

This notice is to provide you with valuable information as to the regulatory expectations for mobile food service vendors.

Certified Food Protection Manager (CFPM) Requirement

All mobile units must comply with the CFPM requirement in the 2015 season. With the adoption of the Administrative Rules effective October 7, 2012 a CFPM must be hired within 90 days of a new eating establishment opening or when a CFPM leaves employment. Existing mobile units had a one year grace period to comply when the CFPM requirement was initially implemented in 2011. Please review the enclosed CFPM handout with exemptions, and mobile unit compliance handout, or speak with your district health inspector to determine if your mobile unit meets one of the exemptions for the CFPM requirement. Failure to comply with this requirement will result in enforcement actions.

State Licensure

As you know, all mobile food service vendors must possess a current state license before operating a food service establishments per 22 M.R.S. Chapter 562 §2492 license required. As a Mobile Vendor, you must show proof of state licensure before you will be allowed to operate your food service establishment. If you own more than one mobile unit, each mobile unit must have its own license posted in the unit. Food service vendors that are found without a state license will be asked to **close immediately and go to the Augusta Office to submit an application and license fee or pay license renewal fees.** The health inspectors will not collect application and license fees during their inspections at fairs and festivals. New applications must be received by our office 30 days prior to opening to allow for processing and inspection. Mobile vendors will not be allowed to operate until an application with fee or license renewal fee has been submitted and received in the Augusta office.

As a responsible business owner, please visit our website to view the rules or you may call our offices and we will mail a copy to you.

New Maine Food Code

In October 2013, the Health Inspection Program adopted the 2013 Maine Food Code; please refer to our website for a copy of the new Code. Given the changes to the Code, we recommend that you download a copy, read it, and become familiar with it. We have enclosed a copy of the major changes to the Maine Food Code. This 2015 season, inspectors will be conducting inspections for proof of State licensure and compliance with the Code, as well as providing education on many aspects of the new Code.

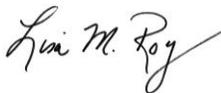
The Health Inspection Program's office hours are Monday – Friday, 8am-5pm. A \$25 late fee will be assessed for all licenses that have not been renewed within 30 days of their expiration date. After that date, a \$100 late fee will apply and \$200 late fee for a second offense of expired license. A check, cash or money order is accepted at the Augusta office. Please make checks and money orders payable to the "Treasurer State of Maine". We are located at 286 Water St. Key Bank Plaza 3rd Floor, Augusta, Maine 04333-0011.

In addition, if your mobile unit has repeat critical violations which remain uncorrected from previous fairs, you will be asked to **close immediately and will not allowed to operate until the code violations have been corrected.**

Notice to non-profits: Per 22 MRSA Chapter 562 §2501, Nonprofit organizations including, but not limited to, 4-H Clubs, scouts and agricultural societies shall be exempt from department rules and regulations relating to dispensing foods and nonalcoholic beverages at not more than 12 public events or meals within one calendar year. However, the individual Fair Associations may require your food service establishment to license with the DHHS Health Inspection Program before you can operate at the fair/festival. Please check with the individual Fair Association regarding their rules and regulations.

If you have any questions or concerns, please call us at (207) 287-5671 and we will provide you with the contact information for your District Health Inspector. We would be pleased to assist you in any way we can to assure that your event is safe and successful.

Sincerely,



Lisa Roy

Program Manager

Health Inspection Program

Division of Environmental Health

11 SHS, Augusta, Maine 04333-0011

maine.gov/healthinspection

**REGISTRATION FORM
CERTIFIED FOOD PROTECTION MANAGER CLASS**



Department of Planning and Development
South Portland Health Inspection Program

NOTES:

- This class/exam meets the State of Maine requirement. Certification is valid for 5 years.
- Upcoming class/ exam dates are
- Proctored class & exam is held at **8:00 am. in the Hannaford room, at South Portland Planning and Development office at 496 Ocean St. South Portland.**
- Class from 8-4 with 30min lunch break. (you are welcome to bring lunch and eat in classroom)
- Upon registering you will receive the book and study guide materials.
- Success on the exam requires reading entire book and doing practice quizzes and study questions in each chapter before attending class.**
- Please bring photo identification with a signature (e.g. driver's license) to exam.
- If you need an interpreter, please let us know the name of the interpreter. ServSafe needs at least 10 days before the exam to approve the interpreter and the service is at your expense.

Participant Name (s) _____

Food Service Establishment _____

E mail Address _____

Mailing Address _____

Date of Class: ___/___/___ **Phone #** _____

Number of students attending: _____ * **Cost of Book, Class and Exam (\$115) = Amount**

Enclosed: \$ _____ **(If you already have a book, class/ exam only cost \$80).**

- You may pick up the class text book or we can mail it. Please circle one: **PICK UP or MAIL**
- Please make checks payable to:** City of South Portland. You may also pay via credit card at 496 Ocean Ave in South Portland, at the front desk. Please do not send cash in the mail.
- Classes will be 3rd Monday of every month, (Subject to change) and you must register no later than 14 days prior to the class date.

Send this registration and payment to:
City of South Portland
Department of Planning and Development
496 Ocean St, P.O. Box 9422
South Portland Maine, 04116
Portland, Maine 04101