

Food Handler's Manual

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



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"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. For questions or scheduling please call 874-8703, or email buildinginspections@portlandmaine.gov.
- Submit a Hazard Analysis Critical Control Point (HACCP) plan to the Health Department prior to engaging in any Specialized Processing Methods by emailing it to phweb@portlandmaine.gov or call 756-8365 with questions. 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 bl@portlandmaine.gov and 874-8557 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) prior to starting a new business and replace a CFPM after departure within 60 days to avoid a fine.
- 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 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 closing and notifying the Health Department of any imminent health hazard, such as fire, flood, loss of hot water, extended power loss, 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 from a fecal-oral route, 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, tomatoes, salad greens



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 23.

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.



Cool in shallow pans.



Ice bath; stir frequently



Ice paddle

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.

165°F

2 hours

41° F

****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:

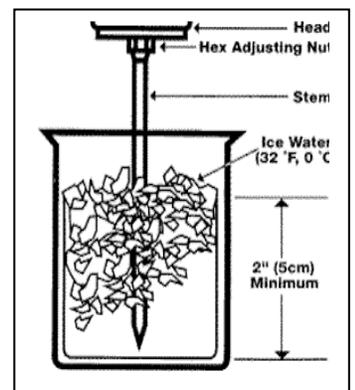
1. Place thermometer stem in a glass filled with ice and some water.
2. Wait 15-20 seconds; if thermometer does not read **32°F**, it must be calibrated.

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. Loss of hot water is an imminent health hazard. You must close until it can be restored.

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, etc.) by using single-use gloves, deli tissue, tongs, 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

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!
- Always wash your hands before putting on a new pair of gloves.

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:

- 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:

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



Food Worker Policies

- Employees must 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.

Wash, rinse, and sanitize cutting boards, knives, utensils after working with raw meats.



Wash, rinse, and sanitize all work surfaces, including cutting boards, sinks, prep tables, slicers, utensils, etc. **at least every 4 hours** during continued use.

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).

O	HARVESTER IDENTIFICATION NO.:	
	HARVEST DATE:	
	HARVEST LOCATION:	
	TYPE OF SHELLFISH:	
	QUANTITY OF SHELLFISH:	
THIS TAG IS REQUIRED TO BE ATTACHED UNTIL CONTAINER IS EMPTY AND THEREAFTER KEPT ON FILE FOR 90 DAYS.		
<small>REGULATED BY THE U.S. DEPARTMENT OF COMMERCE NATIONAL SHELLFISH PROCESSING BOARD 1000 Pennsylvania Avenue, N.W., Washington, D.C. 20540 Phone: (202) 725-2000 Fax: (202) 725-2001 www.nationalshellfishboard.com</small>		



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 the following activities . . .

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



. . . 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

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.

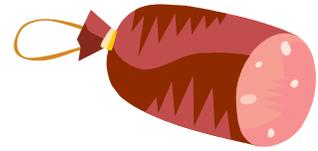
Repackaging bulk foods to smaller amounts prior to customer selection requires a label with the following information:

- ✓ **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.

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 in hot water of at least 110F, 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 hot 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. Loss of hot water is an imminent health hazard.



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. Loss of hot water is an imminent health hazard and you must close until it can be restored.

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.
- 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.

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.).

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 types of 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, the Portland Public Health Division offers Serv Safe CFPM classes and various other resources. Visit our website at <http://www.portlandmaine.gov/hhs/health.asp> to learn more or contact:

Portland Public Health Division
(207) 756-8365
phweb@portlandmaine.gov

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 Vineland Health Department, NJ.

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 Portland, Maine - Food Service Inspection Program
<http://www.portlandmaine.gov/hhs/foodsafetyinspect.asp>
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>

APPENDIX A - Hazard Analysis Critical Control Point (HACCP) Plan Template

List of food covered by this plan

- List and describe the food that will be covered by this plan.

Flow diagram – Formulas and Recipes

- Create a flow diagram listing and describing all the steps from receiving the food to serving the food. Indicate on the diagram which steps are critical to the safety of that food. This can be done through your own hazard analysis or these may be provided by the process authority. Describe the equipment, materials, and ingredients.
- Attach or include any recipes or formulas used in the preparation of the food.

Processing Step	Description of the Processing Step

Training Program

Describe the training program for employees and supervisors that will be handling these foods or monitoring these processes. Examples might include training in:

- the proper use of the equipment.
- the cleaning of the equipment.
- proper employee hygiene.
- prevention of cross contamination.
- the hazards involved and how they are controlled.
- the use of and calibration of the monitoring equipment.
- the critical limits and corrective actions if the limits are exceeded.

General Standard Operating Procedures

List and describe general standard operating procedures related to this process. These procedures should be posted in the processing area. Examples might include:

- cleaning procedures.
- specifications for packaging or equipment.
- product handling procedures.
- use of equipment.
- storage conditions.
- employee hygiene requirements.

Standard Operating Procedures (SOPs) at Critical Control Points (CCPs)

For each critical control point identified in the flow chart list the following.

CCP: Identify the step that has been determined to be a CCP (for example: Refrigerated Storage).

Hazard: Identify the hazard of concern (examples: Time/temperature abuse leading to pathogen growth, C. botulinum growth and toxin formation due to inadequate processing.).

Critical limit: List the critical limit at this step. This may be determined through your own hazard analysis or by the process authority.

Monitoring: List how you will monitor the process at this step to ensure that the process is under control. Include who will do the monitoring, the monitoring equipment, and the frequency.

Verification procedures: List the procedures to make sure that the plan is being followed correctly (for example, weekly checks of monitoring records to make sure the monitoring is being done and no critical limits have been exceeded.) Include any equipment calibration procedures here.

Corrective actions: List the procedures if a critical limit is exceeded. Include both the actions to bring the process under control and the disposition of any product that might potentially be unsafe.

Records: List and attach copies of the records that will be used to record the results of the monitoring. Monitoring forms should have the critical limit(s) on the form for easy reference. Calibration monitoring logs should include calibration instructions.

The chart on the next page can also be used to list the SOPs at each CCP.

The table on page 29 is a summary of the food products and processes that are required by the Maine Food Code to have a HACCP plan and/or Variance.

HACCP Plan Form

(1) Critical Control Point	(2) Significant Hazards	(3) Critical Limits for each Preventive Measure	Monitoring				(8) Corrective Actions	(9) Verification	(10) Records
			(4) What	(5) How	(6) Frequency	(7) Who			

2013 Maine Food Code HACCP/Variance Requirements Table

Product/Process	Example	Code reference	HACCP	Variance
Smoking Food as a method of Food preservation rather than as a method of flavor enhancement	Smoking fish or meat to extend shelf life	3-502.11 (A)	x	x
Curing food	Cured meat	3-502.11 (B)	x	x
Using Food additives or adding components such as vinegar as a method of food preservation rather than flavor enhancement or, to render a Food so that it is not a Potentially Hazardous Food (Time/Temperature Control for Safety Food)	Pickles	3-502.11 (C)	x	x
Packaging Food using a Reduced Oxygen Packaging method except where the growth of, and toxin formation by Clostridium botulinum; and the growth of Listeria monocytogenes are controlled as specified under 3-502.12	Vacuum packaging cooked foods) (or any other product not defined in 3-502.12)	3-502.11 (D)	x	x
Operating a Molluscan Shellfish life-support system display tank used to store or display shellfish that are offered for human consumption.	Clams, mussels, oysters held alive in a tank	3-502.11(E) 4.204.110	x	x
Custom processing animals that are for personal use and not for sale or service in a Food or Eating Establishment	Using a commercial kitchen to process deer	3-502.11 (F)	x	x
Preparing Food by another method that is determined by the Regulatory Authority to require a variance	Any potentially risky food process not covered by the code.	3-502.11 (G)	x	x
Sprouting seeds or beans	Bean sprouts grown on site	3-502.11 (H)	x	x
Packaging food using reduced oxygen packaging as described in 3.502.12 where the food has an Aw of 0.91 or less.	Vacuum packaging dried foods	3-502.12 (B) (2) (a)	x	
Packaging food using reduced oxygen packaging as described in 3.502.12 where the food has a pH 4.6 or less.	Vacuum packaging blueberries or other high acid fruit	3-502.12 (B) (2) (b)	x	
Packaging food using reduced oxygen packaging as described in 3.502.12 where the food is a Meat or Poultry product cured at a Food Processing Plant regulated by the USDA using substances specified in 9 CFR 424.21 and is received in an intact Package.	Re-packing (using ROP) meat cured at a USDA plant	3-502.12 (B) (2) (c)	x	
Packaging food using reduced oxygen packaging as described in 3.502.12 where the food is a food with a high level of competing organisms such as raw meat, raw poultry or raw vegetables.	Vacuum packaging raw meat, raw poultry, or raw vegetables	3-502.12 (B) (2) (d)	x	
Packaging food using reduced oxygen packaging as described in 3.502.12 where the food is fish that is frozen before, during, and after packaging.	Vacuum packaging frozen fish	3-502.12 (C)	x	
Packaging food using reduced oxygen packaging as described in 3.502.12 where the food is packaged using a cook chill or sous vide process.	Vacuum packaging cook chill products	3-502.12 (D)	x	
Packaging food using reduced oxygen packaging as described in 3.502.12 where the food is a cheese that is commercially manufactured in a Food Processing Plant, has no ingredients added in the Food Establishment, and that meets the Standards of Identity specified in 21 CFR 133.150 (Hard Cheeses), 21 CFR 133.169 (Pasteurized process cheese) or 21 CFR 133.187 (Semisoft cheeses).	Vacuum packaging cheese	3-502.12 (E)	x	
A raw animal food that is not cooked to the specifications in 3-401.11 (A) or 3-401.11 (B)	Any alternative cooking process that does not meet the temperature requirements of the code.	3-401.11(D)(4)	x	x
Unpackaged juice that is prepared for service or sale in a Ready-to-Eat form that is served to a Highly Susceptible Population.	Apple cider pressed on site and served in a preschool.	3-801.11 (A) (3)	x	

APPENDIX B - Annual Food Service License Variance Request

Establishment Name and Establishment ID#: [Click here to enter text.](#)

Address: [Click here to enter text.](#)

Telephone: [Click here to enter text.](#)

Email Address: [Click here to enter text.](#)

1. Please reference the specific Rule or Food Code Item for which you are applying for a variance.

Rule or Food Code Number: [Click here to enter text.](#)

2. Rule Description: [Click here to enter text.](#)
3. Please provide a full explanation of why the variance is necessary. (Attach additional sheet if necessary)

[Click here to enter text.](#)

4. Please provide a written plan for future compliance with the rule(s) or, as an alternative, a written plan detailing how you will satisfy the intent of the rule(s). (Attach any supporting documentation, such as a HACCP plan, if applicable). [Click here to enter text.](#)

Date: [Click here to enter text.](#)

Applicant Name: [Click here to enter text.](#)

Applicant Signature: [Click here to enter text.](#)

Office Use Only-Do not write below this line

Variance granted [] Variance denied []

Comments: [Click here to enter text.](#)

Department Signature:

Date: [Click here to enter text.](#)

Please note:

1) This variance pertains to the above-mentioned rule only, and shall not be deemed permission to waiver from any other requirement outlined in the 2013 Maine Food Code and related Rules.

2) This variance shall be considered null and void at such time one of more of the following events should occur: Change of ownership, renovation, failure to comply with said variance.

Instructions for Completion

- (1)** Specify the particular Code section, such as "§3-201.17".
- (2)** State the requirement in the Code from which the variance is being sought, such as "Game animals received for sale or service shall be commercially raised for food under a voluntary inspection program administered by the USDA for game animals".
- (3)** Describe the equipment, process or conditions you wish to have approved.
- (4)** Provide the rationale for the variance request. What characteristics or conditions of the site, equipment or procedures will provide a level of public health protection equivalent to that of the Code section? Include catalog tear sheets, equipment schedules, or other supporting information that will allow the Maine CDC to make an informed decision. If the variance is needed only for a limited time, state when the corrections will be made to bring the establishment into conformance with the Code.

Example:

- All raw meat is stored totally separate from all other food. It is never stored above other food.
 - We do not allow workers with cuts on their hands to handle raw meat. To protect food workers handling raw game meat from *E. coli*, Trichinosis, etc., we use gloves or utensils, not bare hands.
- (5)** A HACCP plan is a written document that describes in detail the procedures for following the Hazard Analysis Critical Control Point principles developed by the National Advisory Committee on Microbiological Criteria for Foods. The elements of a HACCP plan are given in §8-201.14. A HACCP plan is required for variances involving food preparation or processing.
 - (6)** If a HACCP plan is required per §8-201.13 of the Maine Food Code, then contact Jason Bolton at the University of Maine to assure your process is safe before selling your product. You may need to provide a sample. His contact information is 207-942-7396 and jason.bolton@maine.edu You will need to provide the Department with documentation form UMaine regarding the safety of your product.

Send the completed application to:

Health Inspection Program
286 Water Street, 3rd floor
11 State House Station
Augusta, Maine 04333-0011
(p) 207-287-5691
(f) 207-287-3165
lisa.roy@maine.gov

For more information contact 287-5671.