

**Jefferson County Nutrition Project Council
Minutes of Meeting
October 22, 2013**

Call to Order

The meeting was called to order at 2:00 p.m.

Roll Call

Present: Emily Pantely, Johnson Creek; Barb Natrop, Palmyra; Judy Pinnow, Sullivan and Marcia Bare, Jefferson.

Also Present: Beth Eilenfeldt, Sharon Endl & Sue Torum, staff; and Senior Dining Program Managers: Linda Winterland, Joy Clark, Patti Hills, Martha Parker and Jennifer Whaley.

Certification of Compliance with Open Meetings Law

Torum certified compliance.

Review of Agenda

The agenda was review and there were no changes.

Citizen Comments

None

Approval of Minutes

The minutes were reviewed and approved.

Communications

None

Nutrition Education Discussion

The November table tents included information on:

1. Health Reform for seniors
2. Caregivers & Exercise,
3. 10-Tips for Family Caregiving,
4. Choosing Whole Grain Foods.

All of the materials were reviewed. The monthly participant quiz is to raise awareness about Diabetes and it was also reviewed.

Procedure for Emergency Contact Information

All site managers and the home delivered meal assessor are required to ask participants if they wish to provide us with emergency contact information should we ever need to call someone on their behalf. Everyone said that they are routinely gathering this information. There was discussion about what constitutes an emergency and everyone was reminded that this is not an open authorization to contact the people listed in any situation other than an emergency.

National Family Caregiver Month

The caregiver services provided by Jefferson County's ADRC were discussed. November is National Family Caregiver Month and a news release went out to all papers encouraging people to stop by the ADRC to learn more about our resources and sign up for a drawing that we are having. This is why much of the information in the tabletops has to do with caregiving. Managers were asked to help spread the word that ADRC staff are available to consult with them if they are a caregiver and also to thank them for what they do for others.

Red Flags: Home Delivered Meals

The PowerPoint presentation that was developed by Pam Van Kampen and Leslie Fijalkiewicz was shown and discussed.

Outreach

Eilenfeldt and Endl have been asking home delivered meal participants if the office can send caregiver information to their listed emergency contacts. We are doing this because those folks are generally caregivers and very involved with the person. This is another way to reach people who we might not have contact with.

Roundtable Discussion

There were no major issues or concerns noted.

Set Next Meeting Date and Agenda

The next meeting will be held in January on the 28th. The annual Senior Dining Report will be shared if it is completed by then.

Adjourn

The meeting was adjourned at 3:30 p.m.

Respectfully submitted,

Susan Torum, Division Manager
Aging & Disability Resources



Greater Wisconsin
Agency on Aging Resources, Inc.

March 7, 2014

Susan Torum, ADRC Manager
Beth Eilenfeldt, Nutrition Program Coordinator
ADRC of Jefferson County
1541 Annex Road
Jefferson, WI 53549

Dear Sue and Beth,

Thank you for meeting with me on February 28, 2014 for the on-site review of the Jefferson County Elderly Nutrition Program. As you know, the nutrition assessment was completed for the 2013-2015 plan assessment period in order to review all items surrounding the functioning of the nutrition programs under the Older American's Act including the following areas: administrative functions, income sources, congregate nutrition programming, home delivered meal programming, food safety and sanitation, and other nutrition services.

Upon my visit to the Jefferson Senior Center dining center, I observed the site manager and volunteers practicing proper food safety and sanitation techniques, including ensuring the use of gloves and hairnets while working with food and checking food temperatures to ensure safety. I observed a clean, well-run kitchen and serving area. I found no violations of the Food Code and feel confident that proper food safety and sanitation techniques are practiced on an ongoing basis. The food was a proper temperature, tasty and appealing and I heard no complaints from participants. The Jefferson Senior Center met my expectations. Please see accompanying sanitation checklist.

Please see the accompanying 2013-15 Assessment for Elderly Nutrition Programs form for details and notes on each specific section of the assessment. The following is a list of highlights that has been identified for the Jefferson County ENP during this nutrition assessment process:

Administration

Jefferson County ENP meets all expectations

Income Sources

Jefferson County ENP met all expectations

Congregate Nutrition Program

Jefferson County ENP meets all expectations

Home Delivered Meal Programming

Jefferson County ENP meets all expectations

Nutrition Program Staff & Volunteer Training

Jefferson County ENP meets all expectations

Meals and Other Nutrition Services

Jefferson County ENP meets all expectations

In addition to the above mentioned overview, it bears noting that Jefferson County has done an excellent job with the federally required portion of SAMS meal count reporting, which is crucial to proper fund reimbursement. It is my belief that the Jefferson County senior dining program employs competent, well-trained staff, and they act with the participants' best interests in mind which is evident in the survey results from 2013.

There were no areas found to be of concern, nor any that require correction.

I would like to thank the Jefferson County ENP for their cooperation during this nutrition assessment process. I appreciate all efforts made by Sue, Beth, and your staff, and your hard work in continuing the responsibilities to supply an ample number of seniors the opportunity for meals, education, socialization and improved health.

Please be sure to share this report with your Nutrition Advisory Council, Commission on Aging, and/or other persons you deem appropriate.

Respectfully,

Mike Glasgow, RDN, CD

Mike Glasgow, RDN,CD
Registered Dietitian Nutritionist, Certified Dietitian
Older Americans Act Consultant / Nutrition Specialist

SITE NAME: _____Jefferson Senior Center_____ **DATE:** _____February 28 2014_____

SURVEYED BY: _____Mike Glasgow GWAAR_____

Food Service

- ① ☒ X Potentially hazardous foods are held and served at the correct temperature. Hot foods are at or above 140°F, cold foods are at or below 41°F, and frozen food are at or below 0°F at all times HOT FOODS 152-192°F, COLD FOODS 28-38°F
2. ☒ X Food temperatures are checked and monitored regularly with a clean, sanitized and properly calibrated thermometer
3. ☒ X All employees and volunteers in the kitchen are wearing hair restraints and clean uniforms
4. ☒ X Servers do not touch ready-to-eat foods with their bare hands
5. ☒ X There is an accessible hand washing sink available. The sink area is unobstructed, clean and has soap, disposable towels and a touch-free waste paper basket
6. ☒ X Food service staff wash their hands thoroughly after coughing, sneezing, or any other form of potential contamination
7. ☒ X Employees do not smoke or eat in the food serving area. Drinking cups or glasses must be covered and contain a type of drinking straw device
8. ☐ _____ MSDS binders are in place and accessible DID NOT SEE
9. ☒ X All foodservice equipment, utensils and dishware are cleaned, sanitized and covered between each use. No cracked or chipped dishes or glasses are used
10. ☒ X Steam tables or food warmers are not used to reheat or cook food
11. ☒ X Garbage cans are covered, unless in use at that moment
12. ☐ N/A Fresh vegetables and fruits are properly washed before service
13. ☐ _____ If a fan is used, it is free of dust build-up and is it pointed away from food service areas
14. ☐ _____ If windows or doors are open, screens are in place, clean and in good repair
15. ☒ X All lighting is protected by shatterproof covers or bulbs
16. ☒ X Garbage and refuse containers are in good condition with no leaks and kept clean
17. ☒ X There is a plan in place to ensure service in the event of emergency (relocation to alternative site, substitute vendor, emergency provisions for meals/service, etc.)

Equipment

1. ☒ X Ceiling light fixtures are clean, intact, free of insects
2. ☒ X Surfaces and backs of counters, walls, floors, and ceilings clean and in good repair. There are no chipped tiles on floor or walls
3. ☐ _____ There are 18 inches between the ceiling/sprinkler heads and items on top shelves
4. ☐ _____ No scoops are stored inside the ice machine(s)

Storage

1. ☒ All food and supply packages are closed, labeled, clean and free of dust
2. ☒ All food and supply storage areas are free from evidence of rodent or insect infestation
3. ☒ Food and supplies are not stored under water or sewer lines
4. ☒ Food and supplies are stored a minimum of 6 inches off the floor
5. ☒ Food storage shelves, containers, and areas are clean and free from trash and empty boxes.
6. ☒ Home canned or prepared foods are not used
7. ☒ No dented cans are used, and none are being held for use
8. ☒ Chemicals and pesticides are not stored with food items or supplies

Refrigerators and freezers

1. ☒ Refrigerators are clean and the temperature is 41°F or lower TEMP 36°F
2. ☒ Food items not in their original containers are well wrapped or packaged, labeled and dated, **and not outdated.** (Leftovers may be held no more than 7 days before serving)
3. ☒ Frozen foods do not show evidence of freezer burn or spoilage
4. ☒ Freezers are clean and items within are frozen solid
5. ☒ No dust build-up on fans inside freezers and refrigerators

Dish washing area

1. ☒ There is no evidence of food residue on "clean" dishes, pots and pans
2. ☒ Dishes, glasses, etc. are not stacked while wet, and are air dried
3. ☐ A manual wash, three-compartment sink must contain a proper sanitizing solution and maintain proper concentration verified using chemical strips NOT USED FOR SANITIZING
4. ☒ If a low temperature dishwashing machine is used with a chemical agent, the temperature and the chemical concentration must be up to the manufacturer's specifications
5. ☐ A high temperature dishwashing machine reaches a wash cycle temperature of 160°F and a rinse cycle temperature of 180°F (Or temperatures listed in manufacturer's specifications)

NOTES: _____ No concerns. Clean, well-run dining center.

Bureau of Aging and Disability Resources
2013-15 Aging Unit Assessment for Elderly Nutrition Programs



| | |
|---|---|
| Name of Aging Unit Aging & Disability Resource Center of Jefferson County | |
| Address 1541 Annex Road, Jefferson, WI 53549 | |
| Aging Director Susan Torum | |
| Nutrition Director Susan Torum/Beth Eilenfeldt | |
| Staff Involved in Completing this Assessment Susan Torum/Beth Eilenfeldt | |
| Date Form Completed By Nutrition Program | Date of Visit 2/28/2014 Mike Glasgow, RDN, CD |

*The Nutrition Program shall complete this assessment document prior to the AAA visit. Items in the assessment focus on the Nutrition Program requirements as written in the **Final Draft Copy of the Manual of Policies, Procedures & Technical Assistance for The Wisconsin Aging Network, current as of 6/30/2011.***

| Yes | No | OUTREACH/ADVOCACY | AAA Comments |
|-------------------------------------|--------------------------|--|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <p>1. Does the Nutrition Program assure that eligibility criteria for participants of the congregate and home-delivered meals program are made available in writing to all potential referral agencies, physicians, public and private health organizations and institutions, and the general public? (Section 8.4.7)</p> <p>2. How does the nutrition program advocate in the community on behalf of older adults? We take issues to the participants at the various centers, provide home delivered meal participants with written documents and have Advocacy as a standing ADRC Advisory Committee agenda item. Committee members are active letter writers to their state/federal representatives and letters are sent on behalf of the committee as needed. The Division Manager attends the monthly Human Services Board meetings and Advocacy Alerts are provided to participants when the board action has the potential to have an adverse effect on them, i.e. caterer changes.</p> | <p>Resource guide and ENP info distributed to churches, food pantries, senior apartments, nursing homes, MD offices. Menu in all local papers.</p> <p>Provide opportunities for seniors to weigh in on local issues via open forums, letters, public hearings. Also provided with information when legislative initiatives arise.</p> |
| | | Nutrition Program Comments | |
| Yes | No | DINING CENTERS | AAA Comments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Are dining centers located in facilities where eligible individuals will feel free to attend? (Section 8.4.27.1) | No concerns |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Are dining centers free of architectural barriers that limit the participation of older persons? (Section 8.4.27.1) | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3. Dining centers: | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <ul style="list-style-type: none"> • Are accessible (unlocked, walkways free of clutter and uneven rugs, etc.)? • Have accessible restrooms? • Have seating that is accessible to older person (chairs with/without arms)? | |

| | | | |
|-------------------------------------|-------------------------------------|--|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 4. List any exceptions and barriers present. | All site managers are employees of Jefferson County |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 5. Are all congregate dining centers supervised by a designated site manager who is responsible to the nutrition program director for organizing and supervising the serving of meals and all other related nutrition program activities carried on at the dining center? (Section 8.2.2) <ul style="list-style-type: none"> How many site managers are paid? 6 How many site managers are volunteers? 0 | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 6. Are transportation options available for dining center participants? <ul style="list-style-type: none"> IF YES, which options are available? Taxi service is subsidized in three communities via s85.21 grant monies. The subsidy option will be expanded to a fourth community shortly. That leaves only one site without accessible, affordable transportation (Palmyra). The site managers husband currently volunteers to transport people who wish to eat at the site. | Transportation is high priority of Jefferson County |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 7. Does the Nutrition Program have written policy that addresses carry-out meals? <ul style="list-style-type: none"> IF YES, is the policy clearly shared with program participants? | Policy seen by MG. Good. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 8. If carry-out meals are permitted on a case-by-case basis, do they meet all of the following conditions: (Section 8.4.25) <ul style="list-style-type: none"> Procedures for handling carry-outs are approved by a qualified nutritionist Meal is served to registered program participant in a new, unused container Staff instructs individuals on food safety guidelines for handling the meal safely Meal is provided ONLY if staff feel it can be delivered safely | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| | | Nutrition Program Comments | |
| Yes | No | HOME DELIVERED MEALS | AAA Comments |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 1. How many home delivered routes does the Nutrition Program administer? 9 | No noted concerns with temperatures of home delivered meals |
| | | 2. How long does it take to complete each route? 30-90 minutes | |
| | | 3. Are drivers: <ul style="list-style-type: none"> Paid? <ul style="list-style-type: none"> If YES, at what rate? .55 Volunteer? | |
| | | Nutrition Program Comments This is a yes and no answer. We offer mileage to volunteers who are willing to deliver beyond the city limits and routinely pay mileage to the most rural sites do to delivery distance. | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| Yes | No | LEVEL OF MEAL SERVICE | AAA Comments |

| | | | | |
|--|-------------------------------------|--|---|-----------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Meals are served five or more days per week for congregate meal service in at least one site. (Section 8.4.1) | <p>MG received relocation form for Palmyra. Has been retroactively approved.</p> <p>Waitlist policy seen. Looks good.</p> | |
| <input type="checkbox"/> | <input type="checkbox"/> | <ul style="list-style-type: none"> IF no, does the nutrition program have a waiver from the AAA approving a lesser frequency? (Section 8.4.1) | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Home delivered meals are provided five or more days per week. (Section 8.4.2) | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <ul style="list-style-type: none"> IF NO, does the nutrition program have a waiver from the AAA approving a lesser frequency? (Section 8.4.2) | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 3. Since the program's prior nutrition program assessment, has the program had any of the following changes in service level: | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <ul style="list-style-type: none"> Added or eliminated home delivered meal routes? Opened a dining center? - IF YES, has the Nutrition Program received AAA approval on all new dining centers? (Section 8.4.27.2) Closed a dining center? - If a temporary closure has taken place, was the AAA notified and approval received, if closure exceeds one week? (Section 8.4.27.3) - If a permanent closure has taken place, has the Nutrition Program received AAA approval? (Section 8.4.27.4) Increased days of congregate meal service? Decreased days of congregate meal service? - IF YES to either of the prior two questions, has the Nutrition Program provided a written rationale and approval by the commission on aging and local advisory council to the AAA? (Section 8.4.27.4) Increased days of home delivered meal service? Decreased days of home delivered meal service? - IF YES to either of the prior two questions, has the Nutrition Program provided a written rationale and approval by the commission on aging and local advisory council to the AAA? (Section 8.4.27.4) | | |
| <input type="checkbox"/> | <input type="checkbox"/> | | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 4. Since the program's prior nutrition program assessment, has the Nutrition Program relocated any dining centers? | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <ul style="list-style-type: none"> IF YES, has the Nutrition Program received AAA approval on all relocated dining centers? (Section 8.4.27.2) | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 5. Are meal services available to all older adults in your service area? (via Title III nutrition program or other area programs) | <p>Waitlist policy seen. Looks good.</p> | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 6. Is a waiting list policy established for nutrition program services when the nutrition program is unable to provide meals to all eligible individuals? | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <ul style="list-style-type: none"> IF YES, is it approved by the AAA? (Section 8.4.8) | | |
| Nutrition Program Comments The Palmyra Site was relocated due to a compliance issue between the owner and Department of Agriculture. We were given two weeks notice to relocate. I do not find a formal AAA approval. | | | | |
| Yes | No | PARTICIPANT ELIGIBILITY | | AAA Comments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Does the Nutrition Program ensure that the full cost of the meal is reimbursed to the nutrition program for Community Based Long- | | AU receives full cost |

| | | | | |
|--|--|--|---|--------------|
| <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> | Term Care Program (i.e., COP, Family Care, Partnership, Iris) participant meals? (Section 8.4.7.3) | | without issue Not aware of any under-60 waivers as present | |
| | 2. Are meals for Community Based Long-Term Care Program participants excluded from the NSIP meal count? (Section 8.4.7.3) | | | |
| | 3. Does the Nutrition Program obtain AAA approval of all waivers for non-elderly disabled persons who do not live with or accompany an eligible older person? (Section 8.4.7.6) | | | |
| | Nutrition Program Comments | | | |
| Yes | No | CONGREGATE DINING CENTER REGISTRATION/INTAKE | | AAA Comments |
| <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> | 1. Describe the process used to obtain registration information from participants. The home delivered meal assessor gathers this information during the home visit; at the sites participants are given the sheets and asked to complete them. Site manager assist if needed. The information is updated annually after the poverty guidelines are released. | | Assessment form seen by MG - all mandatory information is in place. No concerns. | |
| | 2. Does the Nutrition Program screen all congregate participants yearly for nutrition risk using the "Determine Your Nutritional Health" required screening tool? (Section 8.4.3) | | | |
| | 3. Does the nutrition screening form include the required BADR confidentiality statement, as appropriate? | | | |
| | Nutrition Program Comments | | | |
| Yes | No | HOME DELIVERED MEAL REGISTRATION & ASSESSMENT | | AAA Comments |
| <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> | 1. Does the Nutrition Program assess each person applying for home-delivered meals to determine the individual's need for service and level of service needed? (Section 8.4.7.2.1) | | Done as required. HDM assessment form seen by MG. All components in place. No concerns. | |
| | 2. Does the Nutrition Program assess each person applying for home-delivered meals in person? (Section 8.4.7.2.1) | | | |
| | 3. Does the Nutrition Program assess each person applying for home-delivered meals no later than four weeks after the beginning of meal delivery? (Section 8.4.7.2.1) | | | |
| | 4. Who performs home delivered meal assessments? Sharon Endl, our "approved" nutritionist | | | |
| | 5. How are individuals performing home delivered meal assessments trained? Through program orientation; ongoing 1:1 discussions and consultations with the program manager and/or nutrition project coordinator. She also attends the annual Site Manager Trainings and all Nutrition project Council meetings. | | | |
| Nutrition Program Comments | | | | |
| Yes | No | HOME DELIVERED MEAL REASSESSMENT | | AAA Comments |
| <input checked="" type="checkbox"/> <input type="checkbox"/> | 1. Does the Nutrition Program reassess home delivered meal participant eligibility and continued need for service every six to 12 months? (Section 8.4.7.2.1) | | | |

| | | | |
|-------------------------------------|--------------------------|---|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <p>2. Does an annual reassessment take place in each participant's home? (Section 8.4.7.2.1)</p> <p>3. Who performs home delivered meal reassessments? Sharon Endl</p> <p>4. How are individuals performing home delivered meal reassessments trained? Same as above; however, Sharon's area of expertise as an LPN with over 30 years of long term care experience result in her being able to assess a variety of concerns during a homevisit. Endl reviews medications, home safety concerns and health issues. She pays particular attention to the individual's overall condition: is the person clean? are there oral issues involving the teeth or gums, is dehydration a concern? Are they taking multiple medications? Are they running out of money for food? She is quite familiar with community resources and regularly makes referrals to the ADRC or other organizations. When there are questions, she will make additional homevisits to check on the individual's well-being and when in doubt errs on the side of helping people. Committee members applauded Endl for the contributions she is making to the seniors she is serving.</p> | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <p>5. Does the Nutrition Program screen all home delivered meal participants yearly for nutrition risk using the "Determine Your Nutritional Health" required screening tool? (Section 8.4.3)</p> <p>Nutrition Program Comments</p> | |
| Yes | No | DATA MANAGEMENT | AAA Comments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <p>1. Does the Nutrition Program promptly and accurately report the following data in the SAMS reporting system as required? (Sections 8.3.3.1, 14.1, 14.6.2)</p> <ul style="list-style-type: none"> • Eligible NSIP meal counts • Nutrition education • Nutrition counseling • Participant demographic data • Nutrition screening data | No concerns. Very good SAMS reporting. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <p>2. How often is nutrition program data entered in the SAMS reporting system? Weekly</p> | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <p>3. Are accurate records of participant participation at the dining centers maintained for a period of three years? (Section 8.3.3.1, 8.3.3.2, 8.4.12)</p> <p>Nutrition Program Comments</p> | |
| Yes | No | PARTICIPANT CONTRIBUTIONS | AAA Comments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <p>1. Is there written notification at each dining center that includes:</p> <ul style="list-style-type: none"> • Meal cost (suggested contribution and total meal cost) • Source of funds used for programs • Stipulation that no eligible individual may be a denied a meal if unable or unwilling to contribute? (Section 8.3.7.1) | Seen by MG. All mandatory requirements in place. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <p>2. Is the notification provided at dining centers in large print?</p> | |

| | | | | | |
|-------------------------------------|-------------------------------------|---|--------------------------------------|---|---------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3. Does the Nutrition Program ensure that participant contributions are kept confidential? (Section 8.3.7.2) | No concerns at Jefferson | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 4. Does the nutrition program have procedures to ensure the accountability and safeguarding of participant contributions? (Section 8.3.7.5) <ul style="list-style-type: none"> IF written procedures are not in place, please explain the process that is used to ensure that participant contributions are kept confidential. | | Two count. Two sign. Daily deposits. Fiscal reconciles. | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 5. Contribution letters, if used, include: <ul style="list-style-type: none"> Meal cost Source of funds used for programs Stipulation that no eligible individual may be a denied a meal if unable or unwilling to contribute | | | Letter seen by MG. No concerns. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 6. IF contribution letters are provided, are they formatted in large print? (Section 8.3.7.1) | | | |
| | | Nutrition Program Comments | | | |
| Yes | No | FINANCIAL MANAGEMENT | | AAA Comments | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Does the Nutrition Program assure that contributions made by older people are recorded as program income? (Section 8.3.7.4) | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Are contributions from local civic groups, businesses, etc. reported as program income? (Section 8.3.7.4) | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3. Is program income spent by the county/tribal aging unit on behalf of the nutrition program? (Section 8.3.7.4) | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 4. Does the Nutrition Program use NSIP grant funds only to purchase foods for meals served to eligible participants? (Section 8.3.3.1) | | | |
| | | Nutrition Program Comments | | | |
| Yes | No | POLICY/PROCEDURES | | AAA Comments | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Does the Nutrition Program have a written grievance/complaint procedure for individuals to follow in the event there is a concern of unfair treatment by staff or volunteers of the program? (Section 8.4.10) | Policy seen by MG. Excellent policy. | | |
| | | 2. How are participants informed of this procedure? (i.e. handouts to participants, posted on website, etc.) Posters at site | | | |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 3. Does the Nutrition Program have written dining center and home delivered meal expectations for participants? | | | |
| | | 4. How is this information shared with participants? | | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 5. Does the Nutrition Program have disciplinary procedures in place for participants? | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 6. Does the Nutrition Program have disciplinary procedures in place for staff/volunteers? | | | |
| | | Nutrition Program Comments Home delivered meal participants are aware of our expectations; congregate participants are not. We will begin using & posting the Senior Dining Meal Expectations and Guidelines on the GWAAR website beginning 3/1/13. | | | |

| Yes | No | MENUS | AAA Comments |
|-------------------------------------|-------------------------------------|---|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Does each meal comply with the Dietary Guidelines for Americans? (Section 8.5.1) | Caterer does nutrient analysis (and posts this on his website). Menu reviewed by Columbia County's dietitian. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Does each meal provide to each participating older individual a minimum of 33 1/3% of the Dietary Reference Intakes? (Section 8.5.1) | |
| | | 3. Who approves menus? | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 4. Does the Nutrition Program provide choice of or alternate entrees? | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 5. Does the Nutrition Program provide choice of or alternate desserts? | |
| | | Nutrition Program Comments | |
| Yes | No | SPECIAL MEALS | AAA Comments |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 1. Does the Nutrition Program provide texture modified meals? <ul style="list-style-type: none"> IF YES, is a written diet order from the participant's physician on file? (Section 8.4.26.1.1) IF YES, has the written diet order been reviewed and/or updated each year? (Section 8.4.26.1.1) IF YES, do the types and amounts of all meal components follow the menu pattern and nutrient standards? (Section 8.4.26.1.1) | |
| <input type="checkbox"/> | <input type="checkbox"/> | | |
| <input type="checkbox"/> | <input type="checkbox"/> | | |
| <input type="checkbox"/> | <input type="checkbox"/> | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 2. Does the Nutrition Program provide therapeutic meals? <ul style="list-style-type: none"> IF YES, is a written diet order from the participant's physician on file? (Section 8.4.26.1.2) IF YES, has the written diet order been reviewed and/or updated each year? (Section 8.4.26.1.2) | |
| <input type="checkbox"/> | <input type="checkbox"/> | | |
| <input type="checkbox"/> | <input type="checkbox"/> | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 3. Does the Nutrition Program offer liquid nutritional supplements as a meal replacement for an individual with profound dietary needs unable to obtain nourishment through normal food intake? <ul style="list-style-type: none"> IF YES, is a written diet order from the participant's physician on file? (Section 8.4.26.1.1) IF YES, has the written diet order been reviewed and/or updated each year? (Section 8.4.26.1.1) | |
| <input type="checkbox"/> | <input type="checkbox"/> | | |
| <input type="checkbox"/> | <input type="checkbox"/> | | |
| <input type="checkbox"/> | <input type="checkbox"/> | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 4. Does the Nutrition Program offer liquid nutritional supplements as an addition or supplement to a complete meal? <ul style="list-style-type: none"> IF YES, is a written diet order from the participant's physician on file? (Section 8.4.26.1.1) IF YES, has the written diet order been reviewed and/or updated each year? (Section 8.4.26.1.1) | |
| <input type="checkbox"/> | <input type="checkbox"/> | | |
| <input type="checkbox"/> | <input type="checkbox"/> | | |
| <input type="checkbox"/> | <input type="checkbox"/> | | |
| | | Nutrition Program Comments | |
| Yes | No | PURCHASING/PROCUREMENT | AAA Comments |
| | | 1. Whom does the Nutrition Program contract with to purchase or provide food for the program? Feil's Catering | |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. For purchases of equipment or services less than \$5000, were a minimum of three price quotations solicited? (Section 13.3.4.1.2) | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3. Contracts are held for a maximum period of three years before being rebid or procured. (Section 13.6.2) | |

| | | | |
|-------------------------------------|-------------------------------------|--|---|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 4. Is your nutrition program interested in technical assistance on contract management? | |
| | | Nutrition Program Comments We did not purchase equipment or services since the last assessment. | |
| Yes | No | NUTRITION EDUCATION & HEALTH PROMOTION | AAA Comments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Does the Nutrition Program provide nutrition education to participants in congregate and home delivered meal nutrition programs at least four times per year (quarterly)? (Section 8.4.4) | site managers do nutrition education programs. Content developed by Sue and Beth. Materials and plan seen by MG and approved. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Does a qualified nutritionist review and approve the content of nutrition education prior to presentation to participants? (Section 8.4.4) | |
| | | 3. If the nutrition program has dining centers located in restaurants, how is nutrition education provided? | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 4. Does the Nutrition Program provide nutrition counseling or intervention services? | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | • IF YES, are services performed by a qualified nutritionist? (Section 8.4.5) | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 5. Does the Nutrition Program provide any evidence-based nutrition programs? | |
| | | • IF YES, which program(s) are provided? Healthy Eating for Successful Living | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 6. Does the Nutrition Program provide available medical information on obtaining vaccines for influenza, pneumonia, and shingles to home delivered meal recipients at least one time per year? (Section 8.4.6.1) | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | • IF YES, is the medical information approved by a qualified health care professional? (Section 8.4.6.1) | Seen by MG |
| | | Nutrition Program Comments Nutrition Counseling is done by Sharon Endl; medical information is obtained from the Jefferson County Public Health Department. | |
| Yes | No | ACTIVITIES & OPPORTUNITIES FOR SOCIALIZATION | AAA Comments |
| | | 1. List any activities that are provided on a regular basis at dining centers. Three centers are in senior centers; the Palmyra Site Manager offers programs routinely; Johnson Creek is also routinely involved in activities; however, the Lake Mills Site is the busiest and the manager has no time to do activities. Once per month, all managers are required to provide and encourage discussion about the monthly nutrition education topic. | |
| | | 2. List any special ways that the Nutrition Program provides opportunities for socialization. Through seating arrangements that are conducive to conversation and through site manager interactions with participants where all are free to join in. | |
| | | Nutrition Program Comments | |

| Yes | No | PARTICIPANT SURVEYS | AAA Comments |
|-------------------------------------|-------------------------------------|---|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Has the Nutrition Program formally surveyed the satisfaction of all congregate meal recipients for both food quality and delivery of services within the last year? (Section 8.4.13) | Surveys from 2013 seen by MG. All good overall. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Has the Nutrition Program formally surveyed the satisfaction of all home delivered meal recipients for both food quality and delivery of services within the last year? (Section 8.4.13) | |
| Nutrition Program Comments | | | |
| Yes | No | FOOD SAFETY & SANITATION | AAA Comments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Does the nutrition program comply with applicable state or local laws regarding the safe and sanitary handling of food, equipment, and supplies used in the storage, preparation, service, and delivery of meals to participants? (Section 8.6) | See accompanying sanitation review. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Are temperature records kept on file for one year? | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3. Are written instructions for reheating meals provided to participants? (Section 8.4.28.1) | N/A |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. Does each central kitchen and on-site cooking dining center have a staff person on duty that has obtained State of Wisconsin Food Manager Certification? (Section 8.6.3.2) | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 5. Are food temperatures for home delivered meal recipients upon delivery monitored every one to three months? (Section 8.4.28.2) | |
| Nutrition Program Comments | | Will implement this | |
| Yes | No | MONITORING | AAA Comments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Does the Nutrition Program conduct yearly on-site reviews of the dining environment at each dining center? (Section 8.2.3, 8.2.7.1) | Nutrition Coordinator does all on-site reviews annually. Sanitation survey tool seen by MG - veru comprehensive. |
| | | 2. Who conducts the yearly on-site review of the dining center (i.e. program nutritionist, advisory council members, or other appropriate persons)? (Section 8.2.3, 8.2.7.1) Nutrition Coordinator | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3. Does the Nutrition Program conduct on-site food safety and sanitation reviews each year? (Section 8.2.3) | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 4. Is an on-site sanitation tool used to complete the review? | |
| | | 5. Who conducts the yearly on-site food safety and sanitation reviews each year? (Section 8.2.3) Nutrition Coordinator | |
| Nutrition Program Comments | | | |
| Yes | No | NUTRITION ADVISORY COUNCIL | AAA Comments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Has the nutrition program established a nutrition advisory council? (Section 8.2.7) | NAC active and meets regularly. Agendas and minutes seen by MG from July and October 2013 |
| | | 2. How is the nutrition advisory council advised of nutrition program requirements? All requirements of the program are reviewed from time to time as committee education. | |
| | | 3. How often does the nutrition advisory council meet? (Section 8.2.7.3) Quarterly. | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 4. Is the nutrition advisory council governed by bylaws? (Section | |

| | | | |
|-------------------------------------|--------------------------|--|--|
| | | 8.2.7.4) | |
| | | Nutrition Program Comments | |
| Yes | No | NUTRITION PROGRAM STAFF & VOLUNTEERS | AAA Comments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Does the Nutrition Program employ or retain the services of a qualified dietitian or nutritionist? (Section 8.2.3) | 12 hours pre week - not month. Nutrition specialist is LPN. Qualifications reviewed by AAA and she is approved to perform current functions. |
| | | 2. What activities does the Nutrition Program's nutritionist currently perform? Home Delivered Meal Assessments, reviews Nutrition Risk Assessments, Menu Reviews, Nutrition Counseling, in-home health & safety assessments. | |
| | | 3. How many hours per month does the program nutritionist provide services to the nutrition program? (Section 8.2.3) 12 | |
| | | Nutrition Program Comments | |
| Yes | No | NUTRITION PROGRAM STAFF & VOLUNTEER TRAINING | AAA Comments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Staff and volunteers who have contact with food service (holding or serving food, cleaning the food service area, etc.): | All training and certification requirements are met and are current. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <ul style="list-style-type: none"> Has the nutrition program provided a general orientation on safe-food handling and sanitation practices to all new staff and volunteers before beginning the job? (Section 8.6.3.4) Have passed an approved food safety course <u>or</u> the BADR Serving Safe Food course in the past five years. (Section 8.6.3.3) | |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. Staff and volunteers who purchase, prepare and cook food: | |
| <input type="checkbox"/> | <input type="checkbox"/> | <ul style="list-style-type: none"> Has the nutrition program provided a general orientation on safe-food handling and sanitation practices to all new staff and volunteers before beginning the job? (Section 8.6.3.4) At least one staff member on duty has passed an approved food safety course within the past five years and has obtained a State of Wisconsin Food Manager certification. (Section 8.6.3.2). If no, please explain in comments section. | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3. Nutrition Program Director: | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <ul style="list-style-type: none"> Has the Nutrition Program Director passed an approved food safety course within the past five years? (Section 8.6.3.1) Is the Nutrition Program Director a Certified Food Manager? (Section 8.6.3.1). If no, please explain in comments section. | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 4. Does the Nutrition Program provide a minimum of six (6) hours of staff training annually for paid and regular volunteer food-service staff (three and one-half hours can come from the regional nutrition program staff training in the fall of each year)? (Section 8.4.11) | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 5. Training provided to staff and volunteers each year includes: (Section 8.4.11) | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <ul style="list-style-type: none"> Food safety? Prevention of food borne illness? Accident prevention? Fire safety? First aid? Emergency preparedness? | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |

| | | | |
|---|-------------------------------------|--|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <ul style="list-style-type: none"> • Other emergency procedures? (8.4.11 & 8.4.19) | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 6. Do Nutrition Program staff and/or volunteers attend regional nutrition program staff training each year? | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 7. Does the Nutrition Program Director attend regional nutrition program staff training each year? | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 8. Does the Nutrition Program Director participate in the planning of regional nutrition program staff training each year? | |
| Nutrition Program Comments | | | |
| Yes | No | EMERGENCY PREPAREDNESS | AAA Comments |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Does the Nutrition Program have an emergency and/or disaster plan for the program? (Section 8.4.20) | AU provides information to participants on self-preparedness. Emergency meals policy seen by MG. No concerns. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Does the Nutrition Program have procedures in place for notifying participants of an emergency? | |
| | | 3. What is the Nutrition Program's role in the overall county/tribe emergency and/or disaster plan? (Section 8.4.26.8) We are heavily involved in the county's emergency preparedness discussions. | |
| | | 4. How does the Nutrition Program educate program participants on creating/maintaining their own individual emergency plans? (Section 8.4.26.8) Information is displayed in table tents throughout the year as well as information being sent to home delivered meal participants. | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 5. Does the Nutrition Program provide annual fire drills at dining centers? | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 6. Does the Nutrition Program post procedures to be followed by staff and volunteers in the event of: <ul style="list-style-type: none"> • Severe weather • Natural disaster • Medical emergency | |
| Nutrition Program Comments | | | |
| Yes | No | MODERNIZATION/REVITALIZATION EFFORTS | AAA Comments |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | 7. Since the program's prior assessment, has the Nutrition Program undergone any efforts to modernize/revitalize the program? <ul style="list-style-type: none"> • IF so, please provide details on the actions taken and whether they were successful. | |
| Nutrition Program Comments | | | |
| Please list technical assistance needed from the AAA: | | | |

Nutrition Program Director Signature _____

Date _____

Aging Director Signature

Date



Serving Safe Food

Wisconsin Senior Dining Certification

Why is food safety a top priority?

- ☐ Responsibility of every person who is involved in food service.
- ☐ Food borne illness is a major public health problem. (can be fatal for seniors & children).
- ☐ A food borne illness could occur in any operation.
- ☐ All employees must practice good food safety on a routine basis.

Unpleasant Statistics

- ❑ As few as 1 to 10 bacteria can cause illness
- ❑ 5,000 to 10,000 people DIE each year from foodborne illness
- ❑ 70% of these deaths come from foodservice establishments



Every action in foodservice has the potential to impact the safety of the food!

- ❑ Purchasing and delivery
- ❑ Storage
- ❑ Preparation
- ❑ Holding
- ❑ Serving
- ❑ Clean-up



Foodborne Illness Vs. Outbreak

- ❑ **Foodborne Illness-** commonly called “food poisoning”
 - Caused by eating a contaminated food or beverage.
 - Can only be confirmed by lab analysis that identifies the source of the illness.
- ❑ **Foodborne Outbreak-** is an incident in which 2 or more people experience the same illness symptoms after eating a common food.



What must be done to keep food safe?

- ❑ The first step in preventing a food borne illness is to prevent the food or beverages from becoming contaminated and thus unsafe.



THREE TYPES OF HAZARDS



- **Biological** (bacteria and pathogens which are harmful microorganisms- e.coli, staphylococci bacteria can come from your ear or eye)

- **Chemical** (i.e. glass cleaner)

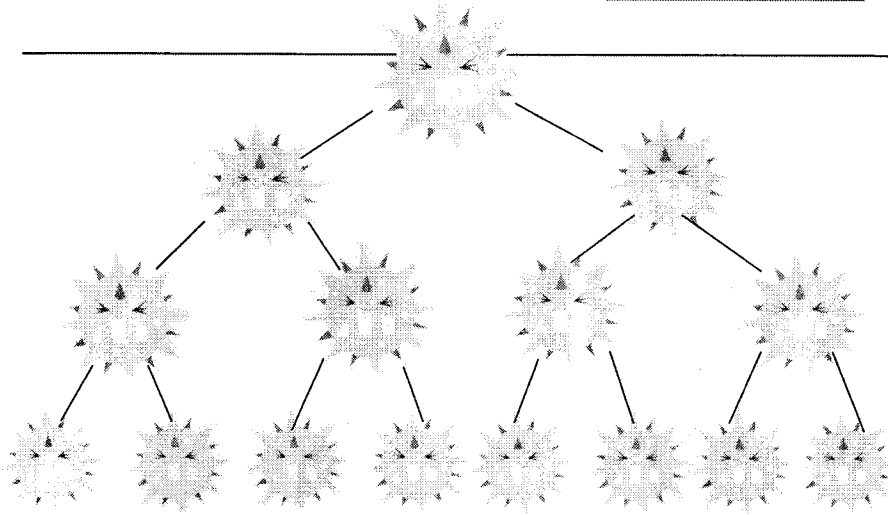


- **Physical** (broken glass, hair, finger nails)

Biological Contamination

- Bacteria or other microorganisms are most likely to grow in the temperature danger zone
- **Temperature danger zone:**
41 degrees to 140 degrees

BACTERIA GROWTH IN ONE HOUR



Microorganisms may contaminate food due to the following causes:

- ❑ **Poor personal hygiene during preparation & serving**
 - Unclean hands, coughing, sneezing
- ❑ **Unsanitary facilities and equipment**
- ❑ **Disease-spreading pests**
 - Roaches, flies, mice or rats

Biological contamination causes most foodborne illnesses!

Chemical Hazards & Contamination

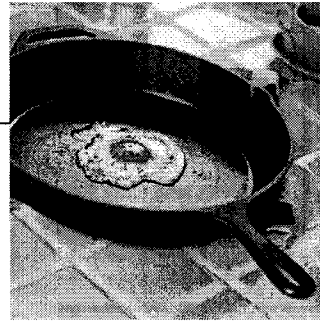
- ☐ Can result from a harmful chemical getting into a food
- ☐ Can be prevented by handling and storing chemicals properly
- ☐ Use MSDS sheets – make sure they're handy
- ☐ Label containers

Chemical Hazards (continued)

- ☐ Always measure chemicals in accordance with manufacturer's recommendations, and do not mix chemicals unless told to do so.
- ☐ Allow only authorized personnel to have access to cleaning chemicals.
- ☐ Always test sanitizing solutions.
- ☐ Monitor procedures used by pest control operators to be sure pesticides don't contaminate food.

Metal Contamination

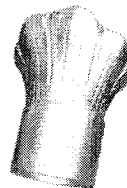
- ❑ Certain foods can react with metals during cooking or storage, causing the metals to leach out into the food.



To prevent this: Use stainless steel, avoid enamelware which can chip and expose underlying metal, don't use metal mixing bowls for holding hot foods, never store food in an open can, look for NSF or UL mark

THE LAW: Federal and WI Food Code

- ❑ 2-402.11: **FOOD EMPLOYEES shall wear hair restraints** such as hats, hair coverings or nets, beard restraints, and clothing that covers body hair, that are designed and worn to effectively keep their hair from contacting food, equipment and utensils



Physical Hazards & Contamination

- ❑ Any foreign object getting into food.
- ❑ Frequently reported by consumers, since they are easily seen. (like hair on a pizza, or bits of bone in ground beef)
- ❑ Avoid wearing nail polish & artificial nails- **keep nails clean, trimmed & unpolished.**

Artificial Nails

- In the late 1990s, eight infants died in a neonatal intensive care unit at an Oklahoma City hospital -- apparently due to infections from bacteria spread by false nails
- The longer the nails are worn the more bacteria build-up
- Hand washing not as effective



SECTION 1 SUMMARY

- ❑ The first line of defense against a food borne illness is to PREVENT CONTAMINATION of food.
- ❑ 3 types of hazards that can contaminate food: Biological, Chemical & Physical
- ❑ Harmful microorganisms (pathogens) can come from a variety of sources & grow in the danger zone of 41° to 140 ° F (internal temp of the food).

Section 2: **Understanding Microorganisms**

- ❑ Microorganisms are everywhere...doorknobs, money, pens, pencils, towels, fingernails, soil, saliva...
- ❑ Good bacteria: penicillin, yogurt
- ❑ ***Harmful bacteria & viruses cause most foodborne illnesses***
- ❑ After food is eaten there is a period of time before symptoms appear. (N/V/D and stomach cramps)
- ❑ Amount of time varies with the microorganism, the amount in food, and person's physical condition.
- ❑ ***To control growth , employees must control the conditions necessary for growth***

Important:

- ❑ Heating will kill the bacteria,
but it **WILL NOT KILL** the toxins
they leave behind



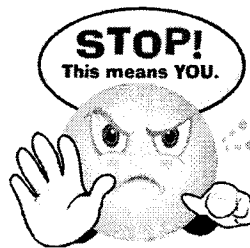
- ❑ Freezing & cooling will not kill
bacteria – it only stops or slows their
growth

How do harmful organisms contaminate foods?

- ❑ During receiving and storing
- ❑ During preparation and serving
- ❑ During preparation techniques such as cooking and cooling
- ❑ By cross-contamination
- ❑ From employees to food by unwashed hands, coughing, or sneezing
- ❑ From unsanitary facilities and equipment to people or food
- ❑ From disease-spreading pests

Your responsibility is to:

- ☐ Prevent contamination
- ☐ Prevent growth of microorganisms



THE LAW: Federal and WI Food Codes

- ☐ 3-301.11: FOOD EMPLOYEES may not contact exposed, **READY-TO-EAT FOOD** with their bare hands and shall use suitable utensils such as deli tissue, spatulas, tongs, single-use gloves or dispensing equipment
- ☐ 3-304.12: Dispensing utensils shall be stored in the food with their handles **above the top of the food and the container**

Main causes of foodborne illness

- ☐ Poor personal hygiene – primarily hand washing
- ☐ Abuse of the time-temp relationship
- ☐ Cross-contamination

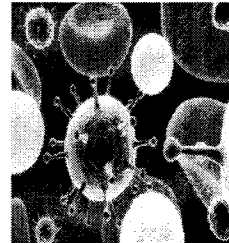
The hygiene, dress and personal good health habits of employees play a crucial role in keeping these bacteria away from the food they prepare and serve. I.e. don't work when you are sick.

Poor Personal Hygiene can result in food contamination

- ☐ Everyone has bacteria on skin, hair, eyes, nose, mouth and hands so be careful not to touch these areas.
- ☐ If you don't wash your hands after using the restroom you can cause contamination.
- ☐ If you cough or sneeze on food or equipment you can make others sick.
- ☐ If you have an open cut or burn that is infected you can contaminate food.

Fun Germ Facts

- ❑ On each square centimeter of your skin there is about 1,500 microbes
- ❑ Microbes per square inch:
 - Phone: 25,000
 - Desk top: 21,000
 - Keyboard: 3,200
 - Computer mouse: 1,700
 - Toilet seat: 49 !!



Main Food Offenders

- ❑ **CAMPYLOBACTER JEJUNI**
 - Causes **the most cases** of infectious diarrhea in United States
 - Abdominal pain, diarrhea, fever, malaise
 - Loose stools – can be bloody stools if severe enough
 - Infection lasts 1-7 days
 - Fecal-oral transmission
 - Most commonly associated with poultry

Main Food Offenders

CLOSTRIDIUM Perfringens

- Poorly prepared meat and poultry
- Carried in intestines of animals including humans
- **Grows very rapidly within temperature danger zone**
- Incubation period of 6 – 24 hours

Main Food Offenders

LISTERIA

- Grows in cool, moist environments (like coolers)
- Deli meat, hot dogs, unpasteurized dairy products, raw meat
- Uncommon in healthy people. Primarily found in at-risk populations. Rare but deadly – can kill up to 25% of those with extreme infections.
- Most common symptoms are miscarriage. Also pneumonia, meningitis and sepsis

Main Food Offenders

E. COLI O157:H7

- Kills 1 in 50 of its victims
- Raw and undercooked ground beef and contaminated produce
- Transmitted via feces to mouth (WASH YOUR HANDS!)
- Causes diarrhea, abdominal cramping, kidney failure and death in extreme cases

Prevention of illness: avoid cross-contamination, heat food properly, WASH YOUR HANDS

Main Food Offenders

SALMONELLA

- Poultry and eggs, dairy products, **produce**
- Diarrhea, abdominal cramping, vomiting, fever. All begin within 12 to 72 hours after infection. Usually lasts 4 to 7 days
- In the US there are approximately 40,000 cases of *Salmonella* infection reported each year
- *Salmonella* can survive for weeks outside a living body. Has even been found in dried animal excrement after over 2.5 years

Main Food Offenders

SHIGELLA

- Transmission = fecal - oral
- Contaminated food or water, flies, IMPROPER HAND WASHING
- Bloody diarrhea, abdominal pain and cramping
- Depending on age and condition of the host (person), **as few as ten bacterial cells** can be enough to cause illness
- Causes Dysentery – can be fatal

Main Food Offenders

BOTULISM (clostridium botulinum)

- Improperly canned foods, temperature abused vegetables, untreated garlic and oil mixtures.
- Botulism can contaminate most any food
- Begins: Nausea and vomiting. Later: weakness, double vision, difficulty speaking and swallowing, paralysis, respiratory failure and death
- Often no signs for 3 to 5 days

Prevention of illness: heat and cool foods properly, and inspect cans for dents and damage



DEATH IS LIKELY without medical attention

Main Food Offenders

HEPATITIS A

- Acute infectious disease of the liver. Also known to reduce the size of parts of the brain
- Most commonly transmitted by the fecal-oral route via contaminated food or drinking water
- Time between infection and the appearance of the symptoms is **between two and six weeks**
- Nausea, vomiting, abdominal pain, loss of appetite, weight loss, jaundice, itching

Daily Temperature Form

- ☐ Before serving food the internal temp must be taken and logged.
- ☐ Hot food must be held at or above 140 degrees
- ☐ Cold food must be held at or below 41 degrees
- ☐ **Temps must be taken upon arrival and then every 30 minutes thereafter**

Time & Temperature of Foods

- ☐ Food should remain in the danger zone no longer than 4 hours.
- ☐ Cool hot food from 140 to 70 degrees within 2 hours and from 70-41 degrees in an additional 4 hours. If a food has not reached 70 within 2 hours it must be reheated to 165° F or above for 15 seconds.

Cooling Foods

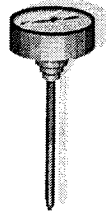
- ☐ Cool foods under refrigeration – it is NOT acceptable to cool foods on counter tops
- ☐ Cut into smaller portions:
 - Shallow pans
 - Cut roasts and pieces of meat into smaller pieces
- ☐ Ice bath / Ice wand
- ☐ Blast Chiller (Big \$\$)



**WHEN TRANSPORTING FOOD
FROM A CENTRAL KITCHEN
TO REMOTE SITES BE SURE
TO STORE FOOD
IMMEDIATELY UPON
ARRIVAL IN ORDER TO
MAINTAIN SAFE INTERNAL
TEMPERATURES**

Food Thermometers

- ❑ Accurate food thermometers are the only tools that can judge the internal temperature of food. The length of time a food has been cooked, or the appearance is **NOT** good indicators of safety and doneness.



Calibration of thermometer

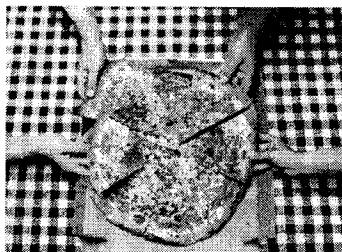
- ☐ Ice Point method – most reliable
 - Fill a glass with crushed ice and add water until the glass is full. Slurry = mostly ice
 - Place the thermometer in the center- don't touch the sides or bottom.
 - Stir gently with thermometer
 - Temperature should read 32° F- adjust calibration nut if needed
- ☐ Boiling Point Method-less reliable

How to use a food thermometer

- ☐ Clean & sanitize the stem after every use
- ☐ Sanitize the stem with sanitizing solution or alcohol swab
- ☐ Allow to air dry for a few seconds
- ☐ Measure internal temp by inserting the stem of the thermometer into the center and thickest part of food (avoid fat and bone)
- ☐ Insert far enough to cover the sensor
- ☐ Wait until the dial stops moving to read the temp (15 sec min)
- ☐ Clean and sanitize before putting away
- ☐ Store in clean area and clean the case by immersing in a sanitizing solution.
- ☐ Check function of digital thermometers on a regular basis.

Prevent Cross-Contamination

- ❑ One of the most common causes of foodborne illness is cross-contamination, the transfer of bacteria from:
 - Hand to food
 - Food to food
 - Equipment to food



Cross-Contamination can occur when:

- ❑ Undercooked food is added to another food that is not cooked further.
 - Undercooked scrambled eggs added to existing pan of eggs on a steam table.
- ❑ Food contact surface is not cleaned & sanitized properly
 - Washing raw chicken and then washing lettuce
- ❑ Raw meat touches or drips on prepared food-
store raw meat below cooked or ready to eat foods.

Preventing Hand to Food Cross Contamination

- ❑ Hands pick up bacteria from our bodies and by touching raw food or touching contaminated surfaces (phone, money, doorknobs)
- ❑ *Hand washing is the most critical aspect of good personal hygiene in foodservice*
- ❑ Clean hands are necessary to prevent contamination during preparation & service



When to Wash Hands

- Wash hands whenever hands are soiled and before:

- Beginning food preparation
- Putting on disposable gloves
- Serving customers



Wash Hands After...

- | | |
|---|------------------------------------|
| ■ Arriving at work and after breaks | ■ Handling inventory |
| ■ Using the restroom | ■ Handling raw food |
| ■ Eating, drinking, smoking, or chewing gum | ■ Coughing or sneezing |
| ■ Using the telephone | ■ Clearing tables |
| ■ Using a handkerchief | ■ Handling garbage |
| ■ Touching body parts | ■ Handling money |
| ■ Taking medication | ■ Using cleaning chemicals |
| | ■ Touching dirty apron or clothing |

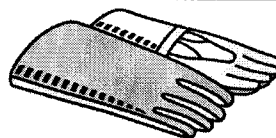
Proper Hand Washing

- ☐ *Use hand washing sink with running water at minimum 100° F and soap*
- ☐ *Lather hands and exposed areas on arms*
- ☐ *Rub hands together for at least 15secs*
- ☐ *Wash hands thoroughly*
- ☐ *Rinse in clean, running water*
- ☐ *Dry hands using a paper towel or air dryer*
- ☐ *Turn off faucet with paper towel*
- ☐ *Should have garbage can with foot pedal (by door)*



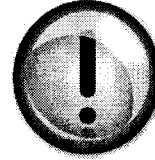
Using single use gloves properly

- ☐ Wash and dry hands
- ☐ Put on clean gloves
- ☐ Treat gloves as if they are a serving utensil
- ☐ Change gloves if they become torn or soiled or if you begin working with a different food
- ☐ Never wash and re-use gloves



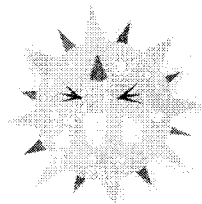
Hand Sanitizers

- NOT APPROVED FOR USE WHEN HANDLING FOOD
- FDA views as a food additive
- Good for delivery drivers but not in kitchen
- Use with participants after blowing noses, playing cards, playing piano, etc



Preventing Food to Food Cross-Contamination

- Happens when harmful microorganisms from one food contaminate other foods.
- Bacteria in raw meat and poultry can be spread to other foods, utensils, and surfaces

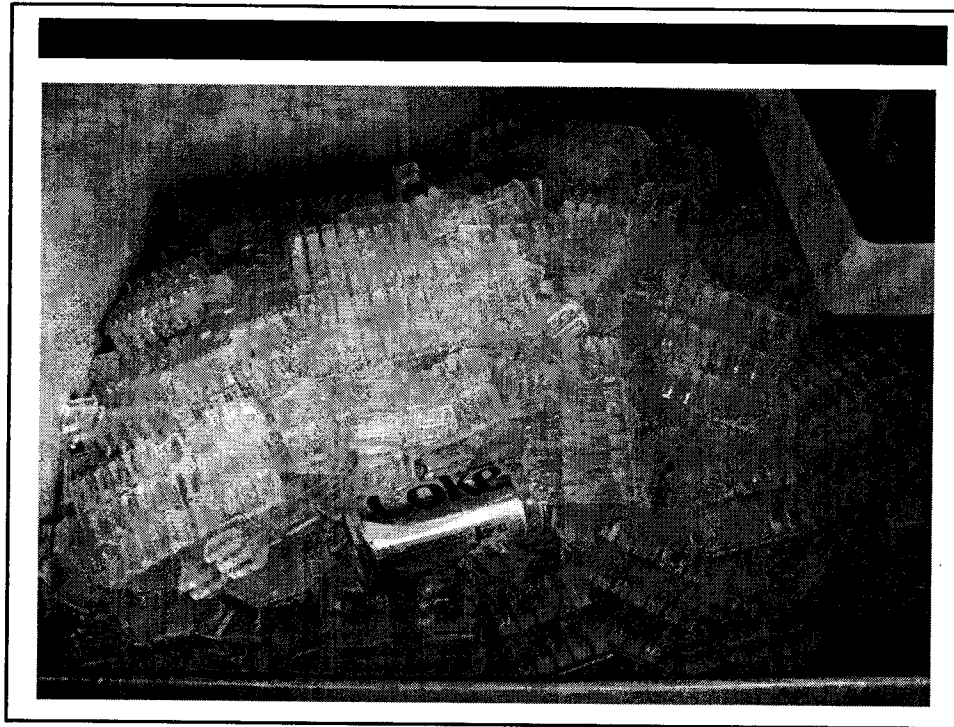


How to prevent Food to Food Cross-contamination

- ☐ **Store cooked and ready-to-eat food above raw foods.**
- ☐ Do not mix leftover food and fresh food
- ☐ Wash fresh fruits & vegetables in cold running water
- ☐ Do not let raw fruits and veggies and meats be prepared on the same surface at the same time.

Preventing Equipment to Food Cross Contamination

- ☐ Bacteria can pass from equipment to food when the equipment has not been properly cleaned and sanitized before being used.
 - Meat slicer to slice undercooked meat and then tomatoes
 - Pots and pans not sanitized effectively
 - Improperly stored materials



How to Prevent Contamination

- ☐ Use separate cutting boards
- ☐ Prepare raw foods in a separate area from fresh foods, if possible.
- ☐ Clean and sanitize equipment, work surfaces and utensils after preparing each food
- ☐ Use specific containers for various types of food products.
- ☐ Follow guidelines for use of cleaning cloths

Preventing contamination.....cont.

- ☐ Clean & sanitize the can opener every day
- ☐ Clean & sanitize food prep equipment after each use
- ☐ Never re-use single serve containers
- ☐ Never re-use plastic wrap or foil
- ☐ Handle dishes, trays, flatware, glasses, or serving utensils by handles or outside areas and rims
- ☐ Use a clean, sanitized utensil when changing pans at the steam table.

Who is responsible for serving safe food?

- ☐ ***Food safety is everyone's responsibility.***
- ☐ ***You are responsible for learning about food safety and following food safety requirements and guidelines.***



General Guidelines when Foodborne Illness is Suspected

1. Keep your cool
2. **Talk with your supervisor immediately-ask other staff not to discuss the problem with participants**
3. Stop serving the suspect food.
4. Keep samples of the suspect foods- at least a cup, or whatever is remaining

General Guidelines when Foodborne Illness is Suspected. . .cont.

5. Cooperate with the health department to gather information. Determine the foods on the menu and any other foods that were served but were not on the written menu
6. Report the info you were asked to gather
7. Only health professionals should give medical advice.
8. Direct all media inquires to the designated spokesperson.

Section 2 SUMMARY

- *Main causes of food borne illness*
 - *Poor personal hygiene*
 - *Food in the danger zone too long*
 - *Cross-contamination*
- *Prevention of food borne illness*
 - *Establish procedures to ensure safe food*
 - *Employees should wash hands properly, frequently, and at the appropriate time*

SECTION 3:

A Clean and Sanitary Food Service

- Know why Personal Hygiene and Work Attire are Important
 - Bacteria are present on and in human bodies-hands, hair, throat, and intestines, nose, eyes, ears, mouth
 - Employees can contaminate food
 - After touching anything that could contaminate hands
 - By being sick with stomach or intestinal bugs (ie. Vomiting/diarrhea)
 - After caring for a person with stomach or intestinal bug
 - By having an infected burn, wound, or injury not covered properly
 - **When taking prescribed or over-the-counter medicines**

Use Guidelines for Good Personal Hygiene

- ❑ Food handlers **must** have the highest standard of personal hygiene because they have the potential to make many people sick

Dress for Food Safety Success

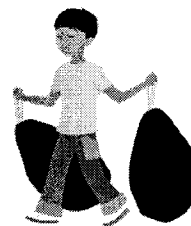
- ❑ Every foodservice employee should wear a uniform made of material that can withstand hot water during laundering
- ❑ It is important to:
 - Wear a clean, appropriate uniform every day
 - Wear a clean apron when preparing food
 - Change an apron if it becomes soiled
 - Avoid wearing jewelry other than a plain ring
 - Wear a hair restraint
 - Wear comfortable low-heeled shoes with soles that prevent slipping

Use Common Sense As a Guide

- ☐ **Avoid using a food preparation sink or a three-compartment sink to wash hands**
- ☐ Taste food the correct way. Place a small amount into a small bowl and taste food with a teaspoon
- ☐ Never taste a food that includes raw ingredients
- ☐ **Do not work with food when experiencing nausea, vomiting, diarrhea, fever, sore throat, or jaundice**
- ☐ Do not work with food after being diagnosed with a foodborne illness.

Have a Schedule for Cleaning and Maintenance

- ☐ Floors, walls, ceilings
- ☐ Service lines and ceilings
- ☐ Ventilation
- ☐ Restrooms
- ☐ Trash collection areas
- ☐ Pest control



Maintain clean floors, walls, and ceilings

- ❑ Establish routine cleaning procedures
- ❑ The facility should be free of dirt, litter, and moisture
 - Clean walls around food preparation and cooking areas daily
 - Sweep and mop floors daily
 - Swab ceilings instead of spraying them to avoid soaking lights and ceiling fans – cover food and equipment underneath area you are cleaning

Maintaining Clean and Sanitary Service Line and Station

- ❑ Establish a routine daily cleaning schedule
 - Assign an employee to set up and maintain service
 - Clean and sanitize hot and cold wells
 - Clean and sanitize table tops and range tops
 - Clean and sanitize coolers – shelves and floors
 - Clean up spills immediately
 - Clean and organize freezers

Maintain good ventilation

- ❑ Good ventilation is a critical factor in maintaining a clean food service environment
- ❑ Good ventilation eliminates condensation and airborne contaminants
- ❑ Ensure any screens in windows or doors are clean and in good repair

Maintain Clean Employee Restrooms

- ❑ Restrooms should be convenient, sanitary, and adequately stocked with the following:
 - Warm water at **100 degrees** for hand washing
 - Liquid soap
 - Nail brush
 - Disposable paper towels/ air blower
 - Toilet paper
 - Covered trash container with a foot pedal to open

Maintain clean and neat trash collection areas

- ❑ Garbage must be kept away from food preparation areas
- ❑ Garbage containers must be leak-proof, waterproof, pest-proof, and durable
- ❑ Garbage containers should be cleaned and sanitized frequently inside and out

In the event of infestation

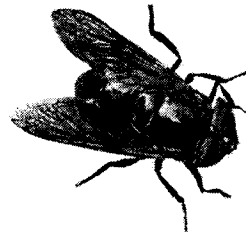
- ❑ A food service manager should alert the licensed pest control operator so immediate steps can be taken to eliminate the pests.



Pests seen most often in food service facilities

❑ The three most common pest are:

- Cockroaches
- Flies
- Rodents



Cleaning and sanitizing



- ❑ All surfaces that come in contact with food must be clean and sanitized.
- ❑ First step is cleaning (removing visible particles) Second step is sanitizing (reducing the number of contaminants to a level that is not harmful).
- ❑ Two types of sanitizing
 - chemical
 - Hot water

Chemical Sanitizing

- The three most common sanitizers are:
 - **Chlorine (Bleach)**
 - Most commonly used and cheapest
 - Effective in hard water
 - Inactivated by hot water above 120 degrees
 - Inactivated by food – surfaces **must** be clean first
 - Should be between 75-115 degrees and maintain contact with the surface for 7 seconds

Chemical Sanitizing . . . Cont.

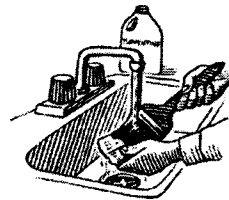
- **Iodine**
 - More expensive and less effective
 - Not as quickly inactivated by food particles as chlorine
- **Quaternary ammonium compounds**
 - Non-corrosive to metal surfaces
 - Least caustic
 - Apply to surfaces and let air dry

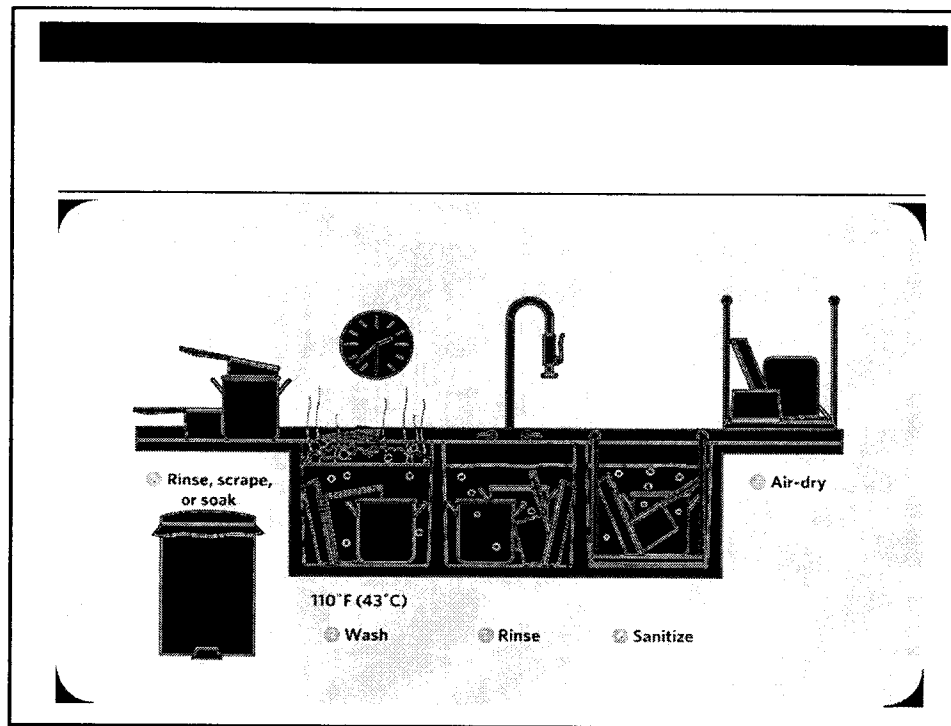
Heat Sanitizing

- ❑ May be done manually by immersing equipment into water at temperatures of 171 degrees to 195 degrees for at least 30 secs.
- ❑ Need heavy duty heat resistant gloves for this method
- ❑ In a dish washing machine wash at 165 degrees and rinse at 180 degrees

How to Manually sanitize

- ❑ Step 1 Clean & Sanitize sinks
- ❑ Step 2 Scrape and rinse, presoak
 - ❑ First sink, *wash in solution at 110 degrees*
 - ❑ Second sink, *rinse in hot water at 110 degrees*
 - ❑ Third sink, *sanitize with chemical (or 171+ F water)*
- Step 3 Air Dry
- Step 4 Store





Change the water in a 3 sink method (wash, rinse, sanitize) . . .

- ☐ If soapsuds disappear in the first compartment or remain in the second
- ☐ Wash water temperature cools
- ☐ **Water in any compartment becomes dirty with food particles or cloudy with grease**
- ☐ **MUST RINSE in between because detergent will inactivate sanitizer**

How to clean & Sanitize large equipment

- ☐ Wash, rinse and sanitize after each use.
- ☐ Scrub surfaces
- ☐ Follow state and local public health department recommendations

SECTION 3 SUMMARY:

- ☐ Clean & Sanitary food service begins with good personal hygiene.
- ☐ Effective pest control
- ☐ Cleaning & Sanitizing procedures

SECTION 4: Process for Prevention

- ☐ 1. Purchasing
- ☐ 2. Receiving
- ☐ 3. Storing
- ☐ 4. Preparing
- ☐ 5. Cooking
- ☐ 6. Serving & Holding
- ☐ 7. Cooling
- ☐ 8. Reheating

Step 1: Purchasing

- ☐ Goal: obtain wholesome, safe foods from a reputable source
- ☐ Safety in this step is primarily the responsibility of the food vendors
- ☐ The person responsible for purchasing must choose the vendors wisely

Food Providers

- ☐ WI & Federal Food Codes say:
- ☐ **3-201.11**
- ☐ (A) Food shall be obtained from sources that comply with all laws relating to food and food labeling
- ☐ (B) Food Prepared in a private home **may not be used or offered** for human consumption in a food establishment

Step 2: Receiving

- ☐ Goals:
 - Make sure foods are fresh and safe when entering the food service operation
 - Transfer foods to proper storage as quickly as possible
- ☐ Employee responsibilities
 - Have a food thermometer to check temperatures
 - Make sure the truck looks and smells clean
 - Mark all the items for storage with date of arrival
 - Check expiration dates – **practice FIFO**
 - Check to be sure the shelf dates have not expired
 - Reject frozen foods that have been thawed, or smell or look bad
 - Reject cans that are dented, rusted or show other signs of deterioration

Step 3: Storing

- ❑ Food storage affects both quality and safety
- ❑ Dry storage -- longer term storage of shelf-stable products
- ❑ Refrigerator -- short term storage of perishable items
- ❑ Freezer -- longer term storage of perishable foods

Step 4: Preparing

- ❑ Food handlers must be alert to:
 - Prevent contamination of food
 - Avoid time in the temperature danger zone
 - Use safe food handling practices



Step 5: Cooking

- ❑ Cooking foods to the safe internal temperature will destroy any existing bacteria but may not kill toxins or bacterial spores



Step 6: Serving & Holding

- ❑ **IMPORTANT: THIS IS WHAT WE DO!**
- ❑ Monitor temps.
 - Keep hot foods hot at or above 140 degrees
 - Keep cold foods cold at or below 41 degrees
 - Check the internal temperature with a thermometer every 30 minutes
 - During any point when food could be in the temperature danger zone, the internal temperature must be documented

Guidelines for transporting and receiving food for off-site feeding

- ☐ Use only food carriers approved by the National Sanitation Foundation International (NSF International)
- ☐ Sanitize food carriers daily
- ☐ Clean and sanitize the interior of delivery trucks on a routine basis
- ☐ Food containers should be tightly closed, non-porous, approved to hold food, and easy to clean
- ☐ Transport an extra sample of hot and cold foods in order to measure the internal temperature of the sample food on arrival
- ☐ Store foods immediately upon arrival

SECTION 4: SUMMARY

- ☐ Eight steps of food service process
- ☐ Handling food safely is the highest priority in any kitchen
- ☐ Maintain clean, sanitary environment
- ☐ Control potential sources of contamination
- ☐ Be vigilant with time/temperature

TIME FOR SERVING SAFE FOOD EXAM!

- ☐ Make sure **name** and **county** on exam
- ☐ Follow instructions
- ☐ Answer all questions on your own, without help from anyone
- ☐ You **MAY** use the workbook to find the answers.

