**The Salvation Army London Village**

**Dietary Services Policies And Procedures**

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***Section Dietary Services***

# Cleaning and Disinfecting Surfaces

**Approved Date: February 10,2003**

**Review Date: November 2016**

**Purpose**

Sanitary practices are particularly important where food is being prepared and served.

**Policy**

The cook will comply with the following procedures.

**Procedure**

* All tables and food preparation areas will be kept tidy and clean. First with soap, warm water and then a sanitizing solution.
* Cloths used to wipe tables or surfaces, are rinsed in soapy hot water and only used for wiping surfaces.
* Tables are wiped and cleaned with hot, soapy water and then sanitized after each meal or activity using our tables. See Bleach Mixing – Health Unit Hand out. Ensure that any bottles with bleach in them are labeled accordingly.
* To be effective, sanitizers must remain in contact with the surface for at least 1 minute.
* Store all sanitizers and other chemicals away from food storage and preparation area.
* The cook will be familiar with Hazardous Material Data Sheets for any sanitizer used in the childcare program.
* Bleach test strips will be used daily to ensure the strip reads at least 100 parts per million. If not, new solution must be mixed.

**Mixing of Chlorine (Bleach) Solution for Disinfecting**

Important

* A bleach and water solution should be mixed daily to preserve its strength.
* Leave the solution on the surface for a minimum of one minute
* Cleaning must be done prior to disinfecting

**Intermediate – High Level Disinfection** (approximately 1000 ppm)

Preparing a 1:50 Household Bleach Solution:

* 20 ml (4 teaspoons) household bleach + 1000 ml (4 cups) water
* 100 ml (7 tablespoons) household bleach + 5000 ml (20 cups water)

Recommended Uses:

* For use in washrooms, change tables in childcare, during outbreaks or respiratory diseases or vomiting and diarrhea

**Intermediate Level Disinfection** (approximately 500 ppm)

Preparing a 1:100 Household Bleach Solution:

* 5 ml (1 teaspoons) household bleach + 500 ml (2 cups) water
* 62 ml ( ¼ cup) household bleach + 6138 ml (24 ¾ cups) water

Recommended Uses:

* For use on non-critical medical or personal service instruments.

**Low Level Disinfection** (approximately 100 ppm)

Preparing a 1:500 Household Bleach Solution:

* 1 ml ( ¼ teaspoons) household bleach to 500 ml (2 cups) water
* 20 ml (4 teaspoons) household bleach to 10 L (40 cups or approx. 2 gallons)

Recommended uses:

* Safe level for toys, dishes and utensils and food contact surfaces.

Household bleach (5.25% sodium hypochlorite) mixed with water, is an inexpensive and effective disinfectant. By mixing different amounts of bleach with water you can make a high, intermediate-high, intermediate, or low level disinfectant.

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# Dishwashing

**Approved Date: January 2003**

**Review Date: May 2016**

**Purpose**

Sanitary practices are particularly important when preparing and serving food. Safe practices must be kept in mind at all times to prevent the spread of infectious disease and other health problems.

**Policy**

The temperature of the sterilizer at its rinse cycle will be documented daily. It will not be lower than 180oF (82° C).

If the sterilizer is not working for any reason then dishes must be washed using a three sink method as outlined by the Middlesex-London Health Unit. In this case bleach would be used as a sanitizer.

**Procedure**

* Dishes and cutlery will be washed with soapy water to remove soil.
* Dishes and cutlery will be rinsed in clean water.
* Dishes and cutlery will be sanitized in the sterilizer or in an effective sanitizer solution.
* Dishes will air dry.
* Any concerns with the temperature of the rinse cycle will be brought to the attention of the Program Director. The Program Director will notify the Property Manager.
* Dirty dishes are kept away from clean dishes at all times.
* Clean dishes will be stored in clean areas away from garbage, dirty dishes and pots.
* Cutlery, cups and glasses are handled without touching parts that are put in the mouth.

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# Donated Food

**Approved Date: March 2013**

**Revision Date: November 2016**

**Purpose**

The Salvation Army London Village being a charitable organization is sometimes offered donations of food. These donations assist our programs either by decreasing operational costs and/or also assisting our families.

While we welcome food donations, it is equally important to ensure that food, distributed to the hungry or to our participants, is safe to consume.

**Policy**

All perishable food donated to the Salvation Army London Village shall be from an approved\* source. Any perishable food not from a reliable source will not be accepted.

The Salvation Army, respectfully, has the right to refuse any foods for donation.

The “best before dates” on non-perishable foods will be in compliance. Further inspection of non-perishable foods will ensure that packaging has not been compromised. (Example: cans not dented, packaging in good repair and not ripped).

Any non-perishable food without a current date or compromised packaging will be disposed of.

All foods donated to the Salvation Army London Village must be protected from contamination, and handled, processed packaged, displayed, served, stored and transported in a sanitary manner.

All potentially hazardous food must be stored, displayed and transported at a temperature of not more than 4°C or such higher temperature, or not less than 60°C or such lower temperature.

All frozen foods shall be kept frozen to maintain fitness for human consumption.

Appropriate documentation will be completed for all food donations (Appendix #1).

**Procedure**

There are two categories of foods considered appropriate for donation. They are:

**Non-Perishable Foods (which include but are not limited to):**

* Fresh fruits and vegetables
* Baked goods (excluding those with cream or meat filling)
* Ingredient foods such as sugar, salt, ketchup, mustard, relish, jam, etc.
* Dry goods (i.e. grain, cereals, flour, nuts, etc.)
* Foods that do not require refrigeration
* Canned goods in sound condition with no dents or swelling

**Perishable Foods (which include but are not limited to):**

* Meats
* Dairy products (i.e. milk, yoghurt, cheese, etc.)
* Eggs and egg products
* Seafood and seafood products
* Salads containing any high hazard foods
* All soups
* cooked grains and cereals (i.e. moisture added)

Because of the high risk of food borne illness, the following foods are considered unacceptable for donation:

* left over table food
* left over perishable display food (i.e. from salad bars, buffets, etc.)
* spoiled foods
* Home prepared foods
* Foods contaminated by insects, rodents, chemicals, etc.
* Sauces and gravies
* Ingredients that have not been stored according to the manufacturer's instructions
* Perishable foods which have not been maintained at a temperature below 4oC or above 60oC (except during preparation)

Food approved for donation will only be placed into containers that are free from cracks and defects, capable of being thoroughly cleaned and have been thoroughly cleaned and sanitized by the food donor before food is placed into the container.

All containers of food shall be labeled with the name of the supplier, a description of the food in the container, the date the food was originally prepared, and the date packaged.

Frozen foods received may be thawed in a refrigerator, in cold water (i.e. at less than 4°C) as part of

a cooking process, or in a microwave but shall never be thawed at room temperature.

* Frozen foods, after thawing at the charitable organization, shall be used or cooked immediately and if not shall be discarded.
* A probe thermometer will be available to measure accurate temperatures of food.
* Perishable foods received should be used within 24 hours or “best before” date. (i.e. eggs, milk).
* Foods that require reheating will be reheated to an internal temperature of at least 74°C before serving.
* Any leftover foods exposed to reheating or handling shall be discarded.
* Appropriate documentation will be completed for all food donations. This information will include: Who supplied the donation, address and contact information of the donor, date and time of the donation, who made the delivery, shipping and receiving times, name of the items donated, temperature of the foods received (if perishable), condition of food at time of receiving, signature of person receiving food.
* Any refusals of food must be done with sensitivity and graciousness to ensure the reputation of The Salvation Army.

\* APPROVED SOURCE – a source that meets the requirements of Public Health

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# Food Storage And Handling

**Approved Date: January 2003**

**Review Date: May 2016**

**Purpose**

Food must be stored correctly and cooked properly to reduce risks. Safe practices must be kept in mind at all times to prevent the spread of infectious disease and other health problems.

**Policy**

The temperature of the refrigerators and freezers will be taken daily. The time, date and temperature will be noted. The temperature should be 41oF (4oC) or lower. Thermometers will be kept in each fridge and freezer. Freezers should be 0oF (-18oC) or lower.

There will be a thermometer available in the kitchen for taking temperatures of food or water.

The cook and kitchen assistant are responsible for all ordering, purchasing, storage and receiving of groceries and kitchen items. The cook and kitchen assistant will ensure sufficient quantities and ensure that food is delivered in acceptable condition. While the Program Director is ultimately responsible for the budget, the provision line of the day nursery will be shared with the cook monthly to ensure that we are in keeping with the budgeted amounts.

The Program Director or designate will complete weekly inspections of the food services area using a checklist. Non compliance issues will be dealt with immediately.

The Middlesex-London Health Unit will also conduct inspections of the premises. The kitchen is inspected at a minimum, three times a year. Any deviations must be reported to the Program Director immediately.

The Program Director will post all Middlesex-London Health Unit inspections for public viewing, along with an action plan for any non-compliance issues.

All inspections will be forwarded to the Program Advisor of the Ministry of Education.

**Procedure for Handling and Storage of Refrigerated Foods**

* Foods that spoil such as dairy, milk, and meat are kept refrigerated at 4°C (40° F).
* Unpasteurized milk will not be served.
* Ungraded meat will not be used.
* Check product labels to ensure correct storage.
* All food and drink containers should be covered or sealed.
* The refrigerator should not be overcrowded.
* Date and label all leftovers stored in fridge.
* Frozen foods should be thawed in the refrigerator using correct defrosting methods.
* Sanitize the interior surfaces of the fridge weekly.
* Cooked meats are stored in a refrigerator above raw or uncooked meats.
* Cooked foods are stored below prepared foods i.e. salad.
* Fresh meat that has been chopped or minced is used within 24 hours.
* Fresh, smoked or cooked poultry awaiting use is held in a refrigerator at 4°C (40°F or lower) for no more than 72 hours.
* Cooked meat awaiting use is cooled and held in the refrigerator at 4°C (40°F or lower) or until used.
* Defrosted products are held under refrigeration and used within 48 hours.
* Eggs are stored in a refrigerator and must be used by the “best before” date. Cracked, broken and unpasteurized egg products will not be used under any circumstances.
* Raw poultry meats, poultry products and eggs are handled separate from cooked products and other foods to prevent poisoning.
* Fresh fruits and vegetables are stored in a refrigerator. All fresh fruits and vegetables will be washed thoroughly before each use. Overripe fruits and vegetables that have begun to spoil will not be used. If the fruits and vegetables are canned, they must be removed from the can, covered, refrigerated and used within 72 hours.

The fruit and vegetable storage areas will be emptied and cleaned once a week.

* Salads and sandwiches are held at temperatures 4°C (40°F or lower) are prepared separately from raw meat, fish poultry and are prepared on a clean surface.
* Cutting boards for preparing food will be colour coded depending on their use. They must never be used except for what they were intended. Cutting boards must always be in good repair. They should be washed and sanitized between uses.
  + Green = vegetables/fruit

Red = meat

White = bread

**Procedure for Handling and Storage of Non-Refrigerated Foods**

* The area for non-refrigerated storage should be clean, dry, well ventilated and adequately lit.
* Food should be stored at least 6 inches above the floor.
* Shelving should be non-absorbent and easily cleaned.
* Shelves should be cleaned at least once a month.
* All foods should be stored in tightly closed containers to avoid rodents or bugs.
* All canned products are stored at temperatures below 21°C (70°F).
* All blown or swollen cans are discarded.
* When receiving new shipments of canned foods, a rotation will occur ensuring the oldest dated foods are served first.
* Non-food items such as cleaning products, poisons, bug sprays and chemicals should be separate from food supplies, equipment and utensils and should meet WHMIS standards.
* All containers must be labeled.

**Procedure for Handling and Storage of Frozen Foods**

* Frozen foods/meals are kept in a frozen state, and are not frozen again after defrosting.
* Frozen meat and meat products are kept solid at -28°C to -18°C (-13°F to 0°) or lower until used.
* Ice Cream and frozen desserts are stored at -12°C (10°F) or lower until served.
* Frozen fruits, vegetables, juices and other such products are held frozen at -18°C(0°F) until used.
* Frozen foods are defrosted in the refrigerator at temperatures below 4°C or 40°F and separately from foods that are prepared and ready for consumption.
* When receiving new shipments of frozen foods, a rotation will occur ensuring the oldest dated foods are served first.

**Procedure for Handling and Storage of Cooked Foods**

* Whole turkeys and large cuts of beef are cooked in one continuous process and not partially cooked one day and finished the next.
* All cooked perishable foods are cooled to a temperature of 4C (40F) within 4 hours, using shallow pans.
* Large cuts of meat are divided into smaller pieces to cook more quickly.
* Stuffing or dressing is cooked separately from the poultry.
* Cooled foods are covered using lids or plastic wrap, not cloths.
* Products to be re-heated are brought quickly to a temperature of at least 65°C (150F) for a minimum of 2 minutes.
* All hot foods waiting to be served are covered.
* Food is not cooked too far ahead or on the day before.
* Food will not be left out longer than 2 hours.
* Poultry is cooked to an internal temperature of 180°F (82°C, as measured by a thermometer).
* Fresh food is not added to leftovers.
* Food mixtures such as dressings, sauces, and gravies are made as close as possible to the time of use.

***Section Dietary Services***

# Garbage

**Approved Date: January 2003**

**Review Date: May 2016**

**Purpose**

Sanitary practices are particularly important where there is food preparation and handling.

**Policy**

The cook and kitchen assistant at The Salvation Army London Village Day Nursery are to be aware of and comply with the following sanitary practices in the Day Nursery.

**Procedure**

* Containers will be lined with plastic garbage bags.
* Garbage will be emptied and taken to the dumpster daily.
* Staff are to remember good handwashing practices when handling garbage (see policy).
* Garbage containers should be sanitized monthly.

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# Inspections And Maintenance

**Approved Date: January 2003**

**Review Date: May 2016**

**Purpose**

Due to the high risk in food services, the food services area must be kept clean and in good repair at all times.

**Policy**

The Program Director or designate will inspect the kitchen weekly, completing a checklist of compliance issues as per The Salvation Army Accreditation Review.

An action plan to meet compliance will be developed and reviewed weekly.

Maintenance concerns must be communicated to the Program Director and then to the Property Manager immediately.

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# Personal Hygiene And Grooming

**Approved Date: January 2003**

**Review Date: May 2016**

**Purpose**

Personal grooming and hygienic practices are particularly important to reduce the risk of contamination in the food services area.

**Policy**

Any person working in the kitchen shall be aware of and comply with the following hygienic and sanitary practices in the Day Nursery.

**Procedure**

The single most important thing to control infection is to keep hands clean. Hands should be washed when:

* When arriving at the day nursery
* When returning from a break or lunch
* Before eating or drinking
* When preparing food
* After using the toilet
* After sneezing or coughing
* After touching their face, or hair
* After smoking.

Use a hand wash sink supplied with hot and cold running water, paper towels, and liquid or powdered soap in a dispenser. Hot water temperature should not exceed 49oC (120oF) to prevent scalding.

Use soap and warm running water.

Rub your hands vigorously as you wash them.

Wash all surfaces, including backs of hands, wrists, between fingers, and under fingernails.

Rinse hands well. Leave water running.

Dry hands on a single-use paper towel.

Turn off water with a dry paper towel. *Do not use your bare hands to turn off hand water controls.*

**Sampling of food with fingers is not allowed. Tongs or utensils should be used for all food handling and only used once and washed between uses.**

* A hair net must be worn. Hair and nails are clean and suitably controlled or covered.
* Kitchen staff will be clean and tidy at all times.
* The food services area will not be used for personal grooming such as teeth brushing, hair brushing, to change their clothing or put on make-up. The kitchen staff will use the staff bathroom for these.
* The kitchen staff will wear an apron at all times.
* The kitchen staff will be free of infectious disease such as colds, flu, and skin diseases or irritations. Any open sores or burns on hands will be covered with a vinyl glove.
* The Program Director will ensure the purchase of vinyl gloves, hair nets and aprons, and that they are available for use.

The kitchen staff’s footwear must be rubber soled to avoid falls. They must have a closed toe i.e. running shoes. At no time may the kitchen staff wear sandals in the food service area.

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# Rodent And Insect Control

**Approved Date: January 2003**

**Review Date: May 2016**

**Purpose**

Sanitary practices are particularly important where there is food preparation.

**Policy**

Proper food storage practices and garbage handling will prevent rodent and insect infestations. The cook should be aware of all procedures as outlined for food storage and sanitary practices.

**Procedure**

* Any necessary repairs to screen doors and screen windows should be reported to the Program Director.
* All food spills should be cleaned immediately.
* Food should be stored in rodent/insect – proof containers.
* A licensed pest control operator will visit the property as requested. MSDS sheets will be in the MSDS binder for staff reference of any product used by the pest control company.
* If the cook notices the presence of rodents/insects should contact our Program Director as soon as possible.
* If rodent droppings are found, ensure that the area is properly cleaned and sanitized.

At no time should food items be left on the floor

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# Roles And Responsibilities Of The Cook

**Approved Date: January 2003**

**Review Date: May 2016**

**Purpose**

The cook and kitchen assistant shall be aware of their duties and responsibilities as outlined in their Job Description.

**Policy**

Every effort will be made for an orientation process of at least one week to familiarize the cook and kitchen assistant with their schedule, responsibilities and policies and procedures for the food service areas.

**Procedure**

* The Program Director will hire the cook for the child care centre. The cook will report directly to the Program Director. The Program Director or designate will oversee all inspections, menu planning and evaluations of this program.
* The qualifications for the cook will include:
* A Food Handlers Certificate
* Standard First Aid and CPR Level C
* Knowledge of Ministry of Health Regulations of Food Premises
* Experience in a food service environment
* The Program Director will complete all necessary Salvation Army orientation documentation with the cook. The Program Director will complete all of the Health and Safety Requirements such as WSIB guidelines, WHMIS training, MSDS sheets, fire safety, hand washing requirements and expectations in regards to safety and sanitary practices, policies and procedures.
* Whenever possible the person leaving the position will complete the hands on portion of the orientation including:
* A tour of the facility
* An opportunity to work alongside the new person mentoring them into the position – cooking with the new person

Menu planning

* Ordering, purchasing and storing food
* Recipes quantities and timing required.
* Specific food exclusion and allergies
* Dishwashing requirements
* Daily, weekly and monthly requirements of the position
* Necessary written documentation completed by this position

The Program Director will ensure that any ongoing staff development needs are met.