

Division of Licensing and Protection

HC 2 South, 280 State Drive

Waterbury, VT 05671-2060

<http://www.dail.vermont.gov>

Survey and Certification Voice/TTY (802) 241-0480

Survey and Certification Fax (802) 241-0343

Survey and Certification Reporting Line: (888) 700-5330

To Report Adult Abuse: (800) 564-1612

July 10, 2018

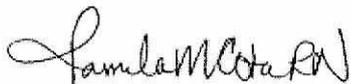
Ms. Melanie Dunn, Manager  
The Residence At Otter Creek  
350 Lodge Road  
Middlebury, VT 05753-4498

Dear Ms. Dunn:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **June 20, 2018**. Please post this document in a prominent place in your facility.

We may follow-up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

Sincerely,



Pamela M. Cota, RN  
Licensing Chief

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  0596	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  06/20/2018
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NAME OF PROVIDER OR SUPPLIER  
THE RESIDENCE AT OTTER CREEK

STREET ADDRESS, CITY, STATE, ZIP CODE  
350 LODGE ROAD  
MIDDLEBURY, VT 05753

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
R100	Initial Comments:  An unannounced on-site re-licensure survey was completed by the Vermont Division of Licensing and Protection on 6/20/18. The following regulatory violations were identified.	R100		
R247 SS=F	VII. NUTRITION AND FOOD SERVICES  7.2 Food Safety and Sanitation  7.2.b All perishable food and drink shall be labeled, dated and held at proper temperatures: (1) At or below 40 degrees Fahrenheit. (2) At or above 140 degrees Fahrenheit when served or heated prior to service.  This REQUIREMENT is not met as evidenced by: Based on observation, staff interview and record review, the facility failed to assure that all perishable foods were labeled, dated and held at the proper temperature. This is practice had the potential to affect all residents of the facility who dine there. Findings include:  Per observations during the initial tour of the kitchen with the chef on duty on 6/19/18 at 9:20 AM, the following foods were observed to be unlabeled and/or undated: 1. Wait staff reach-in - 1 outdated shrimp salad plate, no label and dated 6/15/18. The chef stated that the salad should have been disposed of. 2. Lift top cooler and prep cooler - 2 packages of meat, one identified as sliced turkey and the other as sliced ham, no label or date on either package; food identified as chopped garlic, some kind of white batter, sliced meat identified as uncooked beef, ground meat identified as beef, all with no labels/dates. A container labeled as	R247		

Division of Licensing and Protection

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X5) DATE

*Paula Pelley* 7/8/18  
CML 7/8/18

TE FORM

1299

JRNO11

If continuation sheet 1 of 5

R247-R259 POCs accepted 7/3/18 mBottomen/pml

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  0596	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  06/20/2018
NAME OF PROVIDER OR SUPPLIER  THE RESIDENCE AT OTTER CREEK		STREET ADDRESS, CITY, STATE, ZIP CODE 350 LODGE ROAD MIDDLEBURY, VT 05753		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
R247	Continued From page 1  "Linguini" and date as 6/11, 8 days old; the chef stated that should have been thrown out. 3. Prep line freezer - 2 bags of breaded foods identified as chicken parts, 1 bag identified as holding battered fish, 1 package of pureed pork, sliced carrots; all lacking labels and/or dates. 4. Walk-in cooler - The following foods were not labeled and/or dated: a container identified as pate; an open container of ground beef. Additionally, 5 cases of raw eggs were observed stacked directly on the walk-in cooler floor.  Per interview with the chef during the tour, the chef confirmed that all perishable foods should be labeled and dated per facility policy and procedure. Per review of the requested facility policy/procedure titled: DATE MARKING READY TO EAT HAZARDOUS FOOD, Standard Operating Procedures, "#2, Follow state or local health department requirements". and "#6. Serve or discard refrigerated, ready to eat, potentially hazardous foods within 3 days after opening or preparing". Under the title MONITORING, the policy states: "A designated food service associate will check refrigerators daily to verify that foods are date marked and that foods exceeding the 3 day time period are not being used or stored."	R247		
R248 SS=F	VII. NUTRITION AND FOOD SERVICES  7.2 Food Safety and Sanitation  7.2.c. All work surfaces are cleaned and sanitized after each use. Equipment and utensils are cleaned and sanitized after each use and stored properly.	R248		

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R248	Continued From page 2  This REQUIREMENT is not met as evidenced by: Based on observation and staff interview, the facility failed to assure that all dietary area work surfaces and equipment/utensils were cleaned and sanitized after each use and stored properly. This practice had the potential to affect all residents who dine at the facility. Findings include:  Per observations of the kitchen during a tour on 6/19/18, the following areas were observed to be visibly soiled at 9:30 AM; 1. The gas fired grill on the cooking line had pieces of burned food(s) and a build-up of cooked on greasy grilled foods. The grease tray below the grill was also soiled with a build-up of burned crumbs and grease. 2. In a clean storage rack for cooking equipment, a panini press was observed with a soiled removable crumb tray.  The chef accompanying the surveyor on the tour confirmed during interview at 9:45 AM that these 2 pieces of equipment were soiled and not cleaned after the last use.	R248		
R252 SS=F	VII. NUTRITION AND FOOD SERVICES  7.2 Food Storage and Equipment  7.3.b Areas of the home used for storage of food, drink, equipment or utensils shall be constructed to be easily cleaned and shall be kept clean  This REQUIREMENT is not met as evidenced by:	R252		

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R252	<p>Continued From page 3</p> <p>Based on observations and staff interview, facility staff failed to assure that areas of the home used for storage of food, drink and equipment were kept clean on a daily basis. This practice had the potential to affect all residents who dine at the home. Findings include:</p> <p>1. Per observations of the kitchen during the initial tour on 6/19/18, the following areas were not maintained in clean condition:</p> <ul style="list-style-type: none"> <li>a. A plastic container with grill cleaning equipment including griddle top scrub stones, wire grill brush, used rubber type gloves, were kept on a shelving unit that was used to store foods (fresh and canned goods) as well as new paper products. These re-usable stove cleaning items should not have been stored on this shelving unit. In addition, a rigid composite panel used to separate the food storage unit from the dish machine area was heavily soiled and brooms and the floor mop/bucket were stored adjacent to the food storage area.</li> <li>b. A large floor fan near the same area of the kitchen was visibly soiled with a build-up of greasy dust on the wire rungs and the fan blades. The outside of the metal frame cover was also soiled. The chef stated that the fan had just been brought to the kitchen the previous day (in soiled condition).</li> <li>c. A trash can located near the entrance to the walk-in cooler was observed to be heavily soiled with a build-up of dirt and food debris.</li> </ul> <p>2. Per observations of the dry foods storage room in the facility on 6/19/18 at 10:15 AM, the following areas were noted to be visibly soiled and not stored in accordance with safe food handling practices:</p> <ul style="list-style-type: none"> <li>a. Several cases of dusty canned foods were stored directly on the floor, which had areas of</li> </ul>	R252		

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R252	Continued From page 4  food spillage (dry grain type foods and flours). The room had unused dusty food serving equipment located in various areas. A dusty large trash bag containing Christmas decorations was stored on a food shelving unit adjacent to boxes of foods.	R252		
R259 SS=F	VII. NUTRITION AND FOOD SERVICES  7.3 Food Storage and Equipment  7.3.i Poisonous compounds (such as cleaning products and insecticides) shall be labeled for easy identification and shall not be stored in the food storage area unless they are stored in a separate, locked compartment within the food storage area.  This REQUIREMENT is not met as evidenced by: Based on observation and staff interview, the facility failed to assure that all poisonous compounds located in a food storage area were maintained in a separate, locked compartment. This practice has the potential to affect residents who dine at the facility. Findings include:  Per observations in the dry foods storage room on the morning of 6/19/18, a bottle of charcoal lighter fluid was observed on the floor of the room. During interview the chef was not aware of how the bottle had been stored there and was not aware of the requirement to store any poisonous compounds located in a food storage area to be stored in a separate locked compartment.	R259		

**R100 Initial Comments:** The Submission of this plan of correction does not imply agreement with the existence of a deficiency. It is submitted in the spirit of cooperation, to demonstrate The Residence at Otter Creek's commitment to continued improvement in the quality and safety of resident's Nutrition and Food Services.

**R247 Actions to Prevent Recurrence:**

The current community date marking ready-to-eat hazardous food standard operating procedure (attached) as well as requirements listed in 7.2b will be reviewed and re-educated with all Chefs and Servers. During and immediately following the survey actions were taken and the entire community was inspected for out of date or missed labeled items. Upon re-education an Associate will be designated to check refrigerators daily to verify that foods are date marked and not exceeding 3 day time period. The shift supervisor will check daily for 2 weeks and the CSD will follow through with bi-weekly random inspections for 2 months and then ongoing monthly.

Completion date: 6/19/2018

**R248 Actions to Prevent Recurrence:**

The current community's cleaning and sanitizing food contact surfaces standard operating procedures (attached) as well as requirements listed in 7.2c will be reviewed and re-educated with all Chefs and Servers. During and immediately following the survey the grill was completely dismantled and cleaned. The Panini machine was properly cleaned and moved to a more suitable area. Upon re-education each chef will be responsible for cleaning and sanitizing every food contact surface as stated in our Standard operating procedure. This will be monitored ongoing by the shift supervisor and random inspections by the CSD bi-weekly for 3 months and random monthly.

Completion date: 6/19/2018

**R252 Actions to Prevent Recurrence:**

The current community's preventing cross-contamination during storage and preparation standard operating procedures (attached) as well as requirements listed in 7.3b will be reviewed and re-educated with all Chefs and Servers. During and immediately following the Survey the grill brush was immediately moved, the fan was removed from the kitchen, broom rack was installed, trash can replaced and moved, as well as storage room was detailed removing everything but food and paper goods, swept and mopped. Upon re-education each Associate putting orders away is responsible for ensuring the proper storage and cleanliness of each area. This will be done twice a week during deliveries and will be monitored by the CSD with random checks and ongoing.

Completion date: 6/20/20108

**R259 Actions to Prevent Recurrence:**

The current community's storing and using poisonous or toxic chemicals standard operating procedure (attached) as well as requirements listed in 7.3i will be reviewed and re-educated with all Associates. During the survey the charcoal lighter fluid was immediately removed and properly stored in a separate locked compartment. Upon re-education all Associates will be responsible for removing and returning poisonous or toxic chemicals to their proper compartment as stated in our storing and using poisonous or toxic chemicals standard operating procedure. This will be monitored by the shift supervisor and random monthly inspections will be done by the CSD.

Completion date: 6/19/2018

**Submitted by**

**Jeremiah Ratta**

**Culinary Service Director**

**The Residence at Otter Creek**

## Cleaning and Sanitizing Food Contact Surfaces Standard Operating Procedures

### PURPOSE

To prevent foodborne illness by ensuring that all food contact surfaces are properly cleaned and sanitized.

### SCOPE

This procedure applies to all culinary service associates involved in cleaning and sanitizing food contact surfaces.

### INSTRUCTIONS

1. Train culinary service associates on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow State of local health department requirements.
3. Follow manufacturer's instructions regarding the use and maintenance of equipment and use of chemicals for cleaning and sanitizing food contact surfaces. Refer to Storing and Using Poisonous or Toxic Chemicals SOP.
4. Wash, rinse and sanitize food contact surfaces of sinks, tables, equipment, utensils, thermometers, carts and equipment:
  - Before each use
  - Between uses when preparing different types of raw animal foods, such as eggs, fish, meat and poultry
  - Between uses when preparing ready-to-eat foods and raw animal foods such as eggs, fish, meat and poultry
  - Any time contamination occurs or is suspected
5. Wash, rinse and sanitize food contact surfaces of sinks, tables, equipment, utensils, thermometers, carts and equipment using the following procedure:
  - Step 1: Wash surface with detergent solution
  - Step 2: Sanitize surface using a sanitizing solution mixed at a concentration specified on the manufacturer's label
  - Step 3: Allow the items to air dry or review the manufacturer's label to determine when product can be dried with a clean, disposable towel.

6. If a 3-compartment sink is used, set up and use the sink in the following manner:
  - In the first compartment, wash with a clean detergent solution at or above 110°F or at the temperature specified by the detergent manufacturer.
  - In the second compartment, rinse with clean, hot water.
  - In the third compartment, sanitize with a sanitizing solution mixed at a concentration specified on the manufacturer's label using warm water (75° or per the manufacturer's guidelines). Test the chemical sanitizer concentration by using an appropriate test kit each time the sink is filled.
  
7. If a dish machine is used:
  - Refer to the information from the manufacturer for determining wash, rinse and sanitation (final) rinse temperatures, sanitizing solution concentrations, and water pressures, if applicable.
  - Follow manufacturer's instructions for use.
  - Ensure that food contact surfaces reach a surface temperature of 160°F or above if using hot water to sanitize.

## MONITORING

Culinary Service Associates will:

1. During all hours of operation, visually and physically inspect food contact surfaces of equipment and utensils to ensure that the surfaces are cleaned and sanitized.
  
2. In a 3-compartment sink, on a daily basis:
  - Visually monitor that the water in each compartment is clean.
  - If using chemicals to sanitize, test the sanitizer concentration by using the appropriate test kit for the chemical.
  - If using hot water to sanitize, use a calibrated thermometer to measure the water temperature. Refer to Using and Calibrating Thermometers SOPs.
  
3. In a dish machine, on a daily basis:
  - Visually monitor that the water and the interior parts of the machine are clean and free of debris.
  - Continually monitor the temperature and pressure gauges, if applicable, to ensure that the machine is operating according to the guidelines.
  - For hot water sanitizing dish machine, ensure that food contact surfaces are reaching the appropriate temperature. Wash and Rinse temperatures must be logged each meal period.
  - For chemical sanitizing dish machine, check the sanitizer concentration on a recently washed food-contact surface using an appropriate test kit.

## CORRECTIVE ACTION

1. Retrain any culinary service associate found not following the procedures in this SOP.
2. Wash and sanitize dirty food contact surfaces. Sanitize food contact surfaces if it is discovered that the surfaces were not properly sanitized. Discard food that comes in contact with food contact surfaces that have not been sanitized properly.
3. In a 3-compartment sink:
  - Drain and refill compartments periodically and as needed to keep the water clean.
  - Adjust the water temperature by adding hot water until the desired temperature is reached.
  - Add more sanitizer or water, as appropriate, until the proper concentration is achieved.
4. In a dish machine:
  - Drain and refill the machine periodically and as needed to keep the water clean.
  - Contact the appropriate individual(s) to have the machine repaired if the machine is not reaching the proper wash temperature indicated on the data plate.
  - For a hot water sanitizing dish machine, retest by running the machine again. If the appropriate surface temperature is still not achieved on the second run, contact that appropriate individual(s) to have the machine repaired. Wash, rinse, and sanitize in the 3-compartment sink until the machine is repaired or use disposable single service/single-use items if a 3-compartment sink is not available.
  - For a chemical sanitizing dish machine, check the level of sanitizer remaining in bulk container. Fill, if needed. "Prime" the machine according to the manufacturer's instructions to ensure that the sanitizer is being pumped through the machine. Retest. If the proper sanitizer concentration level is not achieved, stop using the machine and contact the appropriate individual(s) to have it repaired. Use a 3-compartment sink to wash, rinse and sanitize until the machine is repaired.

## VERIFICATION AND RECORD KEEPING

Culinary service associates will record monitoring activities (dish machine temperatures and sanitizer concentration - PPMs) and take any necessary corrective action. The Culinary Service Director will verify that culinary service associates have taken the required temperatures and tested the sanitizer by visually monitoring culinary service associates.



**LCB  
SENIOR LIVING**

Independent & Assisted Living • Respite/Memory Care

DATE IMPLEMENTED: \_\_\_\_\_ BY: \_\_\_\_\_

DATE REVIEWED: \_\_\_\_\_ BY: \_\_\_\_\_

DATE REVISED: \_\_\_\_\_ BY: \_\_\_\_\_

## Date Marking Ready-to-Eat Hazardous Food Standard Operating Procedures

### PURPOSE

To ensure appropriate rotation of ready-to-eat food to prevent or reduce foodborne illness.

### SCOPE

This procedure applies to all culinary service associates who store, prepare and serve food.

### INSTRUCTIONS

1. Train culinary service associates on using the procedures in this SOP. The best practice for a date marking system would be to include a label with the product name, the day or date and time it is prepared or opened. Examples of how to indicate when the food is prepared or opened include:
  - Labeling food with a calendar date, such as "cut cantaloupe, 09/26/09"
  - Identifying the day of the week, such as "cut cantaloupe, Monday, 09/26/09"
2. Follow State or local health department requirements.
3. Label all ready-to-eat, potentially hazardous foods that are prepared on-site and held or stored.
4. Label any processed, ready-to-eat, potentially hazardous foods when opened.
5. Refrigerate all ready-to-eat, potentially hazardous foods at 41°F or below.
6. Serve or discard refrigerated, ready-to-eat, potentially hazardous foods within 3 days after opening or preparing.
7. Indicate with a separate label the date prepared, the date frozen, and the date thawed of any refrigerated, ready-to-eat, potentially hazardous foods.

### MONITORING

A designated food service associate will check refrigerators daily to verify that foods are date marked and that foods exceeding the 3-day time period are not being used or stored.

**CORRECTIVE ACTION**

1. Retrain any culinary service associate found not following the procedures in this SOP.
  - Reheat cooked, hot food to 165°F for 15 seconds and start the cooling process again.
  
2. Discard cooked, hot food immediately when the food is:
  - Above 70°F and more than 2 hours into the cooling process; or
  - Above 41°F and more than 6 hours into the cooling process.

**VERIFICATION AND RECORD KEEPING**

The Culinary Service Director will verify that culinary service associates are cooling food properly by visually monitoring culinary service associates during the shift.

DATE IMPLEMENTED: \_\_\_\_\_ BY: \_\_\_\_\_

DATE REVIEWED: \_\_\_\_\_ BY: \_\_\_\_\_

DATE REVISED: \_\_\_\_\_ BY: \_\_\_\_\_

## **Storing and Using Poisonous or Toxic Chemicals**

### **Standard Operating Procedures**

#### **PURPOSE**

To prevent foodborne illness by chemical contamination.

#### **SCOPE**

This procedure applies to all culinary service associates who use chemicals in the kitchen.

#### **INSTRUCTIONS**

1. Train culinary service associates on using the procedures in this SOP.
2. Follow State of local health department requirements.
3. Designate a location for storing the Material Safety Data Sheets (MSDS).
4. Follow manufacturer's directions for specific mixing, storing and first aid instructions on the chemical containers in the MSDS.
5. Label and date all poisonous or toxic chemicals with the common name of the substance.
6. Store all chemicals in a designated secured area away from food and food contact surfaces using spacing or partitioning.
7. Limit access to chemicals by use of locks, seals or key cards.
8. Maintain an inventory of chemicals.
9. Store only chemicals that are necessary to the operation and maintenance of the kitchen.
10. Mix, test and use sanitizing solutions as recommended by the manufacturer and the State or local health department.
11. Use the appropriate chemical test kit to measure the concentration of sanitizer each time a new batch of sanitizer is mixed.
12. Do not use chemical containers for storing food or water.

13. Use only hand sanitizers that comply with the *FDA Food Code*. Confirm with the manufacturer that the hand sanitizers used meet the requirements of the *FDA Food Code*.
14. Label and store first aid supplies in a container that is located away from food or food contact surfaces.
15. Label and store medicines for associate use in a designated area and away from food contact surfaces. Do not store medicines in food storage areas.
16. Store refrigerated medicines in a covered, leak proof container where they are not accessible to children and cannot contaminate food.

#### MONITORING

Culinary Service Associates will visually observe that chemicals are being stored, labeled and used properly during all hours of operation.

#### CORRECTIVE ACTION

1. Retrain any culinary service associate found not following the procedures in this SOP.
2. Discard any food contaminated by chemicals.
3. Label and properly store any unlabeled or misplaced chemicals.

#### VERIFICATION AND RECORD KEEPING

The Culinary Service Director will monitor the use of chemicals and proper chemical storage. Culinary service associates will take corrective action and record the name of the contaminated food, date, time and the reason why the food was discarded.

DATE IMPLEMENTED: \_\_\_\_\_ BY: \_\_\_\_\_

DATE REVIEWED: \_\_\_\_\_ BY: \_\_\_\_\_

DATE REVISED: \_\_\_\_\_ BY: \_\_\_\_\_

## Preventing Cross-Contamination During Storage and Preparation Standard Operating Procedures

### PURPOSE

To prevent foodborne illness by preventing unintentional contamination of food.

### SCOPE

This procedure applies to all culinary service associates who is responsible for receiving, storing, preparing and serving food.

### INSTRUCTIONS

1. Train culinary service associates on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Wash hands properly. Refer to the Washing Hands SOP.
4. Avoid touching ready-to-eat food with bare hands. Refer to Using Suitable Utensils When Handling Ready-To-Eat Foods SOP.
5. Separate raw animal foods, such as eggs, fish, meat and poultry from ready-to-eat foods, such as lettuce, cut melons and lunch meats during receiving, storage and preparation.
6. Separate different types of raw animal foods, such as eggs, fish, meat and poultry from each other, except when combined in recipes.
7. Store raw animal foods in refrigerators or walk-in coolers by placing the raw animal foods on shelves in order of cooking temperatures with the raw animal food requiring the highest cooking temperature, such as chicken, on the lowest shelf.
8. Separate unwashed fruits and vegetables from washed fruits and vegetables and other ready-to-eat foods.
9. Use only dry, cleaned and sanitized equipment and utensils. Refer to Cleaning and Sanitizing Food Contact Surfaces SOP for proper cleaning and sanitizing procedure.

10. Touch only those surfaces of equipment and utensils that will not come in direct contact with food.
11. Place food in covered containers or packages and store in the walk-in refrigerator or cooler.
12. Clean the exterior surfaces of food containers, such as cans and jars, of visible soil before opening.
13. Store damaged goods in a separate location. Refer to Segregating Damaged Goods SOP.

#### **MONITORING**

A designated food service associate will continually monitor food storage and preparation to ensure that food is not cross-contaminated.

#### **CORRECTIVE ACTION**

1. Retrain any culinary service associate found not following the procedures in this SOP.
2. Separate foods found improperly stored.
3. Discard ready-to-eat foods that are contaminated by raw eggs, raw fish, raw meat or raw poultry.

#### **VERIFICATION AND RECORD KEEPING**

The Culinary Service Director will visually observe that associates are following these procedures and taking all necessary corrective actions during all hours of operation. The Culinary Service Director will periodically check the storage of foods. The Culinary Service Director will verify that appropriate corrective actions are being taken as needed.

DATE IMPLEMENTED: \_\_\_\_\_ BY: \_\_\_\_\_

DATE REVIEWED: \_\_\_\_\_ BY: \_\_\_\_\_

DATE REVISED: \_\_\_\_\_ BY: \_\_\_\_\_