

# Quality Manual for School Canteens

## Internal Control



City of Reykjavik Department of Education and Pre school department





# Quality Manual for School Canteens

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The Manual was written by Sýni Laboratory Service together with a  
Working committee directed by a working committee on school canteens

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# Internal Control – Quality Manual

## Introduction

To ensure the safety of pupils that make use of the school canteens in Reykjavik city, the Department of Education insists that an internal control is maintained as specified by regulations. This includes ensuring that incoming products are in adequate condition when received, that the temperature of perishable products is monitored, that cleaning plans are followed and that hygienic rules are being respected. This manual provides information on the minimum standards that a school canteen should follow.

The following are guidelines on how to use the manual:

### 1. Read the manual

At the front, you will find an overview of the manual's contents. All documents are available in computer form, allowing them to be tailored to each respective canteen. The manual presents minimum standards required, but the canteens are of course free to raise higher standards. The manual should be given a quick overview before continuing.

### 2. Working Procedures

Chapter 4 provides procedures regarding receiving of products and using of stamp for recording, specifications regarding suppliers and handling of food allergy and intolerance.

### 3. Records and forms

Chapter 6 provides examples of recording forms. Health inspectors will inspect the records regularly to verify that the internal control is active. The receiving control is either recorded on a form or a stamp. The temperature control is recorded either on one form (all records) or on two forms, one for cooking and another for coolers and freezers.

### 4. Cleaning and cleaning records

Chapter 6 provides examples of a cleaning plan and recording forms. Cleaning companies provide services regarding cleaning plans and recording forms adjusted to each kitchen.

### 5. Posters

Chapter 9 provides examples of posters that can be printed, laminated and placed in the kitchen.

#### All school canteens should contain the following:

- Stamp for receiving control
- Probe thermometer for measuring core temperature
- Surface thermometer for measuring surface temperature when products are received and at other times when necessary.
- Disposable clothes (coats, footwear and hairnets) for guests
- Protective aprons, headwear, disposable gloves
- Hand sterilizer
- Printed forms for recording
- Completed Health reports for all cafeteria staff

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# THE QUALITY MANUAL

## PURPOSE – RESPONSIBILITY – STRUCTURE

### 1. Internal Control – Purpose

The canteen staff is responsible for producing food that is safe, healthy and appetizing. Internal Control is a preventive measure to help staff ensure food safety and to fulfil the requirements imposed on the operation. This Quality Manual describes Internal Control in handling, processing, and cooking food in canteens in pre- and compulsory schools in the city of Reykjavik.

### 2. Responsibility

The city of Reykjavik's executive branch is responsible for all maintenance of the schoolhouses. The educational department is responsible for maintenance of canteen equipments in the city's kindergartens and compulsory schools. The canteen's supervisor is responsible for implementing, following and updating the internal control, as well as ensuring that all food is properly handled and stored. The supervisor is also responsible for purchases, receiving of supplies, and ensuring that all regulatory measures are recorded. In the case of food infections it is the school's principal that is responsible.

### 3. The Quality Manual

- **Structure.** The Quality Manual includes an overview of all documents. All records regarding the internal control should be kept for a minimum of one year.
- **Internal audits.** The Internal Control of pre- and compulsory schools canteens in the city is re-evaluated once a year. This should be done in accordance to the results of the audit of the health authorities, complaints of canteen clients and changes in legislation. Subsequently appropriate changes are made to the Quality Manual.

### 4. Non compliances – Complaints – Duty to Report

All comments and non compliances that arise in the canteen are recorded on appropriate forms (either under comments or on a corrective form). The school directors should keep all complaints originated from students or parents and react as soon as they are received.

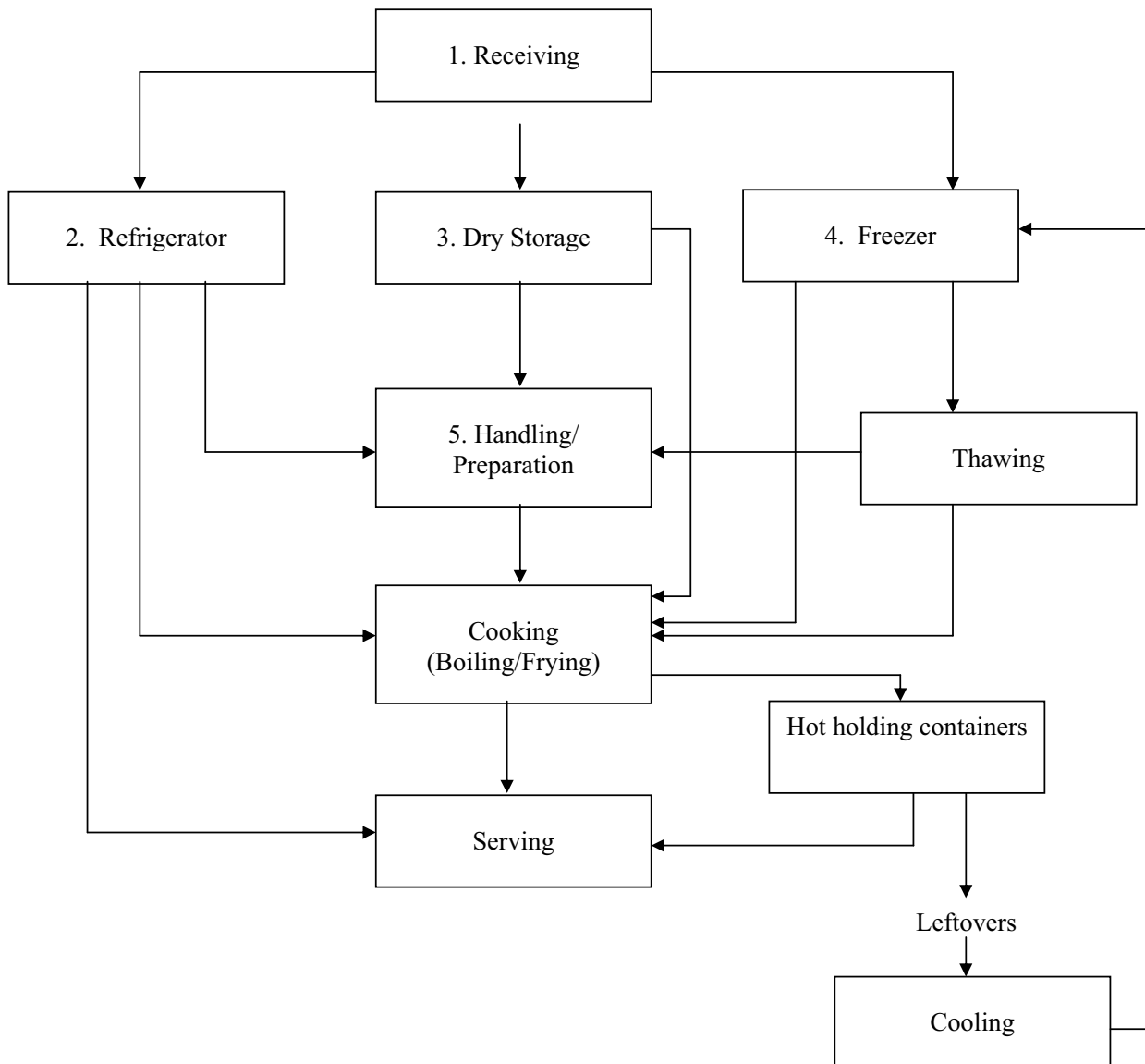
**The schoolmasters or head of school canteens should immediately contact the health authorities in case of an infection that can be traced to the food or if a food product was incorrectly labelled, posing a risk to pupils with allergy.**

Pathogenic microbes that must be reported are:

*Shigella*, Enterohemorrhaging *Escherichia coli*, *Camphylobacter jejuni*, *Legionella*, *Bacillus anthracis*, *Clostridium botulinum*, *Giardia lamblia*, *Vibrio cholera*, *Listeria monocytogenes*, *Salmonella*.

See also food allergy and food intolerance guidelines.

# FLOW CHART





# CONTROL POINTS

<i>Hazards</i>	<i>Prevention</i>	<i>Critical limits</i>	<i>Monitoring</i>	<i>Corrective action</i>	<i>Records</i>
<b>1. RECEIVING OF FOOD PRODUCTS</b>					
Microbial growth if temperature is too high.	Clear specifications to suppliers. Receiving of products at certain times.	Refrigerated prod.: 0-4°C Frozen products: < -18°C	Temp. measured in refrigerated products at receiving.	Refrigerated prod. ≥ 7°C – Returned Refrigerated prod. 5-7°C – Complain Frozen products starting to thaw – Returned.	Receiving record or stamp.
Product expired.	Clear specifications regarding suppliers.	Not expired. See work procedures for receiving.	Visual evaluation at receiving.	Expired or nearly expired – product returned.	Corrective action record.
Failure with appearance of product or packaging.	Clear specifications regarding suppliers.	All packaging clean and intact.	Visual evaluation at receiving.	Product returned.	Corrective action record.
<b>2. FREEZER</b>					
Temperature too high – microbial growth.	Freezer maintenance. Regular cleaning of freezer. Thermometers checked.	< -18°C	Temperature recorded daily.	Reset of temperature. Repairman contacted. Condition of frozen prod. Evaluated.	Temperature record.
<b>3. REFRIGERATOR</b>					
Temperature too high – microbial growth.	Refrigerator maintenance. Regular cleaning of cooler. Arrangement in cooler. Thermometers checked.	0-4°C	Temperature recorded daily.	Reset of temperature. Repairman contacted. Condition of cooled prod. Evaluated.	Temperature record.
Microbial growth when product is too old.	<b>First in, first out.</b> Products labelled with date.	Oldest product always used first.			
<b>4. COOKING / REHEATING</b>					
Temperature not high enough.	Thermometer checked.	Reheating, Perishable products >75°C	Core temperature measured weekly.	Heated further until proper temperature is reached.	Temperature record.
<b>5. HOT HOLDING CONTAINERS</b>					
Microbial growth if temperature is not kept high enough.	Thermometer checked. Regular maintenance of containers.	>60°C	Temperature of hot holding containers measured weekly.	Reset of temperature. Temperature measurement repeated. Repairman contacted.	Temperature record.
<b>6. COOLING</b>					
Microbial growth if cooling is not fast enough	Thermometer checked	Temperature < 10°C within 3 hours	Temperature after 3 hours of cooling measured at least weekly	Food kept in shallower containers. If cooling is not fast enough – evaluate product	Temperature record

## Work procedures

### Receiving of food



#### REFRIGERATED PRODUCTS:

Temperature is measured once or twice a week upon receiving. Perishable products such as meat and fish products should be carefully monitored. The temperature of refrigerated products should be **0-4°C**. If the temperature exceeds this temperature, a complaint should be sent to supplier. If the temperature **exceeds 7°C**, return the product.

#### FROZEN PRODUCTS:

Always check whether frozen products have started to thaw. If that is the case, return the product.

#### APPEARANCE, SMELL AND PACKAGING:

- Always make sure that the packaging is intact and clean upon acquiring receiving a product. If packaging is dirty or ruptured, inspect the inner packaging. If inner packaging is ruptured, return the product.
- Inspect the list of ingredients with respect to allergens.
- Inspect cans and return ones that are dented or swollen.
- If there is something wrong with the appearance or smell of a product, return that product and contact the supplier.

#### SHELF LIFE:

Make sure that the shelf life is clearly labelled (“best fyrir” and “síðasti neysludagur”).

- If more than a third of the product’s shelf life has expired when it is received, contact the supplier.
- If more than two-thirds of the product’s shelf life has expired when it is received, return the product.

#### WEIGHT:

All products (except milk products) are weighed at receiving. The quantity received is compared to the quantity ordered. Contact the supplier in case of a non compliance.

#### INSPECTION OF DRIVERS AND VEHICLES:

Inspect whether drivers and vehicles that deliver supplies are clean and hygienic.

**TIME FRAME:** Specify a time frame for receiving products to the kitchen. This should preferably be before or after cooking.

#### RECORDS:

At least once a week the temperature of refrigerated product, the weight and inspection of packaging and labels should be recorded on a receiving form or on a stamp form. The lot number of chicken is **ALWAYS** recorded.





## Receiving Use of Stamp - Work procedure

It is possible to keep track of inspection at receiving with a stamp on a receipt, original and copy, instead of filling out a receiving form. The employee that receives the product is responsible for measure and recording of its temperature and signs for having inspected the product on the receipt.

### Example of a stamp

Hitastig (Temperature):	_____°C
Ástand vöru (Condition):	_____
Lotunr. á kjúklingi (Lot number on chicken):	_____
Dags. (Date):	_____
Kvittun (Signature):	_____

### Explanations

- **TEMPERATURE:** Temperature of refrigerated product.
- **CONDITION:** The appearance of a product is inspected. Is the product clean and packaging intact. **If the product is acceptable, a ‘+’ is recorded. If not acceptable, a ‘-’ is recorded.**
- **DATE:** The date of the inspection is recorded.
- **NON COMPLIANCE:** If the product does not pass the inspection, record the response taken, the non compliance and the corrective action on a corrective action form (see Chapter 6).

Remember to store receipts, they prove that the product was inspected at receiving.



## Food allergy and intolerance Work procedures



- In order to insure the safety of the pupils, the canteen staff needs to be informed about food allergies and food intolerances.
- Parents should bring a confirmation from a physician specifying the allergy and intolerance of the individual in question.
- For safety reasons prepare posters with picture of the child in question, information on hers/his allergy/intolerance and reactions in case of an allergic response. The information needs to be re-evaluated regularly (at least once a year), since children often outgrow their allergies.

### Common allergens that must always be labelled on the packaging

• Eggs and egg products	• Celery and its products
• Fish and fish products	• Sesame seeds and its products
• Nuts – peanuts – almonds	• Mustard and its products
• Grains containing gluten (e.g. wheat, rye, barley, oats and spelt)	• Soy beans and its products
• Crustaceans	• Sulphites
• Milk and milk products	

### It is very important:

- to read always carefully the ingredient list of products that are to be used for preparing special meals.
- to reject combined products that do not list ingredients.
- to clean thoroughly tools, tables and equipment before preparing food for children with allergies.
- to wash hands thoroughly and make sure that protective clothing is clean prior to preparing special meals.



## Temperature Work Procedure



### THAWING

- Temperature should not exceed 4°C when thawing food products.

### COOKING – BOILING - FRYING

- Core temperature should exceed 75°C when preparing chicken, ground meat, casseroles, and other similar products.
- Temperature should exceed 75°C when reheating food.
- Take samples and measure core temperature in these products at least once a week.

### HOT HOLDING

- Temperature of hot food in hot holding equipment should exceed 60°C. Hot food should not be kept longer than 2 hours in hot holding equipment. Measure and record temperature at least once a week.

### COOLING HOT FOOD

- Hot food, that needs to be cooled, is placed in a shallow container in such a way that the cooling takes the shortest time possible. Cooling below 10°C should not take longer than 3 hours.

### LEFTOVERS

- Leftovers of warm food, that has not been served, are cooled below 10°C within 3 hours. They should be wrapped well – dated and frozen. Frozen leftovers should never be frozen once again.
- Leftovers of the salad bar are discarded at the end of the day.
- Leftovers of hot food that has been sent into different classes in preschools should be discarded.



# SPECIFICATIONS SUPPLIED PRODUCTS

## Refrigerated products

The temperature of refrigerated products should be between 0-4°C. The temperature of frozen products should be at -18°C or lower.

## MEAT AND MEAT PRODUCTS

### Labels

The packaging should list:

- Ingredients – percentage of meat in mixed meat products
- Name of the manufacturer
- Production, packaging and “use by” dates
- Net weight
- Lot number in the case of chicken
- List of nutrients, i.e. the amount of fat, protein and carbohydrates in 100 grams of product and the amount of sodium (natríum) in 100 grams of product

**List of nutrients is not required in the case of unprocessed meat products or meat on a bone. However, fat content in ground meat and hamburgers needs to be specified.**

## Packaging of meat and meat products

Packaging of products should be airtight (Make sure that packaging has not been punctured)

The manufacturer should provide recommended cooking instructions for the given product for various cooking equipment if requested.

Description of the product’s ingredients, handling, preparation and storage should be laid out in the framework contract, along with maximum fat content, sodium content, and so on, where applicable.

## FISH AND FISH PRODUCTS

### Labels

The product’s name, ingredients, proportion of fish (in fish products), name of manufacturer, production date, packaging date, “use by” date, lot number and weight should be listed.

**Labels on nutritional content of fish products such as ‘plokkfiskur’ and ‘fiskbollur’:** Quantity (in grams) of fat, protein and carbohydrates in 100 grams of product and the quantity (in grams) of sodium (natríum) in 100 grams of product.

## Freshness and processing method

- Fresh fish should preferably be received within 4 days from catching and no longer than 7 days.
- Frozen fish should have been frozen as fresh as possible and preferably freshly caught.
- The ice coat on frozen products should not be more than 4% of weight. Filets and fish products should be separately frozen.

## Packaging

Fresh fish, ‘fiskbollur’, and haddock cutlets should be wrapped in plastic bags and placed in styrofoam boxes for canteens that do not have proper cooling facilities. **Note:** products need to be cooled even if cooking starts within 2-3 hours.

If an adequate cooling facility is present, it is sufficient that the fresh fish, ‘fiskbollur’ and haddock cutlets are wrapped in plastic bags and leak proof packaging.

Frozen fish should be delivered in plastic bags and cardboard boxes or other comparable leak proof packaging.



# SANITATION PLAN

## 1. Purpose and Responsibility

The purpose of the sanitation plan is to ensure that staff personal hygiene, cleaning, equipment maintenance and pest control are such that food does not spoil.

The canteen staff is responsible for maintaining the sanitation plan. The staff has the responsibility of ensuring that cleaning methods are in accordance with the sanitation plan and that all staff members conduct accordingly.

## 2. Cleaning Plan – Cleaning – Cleaning Records

Canteen staff is responsible for daily cleaning of kitchen. The Cleaning Plan describes what should be cleaned, how cleaning is performed, how often, names of materials, mixing, practice, equipments and so forth. Cleaning and disinfecting should be recorded on Cleaning records. Make sure that the cleaning materials used are intended for food industry and are kept in locked space exclusively for cleaning products.

## 3. Cleaning control – Sampling – Verification

To verify the efficiency of the Cleaning Plan, it is important to take samples of equipment and utensils at least once a year.

Rodac plates are used when taking samples of tables, utensils and equipment. Rodac plates are then incubated at 30° for 48 hours or at 20°C for 72 hours.

The following guidelines are used to evaluate the success of the cleaning.

Number of colonies on plate	Evaluation	
0	Very good	Satisfactory
1 - 10	Good	Satisfactory
11 - 100	Poor	Unsatisfactory
over 100	Very poor	Unsatisfactory

Less than 10 colonies per plate is considered a satisfactory result.

## 4. Hygiene Rules

See recorded Hygiene Rules

## 5. Health records

Infectious microbes can be transmitted from staff into the food. It is important that employees are aware of the risk for instance, if they have food poisoning or a wound on their hands. The health report is an agreement between canteen employee and school directors, where employees affirm that they will let school directors know if they get an infection that could be transmitted into food products. See Health Reports – Original Text, in Chapter 6.

## **6. Equipment maintenance**

A canteen's supervisor should, in collaboration with the school principal, see to that housing, equipment, and utensils are maintained in such a way as to minimize the risk of contamination of food products. Regularly (at least once a year) check if equipments need replacing. Cutting boards in the kitchen should be assessed once a year and replaced if needed.

## **7. Pest control**

Impenetrable housing, sealed trash and proper sanitation are the best defence against pest organisms such as mice and flies. If needed windows in canteens should be fitted with flynets.



## HYGIENIC RULES

1. Staff should wear clean clothes while working in the canteen. Staff should wear a **hairnet or headwear that keeps hair away from face** while cooking and serving food. It is inappropriate for canteen staff to go outdoors in their working clothes.
2. Employees that serve food should use disposable gloves and protective wear (such as disposable aprons).
3. Access to canteen by outsiders is prohibited.



4. Staff should **wash** and **sterilize** hands on a regular basis: before commencing work, after breaks, after going to the restroom, between working with raw and ready to eat food, after touching a dirty surface (such as after clearing trash), and as often as necessary.
4. Use disposable gloves properly while handling food. Always change gloves after handling raw food. Remember to wash and sterilize hands before putting on gloves and keep hands and gloves clean at all times. All **wounds** need to be covered with waterproof bandages and disposable gloves should be worn.
5. Staff should not wear **jewellery** while working. Simple wedding rings are however permitted.
6. Do not consume food while cooking. The same goes for **candy and chewing gum**.
7. Any alternative use of kitchen requires the approval of the kitchen's supervisor, and the hygienic rules should apply in such cases.



## EXAMPLE OF A CLEANING PLAN

A Cleaning Plan needs to be adjusted to each canteen  
Seek assistance from manufacturer of cleaning products

<b>EQUIPMENT/ UTENSILS</b>	<b>MATERIALS- BLENDING</b>	<b>TOOLS</b>	<b>FREQUENCY</b>	<b>PROCEDURE</b>
<b>Dishwasher</b>	Cleaning agents for kitchen Detergent for dishwasher	<b>Brush, cloth</b>	<b>Daily</b>	Empty, rinse on the inside, remove filter. Wash with water and check solutions.
<b>Sinks</b>	Cleaning agents for kitchen	<b>Brush, cloth</b>	<b>Daily</b>	Wash with cloth and cleaning agent.
<b>Kitchen counters/ Trolleys</b>	Cleaning agents for kitchen Sterilizer	<b>Brush, cloth</b>	<b>Daily</b>	Wash with cloth and cleaning agent. Sterilizers sprayed on counters at the start of the day.
<b>Hand wash sink</b>	Cleaning agents for kitchen	<b>Brush, cloth</b>	<b>Daily</b>	Wash with cloth and cleaning agent.
<b>Drawers</b>	Cleaning agents for kitchen	<b>Cloth, paper</b>	<b>Once x month</b>	Wash with cloth and cleaning agent.
<b>Refrigerators</b>	Cleaning agents for kitchen	<b>Cloth, paper</b>	<b>Once x week, yearly cleaning</b>	Empty, check dates. Wash with cloth and cleaning agent.
<b>Shelves</b>	Cleaning agents for kitchen	<b>Cloth, paper</b>	<b>Once x week</b>	Wash with cloth and cleaning agent.
<b>Hot food table</b>	Cleaning agents for kitchen	<b>Cloth, paper</b>	<b>Twice x week</b>	Wash with cloth and cleaning agent.
<b>Food slicer</b>	Cleaning agents for kitchen Sterilizer	<b>Cloth, paper</b>	<b>After use</b>	Loose items placed in dishwasher, rest is washed with cloth and cleaning agent. Knives sterilized after wash.
<b>Stove</b>	Cleaning agents for stoves	<b>Cloth</b>	<b>After use</b>	Wash with cloth and cleaning agent.
<b>Exhaust</b>	Fat dissolving detergent	<b>Cloth</b>	<b>Twice x year</b>	Filters placed in dishwasher, exhaust washed with cloth and cleaning agent.
<b>Oven</b>	Oven cleaner	<b>Cloth</b>	<b>After use</b>	Cleaning agent sprayed into oven – let sit, then rinse away.





## RECEIVING CONTROL

Supplies are inspected upon arrival according to receiving procedures. Results are recorded here. Lot number of chicken should always be recorded.

Date:	Supplier:	Product:	Appearance: product, packaging, car +: adequate -: inadequate	“Best fyrir” (expiration) Date. +: adequate -: inadequate	Condition of frozen product +: adequate -: inadequate	Temp. of refrigerated product (0-4 °C)	Lot number of chicken	Quantity +: adequate -: inadequate	Signature

Comments and improvements:



## TEMPERATURE CONTROL – REFRIGERATORS AND FREEZERS

Date.	to	Mon	Tue	Wed	Thu	Fri
Refrigerator 1	0 - 4°C					
Refrigerator 2	0 - 4°C					
Refrigerator 3	0 - 4°C					
Freezer 1	< - 18°C					
Freezer 2	< - 18°C					
Freezer 3	< - 18°C					
Employee signature						

Date.	to	Mon	Tue	Wed	Thu	Fri
Refrigerator 1	0 - 4°C					
Refrigerator 2	0 - 4°C					
Refrigerator 3	0 - 4°C					
Freezer 1	< - 18°C					
Freezer 2	< - 18°C					
Freezer 3	< - 18°C					
Employee signature						

Date.	to	Mon	Tue	Wed	Thu	Fri
Refrigerator 1	0 - 4°C					
Refrigerator 2	0 - 4°C					
Refrigerator 3	0 - 4°C					
Freezer 1	< - 18°C					
Freezer 2	< - 18°C					
Freezer 3	< - 18°C					
Employee signature						

Date.	to	Mon	Tue	Wed	Thu	Fri
Refrigerator 1	0 - 4°C					
Refrigerator 2	0 - 4°C					
Refrigerator 3	0 - 4°C					
Freezer 1	< - 18°C					
Freezer 2	< - 18°C					
Freezer 3	< - 18°C					
Employee signature						

If results are not within critical limits, corrective action should be recorded under comments.

Comments:





## TEMPERATURE CONTROL – ALL RECORDS

Date. to	Mon	Tue	Wed	Thu	Fri
Refrigerator 1 <i>0 - 4°C</i>					
Refrigerator 2 <i>0 - 4°C</i>					
Refrigerator 3 <i>0 - 4°C</i>					
Freezer 1 <i>&lt; - 18°C</i>					
Freezer 2 <i>&lt; - 18°C</i>					
Freezer 3 <i>&lt; - 18°C</i>					
Hot holding ( <i>&gt; 60°C</i> )					
Salad bar <i>0 - 4°C</i>					
Temp. cooking ( <i>≥ 75°C</i> )					
Employee signature					

Date. to	Mon	Tue	Wed	Thu	Fri
Refrigerator 1 <i>0 - 4°C</i>					
Refrigerator 2 <i>0 - 4°C</i>					
Refrigerator 3 <i>0 - 4°C</i>					
Freezer 1 <i>&lt; - 18°C</i>					
Freezer 2 <i>&lt; - 18°C</i>					
Freezer 3 <i>&lt; - 18°C</i>					
Hot holding ( <i>&gt; 60°C</i> )					
Salad bar <i>0 - 4°C</i>					
Temp. cooking ( <i>≥ 75°C</i> )					
Employee signature					

If results are not within critical limits, corrective action should be recorded under comments.

Comments:



## CLEANING RECORDS

Date.	Equipment /Object	Mon	Tue	Wed	Thu	Fri
	Daily cleaning (dishwasher, kitchen counters, sinks, trolleys, hand wash sink, dish rack, stove)					
	Coolers					
	Shelves					
	Hot holding containers					
	Food slicer					
	Oven					

Date.	Equipment /Object	Mon	Tue	Wed	Thu	Fri
	Daily cleaning (dishwasher, kitchen counters, sinks, trolleys, hand wash sink, dish rack, stove)					
	Coolers					
	Shelves					
	Hot food table					
	Kitchen knife					
	Oven					

Date.	Equipment /Object	Mon	Tue	Wed	Thu	Fri
	Daily cleaning (dishwasher, kitchen counters, sinks, trolleys, hand wash sink, dish rack, stove)					
	Coolers					
	Shelves					
	Hot food table					
	Kitchen knife					
	Oven					

Date.	Equipment /Object	Mon	Tue	Wed	Thu	Fri
	Daily cleaning (dishwasher, kitchen counters, sinks, trolleys, hand wash sink, dish rack, stove)					
	Coolers					
	Shelves					
	Hot food table					
	Kitchen knife					
	Oven					

**Sign with your initials in the corresponding slot – after cleaning**

Comments
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# NON COMPLIANCE REPORT

Date: \_\_\_\_/\_\_\_\_/20\_\_\_\_


**Non compliance – description:**

**Corrective action:**

(description on how the problem was corrected – what was done to the food and what was done to prevent the repeating of the problem):

**Corrective action completed:** \_\_\_\_/\_\_\_\_/20\_\_\_\_

Signature:

 <p><b>UST</b> Umhverfisstofnun Environmental Institute</p> <p>Suðurlandsbraut 24 - 108 Reykjavík Sími/Tel.: 591 2000 - Fax: 591 2020 http://www.ust.is</p>	Fyrirtæki: Company:	<b>Trúnaðarmál</b> <b>Confidential</b>  Fyllist út af starfsmanni, að viðstöddum lækni eða yfirmanni í fyrirtæki.  <i>To be completed by employee in the presence of a doctor or a company supervisor.</i>
	Heimilisfang: Address:	
	Sími: Telephone:	Kennitala: Social Security #:

## Heilsufarsskýrsla starfsmanna í matvælafyrirtækjum Medical Examination of Employees in the Food Industry

Upplýsingar um starfsmann / Employee information	
Nafn: Name:	Deild: Department:
Kennitala: Social Security #:	Starfssvið: Field of work:

Ég mun **tilkynna verkstjóra/yfirmanni tafarlaust** um veikindi, hálsbólgu eða sár á höndum.\* Ég er samkvæmt bestu vitund ekki með, né hef nýlega fengið smitandi sjúkdóm, sem gæti dreifst með matvælum, eða með opið sár, sýkingu í sári, smitandi húðsjúkdóm, fleiður, hálsbólgu eða niðurgang.

Ef starfsmaður er í vafa eða er ófús að ræða heilsufar sitt við yfirmann, er honum ráðlagt að ráðfæra sig við trúnaðarlækni fyrirtækisins.

*I will immediately inform my supervisor of an illness, a sore throat or a hand wound.\* I do not have a contagious disease that could spread by handling food or have an open wound, an infection, a contagious skin condition, a scratch, a sore throat or diarrhea.*

If the employee is in doubt or is unwilling to discuss his medical condition with his/her supervisor, he/she is advised to consult the company's confidential physician.

Dags. Date	Undirskrift starfsmanns Employee's signature	Dags. Date	Undirskrift yfirmanns Supervisor's signature
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\* Í 2. mgr., viðauka 2 við reglugerð nr. 522/1994 segir: „Sá sem vitað er eða grunur leikur á að sé smitberi eða með smitandi sjúkdóm sem gæti dreifst með matvælum, eða hann er með opið sár, sýkingu í sári, smitandi húðsjúkdóm, fleiður, hálsbólgu eða niðurgang, má ekki vinna þar sem matvæli eru meðhöndluð. Í 3. mgr. segir enn fremur: Forráðamenn matvælafyrirtækja skulu við ráðningu starfsfólks bera ábyrgð á að það framvísi læknisvottorði (ekki eldra en 7 daga) og síðan árlega eða oftár ef þurfa þykir. Eftirlitsaðili skal hafa aðgang að læknisvottorðum og getur jafnframt krafist reglulegra heilsufarsskoðana starfsfólks. Heimilt er að víkja frá kröfu um læknisvottorð þegar matvælafyrirtæki láta starfsfólk fylla út stöðluð eyðublöð sem Umhverfisstofnun lætur í té, þar sem fram koma upplýsingar um heilsufar þess.“

\* The 2<sup>nd</sup> paragraph of the 2<sup>nd</sup> amendment to legislation nr. 522/1994 states that "a person that is known or suspected of being contagious or carrying a contagious disease that could spread with food, or has an open wound, an infected wound, a contagious skin condition, a scratch, a sore throat or diarrhea, cannot work in a place where food is being handled." The 3<sup>rd</sup> paragraph adds that: "When hiring an employee, the directors of food companies are responsible for ensuring that he/she submit a medical examination (no older than 7 days) and demanding a medical examination once a year or more frequently if need be. The inspector should have access to the medical examinations and can demand a medical examination of specific employee on a regular basis. It is possible to circumvent the presentation of a medical examination if the food companies have their staff complete standardized forms provided by the Environmental Institute, in which the employee's state of health is specified."



## WORK EXPERIENCE - COURSES

Name:	Kennitala (Social Security Number)
Job title:	

Education:	Date:

Work experience:	Date:

Courses:	Date:





## TRAINING REGISTER

New employees should be familiarized with the following steps within 10 days of hiring.

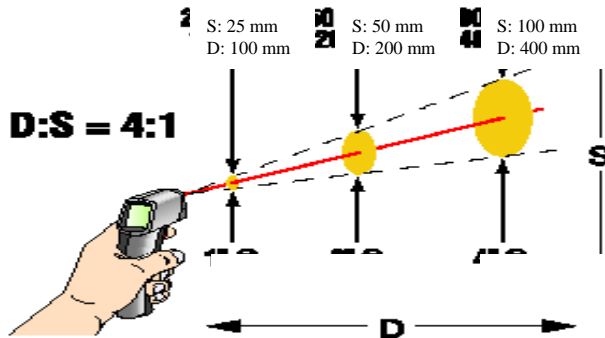
Date		Employee signature	Supervisor signature
<b>Rights and duties - Responsibility</b>			
	Work hours		
	Lunch – Breaks		
	Illness – Reporting illness		
<b>Working environment – Procedures</b>			
<b>Hygiene Rules</b>			
	Dress code		
	Hygiene		
	Hand washing		
<b>Handling of food – Cleaning and Sanitation</b>			
	Quality Manual		
	Microbes and cross-contamination		
	Quality and handling of raw materials		
	Cleaning – Sanitation		
	Completed health report		
<b>Service</b>			
	Canteen service		
	Attitude towards children		
<b>Security</b>			
	Fire control		
	Security system		



# THERMOMETERS INSTRUCTIONS

## RADIATION/SURFACE THERMOMETERS

- Radiation or surface thermometers measure the temperature on the **surface** of the food. Make sure you are close to the food when measuring the temperature. The thermometers often display the letters D and S, followed by digits. D stands for Distance and S for Spot. Example: D:S = 4:1, means that if the distance from the object being measured is 4 meters, then the spot being measured is 1 meter in diameter and if the distance is 10 cm, then the spot is 2,5 cm in diameter (see diagram).



## KEEP IN MIND

- Core temperature cannot be measured with a surface thermometer.
- Shiny packaging, such as metallic packaging, could give wrong measurements.
- Outer packaging quickly reach room temperature – always open outer packaging before measuring the temperature.

## CORE MEASUREMENTS – PROBE THERMOMETERS

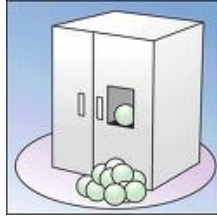
- Probe thermometers are better than surface thermometers for measuring temperature in warm food (in hot holding containers or during cooking).
- Remember to wash and sterilize the probe after each measurement.

## MAKE SURE THAT THERMOMETERS ARE ACCURATE?

- Make sure that the thermometers are functioning properly. It is very important to monitor thermometers situated in refrigerators and freezers. Regularly compare surface temperature of products that have been stored in a cooler (freezer) for extensive periods of time with the temperature measurement in a given cooler (freezer). It is also recommended to do a yearly calibration of probe and surface thermometers with thermometers that are known to work properly.



## REFRIGERATORS STOCKING AND CLEANING



### STOCKING

- Warm air ascends cooler air. In many refrigerators, this air is cooled with a cooling fan located at the top of the refrigerator. All refrigerators must have a circulation of air and it is important that the air is able to flow freely within the refrigerator.
- Avoid overstocking the top shelf or pushing supplies all the way to the backside of the refrigerator, this blocks the air flow and proper cooling.

### CLEANING REFRIGERATORS

- It is important to clean refrigerating elements regularly to guarantee air flow. The refrigerator sucks in air from the outside and gradually accumulates dust and dirt that is important to remove.
- Refrigerating elements may require cleaning once or twice a year.
- Regular, thorough cleaning of refrigerating element prolongs the lifespan of the refrigerator.
- Otherwise contact your service supplier regarding cleaning.

### ASSESSING THE TEMPERATURE OF FOOD IN REFRIGERATORS

- It is important to keep a track on the temperature in the refrigerators on a daily bases.
- Every now and then it is necessary to assess whether the refrigerator is working according to specifications by measuring the temperature of food that has been in the refrigerator for prolonged time. You can also place a comparative thermometer in the refrigerator.



## **CLOTHES - DISHWASHING BRUSHES CLEANING AND STERILIZATION**



### **CLOTHS**

- Cloths quickly get dirty. Therefore it is important to replace cloths frequently, as if they were disposable.
- Cloths used in the kitchen should never be used anywhere else.
- Cloths should be washed in hot water after use.
- Clothes can be soaked in a bleach solution to give them a white appearance. Make sure you only soak clean cloths.




### **DISHWASHING BRUSHES**

- Dishwashing brushes can be placed with the tableware into the dishwasher. They can also be soaked in bleach solution.



## COLOURED CUTTING BOARDS HOW TO USE THEM?

Raw meat or fish should never come into contact with ready to eat food, whether it is directly or indirectly, for instance by using the same equipment or utensils for both. Cutting boards with different colours can be used as a preventive measure.

			<b>Cooked food</b>
			<b>Fish</b>
			<b>Meat</b>
			<b>Vegetables</b>
			<b>Salad and fruits</b>
			<b>Bread and milk products</b>

Cutting boards in the kitchen should be checked once a year and renewed when needed.



## PURCHASE



- When assessing how much raw material is required for a given meal, it is recommended to use the purchase form from Lýðheilsustöð (Public Health Institute). On these forms you can record what was prepared, how much was ordered and the weight of leftovers.
- The next time that the given meal is served, you can thaw out the leftovers and decrease the quantity ordered accordingly.
- It is important that leftovers are handled and stored according to temperature procedures in Chapter 4.
- The purchase form can be found in the Quality Manual (with permission of Lýðheilsustöð).





## DISHWASHERS THINGS TO KEEP IN MIND



### KEEP IN MIND THAT

- Tableware needs to be properly arranged in the dishwasher for best results. Cutlery should be placed in special cutlery racks. Also make sure not to overstock the dishwasher.
- It is often necessary to rinse the utensils before placing them in the dishwasher. This is especially the case for cutlery and dishes where proteins in the leftovers can stick to in the elevated heat during dishwashing.
- It is important that the blending of the cleaning agents is correct. Get your cleaning agent supplier to verify the mixture. If the dishwasher draws the cleaning agents from a container, make sure that the hose reaches the agent and that the container is not empty.
- Monitor the temperature of the washing solution regularly in dishwashers where temperature is adjustable. Get your cleaning agent supplier to inspect and reset the temperature of machines.
- Remember to empty the dishwashers and rinse the filters after use. It is also important to clean the machines on a regular basis. Propellers and corners can easily accumulate dirt.



## List of bacteria that can cause food borne illnesses, foods likely to contain these bacteria and main risk factors

Microbes	Main source of infection	Amount causing symptoms	Main risk factors	Typical symptoms of infection	Symptoms arise
<i>Bacillus cereus</i>	Cereals, rice, spices, meat dishes, milk, ice cream, and various dishes	(Enterotoxin) $10^5$ - $10^7$	<ul style="list-style-type: none"> <li>Poor hygiene during food handling</li> <li>To slow cooling of cooked meals</li> </ul>	1) Nausea, vomiting 2) Intestinal pain, acute diarrhoea	1) After 1-8 hours 2) After 6-24 hours
<i>Campylobacter jejuni</i> <i>Campylobacter lari</i> <i>Campylobacter coli</i>	Poultry, surface water, pets	$< 10^3$	<ul style="list-style-type: none"> <li>Consumption if insufficiently cooked poultry</li> <li>Drinking contaminated water</li> <li>Drinking raw milk</li> <li>Journeys abroad</li> <li>Cross-contamination</li> </ul>	Fever, intestinal pain, diarrhoea, bloody faeces	After 1-10 days
<i>Clostridium botulinum</i>		(neurotoxin)	<ul style="list-style-type: none"> <li>Insufficient salt or acidity in canned food products</li> <li>Inadequate canning</li> </ul>	Swallowing difficulties, impaired vision, nausea, dry mouth, constipation or diarrhoea, paralysis	After 12-72 hours
<i>Clostridium perfringens</i>	Spices, meat, meat dishes and various prepared dishes	$10^7$ - $10^8$	<ul style="list-style-type: none"> <li>Poor hygiene during food handling</li> </ul>	Intestinal pain, diarrhoea, nausea	After 6-24 hours
<i>Escherichia coli</i>	Widespread in nature, in people's intestines	$10^6$ - $10^8$	<ul style="list-style-type: none"> <li>Raw food and contaminated water</li> <li>Journeys abroad</li> </ul>	Stomach pain, fever, diarrhoea	After 1-3 days
<i>Ecoli O157H</i>	Cattle	$< 10^3$	<ul style="list-style-type: none"> <li>Eating poorly heated beef</li> <li>Consuming unprocessed milk or food that has come into contact with contaminated cattle waste</li> <li>Journeys abroad</li> </ul>	Diarrhoea, intestinal pain, bleeding in intestines (kidney damage)	After 3-8 days

Microbe	Main source of infection	Amount causing symptoms	Main risk factors	Typical symptoms of infection	Symptoms become felt
<i>Yersinia enterocolitica</i>	Raw food	$10^6$ - $10^7$	<ul style="list-style-type: none"> <li>Raw food</li> </ul>	Fever, diarrhoea, intestinal pain (vomiting, headache)	After 3-7 days
<i>Listeria monocytogenes</i>	Very widespread	$10^2$ - $10^8$	<ul style="list-style-type: none"> <li>Consuming blue cheese and raw cheese</li> <li>Consuming refrigerated products with long shelf life (e.g. meat slices, smoked salmon or graflax, et cetera)</li> </ul>	Modest flu-like symptoms, muscle pain, fever and sometimes nausea and diarrhoea	Variable
<i>Salmonella non-typhoid</i>	Wild birds, sheep heads, pork, other domesticated animals	$10^3$ - $10^6$	<ul style="list-style-type: none"> <li>Consuming insufficiently cooked sheep heads</li> <li>Drinking contaminated water</li> <li>Contact with wild birds</li> <li>Journeys abroad</li> <li>Unknown causes</li> </ul>	Diarrhoea, intestinal pain, fever (nausea, headache)	After 6-72 hours
<i>Salmonella thyp/paratyphi</i>	People	$< 10^3$	<ul style="list-style-type: none"> <li>Consuming food that an infected individual has handled after inadequate hand washing</li> <li>Drinking contaminated water</li> <li>Infection from a carrier</li> <li>Journeys abroad</li> <li>Cross-contamination</li> </ul>	Stomach pain, diarrhoea, fever, headache, vomiting and nausea	After 10-21 days
<i>Stapyhlococcus aureus</i>		(Enterotoxin)	<ul style="list-style-type: none"> <li>Poor hygiene at food handling</li> </ul>	Nausea, stomach pain, vomiting (diarrhoea, fever)	After 1-8 hours
Norwalk virus				Nausea, vomiting, diarrhoea (intestinal pain, fever, headache)	After 1-2 days



# Receiving

## **1. Temperature**

Refrigerated products should be at **0-4°C**  
If temperatures exceed 7°C the product  
should be returned

## **2. Appearance**

Inspect products:

Is the packaging **intact**

Are cans with **complete** labels and  
**undented**

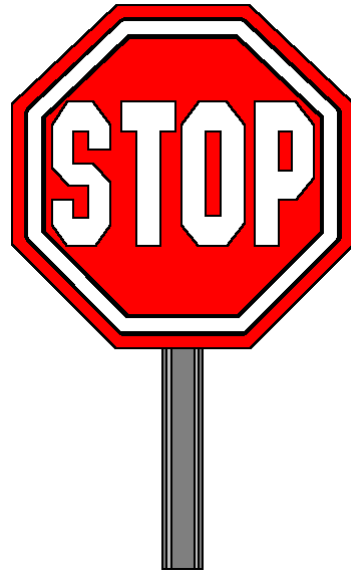
Is airtight packaging **intact**

## **3. Labels**

If product is near or past its use by date,  
return the product

List of ingredients should be on all combined  
products

**Children's safety comes first!!**



**EVERYONE** who enters the kitchen, staff and guests, should wear clean protective clothing, hair nets & working shoes !

**Children's safety comes first!!**