



The Food Handler's Manual



A Training Handbook for
Riverside County Food Handlers





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Introduction



Food safety is an important part of public health. The Center for Disease Control and Prevention estimates there are about 48 million people affected by foodborne illnesses each year, of which 3,000 result in death.

Think about the last time you ate out. Was the food served hot? Was there protection like a sneeze guard at the salad bar? Did the restroom have warm water, soap, and paper towels or air dryers at the sink? Riverside County Department of Environmental Health looks for these things, among others, to keep people from getting sick. Food can smell and look delicious, but may still contain harmful bacteria from a variety of sources.

The food service industry is a vital part of Riverside County, adding quality of life to its residents and contributing to a healthy economy. Riverside County has over 10,000 food establishments which employ approximately 100,000 food handlers like you. Applying the information you learn from this guide will help to reduce foodborne illnesses and therefore provide foods that are safe to eat for our community.

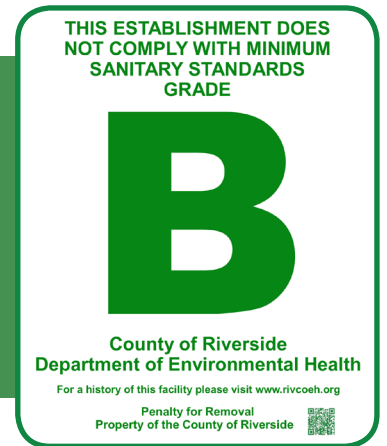
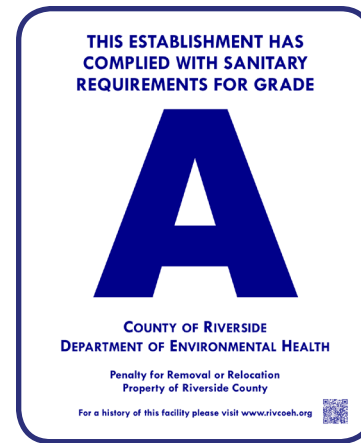
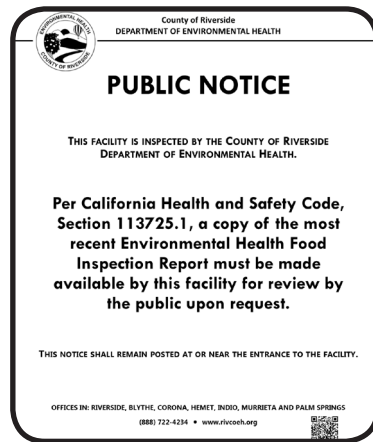


Inspection and Grade Posting

Riverside County Department of Environmental Health employs approximately 50 trained inspectors, who are Registered Environmental Health Specialists. Since 1963, unannounced inspections have been conducted at restaurants, markets, schools, bakeries, bars, and all other food establishments throughout the county. These inspections are scored and graded. You have probably seen our public notice and grade placards posted.

The Public Notice Card tells the public that they have the right to see a copy of the last inspection report at any time. It is against the law for a facility to refuse to show the last inspection report when requested by the public. You can access a food facility's inspection history on our department website www.rivcoeh.org.

At each inspection, the facility will be graded on food safety and illness prevention on a 100 point scale with points being deducted for each violation observed. At the end of the inspection, the inspector will post a letter grade (A, B, or C) in a place that can be easily seen by the public. An "A" grade represents a passing score and should be the goal of every food establishment. Grades "B" or "C", also known as a "downgrade," indicates that the facility did not pass the inspection and has not met the minimum standards for food safety. In these cases, the food facility must correct the violations within a specified time period and be re-inspected to make sure their practices are safe to prepare food for the public. Failure to correct violations could result in further legal actions, including closure.



THE GRADE CARD MAY NOT BE MOVED, DAMAGED, OR COVERED UP. ONLY THE INSPECTOR IS ALLOWED TO MOVE OR RELOCATE THE GRADE CARD ONCE IT HAS BEEN POSTED.

Foodborne Illness and Contamination Hazards

Have you ever eaten something that possibly made you sick? Eating too many cheeseburgers is one thing, but you may have experienced actual foodborne illness by eating something contaminated. Contaminated food can make you sick with symptoms such as nausea, diarrhea, vomiting, fever, and chills. While most people will recover from the illness, in some cases the effects can be long-term and devastating, even resulting in death. Serious long-term consequences include kidney failure, chronic arthritis, even nerve and brain damage. While foodborne illness can affect just about everyone, certain people such as babies, small children, pregnant women, elderly, and people that are already sick are more susceptible.



EVEN THOUGH THE FOOD LOOKS, SMELLS AND TASTES NORMAL, IF NOT HANDLED CORRECTLY IT COULD MAKE SOMEONE VERY SICK.



Food becomes unsafe when it comes in contact with hazards. A food hazard is any item or substance that can make food dangerous to eat. Contaminated food may cause foodborne illness. There are three categories of contaminated food:

CHEMICAL CONTAMINATION

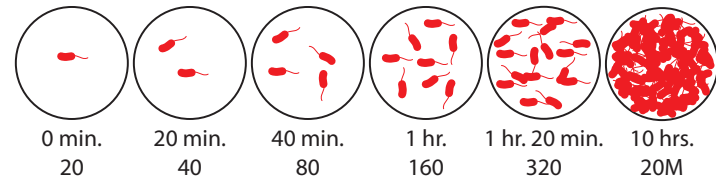


This can occur when chemicals like a cleaner, bug spray, or medication gets in or on a food item. This can happen when chemicals are stored in a food preparation area and spill or come in contact with food, possibly poisoning the person who eats that food. Always store chemicals in clearly labeled containers, in a designated area away from food storage and preparation. Avoid spraying or using chemicals near food.



BIOLOGICAL CONTAMINATION

This kind of contamination consists of tiny germs that can't be seen such as bacteria, viruses, fungi, and protozoa. While these are prevalent in our daily lives, those that cause illness are known as pathogens. Bacteria are common pathogens associated with foodborne illness as they are found naturally in soil and water. Bacteria's main goal is to replicate. Some can do this rapidly when actions to control the growth aren't followed. Bacteria like *Salmonella* can double their numbers in less than 20 minutes. So think about a piece of chicken that has 20 bacteria on it, in 10 hours, this piece of chicken could have over 20 million bacteria!



Even if pathogens are killed during the cooking process, they can still leave behind their toxins which can make someone very sick if ingested. For instance, *Bacillus cereus* which is often associated with cooked rice, produces toxins that are released when the bacteria is killed. The bacteria indirectly cause illness through the toxins they produce.

Viruses are also a common pathogen associated with foodborne illness. If you or your coworker come to work sick, you are probably carrying trillions of viruses which can easily spread to food or food-contact surfaces. These viruses can live for days or weeks on surfaces and eventually make their way into food where they are ingested. Some viruses only take a few hours before causing you to feel sick. Other pathogens may take a few days, or even a few weeks. Although you may not be experiencing symptoms, you can still carry around pathogens. That's why you should always follow safe food handling practices.



Foodborne Illness and Contamination Hazards

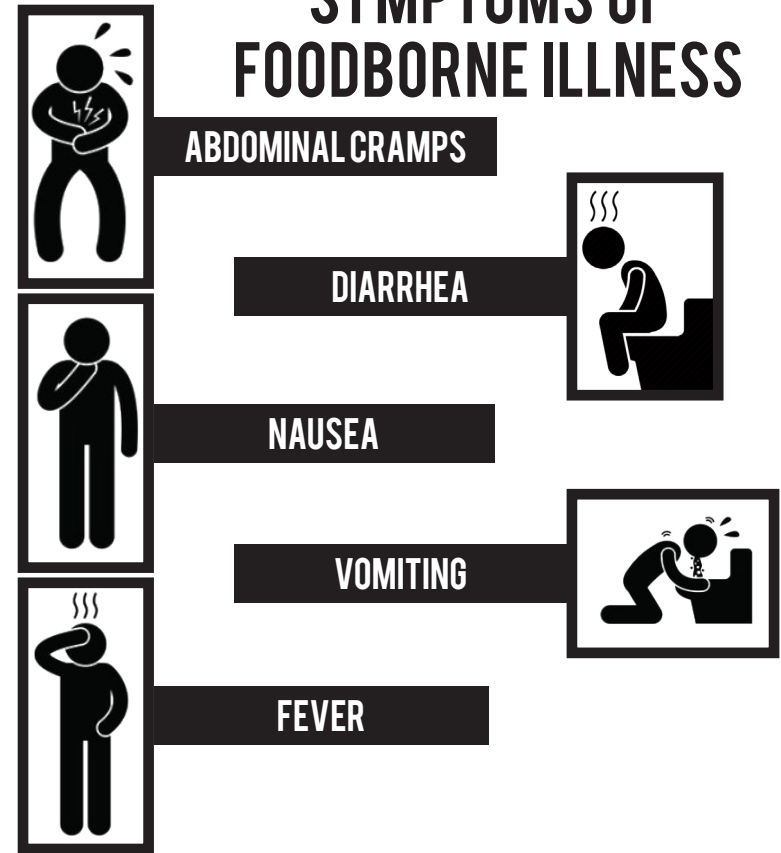


PHYSICAL CONTAMINATION

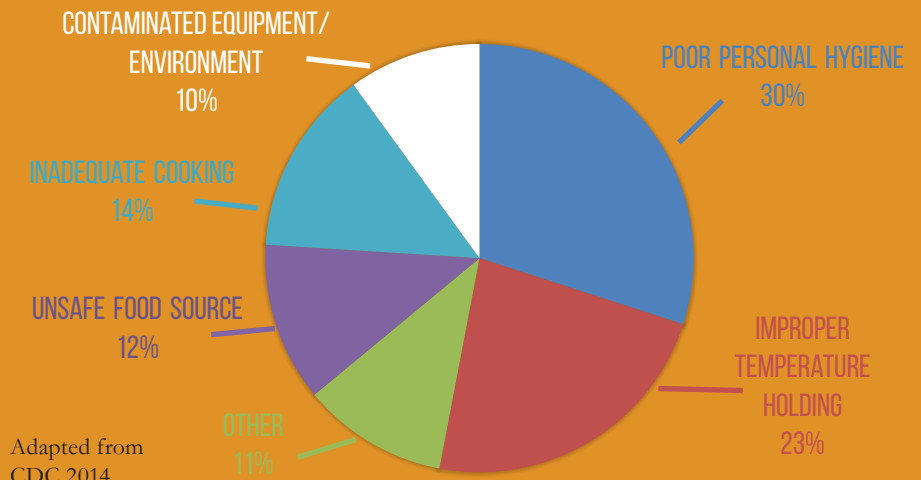
Have you ever had to pull a hair out of your food? If so, then you already know what physical contamination is. If something is in food that shouldn't be there such as a bandage, glass or metal fragments, fake fingernails, or even a fly, then it has been contaminated with a physical hazard and must be disposed. Physical contamination can cause injury such as cuts to the mouth, choking, or serious illness. Usually, physical hazards get into food accidentally; however, some can occur naturally like bones, fruit pits, or seeds. It's important to remove these items during preparation unless the physical hazard is obvious like the bone in a chicken leg.



SYMPTOMS OF FOODBORNE ILLNESS



CONTRIBUTING FACTORS TO FOODBORNE ILLNESS



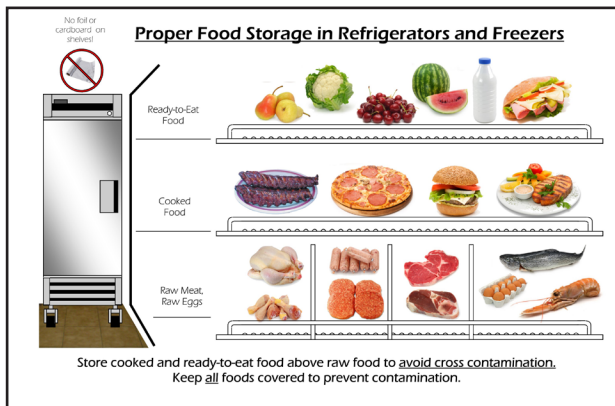
Food Protection

As a food handler, protecting food from potential contamination should be your first priority. Storing food properly is a way to protect it. Food should be stored inside the facility in approved storage areas. Food containers should also be covered, labeled, and stored at least 6 inches off the floor.



Don't forget that ice is also a food and should be protected from contamination as well. Never store food items in the same place as cleaners, chemicals, or personal items. Even utensils and dishes should have their own storage space.

Produce and ready-to-eat foods should be stored on top shelves of refrigerators. Different types of raw meats and raw shell eggs should always be stored separate from one another and on the bottom shelf in a refrigerator. If they happen to drip, they will not cross-contaminate the foods below them.



Cross-contamination refers to pathogens from one type of food coming into contact with another type of food. This can happen either by food-to-food (e.g., improper food storage), surface-to-food (e.g., contaminated utensils or surfaces), or person-to-food (e.g., hand contact) cross-contamination. For example, if you use a cutting board for raw chicken which is known for carrying harmful bacteria and then use that same cutting board to cut vegetables without properly cleaning it first, the bacteria from the raw chicken may be transferred to the vegetables. The vegetables are now contaminated. Food can also become cross-contaminated by food handlers themselves. For example, if the food handler doesn't properly wash their hands, they may cross contaminate foods through hand contact.



SEPARATE

DON'T CROSS CONTAMINATE

Another way to protect your customers and prevent foodborne illness is to verify the food obtained is from an approved source. All food must be received from a government regulated food supplier.



When food is delivered, look at it carefully and ensure that it is not damaged, contaminated, and has not been tampered with. Cold, potentially hazardous food should be delivered from a refrigerated



truck or packed in ice with an internal temperature of 45°F or below. If the food does not appear safe and in good condition, don't accept the order. Once the order has been accepted it should be promptly put away.

Personal Hygiene and Health

Practicing good hygiene will help protect food from biological and physical contamination. If a food worker has poor hygiene, they may be the source of food contamination.

- Shower daily and wear clean clothing. Try to limit the pathogens you bring to work.
- Remove jewelry and watches as they can trap food and pathogens and contaminate food or utensils you are handling.
- Properly restrain hair, by pulling it back or wearing a hat or hair/beard net to keep hair out of food.



- Do not eat, drink, smoke, or chew gum while working with food. Small droplets of saliva fall from your mouth and can contaminate food or surfaces.
- Keep fingernails neatly trimmed as dirt and pathogens can get trapped in the space under the fingernails.
- Never cough or sneeze into your hands or in the direction of food areas. You should turn away, and cough or sneeze into the bend of your arm.



- Do not touch the food-contact parts of utensils. For example, utilize the handle when scooping ice and handle silverware by handles only.



If you are sick, you can make everyone around you sick including those whose food you are handling. Some illnesses require you to stay home as they are so contagious you cannot go to work. If you are experiencing any of the following symptoms you must stay home: vomiting, diarrhea, sore throat with a fever, or yellowing of the skin or eyes. Contact your manager to inform them of your symptoms and they will let you know when it is safe for you to return to work. If you are diagnosed with any of the “Big 5” illnesses, you may be required to get a medical release by a doctor to return to work as these illnesses are so contagious they can be spread to food.

THE
BIG
5

SHIGELLA
SALMONELLA
E. COLI
NOROVIRUS
HEPATITIS A

Handwashing

Your hands are covered with bacteria and viruses! While you cannot see or feel them, they are there. Washing your hands thoroughly, and often, can greatly reduce the spread of bacteria. Removing bacteria and viruses from your hands prevents them from getting into food and onto other surfaces where they can eventually lead to illness. Good personal hygiene, which includes hand washing, is vital when preparing food. In fact, it is required by law for you to wash your hands. Did you know that a food establishment must have a hand sink designated solely for hand washing? This sink should be supplied with both soap and paper towels in dispensers at all times and should never be blocked off or difficult to access. Do not use a food preparation sink or utensil washing sink to wash your hands as this can be a source of cross-contamination.



5 STEPS TO PROPERLY WASHED HANDS

1 Wet hands with warm water (at least 100°F) at the designated hand sink.



2 Apply liquid soap from a pump dispenser. Do not use bar soap, because it can harbor harmful germs.



3 Rub hands together vigorously for 10-15 seconds. Pay attention to areas between your fingers, under your nails, and your wrists.



4 Rinse hands thoroughly under warm, running water.



5 Dry your hands with paper towels or an air dryer. Use the paper towel to turn off the faucet. Do not use an apron or reusable towels to dry hands as this can be a source of cross-contamination.



It is important to wash your hands frequently and whenever contamination may have occurred. You must wash your hands in the following instances:

After:

- using the restroom
- eating, drinking, or smoking
- sneezing or coughing
- handling chemicals or performing cleaning duties, including dish washing and touching wiping cloths
- taking out the trash
- touching your body, clothing, an animal, vermin, or any object
- any other activity that may contaminate hands



Before:

- starting work and when returning from a break
- putting on gloves or when changing gloves
- and after handling raw food

WHAT ABOUT HAND SANITIZER?

Notice we haven't discussed hand sanitizer? Hand sanitizer cannot be used as a replacement for handwashing. Not all pathogens are killed with sanitizer. Some bacteria on your hands can produce toxins, which are not affected by hand sanitizer and can still be transferred to food or food contact surfaces causing foodborne illness.



Handwashing

If you have an injury such as a burn, cut, or open wound on your hand, wrist, or forearm, you must wear a bandage. In addition, you must wear either gloves or some kind of clothing/protection to cover the bandage entirely. This double barrier is required to keep the bacteria on your wound from spreading to food or surfaces. If your wound becomes infected, it can contain disease-causing bacteria which can be spread to food and cause foodborne illness. Notify your manager if your wound shows any of the following symptoms: red and swollen, hot to the touch, draining fluids, or pus-filled.

WASH HANDS PROPERLY BEFORE USING GLOVES



Single-use, disposable gloves can be used to enhance food safety when placed on washed hands and changed at appropriate times. If utensils, such as tongs, cannot be used to handle ready-to-eat foods, gloves should be used to limit bare hand contact with food.

FOLLOW THESE GUIDELINES WHEN USING GLOVES:

- Gloves are not a substitute for hand washing. They must be used in conjunction with a proper hand washing regimen.
- Properly wash your hands before you put on gloves.
- Gloves shall be used for only one task and must be discarded when damaged or soiled. Never re-use gloves.
- Gloves are required if you have artificial fingernails, or rings other than a plain band.
- Gloves must be changed as often as you would wash your hands.



Time and Temperature

For bacteria to survive and grow, they need a food source such as protein or sugar, moisture, and the right temperature. A food that can support the rapid growth of bacteria is known as a **'potentially hazardous food'** (PHF). Here are some examples:



Meat and meat products, like chicken, beef, pork, and lamb



Fish and shellfish



Eggs, whether raw or cooked, or within a dish



Dairy products like milk, cream, custard, yogurt, and soft cheeses



Some cut fruits and vegetables, like melons and tomatoes



Vegetables and potatoes once they are cooked



Plants with protein such as cooked beans, rice, or soy products like tofu



Raw sprouts such as alfalfa or bean sprouts



Raw garlic-in-oil

You may notice that most of these foods are either rich in protein or sugar which bacteria use as a fuel source. They also have a moisture content, so at the right temperature, bacteria will thrive. Since you can't take the food source or moisture away, the only way to prohibit bacteria growth is to control the temperature. You can do this by either controlling the temperature or by controlling the time in which the food is at the suitable temperature.

Like yourself, bacteria do not like to be too cold or too hot. Bacteria known to cause foodborne illness grow best at warm temperatures. These temperatures are known as the temperature danger zone, which is between 41°F and 135°F.

When PHFs are held in the temperature danger zone, bacteria can multiply to levels which can cause foodborne illnesses in as little as four

hours. At temperatures of 41°F or below, bacteria will still grow, but not at a rapid rate that causes illness. At temperatures of 135°F or above, the bacteria will either die or be too hot to grow. So to keep the food safe, it must be kept out of the temperature danger zone.



THE GOAL IS TO REDUCE THE AMOUNT OF TIME PHFs ARE SPENT IN THE TEMPERATURE DANGER ZONE AND MINIMIZE THE TIME SPENT PREPARING, COOLING, AND REHEATING PHFs.

NEVER LEAVE FOOD OUT AT ROOM TEMPERATURE

Storing food in a properly functioning refrigeration system is a great way to ensure it does not enter the temperature danger zone. Remember, bacteria does not stop growing at cold temperatures, but rather their

growth only slows down. Be sure to utilize a system like labeling to ensure food is used no more than seven days after it was first thawed, opened, or prepared. Also, be sure the refrigerator has a properly functioning thermometer to ensure food is held at 41°F or below. If a refrigeration system is not available, ice can be used but requires frequent monitoring

MONDAY Lunch • Dinner	ITEM: _____ EMP: _____ DATE: _____	TUESDAY Lunch • Dinner	ITEM: _____ EMP: _____ DATE: _____
WEDNESDAY Lunch • Dinner	ITEM: _____ EMP: _____ DATE: _____	THURSDAY Lunch • Dinner	ITEM: _____ EMP: _____ DATE: _____
FRIDAY Lunch • Dinner	ITEM: _____ EMP: _____ DATE: _____	SATURDAY Lunch • Dinner	ITEM: _____ EMP: _____ DATE: _____
SUNDAY Lunch • Dinner	ITEM: _____ EMP: _____ DATE: _____		

to ensure the level of ice is maintained completely surrounding the food container and is being replenished as it melts.

Note: a thermometer reading of the refrigerator is not the most accurate way to tell if a food is at a safe temperature. The most accurate way to tell is by probing the actual food with a probe thermometer.



Time and Temperature

It is important to thaw food in approved ways to ensure the food does not enter into the temperature danger zone. You should always assume that bacteria is present in or on PHFs. For example, meat contains bacteria either from the animal's digestive track or through processing. This bacteria can survive even in a frozen state.

NEVER THAW FROZEN PHFs ON THE COUNTER OR IN STAGNANT WATER

Use one of these approved thawing methods:

- The safest way is to place the food in a refrigerator overnight. Large items such as a turkey or roast may require several days, so planning ahead is necessary.
- Directly cook the frozen food. For example, placing a frozen hamburger patty directly on the griddle will thaw it as part of the cooking process.
- Use a microwave on the defrost setting to thaw food. This method must be followed by immediate cooking. Also, be sure to rotate or stir the food throughout the process since microwaves do not heat evenly.
- Place the frozen food in the food preparation sink, completely submerged in water and let cool running water (70°F or below) flow over the food. Be sure the water is cool as warm water will allow the surface of the food to enter into the temperature danger zone, allowing bacteria to grow. Also, if the item is in a vacuum sealed package, remove the packaging before thawing process.



When a PHF is cooked, the harmful bacteria can be destroyed. For animal products, certain cooking temperatures are required. If these

Internal Cooking Temperatures							
Use a Probe Thermometer to Take Internal Cooking Temperatures							
135°F for 15 seconds	145°F for 15 seconds	145°F for 15 seconds	145°F for 15 seconds	155°F for 15 seconds	155°F for 15 seconds	165°F for 15 seconds	165°F for 15 seconds

Food temperature cannot be felt - use your probe thermometer!

internal temperatures are not reached, the bacteria can survive and will be served along with the food, possibly causing foodborne illness.

Sometimes, your menu will contain an undercooked or raw animal product. You may serve this food as long as your customer is informed of the significantly increased risk of foodborne illness. This is done by a written disclosure statement and written reminder statement. The disclosure identifies the menu item, usually by an asterisk denoting a footnote that states the item is served raw or undercooked. The reminder follows with the phrase: "Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of foodborne illness, especially if you have certain medical conditions".



Be sure to utilize your probe thermometer to check internal food temperatures when you are thawing, temperature-holding, cooking, or cooling PHF. Ensure the temperature is taken at the thickest portion of the food product and that liquids are stirred prior, to gain an accurate temperature. Always make sure the probe of the thermometer is washed, rinsed, and sanitized between uses, just like any other utensil. This is especially important when measuring the temperature of a ready-to-eat food after measuring a raw meat product. Your probe thermometer will require calibration to ensure it is accurate. Your manager can show you how to properly calibrate your thermometer.

One of the major causes of foodborne illness is improperly cooled foods because PHFs must enter the temperature danger zone when cooling. Foods must be rapidly cooled utilizing the two-step process to limit the time spent in the temperature danger zone.

2-STEP COOLING PROCESS

STEP 1: 135°F TO 70°F

IN 2 HOURS OR LESS

STEP 2: 70°F TO 41°F

IN 4 HOURS OR LESS

TOTAL COOLING TIME MUST

BE 6 HOURS OR LESS

Time and Temperature

You can utilize some of these methods to achieve proper rapid cooling:

- Using an ice bath with frequent stirring
- Pouring foods into shallow metal pans and placing in a walk-in cooler
- Using chill sticks or ice paddles
- Using a blast chiller or tumbler
- Portioning into smaller pieces



No matter which cooling method you use to rapidly cool your food, make sure to utilize your probe thermometer to take internal food temperatures to ensure you are meeting the temperature requirements.

Reheating food can also be a dangerous process because the food must enter the temperature danger zone. Foods that will be hot-held must be rapidly and evenly reheated to ensure all portions reach a minimum internal temperature of 165°F.

**FOOD TO BE SERVED
IMMEDIATELY**



**REHEAT TO ANY
TEMPERATURE**

**FOOD THAT WILL BE
HOT-HELD**



REHEAT TO 165°F

**ALL REHEATED FOOD MUST BE REHEATED IN
2 HOURS OR LESS**



Only use equipment like stoves, ovens, or microwaves to reheat foods.



Never use a steam table or warmer drawer to heat up PHFs. These types of units will take too long as you only have two hours to reach proper temperature.



**STEAM TABLES AND WARMERS SHOULD
ONLY BE USED TO HOLD PHFs HOT, AT OR
ABOVE 135°F**

REMEMBER TO KEEP PHFs AT:

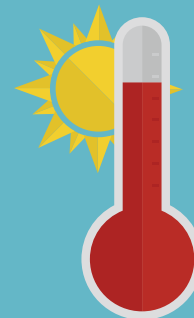
COLD FOOD

**41°F
OR
BELOW**



HOT FOOD

**135°F
OR
ABOVE**

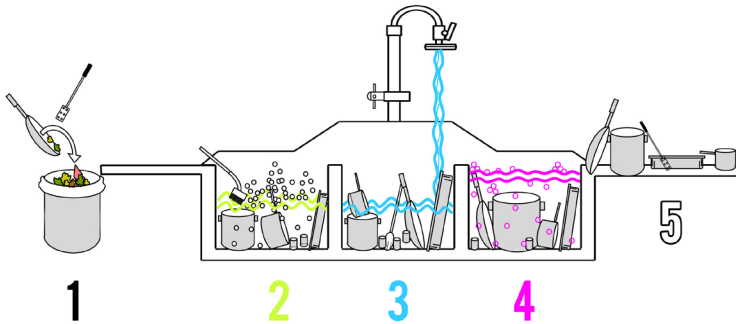


Cleaning and Sanitizing

Keeping the food facility, equipment, and utensils clean and sanitized is important in food safety. Disease-causing bacteria and viruses can survive on surfaces that have not been properly cleaned and sanitized. All utensils used in the food facility including plates, cups, cutlery, counters, and cutting boards must be properly washed and sanitized. Washing is the act of physically removing food and debris, while sanitizing is the act of killing any pathogens which may remain. Food facilities can accomplish this manually using a 3-compartment sink, or automatically in a commercial dish-washing machine.



THERE ARE 5 STEPS TO PROPERLY WASH DISHES AND UTENSILS USING A 3-COMPARTMENT SINK



1 SCRAPE or pre-rinse items to remove large food particles.

2 WASH using a soap or detergent in warm water (minimum 100°F) in the first sink compartment to remove all food and debris including grease and grime.

3 RINSE items in clean water in the second compartment to completely remove the soap or detergent residue.



4

SANITIZE by completely submerging the item in a solution of water and sanitizer in the third compartment. Any of the following solutions are effective to kill pathogens:

- Chlorine (bleach) at 100 ppm for 30 seconds
- Quaternary ammonium at 200 ppm for 60 seconds
- Iodine at 25 ppm for 60 seconds
- Hot water immersion at 171°F for 30 seconds may also be used instead of chemical sanitizers

HAVE YOU CHECKED THE SANITIZER TODAY?

Always remember to check the sanitizer concentration after you have mixed the chemical in water. You do this by using a test strip specific to the type of chemical you are using.

5

AIR DRY the items on the clean drain board of the 3-compartment sink. Never towel or paper towel dry the item as you may contaminate it.

CLEANING AND SANITIZING USING AN AUTOMATIC DISH WASHING MACHINE

Commercial dish-washing machines are professionally installed equipment that wash and sanitize dishes automatically. They must be monitored and serviced to ensure they are working properly. Dish washing machines must be maintained according to the manufacturer's instructions. They use chlorine or hot water to sanitize utensils.



- If chlorine is used to sanitize, it must spray utensils with a concentration of 50 ppm during the final rinse.
- If hot water is used to sanitize, a minimum of 160°F hot water must reach the surface of the plate or utensil. This means the temperature gauge on the front of the machine will read much higher than 160°F. A temperature-sensing decal or a thermometer designed to test hot water in dish machines is required to verify utensils are being properly sanitized.

Cleaning and Sanitizing

Once the cycle is complete, allow the items to air dry. Don't forget to check the sanitizer concentration just as you would when manually cleaning and sanitizing.

Cleaning and sanitizing reduces food hazards and cross-contamination. All food contact surfaces must be cleaned and sanitized often.



SPECIFIC EXAMPLES OF WHEN FOOD CONTACT SURFACES WOULD NEED TO BE CLEANED AND SANITIZED:

- When switching between food types such as raw chicken to raw beef, or raw meat to food that is ready-to-eat.
- Every 4 hours after the utensil or surface comes in contact with PHFs.
- Any other time utensils may be contaminated, such as being dropped on the floor or contacting an unclean surface.
- Whenever a utensil has been used or comes in contact with customers, even if the plate, glass, or utensil was not used by the customer.



Dishes and utensils aren't the only things that need to be cleaned. Floors, walls, ceilings, equipment, counters, and shelving all need to be kept clean too. Food contact surfaces like counter tops and some equipment that need to be cleaned but are too large to wash in a standard

3-compartment sink or automatic dish-washing machine must be cleaned and sanitized in place.

Always refer to the equipment's manufacturer instructions for specifics and:

- Turn off and unplug the equipment.
- Remove any small parts that can be cleaned in the 3-compartment sink.
- Using a bucket with warm (100°F minimum) soapy water, thoroughly wash down all parts of the equipment. You may need to use a brush or cloth to reach all parts.
- Rinse the soap off of the equipment using a second clean cloth and clear water. If your facility is set up with an approved hose and floor drains, you can use that instead.
- Use a spray bottle of sanitizing solution to saturate the surface and all parts of the equipment.
- Let the equipment air dry and then reassemble.



As a food handler you will probably use wiping cloths to clean, wipe down counters, tables, or food prep surfaces. After a cloth has been used, it must be stored in a bucket with sanitizer solution or properly

laundered. The type and concentration of sanitizer should be the same as for manual sanitization. Be sure to change the sanitizer solution often to ensure the proper concentration is maintained to keep pathogens from growing.

HAVE YOU CHECKED THE SANITIZER TODAY?



Food Allergens

Approximately 15 million Americans have a food allergy and the number keeps growing. A food allergy is caused when the body's immune system mistakenly thinks that a certain food, or substance within a food, is a threat to your body and triggers a protective response known as an allergic reaction. This can affect certain people even when the food could be safe for most other people. Reactions can range from mild to severe and potentially life-threatening. One of the more serious reactions is called anaphylaxis. This can cause a person to stop breathing.

COMMON SYMPTOMS OF AN ALLERGIC REACTION CAN INCLUDE:

- Hives
- Coughing or wheezing
- Rash or flushed skin
- Dizziness and/or lightheadedness
- Tingly or itchy sensation in the mouth
- Loss of consciousness
- Face, tongue, or lip swelling
- Difficulty breathing
- Vomiting and/or diarrhea
- Swelling of the throat and vocal chords

The eight most common food allergens, responsible for 90% of all documented allergic reactions, are:



As a food handler, it is important for you to take customer inquiries or statements regarding food allergies seriously. The severity of the allergy could mean the difference between life and death. If you are unsure about how the food is prepared or what is in a particular menu item, ask the cook.

Do not just assume a food does not contain a certain ingredient.

If you are uncertain, refer customers to your

manager. The manager of a food facility must be knowledgeable of the eight major food allergens and the symptoms they may cause. You must also learn about allergens as it pertains to your job duties.



It is extremely important to prevent cross-contact when dealing with a food allergy. Cross-contact is when one food comes in contact with another food or equipment that contains the allergen. Even the smallest amount of the allergen can cause a reaction in people with food allergies.



Cross-contact is not the same as cross-contamination. For instance, if a customer orders a salad and is allergic to pine nuts, you cannot just remove the pine nuts from the salad. The salad has been compromised due to cross-contact. Another example, is using the same spatula to handle a cheeseburger and then hamburger to serve to a customer allergic to milk. Your facility might have a preparation area designated as allergen-free where storage and preparation of allergen-free meals is done. Inform the customer if you are unable to guarantee the food to be allergen-free.

Some people may not know they are allergic to a food. Be able to identify if a customer is experiencing an allergic reaction as symptoms may escalate quickly. Let your manager know and call 911.

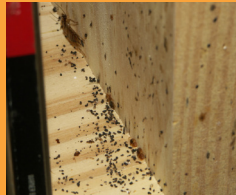
Waste and Pest Control



Pests can spread illness to people by contaminating food and surfaces with the pathogens they carry in and on their bodies. Pests common to food establishments include rodents (mice and rats), cockroaches, and flying insects (flies).

COMMON SIGNS OF PESTS

- Brown capsule egg cases or strong oily odor
→ **cockroach infestation**
- Black pepper-like droppings
→ **cockroach infestation**
- Black pellets or droppings, signs of gnawing
→ **rat or mouse infestation**
- Black rub marks along the wall
→ **oil and filth from a rodent's body**



Pests only need a source of food and water and somewhere to hide to cause an infestation. The best way to keep pests out of your food establishment is making sure they cannot get in. Eliminate their food source by taking out the garbage often and maintaining a clean facility.



TO PREVENT RODENT AND INSECTS FROM ENTERING, YOU SHOULD:

- Have good seals and weather stripping around doors. Keep windows and doors closed.
- Fix plumbing leaks to keep water from puddling on the floor and remove any leftover mop water.
- Do not leave food debris on the floor; keep stored food in a container with a tight-fitting lid.
- Seal any cracks, crevices, or holes in the floors, walls, or ceiling.
- Keep floors, walls, and equipment clean. Remove unused equipment and excessive clutter so pests can't hide.
- Inspect food during deliveries for the presence of pests, and dispose of cardboard properly.
- Always use plastic liners in trash cans and tie the bag closed before putting in dumpster.
- Keep the dumpster area clean and tidy.
- Keep dumpster lids closed. Have dumpster replaced if damaged or leaking.
- Obtain routine professional pest control services.
- Immediately clean up droppings and report signs of pests to your manager.
- Keep air curtains clean and in good repair.

Many of the bug sprays that you find in stores are not only toxic to the insect or rodent, but also to you and your customers. Check the label to ensure it is safe to use around food or contact a professional pest control service to apply pesticide in a safe manner.



Facility Closure

There are times that a food facility is required to discontinue operation and close for the safety of the public. These include, but are not limited to:

- ▶ NO HOT OR COLD RUNNING WATER
- ▶ PLUMBING BACK-UP
- ▶ COCKROACH, RODENT, OR FLY INFESTATION
- ▶ NO ELECTRICITY
- ▶ INSUFFICIENT REFRIGERATION
- ▶ NO SANITIZER AVAILABLE
- ▶ ANY CONDITION THAT POSES AN IMMINENT HEALTH HAZARD TO THE PUBLIC

If you notice any of these conditions, inform your manager immediately, so the facility can close until these conditions are corrected.

FACILITY CLOSED

BY ORDER OF THE COUNTY OF RIVERSIDE
DEPARTMENT OF ENVIRONMENTAL HEALTH

PER CALIFORNIA HEALTH AND SAFETY CODE
SECTION 114409

DATE CLOSED: _____ INSPECTOR: _____

Property of the County of Riverside
For questions please call: _____



OFFICES IN: RIVERSIDE, BLYTHE, CORONA, HEMET, INDIO, MURRIETA AND PALM SPRINGS
For more information call (888) 722-4234 • Department Web Site - www.rivcoeh.org





OFFICE LOCATIONS

WWW.RIVCOEH.ORG

(888)722-4234



1

CORONA

2275 MAIN ST, SUITE 204
CORONA, CA 92882
(951) 273-9140

2

RIVERSIDE - MAIN OFFICE

4065 COUNTY CIRCLE DR, SUITE 104
RIVERSIDE, CA 92503
(951) 358-5172

3

RIVERSIDE - DOWNTOWN

3880 LEMON ST, SUITE 200
RIVERSIDE, CA 92501
(951) 955-8980

4

MURRIETA

30135 TECHNOLOGY DR. SUITE 250,
MURRIETA, CA 92563
(951) 461-0284

5

HEMET

800 S. SANDERSON AVE, SUITE 200
HEMET, CA 92545
(951) 766-2824

6

PALM SPRINGS

554 S. PASEO DOROTEA
PALM SPRINGS, CA 92264
(760) 320-1048

7

INDIO

47-950 ARABIA ST, SUITE A
INDIO, CA 92201
(760) 863-8287

8

BLYTHE

260 N. BROADWAY
BLYTHE, CA 92225
SELF-SERVICE KIOSK ONLY