

PROFESSIONAL FOOD MANAGER POWERPOINT PRESENTATION

Chapter 5 - Employee Training



Overview

After completing this lesson, you should be able to:

- Describe the relationship between personal hygiene and food safety hazards.
- Explain why hand washing is important for food handlers.
- Explain the importance of wearing gloves.
- Discuss the importance of a personal hygiene policy in a food facility.
- Demonstrate the importance of communication in the workplace.
- Create a successful training schedule.

CHAPTER 5: Employee Training

Lesson 1: Hygiene

- **Personal hygiene:** Standards of personal cleanliness habits, including keeping hands, hair, and body clean and wearing clean clothing in the food establishment.



CHAPTER 5: Employee Training

Lesson 1: Hygiene



- **Clothing**
 - Clean
 - Appropriate
 - Dress from top down
 - Change in the work facility



Lesson 1: Hygiene

- **Jewelry, perfume, and long or fake nails**
 - None of the above
 - Can hide dirt and bacteria
 - Can fall into food
 - Can taint smell and taste
- **Smoking**
 - Illegal around food; check regulations
 - People touch their lips and can transfer bacteria to food from their mouth
 - Cigarettes contaminated with saliva may be placed on work surfaces
 - Smoking encourages coughing
 - Cigarette butts and ash may land on and contaminate food

CHAPTER 5: Employee Training

Lesson 1: Hygiene

- Food handlers are potentially the greatest hazard in a food facility
 - Practice proper hand washing techniques and employ proper glove use
 - Maintain a high level of personal cleanliness
 - Wear proper work attire



CHAPTER 5: Employee Training

Lesson 1: Hygiene

- Hands
 - Keep hands clean at all times
 - Keep nails short and clean
 - Not use false nails or nail polish
 - Cover wounds with waterproof dressing, preferably blue
 - Employees with boils, lesions, or infections on hands must be excluded from working with TCS foods



CHAPTER 5: Employee Training

Lesson 2: Hand Washing



Hand washing is one of the most important actions that can be taken to prevent the spread of foodborne illnesses.

Lesson 2: Hand Washing

- Why wash?
 - Reduce number of pathogens on hands to a safe level
- When to wash?
- Where to wash?



Lesson 2: Hand Washing

- Double-wash procedure with a nailbrush after heavy contamination:
 - Going to the toilet
 - Changing a dressing
 - Cleaning up feces or vomit



CHAPTER 5: Employee Training

Lesson 2: Hand Washing

Step 1



CHAPTER 5: Employee Training

Lesson 2: Hand Washing

Step 2



CHAPTER 5: Employee Training

Lesson 2: Hand Washing

Step 3



CHAPTER 5: Employee Training

Lesson 2: Hand Washing

Step 4



CHAPTER 5: Employee Training

Lesson 2: Hand Washing

Step 5



Lesson 2: Hand Washing

- Bare-hand contact
 - Current FDA Food Code prohibits bare-hand contact with RTE foods
 - No bare-hand contact with RTE foods when serving a high-risk population

CHAPTER 5: Employee Training

Lesson 3: Gloves



- When used properly, gloves can aid in the service of safe food by acting as an added layer of protection between hands and food.

Lesson 3: Gloves

- Purchasing gloves:
 - Single-use gloves only
 - Variety of different sizes
 - Do not use latex gloves – alternative materials include: polyvinyl, nitrile, chloroprene, and polyethylene
 - Match the proper type of glove to the appropriate task
- Change gloves:
 - When changing tasks
 - After touching raw meat
 - Before handling cooked or ready-to-eat food
 - After touching the mouth when sneezing or coughing
 - After touching face or hair
 - When they become soiled or torn
 - After four hours

Lesson 4: Employee Health

- Food handlers are particularly hazardous when they are ill. Every facility should have a personal hygiene policy to discuss the **exclusion** or **restriction** of an employee.



Lesson 4: Employee Health

- **If** an employee has:
 - A sore throat with fever
 - A wound or lesion, such as a boil or infected wound, that is covered and protected
- **Then** that employee must:
 - Report the illness to the manager
 - Be restricted from working with food
 - Be excluded from the facility if serving a high-risk population

Lesson 4: Employee Health

- **If** an employee has:
 - Vomiting
 - Diarrhea
 - Jaundice
 - A wound or lesion, such as a boil or infected wound, that is open or draining and cannot be protected by a proper cover
- **Then** that employee must:
 - Report the illness to the manager
 - Be excluded from the facility

Lesson 4: Employee Health

- Jaundice must be reported to the local health agency
- Other illnesses that must be reported to the health agency are:
 - Norovirus
 - Hepatitis A virus
 - *Shigella* spp.
 - Shiga toxin-producing *E. coli*
 - *Salmonella* Typhi
 - Non-typhoidal *Salmonella*

Lesson 4: Employee Health

- For foodborne illnesses that must be reported to an agency:
 - If employee shows no symptoms of being affected by the illness, restrict the employee from working with food in all facilities and completely exclude the employee from facility if working with a high-risk population.
 - If the employee exhibits symptoms, he or she must be excluded from all facilities.
 - A health care practitioner or regulatory authority must approve the employee's return to work.

Lesson 5: Communication

- Communication is key to a good working environment in any industry.
- Listen – reflect on comments
- Lead by example – demonstrate what is expected of employees



CHAPTER 5: Employee Training

Lesson 6: Delivering Training

- Employee training enables food workers to acquire the capabilities they need to perform their jobs correctly.
- Training is linked to both employee performance and retention.



Lesson 6: Delivering Training

- Value proposition
 - Help employees see the value of training
 - Offer hands-on activities
 - Give feedback
 - Keep sessions short – no more than 45 minutes
 - Keep it appropriate: in-depth discussion or overview of material



Lesson 6: Delivering Training

- Refresher training
 - Keeps employees up-to-date
- Provide refresher training:
 - When new equipment, legislation, or products arrive
 - At regular intervals
 - After a complaint or incident



CHAPTER 5: Employee Training

Questions

