



Food Safety Training Modules & Public Recognition Program



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Introduction



Safe Food Crew An In-House Food Employee Training and Public Recognition Program

Congratulations on your participation in the *Safe Food Crew* program! With generous funding provided by the Food and Drug Administration, the City of Wauwatosa Health Department, in conjunction with the Madison and Dane County Health Department, has developed this unique program to train food employees. We appreciate the opportunity to bring this exciting new program to you.

The Food Code requires the designated Person in Charge of all food establishments to ensure that employees handle food safely at all times. Unfortunately, many operators cannot afford to send employees to outside trainings, even if the trainings are cost-free. It is also difficult for them to train staff in-house because they do not have appropriate training materials and experience with training methods. The feedback we received from restaurant operators has provided the impetus for the *Safe Food Crew* program.

Using the *Safe Food Crew* program in your establishment will provide you with the following benefits:

- A training program intended for use in your establishment, by you
- An easy-to-use curriculum available online at www.wauwatosa.net
- Fifteen modules focused on the most critical food safety areas
- Flexible - designed to be done in short sessions, one topic at a time
- Relevant training for new and experienced employees
- Updated when changes are made to the Food Code
- Available in English and Spanish
- Free train-the-trainer sessions to help you get started
- A public recognition program for establishments that complete and maintain the training curriculum*
- Well-trained staff that is able to safely handle food

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ACKNOWLEDGEMENTS



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MODULES:

Module 1: Handwashing	M1-1
Module 2: Employee Illness	M2-1
Module 3: Food Handling Techniques-Avoiding Bare Hand Contact	M3-1
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Trainer's Guide



The Safe Food Crew program is designed to help you train food handlers on the most important food safety topics. The program's curriculum consists of fifteen training modules. The modules can be presented in any order you choose, so you can teach the modules most relevant to your establishment.

Key Points:

- Easy-to-use with step-by-step prompts  for the trainer
- Simple, conversational language aimed at the food handler
- Up-to-date food safety information
- Training material for various learning styles
- Hands-on activities
- Pre and Post quizzes to help measure training effectiveness and success
- Short, fifteen minute training sessions for busy managers

The trainer should plan on some preparation time before presenting a module. This should include reading the module and the glossary terms. Understanding how the modules have been formatted and how the materials should be used will help the trainer to be well organized for the presentation. We recommend following the module format as closely as possible to provide the most accurate information to your staff. We have included short Pre and Post quizzes to administer to all trainees just prior to and immediately after the training. These quizzes are a way for our department to assess employee knowledge, training needs and training effectiveness. Trainers are asked to submit Pre and Post quizzes to the Health Department after the training. Trainers in Wauwatosa, WI may benefit by attending a free train-the-trainer session. Check our website at www.wauwatosa.net for updated information for train-the-trainer sessions. All modules include the following sections and trainer prompts:

Overview (first page of every module)



TRAINER: Read this page ahead of time to prepare for teaching the module.

The overview page is for the trainer. It includes:

- Topic objectives
- Time needed for instruction
- Class location for activity
- Copies and materials required
- Glossary terms (in SMALL CAPS)

Today We Are Learning About:



TRAINER: Read aloud to prepare participants for training

- Introduces participants to module topic
- Administer the Pre quiz

Why the Risk?



TRAINER: Read aloud.

- Explains the foodborne illness risks related to the module topic
- Discusses the importance of following safe food handling procedures

What's the Law?



TRAINER: Read aloud.

- Current Food Code requirements

Talking Points



TRAINER: Give participants a copy and have them take turns reading aloud.

- Definitions of glossary terms
- Important take-home messages for food handlers
- For best results, we suggest participants take turns reading these aloud to group

Activity:



TRAINER: Give participants copies of activity sheet and corresponding fact sheet(s). Have participants complete individually or as a group.

- Hands-on activities for active participation
- Suggestions for teaching location
- Lists necessary materials to complete the activity
- Fact sheets specially designed for quick learning

Tales from the Kitchen



TRAINER: Share one or more of the following "Tales from the Kitchen."

- True stories from our health inspectors
- Real life examples help participants remember the message

Review Questions



TRAINER: Ask participants to answer the following.

- Allows participants to review key points one last time
- Allows the trainer to determine future training needs
- Administer the Post quiz

Moving Ahead: For Managers/Trainers



TRAINER: Do not read aloud. These are your next steps, additional activities and resources.

- Not part of the module presentation
- Ideas for future instruction, further topic information and resource material
- Reminder to fill out logs for public recognition program recording keeping*

It is recommended that trainers read *Motivating Employees to Learn* (p. 7) prior to any training. A motivated and enthusiastic trainer is needed for the success of this program. A Certificate of Completion template has been included to present to employees who participate in the training and an Employee Attendance Record has been provided to track all trainings an employee receives.

***To the Wauwatosa food establishments participating in the Safe Food Crew Public Recognition Program**

To receive credit for each module you teach you must do the following:

- Have employees sign the Training Verification Log (p. 9) for each module taught,
- Submit Pre and Post quizzes – one per participant/module taught
- Fill out Trainer's Evaluation Form (p. 10) for each module taught and
- Submit an Application for Safe Food Crew Public Recognition Program (p. 14) to the City of Wauwatosa Health Department.

For more information on participating in the public recognition program, refer to Recognition Program (p. 8).



Motivating Employees to Learn



The Safe Food Crew curriculum was designed for the adult learner with the following points in mind.

- Motivation to learn is critical. Adult learners need to feel they will benefit from the training.
- Adults retain what is relevant to them and what they need to do their job. If they see where they will apply the information, they will be motivated and learn better.
- People learn best by doing which includes active participation in the learning process.
- Everyone does not learn the same way. Use a variety of methods of presenting material, which provides different ways to learn (visual materials, verbal discussion, hands-on experience).
- Create a work environment that encourages and rewards correct food safety behaviors.
- Treat adult learners with respect. There is no such thing as a "dumb" question. If more information is needed, perhaps the meaning was not clear. Adults embarrass easily and need positive feedback to overcome feelings of inadequacy.
- Short sessions are most effective.
- Learners like feedback on their ability to apply what they have learned. Evaluate and inform learners of their progress.
- Know the level of understanding of the adult learners and present material they can easily understand. When employees know what is expected and how to do it, the usual result is satisfactory performance.

Remember it is up to you, the trainer, to implement this training by organizing the staff and motivating them to learn. The Safe Food Crew curriculum will help your employees understand important food safety principles.

Adapted from Motivating Employees Courtesy of the
University of Rhode Island Cooperative Extension Food Safety Education

Recognition Program



FOR FOOD ESTABLISHMENTS IN WAUWATOSA, WI ONLY

The City of Wauwatosa Health Department is excited to announce that food establishments can become eligible for community-wide recognition by participating in the *Safe Food Crew* training program.

Promotional information about the *Safe Food Crew* program will be targeted to the dining public and to those using retail food stores in the City of Wauwatosa. Regular press releases will be issued and media events will be organized until our community becomes familiar with the program. Additionally, food establishments that have successfully met the program criteria will be listed on our website: www.wauwatosa.net.

And finally, successful participants will receive a 6" by 6" decal (sample below) with the identifiable logo, indicating your establishment has provided this training to your staff. This decal can then be posted in a visible spot in your establishment so your customers will become aware of your food safety training efforts.

The City of Wauwatosa Health Department will recognize food establishments that meet the following criteria:

- The food establishment must complete at least 5 training modules in a 12-month period.
- At least 10% of food employees (or a minimum of up to 5, whichever is greater) must be trained per module.
- The establishment documents the training that was given and submits the approved tracking forms and Pre and Post quizzes to the City of Wauwatosa Health Department for verification.
- The Application for *Safe Food Crew* Public Recognition Program has been submitted to the City of Wauwatosa Health Department.





Trainer's Evaluation Form

City of Wauwatosa food establishments participating in the Safe Food Crew Public Recognition Program must fill out this form to receive credit. Your comments will also help to improve our curriculum.

Establishment Name _____

Establishment Address _____

Modules Taught _____ **Date** _____

1. Did you prepare before the session? Yes No

1	Rate the Following	Poor	Fair	Average	Good	Excellent
A	The modules were written at a level appropriate for employees to understand	1	2	3	4	5
B	The module format is easy to follow	1	2	3	4	5
C	The module objectives were met	1	2	3	4	5
D	The module content is complete and accurate	1	2	3	4	5
E	The activities make sense and are easy to follow	1	2	3	4	5
F	The fact sheets meet the needs of the students	1	2	3	4	5
G	The time given to teach the module is sufficient	1	2	3	4	5

(Continued)

2. If you marked fair or poor, please explain:

3. Are there any activities, background information or resources that you would recommend adding to the curriculum? Please include written copies if available.

4. Additional Comments:

Certificate of Completion



Congratulations to:

for attending the Safe Food Crew training session

(Module Name)

Provided by:

(Trainer/Establishment)

On _____, **20**_____

City of Wauwatosa Health Department (06/08)

Certificate of Completion



Congratulations to:

for attending the Safe Food Crew training session

(Module Name)

Provided by:

(Trainer/Establishment)

On _____, **20**_____

City of Wauwatosa Health Department (06/08)

Application for Safe Food Crew Public Recognition Program



Please print or type all information and return to:

City of Wauwatosa Health Department
 Attn: The Safe Food Crew Program
 7725 West North Avenue
 Wauwatosa, WI 53213-0068
 or FAX to (414) 471-8483

NAME OF ESTABLISHMENT/ORGANIZATION:		DATE:
BUSINESS ADDRESS (NUMBER, STREET, CITY, STATE, ZIP CODE):		
MAILING ADDRESS - IF DIFFERENT THAN ABOVE (NUMBER, STREET, CITY, STATE, ZIP CODE):		
BUSINESS PHONE NUMBER:	BUSINESS E-MAIL:	
CONTACT NAME, PHONE NUMBER, E-MAIL ADDRESS:		
CURRENT NUMBER OF FOOD EMPLOYEES:	NUMBER OF YEARS IN BUSINESS:	CURRENT NUMBER OF CERTIFIED FOOD MANAGERS:
NAME OF TRAINER:		CERTIFIED FOOD MANAGER? <input type="checkbox"/> YES <input type="checkbox"/> NO
NAME OF TRAINER:		CERTIFIED FOOD MANAGER? <input type="checkbox"/> YES <input type="checkbox"/> NO
NAME OF TRAINER:		CERTIFIED FOOD MANAGER? <input type="checkbox"/> YES <input type="checkbox"/> NO

- Include Training Verification Log (one per module trained)
- Include Trainer's Evaluation Form
- Include Pre and Post Quizzes (one per participant/module trained)

*To receive recognition, complete at least 5 modules in a 12-month period and train at least 10% of food employees (or a minimum of up to 5, whichever is greater) per module.

Glossary Terms



BACTERIA - Bacteria are germs with only one cell that can multiply into large numbers when food is in the danger zone.

CALIBRATE - A procedure to check and adjust thermometers so they take accurate temperatures.

CLEAN - A process that removes soil and prevents accumulation of food residues.

CROSS-CONTAMINATION - This occurs when germs from one food item are passed to another food item, typically raw food to ready-to-eat food.

DANGER ZONE - The danger zone is when the temperature of food is between 41°F (5°C) and 135°F (57.2°C). This is called the danger zone because bacteria will grow quickly between these temperatures.

EXCLUDE - A prevention step needed to keep an infectious food employee out of a food establishment until he or she is no longer ill.

FDA - U.S. Food and Drug Administration.

FOODBORNE ILLNESS - Sickness caused from germs or toxins in food, also called food poisoning.

FOODBORNE ILLNESS OUTBREAK - The occurrence of two or more cases of a similar illness resulting from eating a common food.

FOOD-CONTACT SURFACE - A surface of equipment or a utensil with which food normally comes into contact. Also, a surface of equipment or a utensil from which food may drain, drip, or splash into a food, or onto a surface normally in contact with food.

GERM - Disease causing pathogens.

HACCP - Hazard Analysis Critical Control Point. It is a self-inspection program that aids foodservice operators to recognize high-risk foods, identify critical control points where foods are at the greatest risk of causing illness, and make changes necessary to reduce or eliminate risk.

HEALTH DEPARTMENT - The authorized department that works closely with food establishments to ensure the service of safe food.

INCUBATION PERIOD - The period between a person's exposure to a bacteria or virus and the appearance of the first sign or symptom of disease.

LISTERIA - A bacteria that can cause Listeriosis, a serious and sometimes deadly infection.

PATHOGEN – Any disease-causing agent such as a bacterium or virus or other microorganism.

POTENTIALLY HAZARDOUS FOOD - Moist, protein-rich foods that bacteria will grow on when the temperature is between 41°F (5°C) and 135°F (57.2°C).

PPM - Parts per million. Used as a measure for sanitizer concentration.

RAW ANIMAL FOOD - Uncooked animal foods such as eggs, fish, meat, poultry, and other foods containing these products.

READY-TO-EAT FOOD - Food that may be safely eaten without additional preparation.

RESTRICT - A prevention step needed to limit an ill food employee to work duties other than working with exposed food, food equipment or utensils or single service items.

SANITIZE - The final step needed to remove bacteria from food contact surfaces that have just been cleaned. A common sanitizing solution is made up of one teaspoon of bleach to one gallon of water and is used to sanitize equipment and utensils.

SANITIZER - Chemicals that reduce disease-causing germs to safe levels, such as chlorine or quaternary ammonia compound.

TEST STRIP - Test paper that measures the concentration in part per million (ppm) of the sanitizer in solution.

USDA - U.S. Department of Agriculture.

WHEN IN DOUBT, THROW IT OUT - If you are unsure about how long a food item has been at improper temperature, discard it.

Module Resource List



- Bad Bug Book-Food & Drug Administration: <http://www.cfsan.fda.gov/~mow/intro.html>
- Centers for Disease Control & Prevention: <http://www.cdc.gov>
- City of Berkeley Health & Human Services-Div. of Environmental Health: <http://www.ci.berkeley.ca.us/environmentalhealth/>
- Daydots: <https://www.daydots.com>
- DuPage Safe Food-DuPage County Health Dept.: <http://www.dupagehealth.org/safefood>
- Fight Bac! Partnership for Food Safety Education: <http://www.fightbac.org>
- Focus on Food Safety-Kansas Dept. of Health & Environment: <http://www.kdhe.state.ks.us/fofs/index.html>
- Food & Drug Administration Center for Food Safety & Applied Nutrition: <http://www.cfsan.fda.gov/>
- Food Safety Training & Education Alliance: <http://www.fstea.org>
- Foodborne Illness Education Information Center-U.S. Dept. of Agriculture/FDA: <http://www.nal.usda.gov/foodborne>
- The World's Largest Foodservice Community: <http://www.foodservice.com/>
- Gateway to Government Food Safety Information: <http://www.foodsafety.gov/>
- Glo Germ: www.glogerm.com
- Idaho Dept. of Health & Welfare: http://www2.state.id.us/dhw/behs/food_safety/index.htm
- Integrated Food Safety Information Delivery System: <http://www.profoodsafety.org/index.html>
- Marler Clark Attorneys at Law: <http://www.marlerclark.com>
- Michigan Dept. of Agriculture: <http://www.michigan.gov/mda>
- Minnesota Dept. of Health: <http://www.health.state.mn.us>
- National Restaurant Assn. Education Foundation-National Food Safety Education Month: <http://www.nraef.org/nfsem>
- Nash, Claire, *Food Safety First Principles*. London: Chadwick House Group Limited, 1999.
- National Assessment Institute, *Handbook for Safe Food Service Management*. Ed. Kupchik, Adele, & Robin Baliszewski. Englewood Cliffs, NJ, Regents/Prentice Hall, 1994.
- Olmsted County Public Health: <http://www.olmstedcounty.com/publichealth/>
- Oregon Dept. of Human Services Environmental Health: <http://www.dhs.state.or.us/publichealth/foodsafety/index.cfm>
- Rhode Island Food Safety Education: <http://www.uri.edu/ce/ceec/foodsafety.shtml>
- Safe Tables Our Priority: <http://www.stop-usa.org/>
- The Handwashing Leadership Forum: <http://www.handwashingforlife.com>
- U.S. Dept. of Agriculture Food Safety & Inspection Service: http://www.fsis.usda.gov/Food_Safety_Education/index.asp
- Wisconsin Food Code: http://datcp.state.wi.us/fs/regulation/food/food_code.html