

ACTIVITY

Randall's Day

Randall is a foodhandler at a deli. It's 7:47 a.m. and Randall has just woken up. He is scheduled to be at work and ready to go by 8:00 a.m. When he gets out of bed his stomach feels queasy, but he blames that on the drinks he consumed the night before. Fortunately, he lives only five minutes from work, but he doesn't have enough time to take a shower. He grabs the same uniform that he wore the day before when he prepped chicken. Randall is wearing several pieces of jewelry from his night out on the town.

Randall doesn't have luck on his side today. En route to the restaurant his oil light comes on, and he is forced to pull off the road and add oil to his car. When he walks through the door at work he realizes that he has left his uniform hat at home. Randall is greeted by an angry manager, who puts him to work right away loading the rotisserie with raw chicken. Then he moves to serving a customer who orders a freshly made salad. Randall is known for his salads and makes the salad to the customer's approval.

The deli manager, who was short staffed on this day, asks Randall to take out the garbage and then prepare potato salad for the lunch hour rush. On the way back in, Randall mentions to the manager that his stomach is bothering him. But the manager, thinking of his short staff problems, asks him to stick it out as long as he can. Randall agrees and heads to the restroom in hope of relieving his symptoms. After quickly washing his hands in the restroom, he finds that the paper towels have run out. Short of time, he wipes his hands on his apron.

Later, while preparing the potato salad, Randall cuts his finger. He bandages the cut and continues his prep work. The manager summons Randall to clean the few tables that the deli has made available for customers. Randall puts on a pair of single-use gloves and cleans and sanitizes the tables. When finished, he grabs a piece of chicken from the rotisserie for a snack and immediately goes back to preparing the potato salad because it is almost noon.

- A. Randall and the manager committed approximately nineteen errors in the above scenario. How many can you identify?

Targets:

- ▢ If you can identify only eight to twelve errors, you may need to reread this section.
- ▢ If you can identify thirteen to seventeen errors, you have a good understanding of this section.
- ▢ If you can identify seventeen or more errors, you are on your way to becoming a health inspector.

- B. Now that you have identified these errors, identify the policies that the deli manager should have had in place to prevent these errors from occurring.

ACTIVITY

Right Way/Wrong Way

Each pair of statements represents a right way and a wrong way to accomplish a task. Circle the right way to do each.

- 1A. When interrupted during food prep, remove your gloves, then put them back on when you return.
- 1B. When interrupted during food prep, remove your gloves; wash your hands and put on a fresh pair of gloves when you return.

- 2A. Remove your apron before using the restroom.
- 2B. Keep your apron on while using the restroom in case there are no paper towels.

- 3A. Put your uniform on at home to save time checking in before shift at work.
- 3B. Put uniform on at work if possible to prevent bringing contaminants into the establishment.

- 4A. Foodhandlers should cover cuts or sores on their hands with both a clean bandage and a finger cot or gloves before working around food.
- 4B. Foodhandlers can work around food when they have a cut or sore on their hands as long as it is covered with a clean, dry bandage.

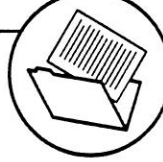
- 5A. Foodhandlers who have to sneeze a lot because of a cold while working with food should step away from the food, use a tissue, wash hands, and change gloves before continuing.
- 5B. Foodhandlers who have to sneeze a lot because of a cold while working with food should stop working and go see a doctor.

- 6A. After using a restroom, foodhandlers can return to work after washing their hands properly for at least twenty seconds.
- 6B. After using restrooms, foodhandlers can return to work after proper handwashing, then washing their hands a second time when they return to their station.

- 7A. After preparing raw food with their bare hands, foodhandlers can serve food by putting on a pair of single-use gloves.
- 7B. After preparing raw food with their bare hands, foodhandlers must first wash their hands thoroughly before putting on a pair of single-use gloves to serve food.

A CASE IN POINT

Case Study



Marty works for a catering company. A few days ago, he was serving hot foods from chafing dishes at an outdoor music festival sponsored by the local community college. He did not wear gloves, because he used spoons and tongs to serve the food. His manager noticed that Marty made multiple trips to the bathroom during his four-hour shift. These trips did not interrupt service to customers because there were plenty of staff members and Marty hurried to and from the restroom.

The nearest restrooms had soap, separate hot and cold water faucets, and a working hot-air dryer, but no paper towels. Each time Marty used the restroom, he washed his hands quickly and then dried them on his apron. Throughout the following week, the manager of the catering company received several telephone calls from people who had attended the music festival and had eaten from the buffet. They each complained of diarrhea, fever, and chills. One call was from a mother of a young boy who was hospitalized for dehydration from the diarrhea. The doctor reported that the boy had Shigellosis.

Explain how Marty might have caused an outbreak of Shigellosis. What measures should have been taken to prevent such a foodborne-illness outbreak?

Multiple-Choice

**MULTIPLE-CHOICE STUDY QUESTIONS**

1. Which of the following personal behaviors can contaminate food?
A. Touching a pimple C. Nose picking
B. Touching hair D. All of the above
2. After you've washed your hands, which of the following items can you use to dry your hands?
A. Your apron C. A common cloth towel
B. Single-use paper towels D. A wiping cloth
3. Which item of personal apparel would most likely cause food to become unsafe?
A. Earrings C. A baseball-type cap
B. A dark-colored shirt D. A pair of athletic shoes
4. Which of the following is the proper procedure for washing your hands?
A. Run hot water, moisten hands and apply soap, rub hands together, apply sanitizer, dry hands.
B. Run hot water, moisten hands and apply soap, rub hands together, rinse hands, dry hands.
C. Run cold water, moisten hands and apply soap, rub hands together, rinse hands, dry hands.
D. Run cold water, moisten hands and apply soap, rub hands together, apply sanitizer, dry hands.
5. Kim wore disposable gloves while she formed raw ground beef into patties. When she was finished, she continued to wear the gloves while she sliced hamburger buns. What mistake did Kim make?
A. She failed to change her gloves and wash her hands after handling raw meat and before handling a ready-to-eat food item.
B. She failed to wash her hands before wearing the same gloves to slice the buns.
C. She failed to wash and sanitize her gloves before handling the buns.
D. She failed to wear reusable gloves.

6. Becky has an unhealed sore on the back of one hand. Can Becky perform her regular foodhandling duties?
 - A. Yes, if Becky's doctor provides a certificate that the sore is not contagious.
 - B. Yes, if Becky agrees to use an antiseptic hand lotion between jobs.
 - C. Yes, if the sore is bandaged and Becky wears a glove to protect the bandage.
 - D. No, Becky should stay home from work until the sore has healed.
7. Foodhandlers should be excluded from working with or around food if they are experiencing which of the following symptoms?
 - A. Fever, itching, fatigue
 - B. Fever, vomiting, diarrhea
 - C. Vomiting, diarrhea, itching
 - D. Fatigue, vomiting, itching
8. Which of the following policies should be implemented at establishments?
 - A. Employees must not smoke while preparing or serving food.
 - B. Employees must not eat while in food-preparation areas.
 - C. Employees must not chew gum or tobacco while preparing or serving food.
 - D. All of the above
9. Stephanie has a small cut on her finger and is about to prepare chicken salad. How should Stephanie's manager respond to the situation?
 - A. Send Stephanie home immediately.
 - B. Cover the hand with a glove or finger cot.
 - C. Cover the cut with a clean, dry bandage, and a glove or finger cot.
 - D. Cover the cut with a clean bandage.
10. Hands should be washed after which of the following activities?
 - A. Touching your hair
 - B. Drinking
 - C. Sneezing
 - D. All of the above
11. A foodhandler who has been diagnosed with Shigellosis should be
 - A. told to stay home.
 - B. told to wear gloves while working with food.
 - C. told to wash his hands every fifteen minutes.
 - D. assigned to a non-foodhandling position until he is feeling better.