



## **KITCHEN SAFETY AND SANITATION GUIDE**

### **Volunteer Copy**

**RESCUE**  
**TRANSFORM**  
**SHARE**  
**INSPIRE**  
**EDUCATE**  
**NOURISH**

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## PURPOSE OF THIS GUIDE

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Team La Soupe works to rescue, transform, and share nutritious meals with community members who experience food insecurity. People within this population often sustain weak or compromised immune systems. It is therefore critical that every volunteer and staff member takes personal responsibility for protecting the food, health, and wellbeing of the individuals we serve. Our facility is approved and regulated by the Cincinnati Health Department. We do our best to maintain the highest levels of safety and sanitation. This handbook will act as a guide.

## WORK ENVIRONMENT

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### PHYSICAL DEMANDS

When volunteering at La Soupe, you may be asked to use commercial grade equipment. Some of this equipment requires specific strength, precision, and skill. You will need to be comfortable learning and operating such equipment under the appropriate supervision. Other demands include lifting items up to 45 pounds and standing for extended periods of time. If you are unable to perform any of these actions, please discuss your situation with the Volunteer Team. Some volunteer opportunities require less physical demand. We will work with you to make any necessary accommodations.

### MECHANICAL LIFTS

La Soupe has access to two mechanical lifts. These are powerful machines with the potential to do grave harm. Please follow all safety guidelines.

- The indoor basement lift is for supplies and materials only. Please use this lift to transport carts, crates, and/or other large, cumbersome items. No person should be riding this lift at any time. To prevent carts from rolling, wheels should always be positioned parallel to the lift gate. If you ever need to stop this lift for any reason, the red knob on the control panel acts as an emergency shut off.
- The outdoor lift on the back loading dock is the shared property of La Soupe. This lift may only be used by trained personnel. Please contact the Volunteer Team if you feel you might benefit from this training.

## **DRESS CODE**

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As a representative of our organization, we ask that you please maintain personal hygiene and professional attire when volunteering with La Soupe. These guidelines will help all staff and volunteers adhere to health department requirements, while simultaneously preserving a positive public appearance. You are encouraged to wear the following:

- A mask when coughing or sneezing regularly
- Closed toed shoes (preferably non-slip)
- Hair restrained and covered with a hat, headband, bandana, etc., (even if its short hair)
- A beard restraint (facial hair longer than one inch in length)

Please refrain from wearing excessive jewelry, sleeveless shirts, shorts (when helping in the kitchen), and anything which may be considered offensive, political, revealing, or torn clothing.

## **DURING YOUR SHIFT**

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### **UPON ARRIVAL**

- Enter the front doors on East McMillan, nearest Gilbert Avenue
- Check in with the retail team for direction if it's your first shift
- Secure personal items in the volunteer lockers (do not leave items in lockers overnight)
- Put on a clean apron
- Wash your hands (detailed instructions below)
- Review the volunteer white board on the prep line to confirm your assignment for the day
- Locate your team leader for further direction

### **SNACKS, BEVERAGES, AND SMOKING**

Eating is not permitted in food handling work area. If you would like a food or beverage break, please remove your apron and eat in a clean space separate from the production area. A communal meal will be served for all staff and volunteers at noon each day.

Any beverages brought into the production areas must have a closed top lid. Please store your beverage underneath your prep table. Open mouthed beverage containers may be used if they are stored in clean space separate from the production area. Please remember to wash your hands before and after your beverage break.

La Soupe is a tobacco free environment. Smoking and vaping are prohibited in all areas of the building. This restriction extends to all staff, volunteers, and visitors. Smoking and vaping are permitted outside. Please respect a distance of 20 feet from doors and entry ways to businesses and apartments.

## HANDWASHING AND GLOVES

Washing your hands is the number one thing you can do to prevent foodborne illness. Please follow these simple steps when washing your hands:

- Turn on the faucet
- Wet hands and lower arms with warm water
- Apply enough soap to produce a good lather
- Rub your hands together for 20-30 seconds (pay close attention to the space between your fingers and the buildup underneath your fingernails)
- Rinse your hands with warm water
- Dry your hands with a single use, disposable paper towel
- Use the same paper towel to turn off the faucet (when washing your hands in the restroom, you should also use the same paper towel to open the restroom door)

When to wash your hands:

- After using the restroom
- Before and after touching eggs, raw meat, poultry, or seafood
- After touching your face, hair, clothing, body, or cell phone
- After sneezing, blowing your nose, or coughing
- After eating, drinking, smoking, or chewing gum/tobacco
- After handling chemicals that may affect food safety
- After taking out the trash

Please note the hand sanitizer is not a replacement for proper hand washing, but it may be used as an additional supplement.

When and how to use gloves:

Gloves are required when handling **Ready To Eat** foods (RTE). RTE foods are those that go directly from the hands of the cook, to the mouth of the customer. This process requires no additional heating. Such foods include salads and sandwiches. Gloves are also required if you have a cut, an open wound, or you're wearing a band-aid.

- Wash your hands before putting on gloves
- Wash your hands after removing gloves

- Gloves should be replaced when starting a new task
- Gloves should be replaced if they're torn or exceptionally dirty

Gloves are not a replacement for washing hands or wearing a band-aid.

## FOOD HANDLING

All food items are sensitive to time and temperature abuse, especially those left in a hot box, or those that are taken out of the refrigerator and kept at room temperature. These conditions promote a rapid rate of bacteria growth. The temperature at which bacteria grows most effectively is called the **Temperature Danger Zone** (40 and 135 degrees fahrenheit). The longer the food remains in this zone, the more susceptible it is to dangerous bacteria growth.

To avoid such dangers when working in the kitchen, only remove food from the refrigerator in small batches. These small batches should only be kept unrefrigerated for 30 minutes or less.

**Cross Contamination** occurs when harmful bacteria is unintentionally transferred from one object to another. Bacteria from raw chicken, for example, could be transferred to a cooked pasta salad and accidentally transmit a dangerous food-borne illness. Dirty hands, cutting boards, and knives are all common causes of Cross Contamination.

Cutting boards are color coded to help prevent cross contamination.

- Green is used for raw produce
- Red is used raw beef or pork
- Yellow is used for raw chicken
- White is used for bread, dairy, or cooked produce

Always make sure your cutting board is resting securely on a damp towel or rubber mat. This should prevent your board from sliding during use.

## KNIFE SAFETY

- When carrying a knife through the kitchen, always hold it near your outer thigh. The tip of the knife should be pointing toward the floor, while the sharp end of the blade is facing the wall behind you
- When walking with a knife, make sure those around you are aware of the hazard. Announce "sharp!" as you maneuver behind a team member, or turn a blind corner
- Never place knives in the dish sink, as they could easily become a hidden hazard. Instead, place knives in the designated bucket on the dirty dish table. All knives will be washed by hand
- Ask a trained team member if you would like a short knife skills demonstration

## FOOD STORAGE

- When working in the kitchen, contain prepared and processed food in an appropriately sized tub or bucket. Remember to leave at least two inches of empty space at the top of each container
- Cover all containers with a tightly fitted lid. If no lid is available, you may use plastic wrap
- Label each container with the following:
  - Food type
  - Date prepared
  - Use by date (five days after date prepared)
- Store prepared items on the appropriately marked shelf in the refrigerator

## FOOD SCRAP DISTRIBUTION

Our organic waste is shared with local agriculture farms. These scraps are given to supplement the nutritional diet of goats, pigs, chickens, ducks, etc. A team member can help you select the correct containers to collect scraps.

Look for these items when collecting scraps for the farm:

- Plant matter that is not rotten or excessively moldy
- Stale bread
- Egg shells (must be labelled)

Do not include meat scraps, citrus peels, avocado or compostable packaging for livestock.

Frozen meat that is no longer safe for human consumption is shared with a local animal sanctuary. Please ask a team member to dispose of these items properly.

Excess citrus, plant matter, and compostable packaging may be disposed of in collection bins located outside adjacent to the dock. Be mindful to remove stickers from vegetables.

## CLEANING

All volunteers are asked to help reset the kitchen after each shift. While working with cleaning materials, do not dilute or mix chemicals.

Please follow these three simple steps:

## I. Clean

**Green Bucket**- This bucket is for soap and water which can be gathered from the hose in the **first** sink in the dish pit. The soapy water is to clean the very small visible debris from your work surface.

## II. Rinse

Rinse this green bucket towel in warm water and wipe up the suds from your surface area with this towel. Rinse this towel again and return it to the soapy water in the green bucket.

## III. Sanitize

**Red Bucket**- This bucket is for the sanitizer solution and water which can be gathered from the **third** sink in the dish pit. Use this water with a clean towel to sanitize your work surface. After cleaning with the soapy water and rinsing allow the work surface to air dry.

It is important to use this procedure at the beginning and the end of each day as well as when changing tasks. Replace the towels and the water as they get dirty or around every two (2) hours with constant use.

## Trash:

Trash and recycling are located in the far corner of the lot in back. Not the smaller household cans. It should be taken out as need be and at the end of every day. Please make sure the dumpster is closed after the trash is added. Never wear your clean apron, and always wash your hands after taking out the trash.

Insert a new garbage bag into the trash can when emptying. Black for garbage and clear for recycling.

## Chemicals:

Here are some guidelines for using chemicals:

- Never mix chemicals, never dilute
- Only store chemicals on the chemical shelf
- Only use chemicals for intended purpose
- When refilling the sanitizer bottle mark the bottle with masking tape what is in the bottle and the date. Only use bottles marked with same chemical and refill only what you need, chemicals lose potency when stored in bottles.
- If there has been a leak or spill of a chemical let a staff member know immediately
- In case of a chemical emergency refer to the Material Safety Data Sheets (MSDS) binder which you can find in the chemical room

## Dish Room

- Only trained or supervised persons will use the dish machine
- Dirty dishes- please scrape any food particle off first then,
  - place near the back entrance to the dish line
  - knives place in the knife bins

- Silverware in open bucket of sanitizer
- Follow the volunteer sign in the dish room for more instructions.

## CONTACT US

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Volunteer Team

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