

**Chester County Health Department
Bureau of Environmental Health Protection**

601 Westtown Road Suite 288
P.O. Box 2747
West Chester, PA 19380-0990
Telephone: 610-344-5938
Fax #: 610-344-5934
www.chesco.org/food

**EMERGENCY ACTION PLANS
FOR RETAIL FOOD ESTABLISHMENTS**

It is important to plan ahead and be prepared for any emergency situation that could affect your food service establishment. You should consider the type of hazard(s) for which your establishment is most vulnerable and take precautions to minimize the impact of such occurrences.

According to the National Archives and Records Administration:

- Only 43% of companies struck by disaster resume operations
- 29% of those that resume business fail within two years

The high cost of paying staff who are idle, costs associated with loss of staff, added work and material costs related to the disaster, loss of inventory, other hard cash costs, lost business, lost customer loyalty, and lost customer confidence all take a toll. Would your business survive?

Responsibilities of the Licensee and CCHD During an Emergency

Licensee:

In the event of an emergency involving interruption of electrical service, interruption of water service, contaminated water supply, fire, flood, or sewage back-up, the licensee shall:

1. Assess the situation to determine if a safe operation can be maintained in accordance with the CCHD Food Code.
2. Notify the CCHD of the emergency and discuss alternative procedures to be used.
3. Follow the appropriate Emergency Action Plan if directed to do so by the CCHD or other regulatory authority.
4. Immediately discontinue operation if a safe operation cannot be maintained using an alternative procedure.
5. If closure is warranted, remain closed until granted approval to re-open by the CCHD.

CCHD:

The CCHD's Food, Institution and Vector Division and the Water and Sewage Division will:

1. Respond to emergencies and provide guidance to help the licensee resume operation as quickly as possible.
2. Allow licensees to assess food safety within their individual establishment during a widespread emergency and allow the licensee to follow the Emergency Action Plan.
3. Communicate with the industry during widespread emergencies through mass media, hot lines, web sites, etc.
4. Conduct surveillance during a widespread emergency to determine if licensees are following Emergency Action Plans.
5. Conduct enforcement activity as appropriate to protect public health.

Each section of this plan includes a checklist to help you start the planning process.



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SECTION 1. Extended Interruption of Electrical Service

Planning Ahead

Power outages are the most frequent type of man-made emergency. Statistics indicate that the average power outage lasts four hours. The August 2003 power outage affecting large areas in the northeast part of the country lasted four days.

- Generators
 - Consider access to a generator to be used in emergencies.
 - Make certain that the generator has the capacity to operate critical pieces of equipment such as refrigeration and freezer units, pumps, safety lighting, hot water heaters, etc.
 - Make certain that individuals are trained to operate the equipment safely.
 - Inform the utility company that you are using a generator as a safety precaution for their employees.
 - Make certain there is proper ventilation to avoid carbon monoxide poisoning.
- Consider securing access to a refrigerated truck that can be delivered to the site during an emergency.
- Consider securing access to a refrigerated warehouse that has a back-up generator to which you can bring food needing refrigeration in insulated containers.
- Prepare an “emergency menu” in advance including recipes for food items that do not require cooking since the ventilation system will no longer remove smoke, steam, grease-laden air, etc.
- Develop a plan for minimizing loss of food product held under refrigeration. What is your strategy for loss prevention?
- If you plan to use ice to keep food cold, where will you obtain ice when ice is in high demand by the general population?
- Heating, air conditioning, security systems, computers, cash registers, lighting and other systems may not operate. Develop a plan for coping with these problems.
- Maintain contact information for people who can help you such as the utility company, garbage hauling service, ice supplier, refrigerated truck company, food warehouse, septic tank pumping service, local municipality officer, CCHD Food Division inspector, emergency broadcast station frequency numbers, etc.
- Develop a list of equipment that uses electricity in your establishment and develop a contingency plan that describes what you would do if electrical service is interrupted. Use the Emergency Action Plans as a guide to help describe the steps that you would take in your own establishment.

I. Assessment

In the event of an emergency involving electrical service interruption, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations;
- The duration of the emergency event;
- The impact on other critical infrastructure and services (e.g. water supply); and
- The availability of alternative procedures that can be used to meet the requirements of the CCHD Food Code.

A food facility’s “Person-in-Charge” is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with Food Code Requirements.



SECTION 1. Extended Interruption of Electrical Service (Cont'd)

II. Response

The following are temporary alternative procedures that should be taken to address specific affected food operations during an extended interruption of electrical service.

A. REFRIGERATION EQUIPMENT INOPERABLE

- Note the time the power outage begins **AND**
- Monitor and record temperatures every 2 hours. See Refrigerated Food Temperature Guidance chart below to determine when potentially hazardous food should be disposed of.
- Keep refrigeration equipment doors closed; use tape and/or cardboard to insulate and help retain cold temperatures;
- Pack potentially hazardous food in commercially made ice or dry ice; (Note: Dry ice should not be used in enclosed spaces because of the potential build up of carbon dioxide)
- Do not put hot food in refrigeration equipment

B. VENTILATION: NO MECHANICAL VENTILATION PROVIDED TO REMOVE COOKING SMOKE- OR GREASE-LADEN VAPORS

- Discontinue all cooking operations that produce smoke- or grease-laden vapors.

C. LIGHTING: LACK OF ARTIFICIAL ILLUMINATION FOR PERSONAL SAFETY, FOOD PREPARATION, FOOD HANDLING, CLEANING EQUIPMENT/UTENSILS, CLEANING THE PREMISES

- Limit operation to daylight hours. Restrict operations to those that can be safely conducted in available natural light.
- Provide lighting using other power sources (e.g. generator, battery, candle, etc., if fire codes allow). Limit operation to those procedures that can be safely conducted using alternative lighting.

D. COOKING EQUIPMENT: COOKING EQUIPMENT IS NO LONGER FUNCTIONAL

- Discontinue cooking operations.
- Discard potentially hazardous foods that were in the cooking or reheating process but did not reach a safe final temperature

E. HOT FOOD HOLDING: EQUIPMENT FOR HOLDING POTENTIALLY HAZARDOUS FOOD HOT IS NO LONGER OPERATIONAL

- Note the time the power outage begins **AND**
 - Discard all potentially hazardous food four hours after removing it from temperature control (below 135° F)
- OR**
- Use an alternate heat source such as “canned heat” and monitor temperatures hourly. Note: If power returns within four hours, reheat food to 165° F.

F. DISHWASHING EQUIPMENT: EQUIPMENT FOR CLEANING AND SANITIZING UTENSILS AND TABLEWARE IS NO LONGER OPERATIONAL

- Use the three compartment sink if hot water is still available
- OR**
- Use single service tableware **AND**
 - Discontinue operations that generate soiled utensils/tableware.

G. WATER: THE WELL SERVING THE ESTABLISHMENT NO LONGER PRODUCES WATER

- See “Emergency Action Plan -- Interruption of Water Service”.



SECTION 1. Extended Interruption of Electrical Service (Cont'd)

H. SEWAGE DISPOSAL: SEWAGE EJECTOR PUMP(S) NO LONGER FUNCTION

- Discontinue all operations. Contact CCHD Water and Sewage Division for possible options.

I. ELECTRIC HOT WATER HEATER: NO HOT WATER

- For handwashing, obtain a beverage cooler equipped with a spigot and keep it filled with clean water, heated on a gas cooking appliance.
- Use single service tableware **AND**
- Discontinue operations that generate soiled utensils/tableware.

III. Recovery

A food establishment that was ordered or otherwise required to cease operations may not re-open until the CCHD Food Division has granted authorization.

Recovery involves the necessary steps for re-opening and returning to a normal safe operation. The key areas to consider for returning to normal operation when power is restored include:

- Electricity, water, and/or gas services have been fully restored
- All circuit breakers have been properly re-set as needed
- All equipment and facilities are operating properly including: lighting, refrigeration (back to operating temperature of 41°F and below), hot holding, ventilation, water supply sewage pumps, hot water heaters, toilet facilities, warewashing machines and handwashing facilities.
- Food contact surfaces, equipment and utensils are cleaned and sanitized prior to resuming food-handling operations. This includes ice bins in ice machines where ice has melted during the interruption.
- All water lines have been flushed, filters changed, etc.

When power is restored, the following table should be used as a guide for handling potentially hazardous food stored in refrigeration units that may have lost power.

Refrigerated Food Temperature Guidance

Temperature Time	42°F – 45°F	46°F - 50°F
0 – 2 Hours	Potentially Hazardous Foods (PHF) can be sold	Immediately cool PHF to 41°F or below within 2 hours
2 – 3 Hours	PHF can be sold but must be cooled to 41°F or below within 2 hours	Immediately cool PHF to 41°F or below within 1 hour
4 Hours	Immediately cool PHF to 41°F within 1 hour	Destroy PHF; do not serve.
5+ Hours	Destroy PHF; do not serve.	

Frozen foods that remain solid or semi-solid can be refrozen if food packages show no evidence of thawing such as weeping, stains, physical depreciation, evaporation, or container damage.

WHEN IN DOUBT—THROW IT OUT!



SECTION 2. Interruption of Water Service

Planning Ahead

- Prepare an “emergency menu” in advance including recipes for food items that require no water or minimal amounts of water to prepare.
- Maintain an inventory of single-service and single-use articles to help get through a reasonable time period.
- Maintain an inventory of bottled water.
- Maintain an inventory of containers suitable for hauling water.
- Develop a business agreement with a supplier of bottled water or water hauler that will provide assurance that you will have an alternative source of water available during an emergency.
- Locate public water supplies in your area and points where containers can be filled with drinking water.
- Develop a contingency plan for toilets. If the water service is interrupted, where will you and your employees find toilet facilities available for use?
- Develop a business agreement with a supplier of ice in order to assure you will have access to ice during an emergency.
- Maintain contact information for people who can help you, such as your plumber, water well drilling contractor, utility company, ice supplier, water supplier, provider of portable toilets, local municipality officer, CCHD Food Division inspector, emergency broadcast station frequency numbers, etc.
- Develop a list of equipment that uses water in your establishment and develop a contingency plan that describes what you would do if the water is either interrupted or contaminated. Use the Emergency Action Plans as a guide to help describe the steps that you would take in your own establishment.

I. Assessment

In the event of an emergency involving electrical service interruption, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations;
- The onset and duration of the emergency event;
- The impact on other critical infrastructure and services; and
- The availability of alternative procedures that can be used to meet the requirements of the CCHD Food Code.

A food facility’s “Person-in-Charge” is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with Food Code Requirements.

II. Response

The following are temporary alternative procedures that can be taken to address specific affected food operations during an extended interruption of water service.

A. HANDWASHING – NO WATER TO WASH HANDS

- Chemically treated towelettes may be used for cleaning hands if the food items offered are pre-packaged or otherwise protected from contamination by hands, no bare hand contact will occur, **AND** a handwashing facility is available at the alternate toilet room location **AND/OR**
- Potable water from an approved public water supply system which can be placed in a clean, sanitized container with a spigot which can be turned on to allow clean, warm water to flow over a person’s hands into a sink. Provide suitable hand cleanser, disposable towels, and a waste receptacle **AND**
- Suspend alternative procedures for bare hand contact. Do not contact ready-to-eat foods with bare hands.



SECTION 2. Interruption of Water Service (Cont'd)

B. TOILET FACILITIES – NO WATER TO FLUSH TOILETS AND URINALS

- Toilet rooms and/or portable toilets with adequate handwashing facilities that may not be conveniently located but are accessible to employees during all hours of operation, may be used until water service is restored
- OR**
- Discontinue operation if toilet facilities are not available.

C. NO DRINKING WATER

- Use commercially bottled water AND/OR
- Haul water from an approved public water supply in a covered sanitized container AND/OR
- Arrange to use an approved drinking water hauler truck.

D. NO WATER FOR COOKING OR FOOD PREPARATION

- Use commercially bottled water, water hauled from an approved public water supply in a covered sanitized container, or water from an approved drinking water hauler truck **AND/OR**
- Restrict the menu to items that do not require water.

E. NO ICE AVAILABLE

- Use commercially manufactured ice

F. NO WATER FOR POST-MIX FOUNTAIN DRINKS

- Discontinue service.

G. NO WATER FOR CLEANING/SANITIZING EQUIPMENT, UTENSILS, TABLEWARE, PHYSICAL FACILITY

- Use single service/single-use articles **AND/OR**
- Use commercially bottled water, haul water from an approved public water supply in a covered sanitized container, or water from an approved drinking water tanker truck can also be used to clean and sanitize equipment and utensils. If water from an alternate source can be obtained, then follow the established procedures to wash, rinse and sanitize. Pre-scrape prior to washing as necessary **AND**
- Discontinue operations as inventories of clean equipment, utensils, and tableware are exhausted.
- Discontinue operations when cleanliness of the physical facility jeopardizes food safety.

III. Recovery

A food establishment that was ordered or otherwise required to cease operations may not re-open until the CCHD Food Division has granted authorization.

Recovery involves the necessary steps for re-opening and returning to a normal safe operation. Once water service is restored and after either the municipality, DEP, or the CCHD Food Division has lifted any “Boil Water Advisory” the following actions must be taken, where applicable:

- Flush pipes/faucets: follow the directions of your water utility or other regulatory authority, as general guidance, run cold water faucets for at least 5 minutes.
- Equipment with water line connections such as post-mix beverage machines, spray misters, steam kettles, coffee or tea urns, ice machines, glass washers, dishwashers, and other equipment with water connections must be flushed, cleaned, and sanitized in accordance with manufacturer’s instructions.
- Run water softeners through a regeneration cycle.
- Flush hot water tank.
- Change out all filters.



SECTION 2. Interruption of Water Service (Cont'd)

- Flush beverage machines.
- Flush drinking water fountains: run continuously for 5 minutes.
- Ice Machine Sanitation:
 - Flush the water line to the machine inlet.
 - Close the valve on the water line behind the machine and disconnect the water line from the machine inlet.
 - Open the valve, run 5 gallons of water through the valve and dispose of the water.
 - Close the valve.
 - Reconnect the water line to the machine inlet.
 - Open the valve.
 - Flush the water lines in the machine.
 - Turn on the machine.
 - Make ice for 1 hour and dispose of the ice.
 - Clean and sanitize all parts and surfaces that come in contact with water and ice, following manufacturer's instructions.

Food establishments with a privately owned well must follow the disinfection and sampling requirements of The PA Safe Drinking Water Act before resuming operations. Contact the CCHD Food Division for specific instructions.



SECTION 3. Contaminated Water Supply (Biological)

An imminent health hazard exists whenever a municipality or regulatory agency has issued a Boil Water Advisory or when an onsite water supply has exceeded the maximum contaminant level for fecal coliform bacteria. For single events affecting an individual establishment, the licensee must report the incident to the CCHD Food Division immediately. Food establishments with a privately owned well must follow the disinfection and sampling requirements of The PA Safe Drinking Water Act before resuming operations.

Planning Ahead

- Prepare an “emergency menu” in advance including “recipes for food items that require no water or minimal amounts of water to prepare.
- Maintain an inventory of single-service and single-use articles to help get through a reasonable time period.
- Maintain an inventory of bottled water.
- Maintain an inventory of containers suitable for hauling water.
- Develop a business agreement with a supplier of bottled water or water hauler that will provide assurance that you will have an alternative source of water available during an emergency.
- Locate public water supplies in your area and points where containers can be filled with drinking water.
- Develop a contingency plan for toilets. If the water service is interrupted, where will you and your employees find toilet facilities available for use?
- Develop a business agreement with a supplier of ice in order to assure you will have access to ice during an emergency.
- Maintain contact information for people who can help you, such as your plumber, water well drilling contractor, utility company, ice supplier, water supplier, provider of portable toilets, local municipality officer, CCHD Food Division inspector, emergency broadcast station frequency numbers, etc.
- Develop a list of equipment that uses water in your establishment and develop a contingency plan that describes what you would do if the water is either interrupted or contaminated. Use the Emergency Action Plans as a guide to help describe the steps that you would take in your own establishment.

I. Assessment

In the event of an emergency involving a contaminated water supply, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations;
- The onset and duration of the emergency event;
- The impact on other critical infrastructure and services; and
- The availability of alternative procedures that can be used to meet the requirements of the CCHD Food Code.

A food facility’s “Person-in-Charge” is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with Food Code Requirements.

II. Response

The following are temporary alternative procedures that can be taken to address specific affected food operations during a biological contamination of the water supply (boil water advisory). Where “boiled” water is indicated, the water must remain at a roiling boil for at least one minute. Although chemicals (e.g. bleach) are sometimes used for disinfecting small amounts of household drinking water, chemical disinfection is generally not an option for food service establishments because of the lack of onsite equipment for testing chemical residuals.

A. DRINKING WATER

- Use commercially bottled water **AND/OR**
- Use water that has been boiled for a minimum of one minute **AND/OR**
- Haul water from an approved public water supply in a covered sanitized container **AND/OR**
- Arrange to use an approved drinking water hauler truck.



SECTION 3. Contaminated Water Supply (Biological) (Cont'd)

- B. BEVERAGES MADE WITH WATER – INCLUDING POST MIX CARBONATED BEVERAGES, AUTO-FILL COFFEE MAKERS, INSTANT HOT WATER DISPENSER, JUICE, TEA, ETC**
- Discontinue use of post-mix carbonated beverage machine, auto-fill coffee makers, instant hot water heaters, etc. using auto fill.
- C. ICE MAKING**
- Discard existing ice **AND**
 - Discontinue making ice **AND**
 - Use commercially manufactured ice from an alternative source.
- D. PREPARING FOOD PRODUCTS REQUIRING WATER**
- Discard any ready-to-eat food prepared with water prior to the discovery of the contamination.
 - Prepare ready-to-eat food using commercially bottled or boiled water.
- E. WASHING/SOAKING PRODUCE**
- Use frozen/canned fruits and vegetables
 - Wash fresh produce with boiled, commercially bottled water or safe potable water hauled from a public water supply system.
- F. THAWING FROZEN FOOD**
- Thaw only in the refrigerator or as part of the cooking process.
- G. COOKING**
- Use commercially bottled water
 - Haul water from an approved public water supply in a covered sanitized container
 - Arrange to use an approved drinking water hauler truck.
- H. HANDWASHING**
- Use heated bottled water, boiled water, or safe water hauled from an approved public water supply **OR**
 - Use tap water followed by a hand sanitizer **AND**
 - Suspend bare hand contact with any food. (Bare hand contact with ready-to-eat food should never be allowed.)
- I. CLEANING AND SANITIZING UTENSILS AND TABLEWARE**
- Use single-service utensils and tableware **OR**
 - Use the existing automatic dish machine or the 3-compartment sink. Make certain that the sanitization step is being properly conducted (sanitizer concentration/temperature.)
- J. SPRAY MISTING UNITS – USED TO SPRAY PRODUCE, SEAFOOD, MEAT CASES, ETC.**
- Discontinue use of misters.



SECTION 3. Contaminated Water Supply (Biological) (Cont'd)

III. Recovery

A food establishment that was ordered or otherwise required to cease operations may not re-open until the CCHD Food Division has granted authorization.

Recovery involves the necessary steps for re-opening and returning to a normal safe operation. After the municipality, DEP, or the CCHD Food Division has provided notice that the water supply is safe to use, the following actions must be taken, where applicable:

- Flush pipes/faucets: follow the directions of your water utility or other regulatory authority, as general guidance, run cold water faucets for at least 5 minutes.
- Equipment with water line connections such as post-mix beverage machines, spray misters, steam kettles, coffee or tea urns, ice machines, glass washers, dishwashers, and other equipment with water connections must be flushed, cleaned, and sanitized in accordance with manufacturer's instructions.
- Run water softeners through a regeneration cycle.
- Flush hot water tank.
- Change out all filters.
- Flush beverage machines.
- Flush drinking water fountains: run continuously for 5 minutes.
- Ice Machine Sanitation:
 - Flush the water line to the machine inlet.
 - Close the valve on the water line behind the machine and disconnect the water line from the machine inlet.
 - Open the valve, run 5 gallons of water through the valve and dispose of the water.
 - Close the valve.
 - Reconnect the water line to the machine inlet.
 - Open the valve.
 - Flush the water lines in the machine.
 - Turn on the machine.
 - Make ice for 1 hour and dispose of the ice.
 - Clean and sanitize all parts and surfaces that come in contact with water and ice, following manufacturer's instructions.

Food establishments with a privately owned well must follow the disinfection and sampling requirements of The PA Safe Drinking Water Act before resuming operations. Contact the CCHD Food Division for specific instructions.



SECTION 4. Sewage Backup

A sewage backup means the overflow of sewage from equipment or plumbing facilities within a food service establishment. Sewage is liquid waste that contains animal or vegetable matter in suspension or solution and may also include liquids containing chemicals in solution. Clear water waste (i.e. ice bin/machine drainage, condensation from refrigeration and air conditioning equipment) is not considered sewage.

Planning Ahead

- Develop a list of equipment and facilities that have a drain. What specific steps would you take if each piece of equipment or a combination were no longer operable due to a drainage problem? Use the Emergency Action Plans as a guide to help describe the steps that you would take in your own establishment.
- Develop a contingency plan for toilets. If the drain no longer functions, where will you and your employees find toilet facilities available for use?
- Have a procedure for appropriate cleaning and sanitization after sewage back up.
- Maintain contact information for people who can help you, such as the plumber, drain cleaning service, professional cleaning service, utility company, septic tank pumping service, provider of portable toilets, local municipality officer, CCHD Food Division inspector, etc.

I. Assessment

In the event of an emergency involving a sewage backup, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations;
- The duration of the emergency event;
- The impact on other critical infrastructure services (e.g. food, equipment, utensils, linens/single service, single use items, employee health), and
- The availability of alternative procedures that can be used to meet the requirements of the CCHD Food Code.

A food facility's "Person-in-Charge" is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with Food Code Requirements.

II. Response

The following are temporary alternative procedures that can be taken to address specific affected food operations during a sewage backup emergency.

A. SEWAGE FROM EQUIPMENT DIRECTLY CONNECTED TO THE PLUMBING SYSTEM IS EITHER SLOW TO DRAIN OR DOES NOT DRAIN.

- Remove the affected equipment/fixture from service, **AND**
- Remove the obstruction or call a service company.
- Thoroughly clean any spills with detergent solution followed by a sanitizer solution.
- Keep food traffic away from the area.
- Use other properly operating appliances or fixtures in the establishment.

B. HANDWASHING SINKS IN THE ESTABLISHMENT DO NOT DRAIN

- Chemically treated (wet-nap) towelettes may be used for cleaning hands if the food items offered are prepackaged or otherwise protected from contamination by hands, no bare hand contact with food will occur **AND** a handwashing facility is available at the toilet room location
OR
- Hot water can be placed into a 5-gallon insulated container with a spigot which can be turned on to allow clean, warm water to flow over one's hands into another container. Provide suitable hand cleaner, disposable towels, and a waste receptacle. The container may only be emptied into an operational janitor sink or toilet
OR
- Discontinue operation.



SECTION 4. Sewage Backup (Cont'd)

C. TOILET FACILITIES DO NOT DRAIN

- Toilet rooms not conveniently located but accessible to employees during all hours of operation may be used until water service is restored

OR

- Discontinue operation if no alternate toilet facilities are available.

D. FOOD PREPARATION SINKS DO NOT DRAIN – ALL SINKS REQUIRED FOR THAWING FOOD, WASHING FRUITS AND VEGETABLES, COOKING FOOD, ETC.

- Thaw food in the refrigerator or as part of the cooking process.
- Use frozen/canned fruits and vegetables that do not require washing.
- Use alternate cooling methods.
- Modify the menu to avoid procedures requiring the use of a food preparation sink.

E. WAREWASHING EQUIPMENT DOES NOT DRAIN – ALL DISHMACHINES, THREE-COMPARTMENT SINKS, POT SINKS, ETC.

- Discontinue dish/utensil washing and use single service use items.
- Discontinue affected operations after supply of clean equipment, utensils, and single service items is exhausted.

F. JANITOR/UTILITY SINK – DOES NOT DRAIN

- Discontinue the use of the janitor sink.
- Dump mop water into a toilet.
- Discontinue operation if the physical facility cannot be maintained in a sanitary condition.

G. CONTINUOUS OVERFLOW OF SEWAGE INTO THE ESTABLISHMENT

- Discontinue operation immediately.

III. Recovery

A food establishment that has been ordered or otherwise required to cease operations may not re-open until the CCHD Food Division has granted authorization. Recovery involves the necessary steps for re-opening and returning to a normal safe operation.

A. Determine the cause of the problem and take appropriate corrective action.

- In the case of plugged drain lines, the licensee will:
 - Contact a service company to find and remove the obstruction.
 - Replace worn or damaged plumbing as needed.
- In case the onsite sewage disposal system is malfunctioning:
 - Contact the CCHD Water and Sewage Division.
 - Contact a sewage pumping contractor to pump the septic tank and haul away sewage to an approved disposal site until repairs can be made.
 - If necessary, barricade the affected area to keep the public and employees away from areas having exposed sewage.
 - Contact a sewage disposal system installation contractor to arrange for repairs to be made.

B. Personal Health and Safety Considerations for Employees Involved in Clean-Up

- Wear eye protection.
- Wear rubber gloves and boots that can be washed and sanitized after the event.
- Wear protective clothing such as coveralls.
- Do not allow employees to walk between the affected area and other areas of the establishment without removing footwear and protective clothing.



SECTION 4. Sewage Backup (Cont'd)

- Follow OSHA rules for handling detergents, sanitizers, and other chemicals used in the cleaning process.
- Immediately wash hands after working with contaminated materials and before engaging in food preparation activities (working with exposed food, clean equipment and utensils, unwrapped single service/single-use articles)
 - Double handwashing: Clean hands and exposed portions of the arms using a cleaning compound in a lavatory that is properly equipped by vigorously rubbing together the surfaces of lathered hands and arms for at least 20 seconds and thoroughly rinsing with clean water. Repeat.
 - Dry hands using disposable paper towels.
 - Use a disposal towel to turn off the water to prevent re-contaminating the hands.
 - Follow-up with a hand sanitizer.
 - Have janitorial staff clean and sanitize the lavatory faucets and other portions of the lavatory after use to prevent transferring any contamination to food service workers.

C. Provide general clean-up

- Floors, walls, furnishings, carpets, utensils, and equipment damaged beyond salvage must be removed and replaced as necessary.
- Affected walls, floors, and equipment surfaces must be cleaned with soap and water, rinsed, and sanitized. Carpets should be either removed or steam cleaned.
- Remove wet materials. Dispose of any materials that cannot be effectively cleaned and sanitized.
- Remove any standing sewage.
- Clean and sanitize any utensils and equipment in the affected area.
- Use a detergent solution to clean floors, equipment and other affected areas followed by a clean water rinse.
- Sanitize the floor and any other affected areas by using a clear water sanitizer solution (8oz bleach per 5 gallons of water = 500 parts per million chlorine solution).
- Air-dry the affected area.
- Launder or discard mop heads and other cleaning aids that contacted the sewage.
- Alternative measure: Hire a janitorial service having expertise in cleaning and sanitizing food establishments exposed to sewage backups.

D. Contaminated Linens, Single Service/Single-Use Items

- Launder any linens or uniforms in contact with sewage
 - Launder separately from other linens.
 - Use bleach.
 - Use a mechanical dryer.
- Discard any single service/use items in contact with sewage.

E. General Food Salvage Assessment

Sewage can make foods unsafe to eat especially if packaging is contaminated. Very few food or beverage items can be saved after being exposed to sewage. Discard the following foods if sewage has covered, splashed, dripped on or seeped into the package:

- Alcoholic beverages;
- Exposed food, bulk foods, fresh produce, meat, poultry, fish and eggs;
- Any foods packaged in paper, plastic, cloth, or fiber;
- Cardboard boxes, even if the contents seem dry, including cereals, pasta products, rice, salt;
- Foods with cardboard seals, such as mayonnaise and salad dressing, or foil or cellophane packages;
- Food in glass jars, including unopened jars with waxed paper, foil, cellophane or cloth covers;
- Foods, liquids or beverages in crown-capped bottles or containers with pull-tab tops, corks or screw caps;
- All opened containers and packages; foods in bags or canisters;
- Cans that are dented, leaking, bulging or rusted; and



SECTION 4. Sewage Backup (Cont'd)

- Cans that have been tossed about and are far from their normal storage spot (possibility of pinholes or seam fractures.)
- Cans may not be sold without all required labeling information. Therefore, cans with damaged labels should be discarded.

F. Disposal of Food

If it is determined that food must be discarded:

- Remove to a designated storage area for condemned food away from food preparation and equipment storage and secure in covered refuse containers or other isolated areas to prevent either service to the public or accidental contamination of the facility and other food.
- If the food must be retained until the distributor can credit the facility, it must be clearly labeled as “NOT FOR SALE”.
- Discarded perishable food may be stored in a refrigerated location separate from other food and held for credit until recorded by food supplier/distributor.
- Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in a covered refuse bin outside the facility.
- Large volumes of food should be stored in covered refuse containers in a secure location and disposed of by a refuse disposal company as soon as possible.
- All food waste is to be disposed of in accordance with state and local waste disposal regulations.
- Local landfills should be contacted prior to delivery of food from a private individual or carrier to insure acceptance.



SECTION 5. Fire

Fires in food service establishments must be reported to the CCHD Food Division.

Planning Ahead

- Post the phone number of the fire department in a conspicuous place by each phone.
- Ask the local fire marshal or other authority to conduct an assessment to determine if there are any fire hazards.
- Develop a plan for what to do in case of fire.
- Assure your fire extinguishers are charged and hood inspections are up to date.
- Maintain contact information for people who can help you such as the fire department, police department, insurance company, water and fire damage restoration company, utility companies, lawyer, local municipality officer, CCHD Food Division inspector, etc.

I. Assessment

In the event of an emergency involving a fire, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations;
- The duration of the emergency event;
- The impact on other critical infrastructure services (e.g. water supply, electrical service, physical facility, equipment, smoke/water damage, offensive odors, deposition of toxic chemicals), and
- The availability of alternative procedures that can be used to meet the requirements of the CCHD Food Code.

A food facility's "Person-in-Charge" is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with Food Code Requirements.

II. Response

The following are temporary alternative procedures that can be taken to address specific affected food operations as a result of a fire.

- A. FIRE IS CONFINED TO A SMALL INCIDENTAL AREA OR A SINGLE PIECE OF EQUIPMENT AND IS EXTINGUISHED USING A SIMPLE FIRE-FIGHTING DEVICE (I.E HAND-HELD EXTINGUISHER) THAT DOES NOT REQUIRE EXTENSIVE CLEANUP.
- Unaffected areas of the establishment may remain open while clean-up and minor repairs are made.
- B. FOOD, EQUIPMENT UTENSILS, LINENS, SINGLE-SERVICE ITEMS ARE CONTAMINATED IN THE PROCESS OF FIGHTING THE FIRE. TYPICALLY ASSOCIATED WITH THE USE OF HIGH PRESSURE FIRE SUPPRESSION DEVICE (I.E. VENTILATION HOOD FIRE SUPPRESSION SYSTEM OR PROFESSIONAL FIRE DEPARTMENT EQUIPMENT.)
- Discontinue operations. Resume operations only after recovery steps have been completed.
- C. FIRE CAUSES EXTENSIVE DAMAGE TO EQUIPMENT AND THE FACILITY'S STRUCTURE.
- Discontinue operations. Resume operations only after recovery steps have been completed.



SECTION 5. Fire (Cont'd)

III. Recovery

A food establishment that was ordered or otherwise required to cease operations may not re-open until the CCHD Food Division has granted authorization. Recovery involves the necessary steps for re-opening and returning to a normal safe operation.

The licensee will:

- Contact the local building department and other appropriate agencies to determine if the building structure is safe and approved for occupancy.
- Sort the salvageable from non-salvageable foods as quickly as possible.
- Properly dispose of the non-salvageable food items.
- Provide general clean up. Clean and sanitize equipment and utensils.

Food Salvaging/General Considerations

- **Alcoholic beverages:** If alcoholic beverages have been in any way contaminated by smoke, fire, chemicals or water, they will need to be destroyed.
- **Bottled soft drinks or bottled water:** Unless protected by a plastic outer wrap or in bottles with sealed screw-on lids, soft drinks in glass bottles are almost impossible to salvage. In addition, soft drinks in plastic bottles are unsalvageable due to heat and smoke.
- **Canned soft drinks:** Cans may be salvaged if the contents have not been subjected to excessive heat or fire. The cans must be cleaned and sanitized, if necessary. If the cans have been subjected to excessive heat or are deemed uncleanable, the contents must be destroyed.
- **Dairy products:** As a rule, dairy products must be destroyed with no attempt to salvage due to vulnerable packaging and temperature requirements.
- **Sugars, candies, flour, cereal products, bakery products, dried beans, rice and other grains:** Usually, no attempt to salvage such products can be permitted due to vulnerable packaging.
- **Products in glass with metal screw-type or metal slip covers:** This includes pickles, olives, catsup, steak sauces, salad dressings, syrups, etc. This type of container is impossible to clean or disinfect due to exposure of the threaded closure and must be destroyed.
- **Fish and meats –fresh frozen:** In almost all instances, these products must be destroyed.
- **Refrigerated and frozen food:** Usually no salvage can be attempted unless frozen foods are stored in a completely enclosed walk-in or cabinet freezer and electrical service has not been interrupted for extended periods. Prompt removal of such foods to a suitable storage unit is necessary to save the product.
- **Produce—fresh or dried:** Usually, no attempt to salvage can be permitted and all such products must be destroyed.
- **Canned goods:** When the heat and water damage has been minimal, canned goods can be salvaged quickly by cleaning the exterior surfaces and removing them to suitable storage areas, preferably away from the fire scene.

General Cleanup Considerations:

- All areas affected by the fire must be cleaned and sanitized.
- All damaged food products, equipment, utensils, linens, and single-service use items must be removed from the premises as necessary.
- Re-occupancy should be allowed only after the fire department has determined the structure is safe.

Disposal of Food: If it is determined that food must be discarded:

- Remove to a designated condemned food storage area away from food preparation equipment storage and secured in covered refuse containers or other isolated areas to prevent either service to the public or accidental contamination of the facility and other food.



SECTION 5. Fire (Cont'd)

- If the food must be retained until the distributor can credit the facility, it must be clearly labeled as “NOT FOR SALE”.
- Discarded refrigerated food may be stored in a refrigerated location separate from other food and held for credit until recorded by food supplier/distributor.
- The facility should document the type and amount of food, costs and the reason for disposal for insurance and regulatory purposes.
- Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in a covered refuse bin outside the facility.
- Large volumes of food should be stored in covered refuse containers in a secure location and disposed of by a refuse disposal company as soon as possible.
- All food waste is to be disposed of in accordance with state waste disposal regulations.
- Local landfills should be contacted prior to delivery of food from a private individual or carrier to insure acceptance.



SECTION 6. Flood

Planning Ahead

- Determine if food and other products that can be damaged by water are being stored in areas prone to flooding, are a minimum of 6 inches off of the floor, are not under water and/or sewer lines, etc.
- Develop a plan for monitoring and maintaining sump pumps, down spouts, plumbing, exterior surface grading, storm drains, and other facilities that can contribute to flooding.
- Maintain contact information for people who can help you such as the plumber, electrician, local rent-all store, fire department, police department, insurance company, water-damage restoration company, utility companies, local municipality officer, CCHD Food Division inspector, etc.

I. Assessment

In the event of an emergency involving a flood, appropriate food establishment responses must be taken after an assessment of multiple factors including but not limited to:

- The complexity and scope of food operations;
- The duration of the emergency event;
- The impact on other critical infrastructure services (e.g. water supply, food, equipment, linens, single service, wastewater disposal, site drainage, building access, indoor air quality), and
- The availability of alternative procedures that can be used to meet the requirements of the CCHD Food Code.

A food facility's "Person-in-Charge" is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with Food Code Requirements.

II. Response

The following are temporary alternative procedures that can be taken to address specific affected food operations after a flood.

- A. MINOR LEAKAGE FROM A WATER LINE OR INCIDENTAL WATER ACCUMULATION ON A FLOOR. FOOD UTENSILS, EQUIPMENT, CLEAN LINENS, SINGLE-SERVICE, SINGLE-USE ITEMS ARE NOT AFFECTED.
- Unaffected areas of the establishment may remain open while repair/recovery takes place. Minimize traffic from flooded areas to unaffected areas.
- B. FLOODING INSIDE THE BUILDING DUE TO THE OVERFLOW OF A BODY OF WATER, POOR SURFACE DRAINAGE, A MAJOR BREAK IN A WATER LINE, ETC. THAT AFFECTS FOOD, UTENSILS, EQUIPMENT, CLEAN LINENS, OR SINGLE-SERVICE, SINGLE-USE ITEMS.
- Discontinue operation. Resume operations only after recovery steps have been completed.

III. Recovery

A food establishment that was ordered or otherwise required to cease operations may not re-open until the CCHD Food Division has granted authorization. Recovery involves the necessary steps for re-opening and returning to a normal safe operation.

The licensee will:

- Sort the salvageable from the non-salvageable foods, equipment, utensils, linens, and single service items as quickly as possible.
- Properly dispose of the non-salvageable items.
- Contact the local building department and other appropriate agencies to determine if the building structure is safe and approved for occupancy.
- Provide general clean up while ensuring worker health and safety. Clean and sanitize equipment and utensils.



SECTION 6. Flood (Cont'd)

Personal Health and Safety Considerations for Employees Involved in Clean-up

- Wear eye protection.
- Wear rubber gloves and boots that can be washed and sanitized after the event.
- Wear protective clothing such as coveralls.
- Do not allow employees to walk between the affected area and other areas of the establishment without removing footwear and protective clothing.
- Follow OSHA rules for handling detergents, sanitizers, and other chemicals used in the cleaning process.
- Handwashing – Immediately after working with contaminated materials and before engaging in food preparation activities (working with exposed food, clean equipment and utensils, unwrapped single-service and single-use articles.)
 - Double handwashing: Clean hands and exposed portions of the arms using a cleaning compound in a lavatory that is properly equipped by vigorously rubbing together the surfaces of their lathered hands and arms for a least 20 seconds and thoroughly rinsing with clean water. Repeat.
 - Dry hands using disposable towels.
 - Use a disposable towel to turn off the water to prevent re-contaminating the hands.
- Have janitorial staff clean and disinfect the lavatory faucets and other portions of the lavatory after use to prevent transferring any contamination to food service workers.

Clean-Up

- All damaged food equipment, utensils, linens, and single service items must be destroyed and properly disposed of.
- Floors, walls, furnishings, carpets, utensils, and equipment damaged beyond salvage must be removed and replaced as necessary.
- Affected walls, floors, and equipment surfaces must be cleaned with soap and water, rinsed, and sanitized. Carpets should be either removed or steam cleaned.
- Remove wet materials. Dispose of any materials that cannot be effectively cleaned and sanitized.
- Remove any standing water.
- Clean and sanitize any utensils and equipment in the affected area.
- Use a detergent solution to clean floors, equipment, and other affected areas followed by a clean water rinse.
- Sanitize the floor and any other affected areas by using a clear water sanitizer solution (8oz bleach per 5 gallons of water = 500 parts per million chlorine solution.)
- Air-dry the affected area.
- Launder and discard mop heads and other cleaning aids that contact floodwater.
- Alternative measure: Hire a janitorial service having expertise in cleaning food establishments exposed to floods.
- Contaminated Food, Linens, Single Service / Use Items
 - Discard any food items (packaged or unpackaged) in contact with floodwater.
 - Launder any linens or uniforms in contact with floodwater.
 - Launder separately from other linens.
 - Use bleach.
 - Use a mechanical dryer.
 - Discard any single service / use items in contact with floodwater.



SECTION 6. Flood (Cont'd)

General Flood Salvage Assessment

Floodwaters may carry silt, raw sewage, oil or chemical waste that can make storm-damaged foods unsafe to eat if packaging is contaminated. Discard any food or food packaging materials that have come into contact with floodwater. Food items in soft packaging or with screw-top lids must be destroyed. In some cases canned goods in metal cans or rigid plastic containers can be saved. Even so, the condition of the can is another limiting factor. The presence of rust, soil, or destroyed labeling precludes salvage.

Floodwater can make foods unsafe to eat especially if packaging is contaminated. Discard the following foods if water has covered, splashed, dripped on or seeped into the package:

- Alcoholic beverages.
- Exposed foods, bulk foods, fresh produce, meat, poultry, fish and eggs;
- Any foods packaged in paper, plastic, cloth, or fiber;
- Cardboard boxes, even if the contents seem dry, including cereals, pasta products, rice, salt;
- Foods with cardboard seals, such as mayonnaise and salad dressing, or foil or cellophane packages;
- Food in glass jars, including unopened jars with waxed paper, foil, cellophane or cloth covers;
- Foods, liquids or beverages in crown-capped bottles or containers with pull-tab tops, corks or screw caps;
- All opened containers and packages; foods in bags or canisters;
- Cans that are dented, leaking, bulging or rusted; and
- Cans that have been tossed about and are far from their normal storage spot (possibility of pinholes or seam fractures).
- Cans may not be sold without all required labeling information. Therefore, cans with damaged labels should be discarded.

Disposal of Food

If it is determined that food must be discarded:

- Remove to a designated storage area for condemned food away from food preparation and equipment storage and secured in covered refuse containers or other isolated areas to prevent either service to the public or accidental contamination of the facility and other food.
- If the food must be retained until the distributor can credit the facility, it must be clearly labeled as "NOT FOR SALE."
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- The facility should document the type and amount of food, costs and the reason for disposal for insurance regulatory purposes.
- Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in a covered refuse bin outside the facility.
- Large volumes of food should be stored in covered refuse containers in a secure location and disposed of by a refuse disposal company as soon as possible.
- All food waste is to be disposed of in accordance with state and local waste disposal regulations.
- Local landfills should be contacted prior to delivery of food from a private individual or carrier to insure acceptance.

