

DHS-PB-2019-023

Subject: Food and Nutrition Policies for Providing Safe and Nutritious Meals in the DHS Shelter System	Applicable To: All shelters and DHS sites	Issued: November 13, 2019
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TABLE OF CONTENTS:

Introduction 3

1. Employee Hygiene and Food Safety 4

 1.1 Food Service Employee Health, Personal Hygiene & Dress Code..... 4

 1.2 Hand Washing..... 7

 Always Wash Hands After 8

 1.3 Food Service Establishment Permits and Staffing 9

 1.4 Establishing DHS Meal Service at New Locations 10

 1.5 Kitchen / Meal Service Inspections 11

2. Deliveries and Storage 13

 2.1 Receiving Food Deliveries 13

 2.2 Storage of Ingredients and Meals..... 15

 Refrigerator Food Storage Chart..... 16

3. Temperature Monitoring 16

 3.1 Heating and Reheating..... 17

 Safe Minimum Internal Temperature Chart 19

 3.2 Monitoring Food Temperature at Meal Service 20

- 3.3 Monitoring Refrigerator and Freezer Temperature 21
- 3.4 Thermometer Availability and Usage..... 21
 - Figure 1: USDA Kitchen Thermometers: Ice-Point Method of Calibration 22
- 3.5 Cooling Process for Hot Food..... 23
- 4. Food Safety and Sanitation 24
 - 4.1 Washing Equipment, Dishes, and Utensils..... 25
 - Figure 1: Approved Method for Handwashing Dishes and Utensils 26
 - Figure 2: Sanitizing Solution Concentrations 27
 - 4.2 Sanitizing Surfaces 28
 - 4.3 Cleaning and Maintaining Cutting Boards 29
- 5. Menus and Nutrition..... 30
 - 5.1 Food and Nutrition Notification to Client 31
 - Meal Service Notification Sample: 31
 - 5.2 Menus and Meal Service Schedule 32
 - 5.3 Menu Portions 32
 - 5.4 Medically Necessary Diet Needs and Food Allergies 33
 - 5.5 Religious Preferences..... 33
 - 5.6 Special Occasion Meals..... 34
 - THANKSGIVING MENU 34
 - 5.7 Standard Recipes..... 35
 - 5.8 Food Donations..... 35
- 6. Quality Assurance 36
 - 6.1 Meal Forecasting/Projections 37
 - 6.2 Meal Quality Test 38
 - 6.3 NYC Food Standard Reporting 40
 - 6.4 Client Food Service Satisfaction Survey and Continuous Monitoring..... 40
 - 6.5 Emergency Food..... 42
- 7. References (by subsection) 43
 - 1.1 Food Service Employee Health, Personal Hygiene and Dress Code 43
 - 1.2 Hand Washing..... 43
 - 1.3 Food Service Establishment Permits and Staffing 44
 - 2.1 Receiving Food Deliveries 44
 - 2.2 Storage of Ingredients and Meals..... 44
 - 3.1 Heating and Reheating..... 44

- 3.2 Monitoring Food Temperature at Meal Service 44
- 3.4 Thermometer Availability and Usage..... 44
- 3.5 Cooling Process for Hot Food..... 45
- 4.1 Washing Equipment, Dishes and Utensils..... 45
- 4.2 Sanitizing Surfaces 45
- 4.3 Cleaning and Maintaining Cutting Boards 45
- 5.2 Menus and Meal Service Schedule 46
- 5.6 Special Occasion Meals 46
- 5.8 Food Donations 46
- 6.5 Emergency Food..... 46
- 8. Attachments..... 47
 - Attachment A – Food Receiving Log 47
 - Attachment B – Final Temperature Log 48
 - Attachment C – Meal Service Temperature Log 49
 - Attachment D – Refrigerator Temperature Log..... 50
 - Attachment E – Freezer Temperature Log..... 51
 - Attachment F – Cooling Log 52
 - Attachment G – Manual Dishwashing Log 53
 - Attachment H – High Temperature Dishwasher Log 54
 - Attachment I - Low Temperature Sanitizing Dishwasher Log..... 55
 - Attachment J - Food Quality Test Tray Form 56
 - Attachment K – Food Service Satisfaction Survey 57

Introduction

DHS is committed to providing high quality, nutritious, and safe meals to our clients. Foodborne illness, obesity, and heart disease are conditions that are impacted by the food a person consumes. The purpose of this procedure is to provide guidelines for shelters to ensure shelters/sites meet the sanitation code and food standards set forth by the Department of Health and Mental Hygiene.

1. Employee Hygiene and Food Safety

Background

Foodborne illness is a serious health concern. The CDC estimates that each year roughly 1 in 6 Americans (or 48 million people) gets sick, 128,000 are hospitalized, and 3,000 die of foodborne diseases.¹ High-risk populations include elderly, children, pregnant women, and people with a suppressed immune system. These populations are more likely to become seriously ill, or die, if they are infected with a food borne illness.

Definitions

- Shelter/ sites staff: Social services staff or operations staff at DHS directly-operated and contracted facilities.
- Contagious illness: Includes diseases which are transmitted to other person either by physical contact with the person who has the disease, or by casual contact with their secretions or objects touched by them, or an airborne route.

Applicability

The instructions in this procedure apply to all DHS directly run or contracted intake sites, shelters, Safe Havens and Drop-in-Centers.

Procedure

DHS shelters and sites must provide safe and nutritious food to DHS clients and must follow the guidelines and instructions outlined in this procedure.

1.1 Food Service Employee Health, Personal Hygiene & Dress Code

Purpose:

To ensure all DHS employees, contracted providers, and other employee members responsible for receiving, storing, preparing and/or distributing meals to DHS clients, maintain good personal hygiene practices and are in good health when distributing meals. Standards of personal hygiene are outlined in Article 81 of the [NYC Health Code: Food Preparation and Food Establishments and NYC Food Handler Guide](#).

¹ Burden of Foodborne Illness: Findings <https://www.cdc.gov/foodborneburden/2011-foodborne-estimates.html>

Procedure:

All employees must be in good health and compliant with the work requirements and dress code when serving food.

Work Restrictions:

- Food service workers must be free from acute, infectious diarrhea, amebiasis, cholera, cryptosporidiosis, diphtheria, E. coli 0157:H7, giardiasis, hepatitis A, poliomyelitis, salmonellosis, streptococcal sore throat, superficial staphylococcal infection, tuberculosis, typhoid, or yersiniosis.¹
- Food service workers are not permitted to work in a food service establishment with an infected boil or infected wound.¹ All cuts and wounds that are not infected must be completely covered by a waterproof bandage.²
- Employees handling food must report to the manager any infectious disease or symptoms like vomiting and diarrhea. Managers must ensure that employee with these symptoms are excluded from working with, or around, open food.^{3,4}
- All employees must be tested for tuberculosis upon hire and if an exposure occurs as outlined in the DHS Policy DHS-PB-2019-019 Guidelines for Staff: Tuberculosis Control.
- All employees working with food must be tested in accordance with the DHS Policy DHS-PB-2019-019 Guidelines for Staff: Tuberculosis Control and be compliant with any other testing routine specified in the OTDA Shelter for Adult Regulations.⁶ Results of tuberculosis test must be kept on file at the shelter/site.

Work Requirements:

Hair Restraints

- Hair restraints (caps, hats, hairnets, beard guards, or other hair covering) must be worn in the kitchen at all times.^{1,2}
- Hair restraints must effectively keep hair from contaminating food or food contact surfaces.^{1,2}

Glove Use

- Gloves must be worn when handling any ready to eat food.^{1,2}
- Gloves must be worn and changed appropriately according to food safety and infection control standards.^{1,2}
- Employees must not touch anything else with the gloves while a food is being prepared.
For example, an employee should not open a refrigerator door with a gloved hand and return to preparing sandwiches.

- Employees must remove gloves, wash hands with soap, and put on a new pair of gloves every time:
 - an employee leaves a food station;
 - changes a task;
 - touches an item other than food being prepared; and
 - after four hours of a continuous task.^{1,2}

Shoes:

- Employees must wear sturdy shoes to prevent slips, falls, trips, burns, and cuts.
- Shoes must cover the entire foot and be made from non-permeable material or must be leather sneakers.²
- For safety, all shoes should have a slip-resistant or rubber soles.²

Dress Code:

- Pants must be full length. “Ankle length” or “crop pants” are not permitted.
- Sleeveless shirts and tank tops are not permitted.
- Aprons, smocks, and chef coats must be removed when leaving a food prep area.^{1,2,6}
- Used or dirty aprons, smocks, and chef coats must be replaced with clean ones as necessary to prevent contamination of food or food contact surface from soiled clothing.^{1,2,6}

Personal Hygiene Checklist²

At the beginning of each workday, ask yourself the following questions:

- Did I shower or take a bath before coming to work?
- Am I sick with a fever, cold, or diarrhea?
- Do I have any infected cuts or burns?
- Are my nails clean, trimmed, and free from nail polish?
- Are my apron and clothing clean?
- Did I remove my jewelry?
- Am I wearing my hat, cap or hairnet?

The Don't Habits²

- Don't smoke or use tobacco in any form in the food preparation area.
- Don't work when you have a fever, cough, cold, upset stomach, or diarrhea.
- Don't store personal medication among food.
- Don't work if you have an infected, pus-filled wound.
- Don't use a hand sanitizer as a substitute for hand washing. A hand sanitizer may be used in addition to proper hand washing.
- Don't spit while preparing food.

Jewelry:

- Jewelry can hide food particles and germs that can cause people to become sick. Food service employees who are preparing or serving food should not wear jewelry.
- A medical ID bracelet and/or smooth wedding band is acceptable.^{1,2,6}

Nails/ Polish:

- Fingernails may be no longer than ¼ an inch in length.^{1,2,6}
- Fingernail polish and artificial nails are not permitted when working with exposed food. If an employee wears fingernail polish or artificial nails, the employee must also wear intact gloves.^{1,2,6}

Eating, drinking, and smoking:

- Food service workers shall not eat or drink in a food preparation area where food, equipment, and utensils may be exposed to contamination. Food workers may drink from beverages in closed containers.¹
- Food service workers shall not smoke in the food preparation area⁶ or indoors at all.

1.2 Hand Washing

Purpose:

Good hand hygiene is a critical step to avoid spreading germs.¹

Procedure:

Handwashing sinks must be in the correct location, have the necessary supplies available, and utilized frequently. Food workers and other employee shall wash hands and exposed areas of arms thoroughly with soap and water before starting work and as often as necessary to remove oil and any substance that might lead to contamination. Gloves must be worn when handling any ready to eat food.

Location and Set Up:

1. Employees may not wash their hands in a sink used for dishware washing, food service, or disposal of dirty water.²
2. Hand washing sinks must be:
 - A single sink dedicated solely to employee handwashing.
 - Located in an easily accessible location to all food handlers and in close proximity to the workstation where bare hand contact procedures are conducted.³
 - No more than 25 feet from any food preparation, service, or ware washing area,³ or in a location approved by DOHMH.
 - For locations not preparing food, if separate sink not available, evaluation of location must be done with DOHMH and solution found.

- Be equipped with soap or detergent, single use disposable towels or mechanical drying devices, and a trash receptacle for disposable items.
3. The employee washing his/her hands should have access to towels without risk of recontamination of hands.⁴

Method to wash hands appropriately:

1. Wet hands with clean, running water (warm or cold) and apply soap.^{1, 5}
2. Lather hands by rubbing them together with the soap. Be sure to lather the backs of the hands, between the fingers, and under nails.¹
3. Lather with soap generously up to the elbows.⁵

Always Wash Hands After

Hands must be thoroughly washed with soap after:

- Using the toilet⁴
- Smoking or using electronic cigarettes⁴
- Sneezing⁴
- Coughing⁴
- Eating⁴
- Drinking beverages⁴
- When otherwise soiling hands before returning to work⁴
- Before putting on gloves that are a barrier to protect ready-to-eat food from bare hand contact⁴

4. Use a nail brush on fingernails.⁵
5. Scrub hands for at least 20 seconds. Hum the “Happy Birthday” song from beginning to end, twice.¹
6. Rinse hands well under clean, running water.¹
7. Dry hands using a clean, disposable towel or air dryer.¹

1.3 Food Service Establishment Permits and Staffing

Purpose:

A Food Service Establishment is a place where food is provided for individual portion service directly to the consumer, whether the food is provided free of charge or sold, and whether the food is consumed on or off the premises.¹

All shelter/sites preparing, storing, heating, and/or distributing meals will obtain the appropriate food service establishment permit and meet all NYC Food Sanitation Codes.

Procedure:

All shelter/sites will obtain appropriate food service establishment permits, undergo unannounced inspections at least annually by DOHMH, and will communicate inspection results to the DHS Program Administrator, the Director of Administrative Contracts, and the Administrative Nutritionist. All shelters/site will submit an electronic copy of the Food Service Establishment Permit to the DHS Program Administrator, the Director of Administrative Contracts, and the Administrative Nutritionist and display the permit in a visible location in the food service area. All shelter/sites will ensure that a certified NYC food handler is present during all hours of the food service operation and when receiving meal or food ingredients.

Shelter/Sites are required to obtain a food service establishment permit if:

- Meals are prepared on site
- Cold pans of food are delivered and then heated and portioned by the shelter employees
- Hot pans of food are delivered and then portioned by the shelter employees
- Hot, individual, prepackaged meals are served by the shelter employees
- Cold, individual, prepackaged meals are heated and served by the shelter employee
- Cold, individual, prepackaged meals are heated by the clients

NYC Food Handler:

- A certified food handler must be present during all hours of a meal service operation.²
- A food service supervisor or “person-in-charge” is required to have been trained in a food protection course, such as NYC Food Handler Course.²
 - DHS staff can contact Administrative Contracts Unit to schedule food handler training or can take the course online
- Employees responsible to receive, store, prepare, heat, and/or serve food items or meals, must obtain a NYC Food Handler certification or a Food Handler must be present to supervise during all hours of operation.

1.4 Establishing DHS Meal Service at New Locations

Purpose:

To ensure DHS clients receive high quality, nutritious, and safe food at all times.

Procedure:

DHS Program employee must notify the DHS Administrative Contracts Unit and the Administrative Nutritionist 30 days prior to a new meal service location opening. Please see DHS Policy 96-001 Provision of Food Services in Adult Services and Family Services.

Meal service provided by DHS:

Before a facility, location, or program can provide meals through the DHS meal service contract, the following information must be included in your operating plan:

1. NYC Food Service Establishment Permit
2. Any other Federal, State, or City Food Service Establishment Permits (For example, the New York State Department of Agriculture and Markets Food Establishment Licenses)
3. Copies of the employees Food Safety Training Certifications
4. Copies of the results of the Tuberculosis test for employee that will handle food
5. Meal service plans that includes how meals will be stored, heated, and distributed
6. Plan for how to monitor discarded food
7. List of items required for meal service – refrigerators, warming oven, microwave, freezers
8. Written plan to accommodate religious and medically prescribed diets

Meal service provided by contracted food vendor:

Programs must follow the Procurement Policy Board rules regarding competitive bidding and submit the information to ACCO for approval. Before a program can accept services from a contracted vendor, electronic copies of the following information must be included in the shelters operating plan. If a program needs to change food vendors after the initial opening the following information must be resubmitted to the Program Administrator prior to signing the contract.

The Program Administrator will send items # 1, # 5, #9, #10, and #13 to the Administrative Contract Unity and the DHS Administrative Nutritionist:

1. Food Service Establishment Permit
2. Any Federal, State, or City Food Service Permits
3. Copies of the employees' Food Safety Training Certifications
4. Meal service plan that includes how meals will be stored, heated, and distributed
5. Plan to monitor discards
6. List of items required for meal service – refrigerators, warming oven, microwave, freezers
7. Copy of service solicitation
8. Copy of all bids received
9. 4-week cycle menu
10. Nutrition analysis for 4-week menu
11. Vendor food security policy
12. List of food vendors
13. Written plan to accommodate religious and medically prescribed diets

1.5 Kitchen / Meal Service Inspections

Purpose:

To establish communication and reporting guidelines between shelter/site directors or designee and DHS.

Procedure:

Internal and external inspections must be communicated to the DHS Program Administrator, the Administrative Contracts Unit, and the Administrative Nutritionist.

Inspections:

Completed by external agencies and Shelter/site responsibilities

- All food service and nutrition related inspections completed by another agency (Department of Health and Mental Hygiene, OTDA, etc.) will be reported to the DHS Program Administrator, the Administrative Nutritionist and Administrative Contracts Unit within 24 hours.
 - The shelter/site employee must send a copy of the report to the DHS Program Administrator, the Administrative Contracts Unit, and the Administrative Nutritionist within two business days.
 - Shelter/site employees must copy the DHS Program Administrator, the Administrative Contracts Unit, and the Administrative Nutritionist on corrective action plans sent to external agencies. If a corrective action plan is not required by the external agency, the shelter/site must submit their corrective action plan to DHS within 14 business days or within the period determined at the exit conference.

Completed by Shelter/ Site internal employee:

- All DHS directly run and contracted programs will have a food service inspection conducted annually by DHS Facility Maintenance Department or the Administrative Contracts Unit team, using the Routine Site Review Inspection form (“Food Inspection” portion) and provide the director with a summary of findings during exit conference.
- The written report will be sent to the Program Administrator and the shelter/site employee.
- Shelter/site employee must submit a corrective action plan to the DHS Program Administrator, the Administrative Contracts Unit, and the Administrative Nutritionist within 14 business days or within period determined at inspection.

Food Safety Quality Management

A) Shelter Director or Designee:

- Develop and implement procedures to ensure meals meet the food safety standards outlined in NYC, NY State, and FDA food sanitation code.
- Complete a kitchen/ food safety inspection using the [DOHMH Self-Inspection Worksheet](#) once a quarter. A copy must be kept on file at the location.
- Ensure all logs and quality tests are completed, reviewed and corrective action plans are developed if needed.

B) Program Analyst:

- Annual kitchen inspection when the Shelter Monitoring Tool (Adults) or MST (Families with Children) is completed.
- Ensure shelter/site directors submit and complete corrective action plans if applicable after internal/external inspections.

C) Facility Maintenance Department:

- Complete the kitchen inspection using the standard RSRI Form
- Will complete inspections after a complaint related to food services is reported.
- Will follow RSRI protocols on reporting (see Shelter Inspection Policy)

D) Administrative Nutritionist:

- Provide technical assistance to shelter/site and to DHS employees to monitor food sanitation practices.

- Provide technical assistance to DHS and provider employees regarding quality monitoring programs.

[\(Back to Table of Contents\)](#)

2. Deliveries and Storage

Background

Good food safety management begins where food delivery ends, at the delivery bay. Many things can and do happen along the miles between the supplier's gates and the restaurant's doorsteps: the food items could get contaminated because they were improperly sealed, or they could spoil because the delivery van's refrigeration failed while in transit. Given these uncertainties and the prevalence of food-borne illnesses, the food manager should not only know the procedure for receiving food safely but also know when to reject food deliveries.

Definitions

- Shelter/ sites staff: Social services staff or operations staff at DHS directly-operated and contracted facilities.

Applicability

The instructions in this procedure apply to all DHS directly run or contracted intake sites, shelters, Safe Havens and Drop-in-Centers.

Procedure

DHS shelters and sites must provide safe and nutritious food to DHS clients and must follow the guidelines and instructions outlined in this procedure.

2.1 Receiving Food Deliveries

Purpose:

The first opportunity a program has to ensure that food is safe is at the point of receiving the food.¹ Employee must follow the guidelines outlined in the food handler-training guide to ensure that all food ingredients and meals received are of acceptable temperature and quality.¹

Procedure:

Shelter/sites will designate an employee as a receiver(s) who has had the NYC Food Handler Training to receive and inspect food deliveries. Deliveries will be checked for appropriate temperature, quality, and quantity. For each delivery, select if the items are compliant or record the non-compliant item and corrective action. An example of an appropriate monitoring tool can be seen in [Attachment A – Food Receiving Log](#).

Temperature & Quality:

Ambient temperature ingredients:

- Do not accept any item with evidence of tampering.
- Do not accept any item with damage from moisture, signs of contamination, or signs of teeth marks.¹
- Do not accept any fruit or vegetable with signs of spoilage.¹
- Do not accept any can that is swollen or dented.¹
- If an item is rejected, the receiver must alert the person in charge of ordering or the supervisor to implement a CAP to obtain a replacement.

Cold ingredients and meals:

- Upon arrival of food deliveries, check the temperature of the delivery truck.
- Do not accept any refrigerated item above 41°F.¹
- Do not accept any frozen item that has been defrosted or shows signs of defrosting and re-freezing (example: has visible ice crystals).¹
- Record the temperature of the cold item on a receiving log. Choose one sample of each cold item delivered.
- Take the temperature by placing the thermometer in the thickest section of the item.
- If the item cannot be opened/punctured (for example vacuum-packed meat), place the thermometer between two cold items.
- If an item is rejected, the receiver must alert the person in charge of ordering or the supervisor to implement a corrective action plan (CAP) to obtain a replacement.

Hot meals:

- Do not accept any item with signs of contamination or teeth marks.¹
- Do not accept any item under 140°F unless:
 - The item is time stamped
 - The item has been out of the heat source for less than 2 hours and facility has the appropriate oven to reheat the meals
- Record the temperature of the hot item on a receiving log.
- If an item is rejected, the receiver must alert the person in charge of ordering or the supervisor to implement a CAP to obtain a replacement.

Quantity:

- Count the number of food items or meals received and verify amount received is the same amount as the amount listed on the order slip.
- Missing items are reported to the person in charge of ordering or supervisor to implement a CAP.

Shelters receiving meals from a DHS food contractor should contact their contract manager in the Administrative Contracts Unit to implement a corrective action. Refer to DHS Policy 96-001 Provision of Food Service in Adult Services and Family Services

2.2 Storage of Ingredients and Meals

Purpose:

To ensure that all food ingredients and prepared meals are stored according to the Food Drug Administration (FDA), NY State, and NYC food codes.

Procedure:

Food items or meals are placed in the appropriate storage setting as soon as the delivery is accepted.

Ambient temperature ingredients and food items

- All items are stored at least 6 inches above the floor.¹
- All items are stored away from leaking pipes or any water.¹

Cold Ingredients and meals

- Cold items are stored in refrigerators at less than or equal to 41°F or lower.¹
- All items are stored on shelves with ventilation to allow air circulation. Do not stack boxes or place boxes too close to each other on the shelf.¹
- All items are stored in accordance to food code guidelines to avoid cross contamination. See attached food storage chart.
 - Ready to eat items are placed above items that need to be cooked.
 - Food items with the lowest internal cooking temperature are stored above items that require a higher internal cooking temperature.
- All items are stored at least 6 inches above the floor.¹

Frozen Ingredients and meals

- Frozen items are stored in freezers 0 °F or lower.¹
- All items are stored on shelves to allow airflow.¹
- All items are stored at least 6 inches above the ground in walk in freezers.¹

Hot meals

- Hot items are stored in the appropriate hot holding unit or steam table.¹
- Hot meals and meal components are held $\geq 140^{\circ}\text{F}$.¹
- The temperature of the hot food is checked as outlined in the temperature monitoring process.¹
- Record the temperature of all received hot items on the receiving log for hot food.¹

Refrigerator Food Storage Chart

Refrigerator Storage Order	
Top Shelf	Ready-to-Eat Foods (including cheese, fruits and vegetables) and fully cooked foods
	Uncooked Whole Fish
	Uncooked Whole Cuts of Beef and Pork
	Uncooked Ground Meats and Fish
Bottom Shelf	Uncooked Whole and Ground Poultry

[\(Back to Table of Contents\)](#)

3. Temperature Monitoring

Background

Keeping food at a safe temperature is a simple and effective way to protect clients from foodborne illnesses. You cannot see, smell or taste harmful bacteria that may cause these illnesses. The only way to reduce pathogens in food to safe levels is to cook it to its minimum internal temperature. Because of this, it is important the food manager make sure the food items are cooked to the right temperature and that temperature is maintained so food does not fall within the danger zone.

Definitions

- Shelter/ sites staff: Social services staff or operations staff at DHS directly-operated and contracted facilities.

Applicability

The instructions in this procedure apply to all DHS directly run or contracted intake sites, shelters, Safe Havens and Drop-in-Centers.

Procedure

DHS shelters and sites must provide safe and nutritious food to DHS clients and must follow the guidelines and instructions outlined in this procedure.

3.1 Heating and Reheating

Purpose:

To ensure that all food ingredients and prepared meals are cooked and reheated according to the Food Drug Administration (FDA), NY State, and NYC food codes.^{1,2}

Procedure:

Shelter/site employee must check the temperature of all hot items, including those prepared off site and heated by staff, to ensure the food items reach a safe minimum internal temperature. If multiple individual frozen meals are heated, staff should draw a sample and check and record the temperature. Final temperatures will be recorded. [Attachment B – Final Temperature Log](#) is an example of a log that can be used to monitor and record temperatures. Temperature will be monitored throughout meal service as outlined in [Section 3.2](#) - Monitoring Food Temperature at Meal Service.

Meals prepared at the facility

- Prepare and heat meals to the appropriate temperature according to the NYC food code (see [Safe Minimum Internal Temperature Chart](#)).
- Check the temperature of food after preparation. If the food was served immediately, this check would be considered the temperature for the beginning of meal service. If the food was not served within 30 minutes, the temperature must be checked again before to meal service, as outlined in [Section 3.2](#) - Monitoring Food Temperature at Meal Service.
- Meals that are cooled, stored, and reheated must be reheated in accordance with the cold meals reheating process outlined in this procedure.

Frozen prepared individually packaged meals heated in the oven

- Prepare frozen items according to the manufacturer guidelines.
- Heat frozen meals from the frozen or defrosted state. Acceptable defrosting methods include defrosting in the refrigerator or under cold running water.
- Heat meals to 165°F.
- Check the temperature of meal after heating. If the meal is served immediately, this check would be considered the temperature for the beginning of meal service. If the food is not served within 30 minutes, the temperature must be measured again prior to meal service.

Cold meals heated in the oven

- Preheat the oven according to recipe or food service vendor's guidelines.

- Remove pans of food that were received cold from a vendor or prepared in advance at the shelter/site from the refrigerator and place them in the oven.
- Heat meals to a minimum internal temperature of 165°F.
- Check the temperature of meal after heating. If the food is served immediately, this check would be considered the temperature for the beginning of meal service. If the food is not served within 30 minutes, the temperature must be checked again prior to meal service.

Hot Meals received hot for serving

- Check the temperature of the hot meal when received as outlined in [Section 2.1 - Receiving Food Deliveries](#)
- Place batch catered meals that are received hot, directly in the oven or steam table.
- Temperature of the meal items must be 140°F for service.
- If the food is served immediately, the temperature check when received would be considered the temperature for the beginning of meal service. If the food is not served within 30 minutes, the temperature must be checked again prior to meal service.

Frozen individually packaged meals heated in the microwave

- Heat frozen items according to the manufacturer guidelines.
- Defrosting frozen meals in the refrigerator is an acceptable defrosting method.
- Heat frozen meals to 165°F.²
- Heat one sample individually packaged meal and check the temperature of each component at the start of meal service. Shelter/site employee must complete this step if the employee or if the clients heat the meal.

Safe Minimum Internal Temperature Chart

Safe steps in food handling, cooking, and storage are essential in preventing foodborne illness. You cannot see, smell, or taste harmful bacteria that may cause illness.

Product	Minimum Internal Temperature	Rest Time
Beef, Pork, Veal & Lamb Steaks, chops, roasts	145 °F (62.8 °C)	Allow to rest for at least 3 minutes
Ground meats	160 °F (71.1 °C)	N/A
Ham , fresh or smoked (uncooked)	145 °F (62.8 °C)	Allow to rest for at least 3 minutes
Fully Cooked Ham (to reheat)	Reheat cooked hams packaged in USDA-inspected plants to 140 °F (60 °C) and all others to 165 °F (73.9 °C).	N/A
All Poultry (breasts, whole bird, legs, thighs, and wings, ground poultry, and stuffing)	165 °F (73.9 °C)	N/A
Eggs	160 °F (71.1 °C)	N/A
Fish & Shellfish	145 °F (62.8 °C)	N/A
All Leftover Food Items	165 °F (73.9 °C)	N/A
Casseroles	165 °F (73.9 °C)	N/A

Reference:

https://www.fsis.usda.gov/wps/portal/food-safety-education/get-answers/food-safety-fact-sheets/safe-food-handling/safe-minimum-internal-temperature-chart/ct_index

3.2 Monitoring Food Temperature at Meal Service

Purpose:

To ensure that all food ingredients and prepared meals are held at the proper temperature in accordance with the Food Drug Administration (FDA), NY State, and NYC food codes.^{1,2,3}

Procedure:

Shelter/site employee must monitor the temperature of food items three times during meal service. The temperature of every item served during the meal period must be checked at the beginning, at the midpoint, and at the end of meal service. Meal temperatures and corrective action must be recorded. [Attachment C – Meal Service Temperature Log](#) is an example of a tool for temperature monitoring.

Hot meals

- All meals held hot must be at least 140°F at service.¹
- The temperature of every hot item must be checked at the start of service and halfway through meal service.¹
 - If the food items are less than 140°F halfway through meal service and less than 2 hours has passed from the time the meal or food was removed from the oven, the food items may be reheated to 165°F.¹
 - If the food items are less than 140°F and more than 2 hours has passed, the food must be discarded.¹

Cold Food

- All food items and meals held cold must be less than or equal to 41°F at service.¹
- The temperature of every cold item must be checked at the start of service and halfway through meal service.¹
 - If the food items are greater than 41°F halfway through meal service and less than 2 hours passed from the time the meal was removed from the refrigerator, the food items may be cooled to less than 41°F.¹
 - If the food items are greater than 41°F and more than 2 hours have passed, the food must be discarded.¹

3.3 Monitoring Refrigerator and Freezer Temperature

Purpose:

To ensure that all food ingredients are stored at the proper temperature to reduce bacteria growth.

Procedure:

The temperature of each refrigerator will be checked twice daily.

Refrigerators

- Each refrigerator will have a working thermometer located inside the refrigerator by the door, which is the warmest section of the fridge.
- Thermometers should be easily accessible to monitor the temperature.
- The temperature will be monitored twice a day.
- Temperature will be recorded at the beginning of the first AM shift and at the end of the last PM shift. [Attachment D – Refrigerator Temperature Log](#) is an example of a log that can be used to monitor temperature.
- Temperature must be less than or equal to 41°F.

Freezer

- Each freezer will have a working thermometer located inside the freezer by the door, which is the warmest section of the freezer.
- Thermometers should be easily accessible to monitor the temperature.
- The temperature will be monitored twice a day.
- The temperature will be recorded at the beginning of the first AM shift and at the end of the last PM shift. [Attachment E – Freezer Temperature Log](#) is an example of a log that can be used to monitor temperature.
- Temperature must be less than or equal to 0 °F.

3.4 Thermometer Availability and Usage

Purpose:

To ensure all meals provided are heated and/or held at the appropriate temperature to prevent foodborne illness.

Procedure:

- All employees responsible to prepare, heat, or reheat meals, must have a thermometer or access to a thermometer.
- Thermometers must be calibrated before each shift using approved ice-point method or boiling-point method¹. See methods below.
- The thermometer stem must be wiped with alcohol wipes or food grade sanitizer between each food item and after each use.¹
- The thermometer must be sanitized by wiping with an alcohol wipe or food grade sanitizer between checking food items within the same meal period.¹

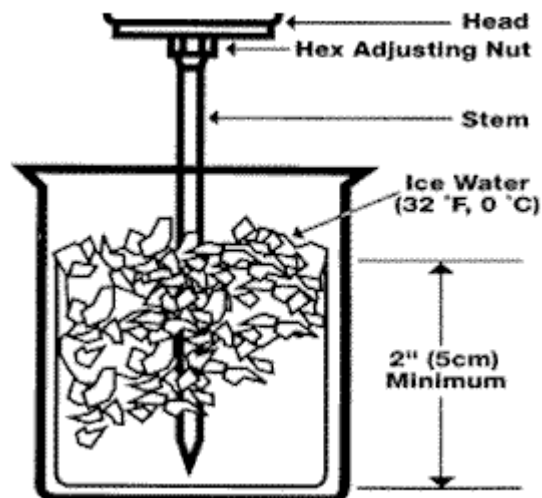
Ice-Point Method of Calibration²: (Figure 1 below: Ice Point Calibration)

1. Fill a container with ice and water to make a 50/50 ice-water slush.²
2. Stir the ice-water slush.²
3. Place the thermometer probe so that it is completely submerged in the ice-water slush.²
4. Do not touch the sides or the bottom of the container with the thermometer.²
5. Wait until the indicator needle stops moving, then record the temperature.²
6. If the temperature is 32°F, do nothing the thermometer is accurate.²
7. If the temperature is not 32°F, rotate the hex-adjusting nut until the indicator needle is at 32°F.²
8. If using a digital thermometer, follow the instructions from the manufacturer.

Boiling-Point Method of Calibration²:

1. Bring water to a boil.²
2. Place the thermometer probe so that it is completely submerged by the boiling water.²
3. Do not touch the sides or the bottom of the pot with the thermometer.²
4. Wait until the indicator needle stops moving, then record the temperature.²
5. If the temperature is 212°F, do nothing the thermometer is accurate.²
6. If the temperature is not 212°F, rotate the hex-adjusting nut until the indicator needle is at 212°F.²

Figure 1: USDA Kitchen Thermometers: Ice-Point Method of Calibration



3.5 Cooling Process for Hot Food

Purpose:

To ensure that all food ingredients and prepared meals are cooled according to the FDA, NY State, and NYC food codes to limit the amount of time food spends in the danger zone, between 40°F to 140 °F where bacteria grows quickly.^{1,2}

Procedure:

Shelter/site employee must check the temperature of all items being cooled to ensure the food items reach a safe minimum internal temperature. Temperature will be monitored throughout the cooling process at the following times: at the beginning of the cooling process, after 2 hours from the start of the cooling process, and after 4 hours from the start of the cooling process. Temperatures measured during the cooling process will be recorded. [Attachment F – Cooling Log](#) is an example of a log that can be used to monitor temperature

Foods removed from cooking or hot holding that require refrigeration must be rapidly cooled from 140 °F to 70°F within 2 hours and from 70 °F to 41 °F within 4 hours after cooking or removal from hot holding.

To cool food, place containers of food in an ice bath, a rapid chill unit, or add ice to the food.³ Other practices to enable food to cool quickly include:

- a. Placing the food in shallow pans or containers (pans that are less than 4 inches in height); and/or³
- b. Dividing foods into smaller or thinner pieces or portions; and/or³
- c. Using containers made of materials that facilitate heat transfer such as metal; and/or³
- d. Stirring foods that are liquids or semi-liquid, and³
- e. Arranging containers in refrigerators to provide maximum heat transfer through container walls, not stacking or nesting; and³
- f. Keeping containers loosely covered, or uncovered if protected from overhead contamination³

[\(Back to Table of Contents\)](#)

4. Food Safety and Sanitation

Background

Foodborne illness is a serious health concern. The CDC estimates that each year roughly 1 in 6 Americans (or 48 million people) gets sick, 128,000 are hospitalized, and 3,000 die of foodborne diseases.² High-risk populations include elderly, children, pregnant women, and people with a suppressed immune system. These populations are more likely to become seriously ill, or die, if they are infected with a food borne illness. It is important to follow the food safety regulations provided by the NYC Department of Health and Mental Hygiene to prevent food borne illness.

Definitions

- Shelter/ sites staff: Social services staff or operations staff at DHS directly-operated and contracted facilities.

Applicability

The instructions in this procedure apply to all DHS directly run or contracted intake sites, shelters, Safe Havens and Drop-in-Centers.

Procedure

DHS shelters and sites must provide safe and nutritious food to DHS clients and must follow the guidelines and instructions outlined in this procedure.

² Burden of Foodborne Illness: Findings <https://www.cdc.gov/foodborneburden/2011-foodborne-estimates.html>

4.1 Washing Equipment, Dishes, and Utensils

Purpose

To ensure all cooking and serving utensils are washed and sanitized in accordance to the Food Drug Administration (FDA), NY State, and NYC food codes.^{1,2}

Procedure:

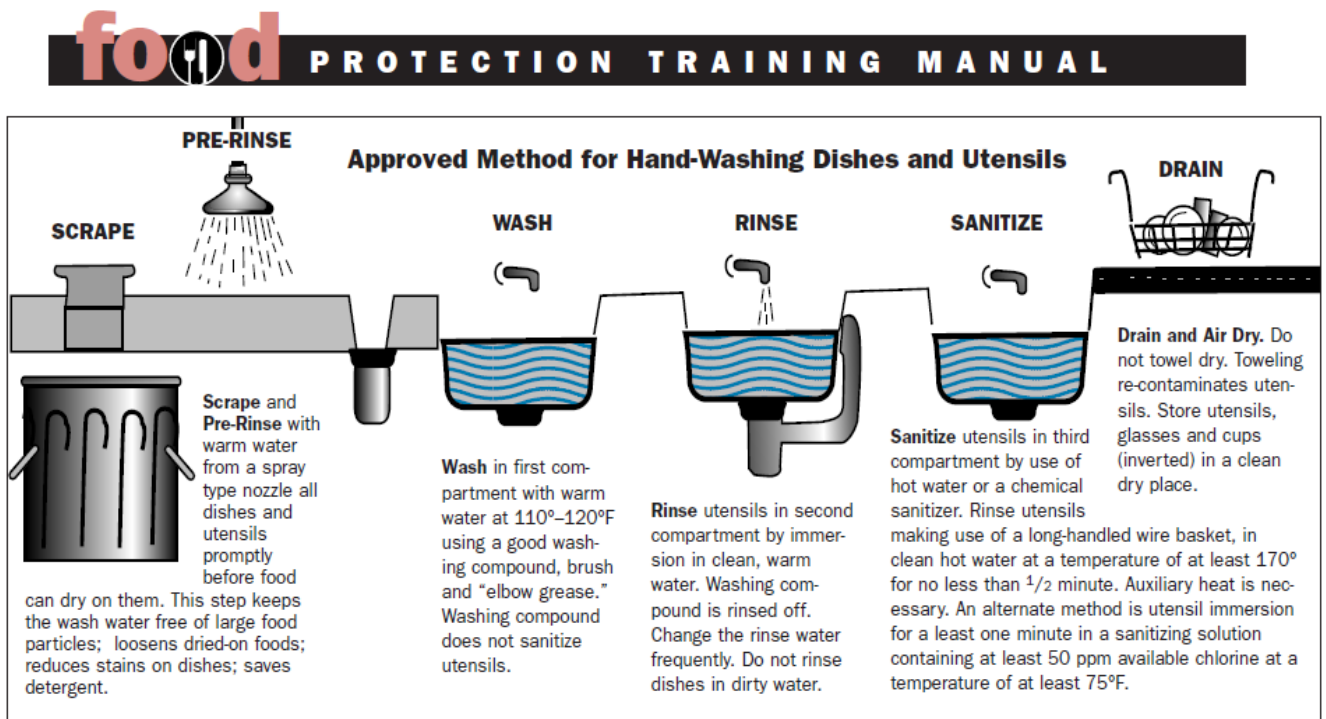
All food service items are properly washed and sanitized by the shelter/site employee.

Hand washing

- Employee may NOT wash their hands in a sink used for dish washing, food production, or service.¹ Handwashing guidelines are outlined in process #2 “Handwashing”, unless DOHMH granted an exception to the sink location. See Figure 1 “Approved Method for Handwashing Dishes and Utensils.”

Manual Washing

- A three-compartment sink must be used when washing and sanitizing equipment, dishes, and/or utensils by hand.²
- When manually washing items, the following steps are taken:
 1. Wash item in the first compartment of the sink in a detergent solution
 2. Rinse solution off the item with clean hot water in the second compartment of the sink.
 3. Sanitize the item in the third compartment of the sink with a chemical sanitizing solution or hot water.²
- Check the concentration of the sanitizer each time the solution is prepared using the appropriate testing strip.
- Food debris affects the concentration of the sanitizer, check the concentration halfway through dishwashing.
- Change the sanitizing solution if the concentration is not within the manufacturer defined PPM range, 50 PPM for bleach and water solutions, or looks polluted with food debris.
- Record sanitizer concentration. [Attachment G – Manual Dishwashing Log](#) is an example of a monitoring tool that can be used to record sanitizer concentration.

Figure 1: Approved Method for Handwashing Dishes and Utensils**Sanitizing:**

Acceptable sanitation methods are:

- Immersion for at least half one-minute in clean hot water at a temperature of not less than 170 °F.²
- Immersion for at least one minute in a clean solution containing at least 50 parts per million of chlorine at a temperature of at least 75°F.² See figure 2.
 - This solution can be made using regular household bleach (5.25% Sodium Hypochlorite).³
- Immersion for at least one minute in a clean solution containing at least 12.5 parts per million of iodine and having pH not higher than 5.0 at a temperature of at least 75°F.²
 - This type of sanitizing solution is purchased as a pre-mixed solution.
- Immersion for at least one minute in a solution containing 200 parts per million of quaternary ammonium at a temperature of at least 75°F.²
 - This type of sanitizing solution is purchased as a pre-mixed solution.
- Immersion in a solution containing any other food grade chemical sanitizing agent that will provide the equivalent bactericidal effect of a solution containing at least 50 parts per million of available chlorine as hypochlorite which has been held at a temperature of at least 75°F for one minute.²

<i>Chlorine Strength (Concentration)</i>	<i>Amount of Bleach</i>	<i>Amount of water</i>
50 PPM	1/2 Oz.	1 gallon
100 PPM	1 Oz.	1 gallon
200 PPM	2 Oz.	1 gallon

Mechanical Washing and Sanitizing

- High Temperature machines
 - High temperature machines must have thermometers and operate so all food contact surfaces achieve a surface temperature of at least 160°F.²
 - Employees will check the temperature of the dish machine during each use by reading the temperature gage on the machine.
 - Record the temperatures. [Attachment H – High Temperature Dishwasher Log](#) is an example of a log to record the temperature.
- Chemical Sanitizer
 - A low temperature dishwashing machine using a chemical sanitizer requires a test kit or other device to manage the concentration of the solution.²
 - Food service employee will check the concentration of the sanitizer in the sanitizing solution and the pH level of sanitizer during each use with a test kit or manufacturer recommendations to ensure the sanitizer is at the appropriate concentration.
 - Record concentration and pH. [Attachment I – Low Temperature Sanitizing Dishwasher Log](#) is an example of a log to record the temperature.

Drying Items

- All items must be allowed to drain and air dry before they are stored.¹
- Cloth drying is prohibited.¹

4.2 Sanitizing Surfaces

Purpose:

To ensure that all food contact surfaces are cleaned and sanitized in accordance with the FDA, NY State, and NYC Food Codes.

Procedure:

All food contact surfaces, including food contact surfaces on equipment and utensils shall be clean and shall be kept free of dust, dirt, food residues, grease deposits, and other contaminants. Food contact surfaces must be cleaned and sanitized using soap and water and then a sanitizing solution.

Frequency:¹

- Before each use with a different type of raw animal food such as beef, fish, lamb, pork or poultry.¹
- Each time there is a change from working with raw to working with ready to eat food.¹
- At other times as necessary to prevent accumulation of dirt, molded encrusted food, grease, or other substances or whenever contamination may have occurred.¹

Cloths used for sanitizing:

- Cloths used for the cleaning and sanitizing of food contact and non-food contact surfaces shall be stored clean and dry, or in a sanitizing solution between uses.¹
- Moist cloths used for wiping food spills from kitchenware and food contact surfaces shall be used only for this purpose and shall be stored in a sanitizing solution between uses.¹
- Moist cloths used for wiping non-food contact surfaces shall be used for this purpose only and shall be stored in a sanitizing solution between uses.

Appropriate Sanitizing Methods:

Acceptable sanitation methods include:

- Immersion for at least half one-minute in clean hot water at a temperature of not less than 170 °F.¹
- Immersion for at least one minute in a clean solution containing at least 50 parts per million of chlorine at a temperature of at least 75°F.¹ Refer to Figure 2 in section 4 (pg. 27), "Sanitizing Solution Concentrations."
- Immersion for at least one minute in a clean solution containing at least 12.5 parts per million of iodine and having pH not higher than 5.0 at a temperature of at least 75°F.¹
 - a. This type of sanitizing solution is purchased as a pre-mixed solution.

- Immersion for at least one minute in a solution containing 200 parts per million of quaternary ammonium at a temperature of at least 75°F.¹
 - a. This type of sanitizing solution is purchased as a pre-mixed solution.
- Immersion in solution containing any other food grade chemical sanitizing agent that will provide the equivalent bactericidal effect of a solution containing at least 50 parts per million of available chlorine as hypochlorite which has been held at a temperature of at least 75°F for one minute.¹
- Treatment with culinary-quality steam in the case of equipment too large to sanitize by immersion, but in which steam can be confined.¹
- Swabbing a fixed equipment with a solution of at least twice the strength required for that sanitizing solution when used for immersion.¹
- Chemical and Sanitizers and antimicrobial agents approved by the U.S. Environmental Protection Agency.¹
- A test kit must be used to measure the parts per million concentration of the chemical sanitizing solution used.¹

4.3 Cleaning and Maintaining Cutting Boards

Purpose:

Cutting board maintenance must be in accordance with NYC, NY State, and FDA Food Codes to prevent contamination. Cutting boards that are scratched or scored may be difficult to clean and sanitize which could result in pathogenic microorganism accumulation.

Procedure:

Cutting boards and blocks must be maintained and properly sanitized.¹

- To control the potential for cross contamination, utilize color-coded cutting boards for raw animal food and ready-to eat products.¹
- The surface of the cutting block or board must be maintained in a smooth, clean condition.²
- Scratched and/or scored cutting boards should be discarded.¹
- Cutting boards and blocks must be replaced or resurfaced if they can no longer be effectively cleaned and sanitized.³
- Wash, rinse, and sanitize cutting boards when changing from raw to ready-to eat food, and in between preparing different types of raw meat, fish, and poultry.⁴
- Sanitize the cutting boards using methods approved by the Department of Health.

[\(Back to Table of Contents\)](#)

5. Menus and Nutrition

Purpose

DHS is committed to providing high quality, nutritious, and safe meals to our clients. Foodborne illness, obesity, and heart disease are conditions that are impacted by the food a person consumes. The purpose of this procedure is to provide guidelines for shelters to ensure shelters/sites provide meals in accordance with the NYC Food Standards and/or clients religious and medically prescribed diets.

Background

Obesity is a risk factor for many health conditions including diabetes, cardiovascular disease, and hypertension. In New York City, obesity is epidemic; more than half of adult New Yorkers are overweight (34%) or obese (22%). The rate of childhood obesity is rising with the adult rate. Nearly half of all elementary school children and Head Start children are not at a healthy weight.³ The New York City Food Standards (“Standards”) aim to reduce the prevalence of chronic disease, such as obesity, diabetes and cardiovascular disease, by increasing access to healthy foods and improving dietary intake.⁴

Definitions

- Shelter/ sites staff: Social services staff or operations staff at DHS directly-operated and contracted facilities.
- Contagious illness: Includes diseases which are transmitted to other person either by physical contact with the person who has the disease, or by casual contact with their secretions or objects touched by them, or an airborne route.

Applicability

The instructions in this procedure apply to all DHS directly run or contracted intake sites, shelters, Safe Havens and Drop-in-Centers.

Procedure

DHS shelters and sites must provide safe and nutritious food to DHS clients and must follow the guidelines and instructions outlined in this procedure.

³ NYC Health. Obesity. <http://www1.nyc.gov/site/doh/health/health-topics/obesity.page>

⁴ NYC Food Standards <https://www1.nyc.gov/assets/doh/downloads/pdf/cardio/cardio-meals-snacks-standards.pdf>

5.1 Food and Nutrition Notification to Client

Purpose:

To ensure clients are made aware of the food services available and the procedures to file a complaint.

Procedure:

The following information must be made available to clients via a sign posted in a conspicuous area and a flyer in the welcome package:

- Schedule for meal service
- Location of menu
- Process for clients to request a “to-go” meal
- Process for clients to request a saved plate
- Process for clients to request a medically prescribed diet or religious accommodation
- Process for clients to submit a food complaint and/or grievance

Meal Service Notification Sample:

Important Food and Nutrition Information

DHS strives to provide you with meals that are nutritious and meet the NYC Food Standards.

Meal Schedule At _____ Shelter
 Breakfast: _____
 Lunch: _____
 Dinner: _____

The current menu is located at: _____

The shelter staff and/ or case worker can help you request:

- A “To-go” meal if you will be off site during meal service
- A saved plate if you will be returning after meal service
- A reasonable accommodation for a medically prescribed diet or religious accommodation

If you would like to submit a complaint and/or grievance about the meals or meal service, you can:

- Contact the shelter director
- Contact the DHS Ombudsman Unit
- Contact the DHS Analyst or Administrator

5.2 Menus and Meal Service Schedule

Purpose:

To ensure that a menu is developed and provided within the timeframe outlined in regulation (18 NYCRR § 491 et.al., - Food Service)

Procedure:

- Meal service schedule must be posted for clients in a conspicuous location.
- No more than 15 hours shall elapse between service of the evening meal and breakfast the next morning¹.
- Staff must record mealtimes each day. This information may be recorded on a log with other information or on a separate log.
- The menu will be planned and posted for clients at least two weeks in advance at facilities with 41 beds or more².
- The menu will be planned and posted at least three days in advance at facilities with 40 beds or less².

5.3 Menu Portions

Purpose:

To ensure meals are served in accordance with the NYC Food Standards and is consistent with the approved menu and nutrient analysis.

Procedure:

Meals portions must be consistent with approved menus.

Meal Service:

- Each facility will plan a menu in accordance with the NYC Food Standards.
- Prepackaged meals will be served intact.
- Portioned serving utensils will be available to employee if meals are portioned at meal service.
- A portioned serving utensil will be available for each item on the menu.
- Prepackaged beverages, condiments, and desserts will be served in accordance with the portion specified on the menu.
- All menus will list portion and/or serving size for employee and clients.
- Portion size will be checked by shelter/site employees when they monitor quality. [Attachment J - Food Quality Test Tray Form](#) is an example of a quality monitoring tool.

Double Portions:

- Clients on a medically prescribed diet must have a physician note and reasonable accommodation request for double portions at meal service. Refer to section 19 “Medically-Necessary Diets and Food Allergies” and DHS procedure 15-211 Reasonable Accommodation Procedure for Clients with Disabilities.
- If there are left over meals or food ingredients at the end of each meal, 2nd portions may be offered to all clients on regular diets.

5.4 Medically Necessary Diet Needs and Food Allergies

Purpose:

To ensure that clients are provided meals appropriate for their medical needs.

Procedure:

- All shelter/sites must arrange to accommodate medically necessary meals and food allergies.
- Shelters must follow the procedures for Reasonable Accommodation Requests and Reasonable Accommodation Procedure for Clients with Disabilities.
- Meals that meet a client’s medically required dietary restriction will be granted provisionally pending a determination.
- Shelter/site employees will communicate the request to the employee preparing meals or food service vendor.
- If a shelter/site cannot provide the appropriate meals, the shelter/site employee will alert the Program Administrator to determine the appropriate next steps.
- Reasonable accommodation requests should be tracked.

5.5 Religious Preferences

Purpose:

To ensure clients are provided meals consistent with their religious beliefs. Please refer to DHS Policy 08-090 Religious Diets for clients.

Procedure:

- All shelter/sites must arrange to accommodate religious food preferences.
- Clients should report requested religious accommodations when arriving at the shelter/site.
- In case of religious accommodations, the client will provide supportive documentation from Rabbi, Iman, priest/pastor, or other religious official.
- Shelter/site employee will communicate the request to the employee preparing meals or food service vendor.
- If a shelter/site cannot provide the appropriate meals, the shelter/site employee will request a transfer to a facility that can provide the accommodation through the Program Administrator.

5.6 Special Occasion Meals

Purpose:

To ensure that clients are provided appropriate meals to celebrate special occasions or holidays. Special Occasion Meal guidelines can be found in the [NYC Food Standards](#) and a sample menu is attached.

Procedure:

- All special occasion meals must be announced, and a written menu will be developed.
- Healthy options will be available including but not limited to, fresh fruit, green leaf salad, and/or vegetable slices.
- Water will be available.
- Special occasion meals will be limited to once a month.
- Special occasion items that do not meet the food standards (i.e. desserts, sugar-sweetened beverages) will be offered in moderation and in appropriate portions.
- Shelters/Sites that receive meals through a DHS contracted vendor must request the Special Occasion Meal through the Administrative Contracts unit. Please see DHS policy 96-001 Provision of Food Service in Adult Services and Family Services.

THANKSGIVING MENU

Appetizer: Fresh Garden Salad (4oz) with Low Fat French Salad Dressing (1oz)

Entrée: Roast Turkey (3oz) with Pan Gravy (1 oz.) and Stuffing (2oz)

Mashed Sweet Potatoes (1/2 c)

Roasted Broccoli (1/2c)

Dessert: Sliced Apples and Pears (1/2 c)

Assorted Cookies (2 oz)

Pumpkin Pie (1/12)

Beverages: Water

Apple Cider

5.7 Standard Recipes

Purpose:

To ensure that meals are produced from standardized recipes that meets the USDA Dietary Guidelines and NYC Food Standards and were approved by a registered dietitian.

Procedure:

- A recipe will be available for all food items prepared at the shelter/site.
- Recipes will include ingredients, portions, and cooking instructions.
- To ensure the food items and meals are compliant with NYC Food Standards, the shelter/site registered dietitian or the DHS Administrative Nutritionist will review and approve recipes before they are used in production.
- All new recipes and recipes changes must be reviewed and approved by the shelter/site registered dietitian and reported to the DHS Administrative Nutritionist. If a registered dietitian is not available, all new recipes and changes must be reviewed and approved by the DHS Administrative Nutritionist.
- Recipes must be followed to ensure the item is produced accordingly and within the Food Standards.
- Ingredients cannot be altered without the approval of the registered dietitian or the DHS Administrative Nutritionist to maintain accurate information for clients with food allergies or intolerances.

5.8 Food Donations

Purpose:

Food and meal donations help organizations provide meals to DHS clients. Donations must be of good nutritional value and healthy. Donations must be received, stored, and prepared in accordance with the NYC, NY State, and FDA Food Codes.^{1, 2}

Procedure:

All shelters/ sites that accept donations must have a comprehensive plan to check that donated items meet the NYC food standards and to ensure the donations are received, stored, and served in accordance with food sanitation codes to maintain safety.

Nutrition:

1. Food donations must be compliant with the NYC Food Standards guidelines for donated foods.
2. No agency can accept donations of candy or sugar-sweetened beverages for use in meal or snack service.
3. Agencies that do not provide meals to clients are encouraged to accept donations that are low in fat, sodium, sugar, and high in fiber.

Food Safety:

1. Foods that are donated or provided at no cost to a program ARE required to be received, stored, prepared, and distributed in accordance with NYC, NY State, and FDA Food Codes.
2. All prepared donated food items must be from a Food Service Establishment with a valid permit to serve or distribute food.
3. Food temperatures must be monitored and recorded. Temperatures can be recorded on a log. [Attachment A – Food Receiving Log](#) is an example of a log that can be used to record temperatures. Temperature must be monitored and recorded when:
 - a. Food is received
 - b. Food is prepared, heated, or removed from the cold holding unit for service
 - c. The food item is being served
4. Food must be disposed of after meal service.
5. A record of the donating source must be kept on file at the shelter/site.
6. All programs accepting and distributing donations must have a Food Service Establishment Permit.
7. All employee responsible to prepare or distribute food items must complete NYC Food Handler Certification Course.

[\(Back to Table of Contents\)](#)

6. Quality Assurance

Background

Obesity is a risk factor for many health conditions including diabetes, cardiovascular disease, and hypertension. In New York City, obesity is epidemic; more than half of adult New Yorkers are overweight (34%) or obese (22%).

Foodborne illness is another health concern. The CDC estimates that each year roughly 1 in 6 Americans (or 48 million people) gets sick, 128,000 are hospitalized, and 3,000 die of foodborne diseases.⁵ High-risk populations include elderly, children, pregnant women, and people with a suppressed immune system. These populations are more likely to become seriously ill, or die, if they are infected with a food borne illness.

⁵ Burden of Foodborne Illness: Findings <https://www.cdc.gov/foodborneburden/2011-foodborne-estimates.htm>

Quality Assurance procedures are developed and implemented to help shelters ensure they are compliant with the NYC food safety and nutrition standards and help shelter staff assess clients' satisfaction level.

Definitions

- Shelter/ sites staff: Social services staff or operations staff at DHS directly-operated and contracted facilities.

Applicability

The instructions in this procedure apply to all DHS directly run or contracted intake sites, shelters, Safe Havens and Drop-in-Centers.

Procedure

DHS shelters and sites must provide safe and nutritious food to DHS clients and must follow the guidelines and instructions outlined in this procedure.

6.1 Meal Forecasting/Projections

Purpose:

To ensure shelter/sites have an adequate meal supply for clients but limiting the amount of meals leftover and/or discarded.

Procedure:

Shelter/site employees will use the DHS discard report to monitor food that is prepared and discarded. Facilities receiving meals through the DHS meal service contract need to return completed logs DAILY to the DHS Administrative Nutritionist and the Administrative Contracts Unit via electronic form or electronic copy of the discard report. Shelter directors are responsible to monitor the accuracy of the discard reports. The Program Analyst will audit accuracy of the logs during routine site inspections.

At each meal:

- Record the number of meals prepared or the number of meals heated.
- Record the number of meals served.
- Record the number of meals discarded.

Data Trending:

- Use the number of meals served to forecast appropriate quantities for future meals in an effort to limit waste.
- Adjust meal preparation or meal order to reflect meals served and reduce waste. Shelters/site employee may choose to forecast the amount of food to prepare by:

1. Tracking historical data (census, menu item, date, meal service period, temperature, number of meals prepared, number of meals served, and the number of meals discarded) and analyzing for trends.
2. Using a food forecasting formula.

Discard Reporting:

- Discard reports are sent to DHS Administrative Contracts Unit via DHS approved methods. Shelters/ sites that receive meals from DHS food contract should refer to DHS policy 96-001 Provision of Food Service in Adult Services and Family Services.
- DHS Administrative Contracts Unit will advise of orders that should be revised to reflect meals served at locations receiving meals from DHS contract.
- Programs with food service contracts or meal preparation on site will submit a CAP to the DHS Program Administrator, the Administrative Contracts Unit, and the Administrative Nutritionist in an effort to reduce waste.

6.2 Meal Quality Test

Purpose:

To ensure the temperature, appearance, accuracy, and taste of each meal period are of high quality.

Procedure:

Shelter director or designee will monitor the temperature, appearance, accuracy, and taste of each meal period (Breakfast, Lunch, and Dinner) at least once a month.

[Attachment J - Food Quality Test Tray Form](#) is an example of a quality monitoring tool. Food samples of each meal must be kept in the event of suspected foodborne illness.

Cold meals that do not require heating

- Record the temperature when the cold food items are removed from the refrigerator at the start of meal service.
- Record the temperature after 2 hour or halfway through meal service if meal service is less than 4 hours.
- Taste and rate each item using a scale of 1 to 5, with 1 being poor and 5 being excellent.
- Record comments in the comment section.
- Consume or discard the test meal.

Hot meals

- Record the temperature of ingredients or cold/ frozen meals when they are removed from the refrigerator or freezer.
- Prepare or heat the meal according to instructions.
- Record the temperature of the hot meal when it is removed from the oven or warmer.
- Record the temperature at the start of meal service.
- Record the temperature after 2 hour or halfway through meal service.
- Taste and rate each item using a scale of 1 to 5, with 1 being poor and 5 being excellent.
- Record comments in the comment section.

Individual cold meals reheated by client

- Record the temperature of the meal or food items when the items are removed from the refrigerator.
- Read the instructions before heating the meal in the microwave.
- Microwave the meal according to instructions.
- Allow the meal to sit for two minutes after heating and then record the temperature.
- Taste and rate each item using a scale of 1 to 5, with 1 being poor and 5 being excellent.
- Record comments in the comment section.

Food Samples:

- A sample of each item served or an individual frozen meal is stored in the freezer for 3 days after service.
- Samples may be smaller portions than menu specification.
- Shelter/sites that do not have freezer storage will store meals in the refrigerator for 2 days
- The prepared meal or food items should be labeled:

Food Sample

Date _____

Meal (breakfast, lunch, or dinner) _____

DCAS Samples for facilities with DHS procured food:

- Individual frozen meal samples are picked up from facilities who order meals through DHS.
- The Administrative Contracts Unit will randomly select locations monthly for this DCAS check.
- The collected meals are sent to DCAS for quality inspection.
- DCAS will weigh the quantity of food provided and inspect the texture.
- Reports are sent to Administrative Contracts Unit for review.

- Reports to be share with DHS Administrative Nutritionist for discussion on quality and nutrition aspects

6.3 NYC Food Standard Reporting

Purpose:

To verify all meals provided and vending machines items at directly run and contracted shelter/site programs meet the NYC food standards.

Procedure:

NYC Food Standards Self-Report:

- Each shelter/site is responsible to complete the NYC food standard report annually.
- The report and supporting documentation must be returned to the DHS Administrative Nutritionist on or before the announced deadline.
- The Program Analyst is responsible to ensure the sites complete this report by the given deadline.
- Each shelter/site may be subject to a reporting audit by the DHS Administrative Nutritionist or designated DHS employee.
- DHS employees will audit a minimum of 10 programs annually for meal service and compliance to the NYC Food Standards.

Compliance:

- All meals served at shelter/sites are required to be compliant with the NYC Food Standards.
- Programs preparing meals on site must compile and submit recipes to the DHS Administrative Nutritionist for all menus at the time of the audit and when there is a menu change.
- All recipes and menus will be analyzed for adequacy and compliance with the NYC Food Standards.
- Programs procuring meals from a vendor must submit the menus and nutrient analysis provided by the vendor to the DHS Administrative Nutritionist.
- Any program not in compliance will develop and implement a corrective action plan.

6.4 Client Food Service Satisfaction Survey and Continuous Monitoring

Purpose:

To obtain the clients' opinion and ideas regarding food and meal service.

Procedure:

The shelter/site employee will review the information provided by the clients and make improvements if necessary.

Client Food Satisfaction Survey:

- Client Food Service Satisfaction will be monitored twice a year. [Attachment K – Food Satisfaction Survey](#) is an example of the type of survey that should be conducted
- Data obtained will be compiled and reviewed by shelter/site director.
- Shelter/Site will determine the procedure to assess clients' food service satisfaction level. This may include a meeting or survey. [Attachment K – Food Satisfaction Survey](#) is an example of a tool that can assess clients' satisfaction.
- Corrective action plans and meal adjustments will be developed in accordance with client feedback.
- Corrective action plans will be kept at each location.

Meal Service Grievance/ Complaint Process:

- Each shelter/site must have a grievance /complaint system that is clearly displayed and distributed.
- Each shelter/site must ensure clients are aware of the process to submit a grievance or complaint.
- Each shelter/site must have a system to log the complaint and program response.
- Food service and meal grievances must be submitted weekly to the DHS Program Administrator and the Administrative Nutritionist with a response from the program or CAP.

6.5 Emergency Food

Purpose:

To ensure clients have access to food and water during a natural or man-made disaster or emergency.

Procedure:

Shelter/sites Preparing Meals:

- Shelter/site will keep a 3-day supply of shelf stable emergency food.
- There will be enough food to feed all clients and employee 3 meals for 3 days.
- Emergency meals plans need to be submitted for approval by DHS.

Shelter/sites Ordering Meals:

- In the event of a planned weather emergency, the shelter/site employee will order meals for additional meal service periods.
- The shelter/site employee will have a written procedure to procure meals if three (3) days of non-perishable items are not kept on site.¹

Water:

- All shelter/sites will have 3 gallons of drinking water per client and employee.²
- The shelter/site employee will have a written procedure to procure water if water is not stored on site.¹

[\(Back to Table of Contents\)](#)

7. References (by subsection)

1.1 Food Service Employee Health, Personal Hygiene and Dress Code

1. Article 81 NYC Food Preparation and Food Establishments.
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>
2. NYC Food Protection Training Manual.
<http://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>
3. NYS Department of Health & Safety in the Home, Workplace and Outdoors – Part 14, Subpart 14-1 Food Service Establishment
4. https://www.health.ny.gov/regulations/nycrr/title_10/part_14/subpart_14-1.htm
5. FDA 2013 Food Code – U.S. Public Health Service FDA.
<https://www.fda.gov/Food/GuidanceRegulation/RetailFoodProtection/FoodCode/ucm374275.htm>
6. OTDA 18 NYCRR § 491 et.al., Official Compilation of Codes, Rules and Regulations Of the State of New York Title 18. Department of Social Services Chapter II. Regulations of the department of Social Services Subchapter D. Adult-Care Facilities Part 491. Shelters for Adults.
7. ServSafe Essentials. 5th Edition.

1.2 Hand Washing

1. Handwashing: Clean Hands Save Lives. Center for Disease Control.
<https://www.cdc.gov/handwashing/when-how-handwashing.html>
2. Food Code. U.S. Public Health Service FDA 2013. US Department of Health and Human Services. Public Health Service. Food and Drug Administration. College Park, MD 20740. – 2-301.5 Where to Wash
3. Food Code. U.S. Public Health Service FDA 2013. US Department of Health and Human Services. Public Health Service. Food and Drug Administration. College Park, MD 20740. – 3-301.11 Preventing Contamination from Hands
4. Article 81 of the NYC Health Code: Food Preparation and Food Establishments 81.21 Hand washing sinks
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>
5. Handwashing: Clean Hands Save Lives. Center for Disease Control.
<https://www.cdc.gov/handwashing/when-how-handwashing.html>
6. Food Protection Training Manual
<http://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

1.3 Food Service Establishment Permits and Staffing

1. Food Service Establishment Permit. NYC Businesses.
<https://www1.nyc.gov/nycbusiness/description/food-service-establishment-permit/about>
2. Article 81 Food Preparation and Food Establishments.
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>

2.1 Receiving Food Deliveries

1. NYC Food Protection Training Manual.
<http://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

2.2 Storage of Ingredients and Meals

1. NYC Food Protection Training Manual.
<http://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

3.1 Heating and Reheating

1. <https://www.fda.gov/downloads/Food/GuidanceRegulation/RetailFoodProtection/FoodCode/UCM374510.pdf>
2. Article 81 Food Preparation and Food Establishments
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>
3. Safe Minimum Internal Temperature Chart. USDA.
https://www.fsis.usda.gov/wps/portal/fsis/topics/food-safety-education/get-answers/food-safety-fact-sheets/safe-food-handling/safe-minimum-internal-temperature-chart/ct_index

3.2 Monitoring Food Temperature at Meal Service

1. Article 81 – NYC Health Code: Food Service Establishment
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/article81-book.pdf>

3.4 Thermometer Availability and Usage

1. NYC Article 81 Food Preparation and Food Establishments.
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>

2. NYC Food protection Training Manual.
<http://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

3.5 Cooling Process for Hot Food

1. [National Restaurant association http://www.restaurant.org/Manage-My-Restaurant/Food-Nutrition/Food-Safety/Cooling-food-correctly](http://www.restaurant.org/Manage-My-Restaurant/Food-Nutrition/Food-Safety/Cooling-food-correctly)
2. FDA Food Code
3. <https://www.fda.gov/downloads/Food/GuidanceRegulation/RetailFoodProtection/FoodCode/UCM374510.pdf> pg. 90
4. Article 81 Food Preparation and Food Establishments
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>

4.1 Washing Equipment, Dishes and Utensils

1. Food Code. U.S. Public Health Service FDA 2013. US Department of Health and Human Services. Public Health Service. Food and Drug Administration. College Park, MD 20740. – 2-301.5
2. Article 81 of the NYC Health Code: Food Preparation and Food Establishments.
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/article81-book.pdf>
3. NYC Food Protection Training Manual
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

4.2 Sanitizing Surfaces

1. Article 81 Food Preparation and Food Establishments
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>
2. NYC Food Protection Training Manual
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

4.3 Cleaning and Maintaining Cutting Boards

1. <https://www.fda.gov/downloads/Food/GuidanceRegulation/RetailFoodProtection/FoodCode/UCM374510.pdf> pg. 90
2. https://www.health.ny.gov/regulations/nycrr/title_10/part_14/subpart_14-1.htm
3. Article 81 Food Preparation and Food Establishments
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>
4. NYC Food Protection Training Manual.
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

5.2 Menus and Meal Service Schedule

1. Official Compilation of Codes, Rules and Regulations of the State of New York Title 18. Department of Social Services Chapter II. Regulations of the Department of Social Services Subchapter D Adult-Care Facilities Part 491 Shelters for Adults. Section 491.9 (c)
<https://otda.ny.gov/programs/shelter/documents/NYCRR-491.pdf>
2. Official Compilation of Codes, Rules and Regulations of the State of New York Title 18. Department of Social Services Chapter II. Regulations of the Department of Social Services Subchapter D Adult-Care Facilities Part 491 Shelters for Adults. Section 491.9 (e)
<https://otda.ny.gov/programs/shelter/documents/NYCRR-491.pdf>

5.6 Special Occasion Meals

1. NYC Food Standards
<https://www1.nyc.gov/assets/doh/downloads/pdf/cardio/cardio-meals-snacks-standards.pdf>

5.8 Food Donations

1. Article 81 Food Preparation and Food Establishments
<https://www1.nyc.gov/assets/doh/downloads/pdf/about/healthcode/health-code-article81.pdf>
2. NYC Food Standards.
<https://www1.nyc.gov/assets/doh/downloads/pdf/cardio/cardio-meals-snacks-standards.pdf>
3. https://www.health.ny.gov/regulations/nycrr/title_10/part_14/subpart_14-1.htm
4. NYC Food Protection Training Manual.
<https://www1.nyc.gov/assets/doh/downloads/pdf/rii/fpc-manual.pdf>

6.5 Emergency Food

1. OTDA 18 N.Y. Comp. Codes R. & Regs. 491.12 Official Compilation of Codes, Rules and Regulations Of the State of New York Title 18. Department of Social Services Chapter II. Regulations of the department of Social Services Subchapter D. Adult-Care Facilities Part 491. Shelters for Adults.
2. Department of Homeland Security official website – READY.gov.
<https://www.ready.gov/food>

[\(Back to Table of Contents\)](#)

8. Attachments

Attachment A – Food Receiving Log

Food Receiving Log										
<u>Shelter/site:</u>										
Date	All Products acceptable	Product	Item Temp	Corrective Action	Acceptable Appearance (Y/N)	Corrective Action	Delivery Truck Temp	Corrective Action	Received Date Marked	INITIAL
<p>Directions: 1. If all items are acceptable temp and quality, check "All items acceptable temperature and appearance". 2. If there is an item or items with a non- acceptable temperature or appearance, list the item and corrective action above.</p>										
<p><u>Appropriate Temperature:</u></p> <ul style="list-style-type: none"> • Cold Food ≤ 41 °F • Hot Food ≥ 140 °F • Shelled Eggs ≤ 45 °F 						<p><u>Appropriate Appearance:</u></p> <ul style="list-style-type: none"> • No spoilage • No sign of defrosting and refreezing (ice crystals) • No damage to package (rips, holes) • No dents in cans • No bruising on fruit and vegetable 				

[\(Back to Table of Contents\)](#)

Attachment B – Final Temperature Log

Date: _____ Final Temperature of Food Prepared or Cooked from Scratch on Site Shelter/site: _____

Item	Final Temperature	Corrective Action

SAMPLE

All thermometers must be calibrated daily.
 Record the final cooking temperature of each item prepared each day.
 Keep records on file at the location.

Product	Minimum Internal Temperature & Rest Time
Beef, Pork, Veal & Lamb	145 °F (62.8 °C) and allow to rest for at least 3 minutes
Steaks, chops, roasts	
Ground meats	160 °F (71.1 °C)
Ham, fresh or smoked (uncooked)	145 °F (62.8 °C) and allow to rest for at least 3 minutes
Fully Cooked Ham (to reheat)	Reheat cooked ham packaged in USDA-inspected plants to 140 °F (60 °C) and all others to 165 °F (73.9 °C).
All Poultry (breasts, whole bird, legs, thighs, and wings, ground poultry, and stuffing)	165 °F (73.9 °C)
Eggs	160 °F (71.1 °C)
Fish & Shellfish	145 °F (62.8 °C)
Leftovers	165 °F (73.9 °C)
Casseroles	165 °F (73.9 °C)

[\(Back to Table of Contents\)](#)

Attachment C – Meal Service Temperature Log

		Meal Service Temperature/Time Log												Shelter/site:
Date		Breakfast				Lunch				Dinner				
		Meal Service Started on Time	Start Time / Temp	Midpoint Time / Temp	End Time/ Temp	Meal Service Started on Time	Start Time / Temp	Midpoint Time / Temp	End Time/ Temp	Meal Service Started on Time	Start Time /Temp	Midpoint Time / Temp	End Time /Temp	Corrective Action
	Hot Beverage Item	SAMPLE												
	Hot Beverage Temp													
	Cold Beverage Item													
	Cold Beverage Temp													
	Milk (%)													
	Milk Temp													
	Starch Item													
	Starch Temp													

[\(Back to Table of Contents\)](#)

Attachment D – Refrigerator Temperature Log

DHS Refrigerator Temperature Recording Log			
Month:	Refrigerator Temperature Log - Appropriate Temp \leq 41° F		
Date	AM:	PM:	Corrective Action
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
<p>Corrective Action: If the temperature is greater than \geq 41°F, check the internal temperature of the food items. Food stored \geq 41°F must be discarded. Check that the door is shut properly. If the temperature does not trend down within 1 hour, move food to a working refrigerator and call maintenance. Store temperature logs at the shelter/site</p>			

[\(Back to Table of Contents\)](#)

Attachment E – Freezer Temperature Log

DHS Freezer Temperature Recording Log			
Month:	Refrigerator Temperature Log - Appropriate Temp ≤ 0° F		
	AM:	Evening	Corrective Action
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
<p>Corrective Action:</p> <p>If the temperature is greater than ≥ 0°F, check the internal temperature of the food items.</p> <p>Food stored ≥ 0°F must be discarded.</p> <p>Check that the door is shut properly.</p> <p>If the temperature does not trend down within 1 hour, move food to a working refrigerator and call maintenance.</p> <p>Store temperature logs at the shelter/site</p>			

[\(Back to Table of Contents\)](#)

Attachment F – Cooling Log

Cooling Log				
Date:		Shelter/site:		
Item	Temperature after 2 Hours	Corrective Action	Temperature after 4 hours	Corrective Action
Foods removed from cooking or hot holding that require refrigeration must be rapidly cooled from: <ul style="list-style-type: none">• 140 °F to 70°F within 2 hours• 70 °F to 41 °F within 4 hours Directions: <ul style="list-style-type: none">• Each day monitor and record the temperature as a food is cooled.• Keep the logs on file at the site.				

SAMPLE

[\(Back to Table of Contents\)](#)

Attachment G – Manual Dishwashing Log

Manual Ware-Washing Sanitizer Log

Date	Month												
Date	Breakfast				Lunch				Dinner				
	Initial	Wash Temp	Sanitizer Concentration	Corrective Action	Initial	Wash Temp	Sanitizer Concentration	Corrective Action	Initial	Wash Temp	Sanitizer Concentration	Corrective Action	
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													

SAMPLE

Acceptable Ranges (per manufacturers guidelines):

Wash Temperature:

Sanitizer PPM: 50 ppm

pH:

Corrective action – if any temperature is out of range the machine must be taken out of service and service ware washed manually or taken out of service.

[\(Back to Table of Contents\)](#)

Attachment H – High Temperature Dishwasher Log

High Temperature Dishwasher Log												
Date	Breakfast				Lunch				Dinner			
Month	Initial	Wash Temp	Final Rinse Temp	Corrective Action	Initial	Wash Temp	Final Rinse Temp	Corrective Action	Initial	Wash Temp	Final Rinse Temp	Corrective Action
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												

SAMPLE

Wash: 160°F

Final Rinse/ Sanitizing: 180°F

Corrective action – if any temperature is out of range the machine must be taken out of service and service ware washed manually or taken out of service

[\(Back to Table of Contents\)](#)

Attachment I - Low Temperature Sanitizing Dishwasher Log

Date	Month														
	Breakfast					Lunch					Dinner				
	Initial	Wash Temp	Sanitizer Concentration	pH	Corrective Action	Initial	Wash Temp	Sanitizer Concentration	pH	Corrective Action	Initial	Wash Temp	Sanitizer Concentration	pH	Corrective Action
1															
2															
3															
4															
5															
6															
7															
8															
9															
10															
11															
12															
13															
14															
15															

SAMPLE

Acceptable Ranges (per manufacturers guidelines):

Wash Temperature:

Sanitizer PPM: 50 ppm

pH:

Corrective action – if any temperature is out of range the machine must be taken out of service and service ware washed manually or taken out of service.

[\(Back to Table of Contents\)](#)

Attachment J - Food Quality Test Tray Form

Meal Quality Test							
	A	B	C	D	E	F	G
Item	Temperature Greater than 140 °F 1 = <125 °F 2 = 125-129 °F 3 = 130-134 °F 4 = Good 135-139 °F 5 = Excellent ≥ 140 °F Temperature ≤41 °F 1 = ≥ 55 °F 2 = 50-54 °F 3 = 46-49 °F 4 = 42-45 °F 5 = ≤ 41°F	Portion Size 1= accurate to menu 0 = not accurate	Appearance 1= neat (does not mix or spill over plate), appetizing (has bright, contrasting colors), 0= not neat (meal spills over plate, unappetizing (does not have contrasting color combination)	Taste 1-5 1 = poor 2= fair 3= average 4= good 5 very good	Add columns A through D	Percentage Divide Column E by total possible points	Percentage SCORE: 100% - Excellent 90-99% Very Good 80-89% Good 70-79% Fair <70% Needs Improvement
Beverage						_____	
Protein						_____	
Starch						_____	

Vegetable						_____	
Dessert						_____	
Total:						_____	

Directions: Complete the test tray form once a month

1. Receive a meal from the server during the meal service period
2. Record the description of each item on the tray
3. Check the temperature of each item and record in column A
4. Check that portion size is consistent with the menu posted
5. Evaluate the appearance of the meal
6. Eat the meal and evaluate the taste
7. File the completed test tray forms at the shelter site

[\(Back to Table of Contents\)](#)

Attachment K – Food Service Satisfaction Survey

Food Service Satisfaction Survey

Meal Service _____						
Put an X under the score for each group						
	Excellent	Good	Average	Fair	Poor	Comment
How would you rate the overall quality of the food						
How would you rate the temperature of the food?						
How would you rate the taste of the food?						
How would you rate the portion size?						
Comments: _____						

[\(Back to Table of Contents\)](#)