



**THE  
HOSS WAY**

**OPERATIONS  
MANUAL**

**FOOD SAFETY  
&  
EMERGENCIES**

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**INTRODUCTION**

**&**

**CRITICAL SAFETY  
FACTORS  
STANDARDS**

## **Introduction**

There are many city, county, state, and federal codes related to food safety and hygiene to which every restaurant in the United States must comply. The Critical Safety Factors outlined in this section enable you to not only protect your employees, customers, and assets, but also help comply with health, safety, and hygiene regulations.

## **Critical Safety Factors Standards**

This section defines and reviews the scope of each of the Critical Safety Factors. Nonconformance to one or more of the Critical Safety Factors could significantly increase the potential for a foodborne illness outbreak.

In any jurisdiction where the laws call for a higher level of compliance than outlined below, it will be the responsibility of the restaurant to follow those standards. The Critical Safety Factors as outlined below are the minimum standards for Hoss's:

1. Food products are handled in a safe and sanitary manner.
2. Only approved food and chemical products are present and are received in good condition and at the proper temperatures.
3. Kitchen procedures are in place to prevent the potential of cross-contamination from raw products to cooked or ready-to-eat products.
4. Ingredients with different use-by dates are not mixed on top of old ingredients in the same holding place.
5. Ice machines are properly maintained.
6. The hand wash sink is fully stocked, functional, and all personnel are washing hands.
7. Ill or injured personnel are not handling foods.
8. An approved and calibrated thermometer is present.
9. Correct thawing procedures are in use.
10. Refrigerated unit temperatures are at 41 degrees or lower.

11. Potentially hazardous foods are cooked to the proper minimum internal temperatures.
12. Hot holding temperatures are over 140 degrees.
13. Foods are cooked in a timely manner using acceptable procedures.
14. Foods are reheated only once to a minimum of 165 degrees.
15. Hot water temperature for cleaning is at 120 degrees minimum.
16. Dishwasher is functioning properly.
17. Sanitizing wipe towels are rinsed continuously, stored in sanitizing solution between use, and sanitizing solution is at the correct strength of 220 ppm. Sanitizing solution must be changed every 2 hours.
18. Overflowing floor drains are not present in the restaurant.
19. Rodent, insect, or pest activity is not present in the kitchen.

# ***CRITICAL SAFETY FACTORS***

## *Critical Safety Factor 1*

### **Food Products are handled in a safe and sanitary manner.**

**Any actual or potential exposure of physical, chemical, or biological hazards to food products is considered handling of foods in a manner that is not safe or sanitary.** This factor is broad based. Examples of findings for this factor would include, but are not limited to:

- Correct food product holding times and procedures
- No smoking, using tobacco or chewing gum while handling foods
- No eating in food-preparation areas
- Not using any containers for other than their intended purpose
- No unlabeled containers or spray bottles
- Cleaners and chemicals not stored in a separate and restricted area
- No touching of food-contact areas of glasses, cups, plates, and tableware.
- No using a glass to scoop ice from the ice machine
- Back-of-house jewelry limited to a plain wedding band
- Front-of-house jewelry limited to a plain wedding band, if directly involved in food preparation
- All food handlers with adequately restrained hair (nets, caps)
- All food handlers have clean uniforms and aprons
- No bare-hand contact of ready-to-eat food

Special Note: Drinking from a closed container is permitted in food-preparation areas **unless prohibited by your local health department.** Drinking from a closed beverage container is permitted only if the container is handled in a manner to prevent contamination of: 1. the employee's hands; 2. the container; and 3. exposed food, clean equipment, utensils, and unwrapped, single-service and single-use articles.

## *Critical Safety Factor 2*

**Only approved food and chemical products are present, received in good condition and are at the proper temperatures.**

1. **Foods that are supplied by companies that are not on the approved products list carry a risk to the guests or employees of causing illness or injury.** Foods that come from unapproved suppliers may be a risk, as the supplier may not be producing the foods in a safe environment. The supplier may not be capable of producing foods to our specifications or have the ability to provide food that is safe and wholesome.
2. **Food products that are from suppliers that have not been approved either by HFX or Operations are unacceptable for use.** There may be products that are not currently on the approved products list, however, an exception may have been granted in the past. Written documentation regarding these exceptions must be available in the restaurant at all times. Approval for any exceptions, if granted, can only be given in writing by HFX or Operations.
3. **Only chemicals and cleaners that are part of an approved program may be used.** Chemicals or cleaners that are not a part of the approved program will not have the Material Safety Data Sheets and are a violation of the Right to Know laws. Any exceptions must have written documentation on the premises with approval from the Risk Manager and Operations.
4. **A critical step in the management of food safety and delivery of food quality to the guests is the correct management of food receiving.** Incoming food products will need to be checked for the correct temperature (frozen or refrigerated foods), correct count, shelf life, and packaging conditions. Quality, which is the conformance to specifications, will be checked throughout its flow in the restaurant. Conformance to specifications includes its taste, color, odor, visual appearance, and weight, however, depending on the product, it is not limited to the above listed attributes.
5. **Food products must be inspected at the time of delivery.** If the food is acceptable, it may be placed into storage. If it does not meet the receiving requirements, it may have to be rejected, and any unusual observations will need to be documented on the receiving invoice.

## ***Critical Safety Factor 2 (continued)***

6. **Contact HFX when rejecting any products**, and have all product information available.
7. **Food products need to be checked for the proper incoming temperature.** Those products that are not held at the correct temperature could pose a health risk to your organization and your guests.
8. **Use only a thermometer that has been calibrated to take the temperature of foods.**  
It must be cleaned and sanitized before each use.
  - For refrigerated foods, the correct incoming temperature will be 33 degrees to 41 degrees
  - For frozen foods, the correct incoming temperature will be -10 degrees to +10 degrees
  - Any food products that are 42 degrees or higher are not acceptable and are to be rejected.
9. **The shelf life of the refrigerated products will need to be checked.** Check for a use-by-date or expiration date. Any food products that have expired are to be rejected. The correct amount of food being delivered should be verified against the invoice. The products will need to be counted.
10. **The food product packaging will need to be checked.** Examining the packaging will tell you a story about how the food products were made, stored, and transported. Look for any unusual objects such as broken glass, wood chips, rodent droppings, or insects on the cases. These objects can contaminate your restaurant or foods and end up on the plate going to your guests! Additionally, look at the cases, and ensure that they are not torn or damaged. They should not be deformed due to thawing and refreezing (if this is observed, open the cases, and look for ice crystal build up). Also look at cans to make sure they are not dented. The cases should be properly labeled with clear and legible code dates.

## ***Critical Safety Factor 2 (continued)***

11. **To amplify, any product problems are to be noted on the receiving invoice followed by a call to HFX or Quality Assurance with the name of the food product, code, and count.**

**Special Note: All cut and processed produce is considered to be potentially hazardous food products.** An example of processed produce would include bagged, precut lettuce, sliced vegetables, and salad mix. These products must be received at a temperature no higher than 41degrees. The shelf life of this product is shortened by one day for every one degree (1 degree) over 41degrees. Leave such products sealed in their original bags for storage. Most have been packed with a modified atmosphere to increase their shelf life. When “freshening up” lettuce prior to service, use only ice-cold water.

### ***Critical Safety Factor 3***

#### **Kitchen procedures are in place to prevent the potential of cross-contamination from raw products to cooked or ready-to-eat products**

1. **Any practice or procedure, or the lack thereof, which could contribute to the potential of cross-contamination would be considered a critical finding.** Cross contamination is the unintended presence of microorganisms in ready-to-eat foods as a result of contact either directly or indirectly with raw foods.
  
2. **Procedures that could allow the potential of cross contamination include but are not limited to:**
  - Storing raw foods above cooked or ready-to-eat foods in storage.
  - Using the same cutting board and utensils to prepare raw foods and then cooked or ready-to-eat foods without cleaning, rinsing, and sanitizing between each use.
  - Preparing ready-to-eat foods such as vegetables in the preparation area in close proximity to raw foods.
  - Failure to prepare poultry in a preparation area that is not dedicated for this work or not having washed hands or washed, rinsed, and sanitized the cutting board and knife after preparing raw poultry.
  - Failure to wash hands after handling any raw foods prior to handling ready-to-eat foods.
  - No bare-hand contact of ready-to-eat food
  
3. **There are certain tasks that if conducted by the same employee during a shift, could contribute to cross contamination.** Restaurant management should prevent the scheduling of an employee from doing the following tasks simultaneously:
  - Working with both raw and cooked or ready-to-eat foods
  - Washing dirty dishes and stacking clean ones without regard to the contamination of the clean ones
  - Clearing dirty dishes and then resetting tables with clean dishes.

### ***Critical Safety Factor 3(continued)***

4. **The use of gloves for all food handling or handling of ready-to-eat foods.** Gloves are to be considered an extension of the hands.
  
5. **Hands are to be washed prior to putting on gloves.** Additionally, as outlined for hand washing above, when there is a change of tasks or switching from the handling of raw foods to cooked, gloves will need to be changed.

### ***Critical Safety Factor 4***

**New ingredients are not mixed on top of old ingredients in the same holding device.**

**New ingredients should never be placed on top of old ingredients (products with different production dates) in the same holding unit, as this will prevent the proper rotation of food products that are in use.** This Critical Safety Factor will not supersede any policies currently in effect, which calls for replacing line products in separate and new holding units (crocks) after the old products are used.

## *Critical Safety Factor 5*

### **Ice machines are properly maintained.**

1. **Ice machines should be free of rust, algae, and mold in the storage bin.** The top front panel should be removed permitting access to the evaporator plate and ice-making assembly. The evaporator plate finish is composed of a nickel coating. Any flaking or tearing of the finish will result in pieces of the nickel coating becoming embedded in the ice, which is an adulteration of a food product according to the FDA Model Food Code.
2. **The distributor tube, plate cover, and recirculation trough could have a build up of algae and/or mold if not cleaned according to the manufacturer's recommendations.** The algae will appear as either red or brown and will be slimy to the touch. A build up of algae, mold, and/or mildew is indicative that cleaning and sanitizing has not taken place within the past month.
3. **If there is any flaking of the evaporator finish or any rust in the ice-making assembly areas, the machine shall be removed from service until it is repaired.** Bagged ice can be purchased from a local source. If there is any algae, mold, or debris, the machine should be scheduled for immediate cleaning and sanitizing. The ice that is in the machine can be used through the end of the business day.

## ***Critical Safety Factor 6***

### **The hand wash sink is fully stocked, functional, and all personnel are washing hands.**

1. **The hand wash sink, when fully stocked, shall be equipped with:**

- Hot and cold running water
- Single-use paper towels or an air dryer that blows hot air
- Soap from a dispenser
- A hand wash sign. The sign should state “All employees should wash hands before returning to work” or equivalent.
- Use hand washing sinks for hand washing only. They should be placarded FOR HANDWASHING ONLY, particularly if they are not one of our traditional hand sinks. **Sanitizing buckets may not be stored in or on the side of any sink designated as a “handwashing sink.”**

2. **The sink will be considered nonfunctional, if any of the following are observed:**

- Only hot or only cold water is available
- No running water
- Sink is blocked by equipment, thereby preventing access
- Sink is damaged, for example, missing a faucet handle
- Sink drain is blocked

3. **Additionally, this section reviews the proper hand washing procedures and where hand washing should take place.** Failure to wash hands properly or at the appropriate time is one of the biggest contributors to foodborne illness.

4. **The following procedure is the ONLY acceptable method for washing hands:**

- Turn on warm water.
- Use warm water to wet hands. Leave water running.
- Apply soap.
- Lather, and rub hands for 20 seconds, *paying particular attention to fingertips, nails, and cuticles.*
- Rinse thoroughly.
- Place a paper towel over the knob to turn the water off. Do not touch the knob with clean hands.

### ***Critical Safety Factor 6 (continued)***

- Dry with either single-use towels or air dryer.
5. **Hands need to be washed at the following times:**
- Reporting to work
  - After breaks
  - After drinking or eating
  - After smoking
  - After handling raw foods
  - After touching hair, face, or body
  - After using the rest room
  - After cleaning
  - After handling garbage
  - After chewing tobacco or gum
  - After touching anything that could contaminate hands
  - Before putting gloves on
6. **Colored nail polish, false fingernails, or unclean fingernails on food handlers are not acceptable.**

## *Critical Safety Factor 7*

### **Ill or injured personnel are not handling foods.**

#### **1. Observations of the food handlers should be made.**

- Employees must report to the person in charge (PIC) if they have been diagnosed with, exposed to, have recently suffered from, caused an outbreak involving, been exposed to an outbreak involving, or have personal contact with anybody diagnosed with:
  - \* Salmonella typhi
  - \* Shigella spp
  - \* Shiga toxin-producing Escherichia coli
  - \* Hepatitis A virus
  
- Employees must report to the person in charge (PIC) if they are experiencing stomach distress accompanied by any of the following:
  - \* Diarrhea
  - \* Fever
  - \* Vomiting
  - \* Jaundice
  - \* Sore throat with fever
  - \* Any other diseases transmissible through food
  
- Employees must report to the person in charge (PIC) if they have any cuts or discharges on their hands or arms. In most cases, a glove or finger-cot covered with a glove will be an appropriate corrective measure.
  
- **Employees must comply with any exclusions or restrictions imposed by the person in charge.** All of the above applies to individuals who have been made offers of employment within a food facility

## ***Critical Safety Factor 8***

### **An apparent and calibrated thermometer is present.**

1. **According to the National Restaurant Association, temperature control is the single most important aspect of food safety.** Each restaurant must have an approved, calibrated, and functional thermometer. Thermometers that contain mercury or are composed of any glass parts are not acceptable. The food thermometers must be able to measure internal temperatures from 0 degrees to 220 degrees. They must be accurate in +/- 2 degrees. Thermocouplers, bi-metallic, stemmed thermometers or digital thermometers are acceptable for use.
2. **Thermometers that use an infrared beam are unable to precisely measure as they are currently sold as a “screening device” only.** The FDA does not currently recognize the infrared thermometer as an accurate tool.
3. **Infrared beam thermometers will be acceptable for use in Hoss’s restaurants only with the presence of a thermocouple, or digital thermometer and only for the purpose of screening.** The digital thermometers and thermocouplers must be used for taking internal product temperatures or for taking temperatures where accuracy is critical. Infrared thermometers are not accepted for use, if prohibited by your health department. For any infrared thermometers purchased, assure that they are accurate to 2% or +/- 3 degrees, whichever is greater. The accuracy should be as follows:

-0 degrees to -15 degrees	=	+/- 4 degrees
-0 degrees to 77 degrees	=	+/- 3 degrees
- Over 77 degrees	=	+/- 2 degrees

Currently, these infrared thermometers cannot be calibrated once shipped from the factory.

## ***Critical Safety Factor 8 (continued)***

### **4. Calibration**

Dial thermometers shall be calibrated daily prior to checking temperatures. Use boiling water and check for 212 degrees, or use a new gallon container filled with ice and half filled with water. The water will stabilize at 32 degrees after 10 minutes. Use a small wrench to turn the calibrating nut to the correct reading. Only a confirmed accuracy will validate that a thermometer has been calibrated. Dial thermometers that cannot be calibrated or have broken faces or loose calibration nuts must be replaced.

Digital thermometers may not be able to have their readings adjusted (recalibrated). Make note of their variation with a marker on their face. Example: digital thermometer reads 31 degrees in ice and water. Mark +1 on face, and add that value to all readings.

Additionally, a thermometer should be calibrated after:

- Extreme temperature changes
- Being dropped
- Batteries changed

### **5. Sanitizing Probes**

#### ***Throughout the Day Procedures***

- **Store probes in a dry container/cup.** Change the container daily.
- To sanitize probes throughout the shift, dip them into the fryer for a quick dip, approximately 5 seconds. Do this as needed and a minimum of every 2 hours.
- Probing items that are over 140 degrees during the shift also acts as a sanitizer.
- At the end of the day, clean the probes with a towel and soap.

#### ***Nightly Procedures***

- At the end of the day, clean the probes with a towel and soap.
- Store probes in sanitizing solution overnight.
- For additional information, read the Sanitation section of The Hoss Way.

## ***Critical Safety Factor 9***

### **Correct thawing procedures are in use.**

1. **Thawing is a critical step in the restaurant kitchen.** The food products will be passing through the “temperature danger zone,” and this could provide an opportunity to contaminate the food or provide for bacterial growth, if the food is not handled properly. The “temperature danger zone” is the zone from 41 degrees that is favorable for the growth of bacteria.
  
2. **There are four acceptable methods by which food is thawed:**
  - **In a refrigeration unit.** Foods that are being thawed must be held on shelves below ready-to-eat or cooked foods.
  - **Under running water in a food preparation sink that has been cleaned, rinsed, and sanitized.** Do not allow the running water to splash on other foods or food contact surfaces. The temperature of the water cannot be over 70 degrees. Foods must be thawed within 2 hours. The sink and all utensils used for thawing must be cleaned and sanitized after each use. Correct cleaning and sanitizing of the sink is as follows:
    - Clean the sink with a soap and water solution using the soap manufacturer’s instructions for dilution.
    - Rinse the sink with water to remove all soap residue.
    - If using a sanitizer solution made to the proper strength, pour into the sink compartments covering all areas.
  - **As part of the cooking process.** Allow the longer cook times to accommodate the cooking of food from the frozen to the cooked state.
  - **In the microwave oven.** This method is acceptable only if the foods are immediately moved to other cooking equipment such as an oven or finished immediately in the microwave oven.

**Using the hand wash sink for food thawing or food preparation is not acceptable.**

## *Critical Safety Factor 10*

### **Refrigerated unit temperatures are 41 degrees or lower.**

1. **All equipment that is designed to hold refrigerated product must be capable of holding foods at a temperature range of 33 degrees to 41 degrees.** This includes all walk-in coolers, line refrigerators, and cold holding drawers. Currently, the Model Food Code permits a maximum temperature of 40 degrees. Each walk-in cooler and refrigerator shall be equipped with an accurate and working thermometer.
2. **During peak periods, the ambient air temperatures of some refrigerated units may be over 41 degrees and up to 45 degrees due to the frequent opening and closing of the units, but product temperatures should remain below 41 degrees.** When recording temperatures, remember that the only temperatures that count are those of the foods we are trying to protect. For HACCP records, record only food temperatures from the unit you are checking.
3. **Any unit that consistently operates at a temperature of 42 degrees or higher is to be repaired or replaced, as necessary.** If the temperature of the food products are 41 degrees or higher in these units, they may be moved to another refrigerated unit that is operating at the correct temperature. Any food products with a temperature of 42 degrees, or higher are to be discarded.
4. **Any food products held on ice must have a temperature of no higher than 41 degrees.** Each holding device held on ice must have its product temperature taken. Drainage from the walk-in cooler evaporator unit must not leak in the walk-in cooler. Drawer drains must be clean, not clogged, or backed up. Hoses in the drawers must be connected to prevent standing condensate.

## ***Critical Safety Factor 11***

### **Potentially hazardous foods are cooked to the proper minimum internal temperatures.**

1. **All foods must be cooked to their proper minimum internal temperatures to prevent bacterial growth that could contribute to foodborne illness.** The correct method for determining the internal temperature is by taking a clean and sanitary thermometer and placing it in the thickest part of the food product. Wait until the thermometer stabilizes. The internal temperature should be taken in more than one location, and this is dependent on the size of food that is being checked. The minimum internal temperatures are outlined below:

<b>Product</b>	<b>Minimum Internal Temperature</b>
Fish	145 degrees for 15 seconds. This temperature is achieved after cooking to 140 degrees. Fish will continue to cook after unloading.
Lobster	140 degrees
Crab Cakes	145 degrees
Salmon	130 degrees
Precooked Ham	155 degrees for 15 seconds
Sausage	155 degrees for 15 seconds
Bacon	155 degrees for 15 seconds
Pork Chops	155 degrees for 15 seconds
Ground Beef/Buffalo Burger	155 degrees for 15 seconds
Poultry	165 degrees for 15 seconds
Stuffed Pastas	165 degrees for 15 seconds

2. **All raw meats that are cooked in a microwave oven must meet a minimum internal product temperature of 165 degrees.** Any foods such as frozen soup or sauces that include the addition of water, milk, or other ingredients in the restaurant prior to being served to the guests must be heated to a minimum of 145 to 155 degrees before serving. Any foods with a two-step cooking process (Stuffed Chicken Breasts, Buffalo Wings, Ribs) must be cooked to a minimum of 165 degrees during the second step.

## *Critical Safety Factor 12*

### **Hot holding temperatures are over 140 degrees.**

1. **All equipment that is designed to hold hot product must be capable of holding foods at a temperature of 140 degrees and above.** This includes all hot holding wells, steam tables, and other equipment designed specifically for this purpose. Hot holding equipment must never be used to cook, heat, or reheat food products.
2. Sautéed Mushrooms will hold to prep temperatures in the steam table
3. **Refrigerated foods are to be held at 33 degrees to 41 degrees.** See Critical Safety Factor 10.

## ***Critical Safety Factor 13***

### **Foods are cooled in a timely manner using acceptable procedures.**

1. **Improper cooling is the number one cause of foodborne illness.** This is due to the fact that foods that are being cooled must pass through the temperature danger zone. The amount of time that it takes to pass through the temperature danger zone is directly manageable by the restaurant staff.
2. **Hot products being cooled must go from 140 degrees or above 41 degrees within 4 hours.** Food products such as a salad mix that may be made at ambient (room) temperature must be cooled down to 41 degrees within 4 hours.
3. **The following methods are acceptable means by which food shall be cooled:**
  - Use only food-grade containers for cooling products.
  - Transfer foods into shallow pans (3" <7.5 cm> depth for thin soups or 2" <5 cm> for thick soups or sauces.
  - Transfer foods into smaller containers.
  - Stir foods while cooling with clean and sanitary utensils.
  - Place food containers in ice baths.
  - Place food on designated cooling shelf in refrigerator unit.
4. **Foods that are being cooled should be checked initially and at one-hour intervals with an approved thermometer that has been cleaned and sanitized. If foods take more than 4 hours to cool, notify your supervisor. Potentially hazardous foods that have been out of temperature more than 4 hours must be discarded.**

### ***Critical Safety Factor 14***

**Foods are reheated only once to a minimum of 165 degrees.**

**All previously-cooked foods may only be reheated once and must be reheated to a minimum temperature of 165 degrees for 15 seconds.** Any previously-cooked foods that have been reheated must be discarded after the usage cycle. Reheating foods through the temperature danger zone must be completed within 2 hours. An example of this would be soup preparation.

### ***Critical Safety Factor 15***

**Hot water temperature for cleaning is at 120 degrees minimum.**

**The temperature of the hot water at the sinks will need to be checked.** The temperature sensitive portion of the thermometer should be placed in the running water at the sink with just the hot water faucet turned on. The temperature shall be at 120 degrees minimum within 30 seconds. The temperature is taken once the thermometer reading has stabilized for 15 seconds.

## *Critical Safety Factor 16*

### **The dishwasher is functioning properly.**

1. **Check the operability of the dishwasher each morning, prior to usage. The wash tanks should fill with clear water.** Check the nozzles and spray arms to ensure that they are operating properly. The nozzles should not be clogged, thereby permitting the free flow of water. Check the detergent tray for an adequate supply of detergent. The water must be changed every 2 hours. The tanks need to be delimed as needed.
2. **The dishes and other utensils should be presoaked or sprayed before being loaded into the dishwasher.** If a spray nozzle is used, it must function effectively. Load the dishwasher, using the racks that are designed for this purpose and never overload the dishwasher. Check all of the utensils as they are removed from the dishwasher to ensure proper operability, this is evidenced by clean utensils. Soiled utensils must be placed through the dishwasher again.
3. **The temperature of the final rinse water of a multi-temperature (high temp) dishwasher at the rinse water manifold must be a minimum of 180 degrees.** This temperature will ensure that the water coming in contact with the utensils being rinsed is a minimum of 170 degrees. For single temperature dishwashers, the wash temperature must be 165 degrees minimum.
5. **In the event that the dishwasher being used provides for chemical sanitizing (chlorine) instead of heat sanitizing, the rinse temperature must be as stated on the machine's data plate 160 degrees.** The machine should be using the correct amount of sanitizing chemicals. Confirm the strength as recommended by the chemical supplier.
6. **The correct procedure for checking the strength of the sanitizer as dishware and utensils exit the unit is to place a test strip against any freshly-wet area.** Then compare the test strip to the color on the test strip container. There should be evidence of a chlorine residue.
7. **All utensils will need to be air dried after removed from the dishwasher.** Any other method is not acceptable, as there is a risk of the utensils becoming contaminated.

## *Critical Safety Factor 17*

### **Sanitizing wipe towels are held in the sanitizing solution, and sanitizing solution is at the correct strength**

1. **Wipe cloths used in the routine function of cleaning and sanitizing food preparation surfaces, utensils, and other equipment will be held in the sanitizing solution between use.**
2. **Wipe cloths should be removed from the sanitizing solution and wrung dry before each use.** These wipe cloths need to be clean and thoroughly rinsed between each use. Once soiled, the towels should be replaced.
3. **Sanitizing solution must be available for each work station.** Depending on the food preparation area layout, if the sanitizing solution is readily available for more than one station, this practice will be allowed. The strength of the solution must be within the range of the local regulatory requirements. Generally, for chlorine sanitizers, the strength will be between 50 to 200 ppm. For quaternary ammonium sanitizers, the strength will be approximately 220 ppm, however, this will depend on the manufacturer's recommendations. In both cases, test strips must be present and used to confirm the strength of the solution after it is made.
4. **The sanitizing solution needs to be maintained at a temperature of 75 degrees to 120 degrees to ensure effective sanitizing results.** A temperature in excess of 120 degrees will cause the active sanitizing agent to dissolve out of the mixture.
5. **The sanitizing solution will need to be changed on a regular basis, and this will depend on the extent to which it is used and the amount of food and other debris that is present in the solution.** It is recommended that the sanitizing solution be set up at the start of the morning preparation period and changed before lunch, after lunch, before dinner, and after dinner.
6. **Instead of mixing a sanitizing solution through the day, it is recommended that one bulk container is made in the morning and the strength checked.** The bulk container should be 10 gallons minimum and capped tightly between usage.

***Critical Safety Factor 17(continued)***

7. Any soap residue transferred to a sanitizer (storage) solution “kills” the effectiveness of the sanitizer, because of the extreme swing in pH toward alkalinity.

***Critical Safety Factor 18***

**Overflowing floor drains are not present in the restaurant.**

**Floor drains that are blocked and resulting in overflowing of sewage in the restaurant poses a significant health hazard to employees and guests. Raw sewage is such a significant bacterial hazard that any restaurant found to have overflowing drains with standing sewage **must** close the kitchen and cease all food preparation until the drains are repaired and the kitchen is cleaned and sanitized.**

**THERE WILL BE NO EXCEPTIONS TO THIS POLICY.**

## *Critical Safety Factor 19*

### **Rodent, insect, or pest activity is not present in the kitchen**

1. **Pest activity of any kind in a restaurant is a major reason for concern.** Pests, whether they are rats, mice, roaches, insects, or birds, carry diseases that can endanger the health of employees and guests.
2. **If any activity is observed either by sighting of the pests or by observation of droppings or damage such as gnaw marks, a licensed Pest Control Operator should be contacted immediately.** One mouse, rat, or bird in the restaurant is considered pest activity. For insects, ants, flies, etc., multiple pests will be considered pest activity.
3. **If any pest activity is observed, the restaurant must be able to provide documentation of corrective action to show that there is an activity in progress.** Under no conditions will pesticides be permitted for use in a restaurant unless applied by a licensed pest control operator. Bait will not be permitted inside the restaurant or outside the restaurant where it may be readily accessible to the general public. Glue boards, catch alls, and insectocutors will be permitted as long as they are used in a manner that will not allow for the contamination of foods or food contact surfaces and equipment.

# **STORE INFORMATION SHEET**

## HOSS'S STEAK & SEA HOUSE

### STORE INFORMATION

<b>Address</b>	
<b>Phone Number</b>	
<b>County</b>	
<b>Township</b>	
<b>Health Department</b>	

### EMERGENCY INFORMATION

<b>Service</b>	<b>Phone Number</b>
<b>Police</b>	
<b>Fire</b>	
<b>Ambulance</b>	
<b>Poison Control</b>	

### UTILITY COMPANY INFORMATION

<b>Service</b>	<b>Phone Number</b>	<b>Account Number</b>
<b>Electric</b>		
<b>Gas</b>		
<b>Water</b>		
<b>Sewer</b>		

### REPAIR SERVICES

<b>Service</b>	<b>Company Name</b>	<b>Phone Number</b>
<b>Refrigeration</b>		
<b>Plumbing</b>		
<b>Heating &amp; Air Conditioning</b>		
<b>Electrician</b>		
<b>Security System</b>		
<b>Fire Suppression System</b>		
<b>Fire Extinguisher Company</b>		

### LOCATION OF SHUT-OFF VALVES

<b>Main Gas Shut Off</b>	
<b>Main Water Shut Off</b>	
<b>Main Power Supply</b>	

**FOOD  
SAFETY  
EMERGENCIES**

## **Food Safety Emergencies**

### **A Manager's Guide to Handling Food Safety Emergencies**

1. Accidental Fire Safety System Activation
2. Contaminated Water Supply (Boil Order)
3. Electrical Power Outage
4. Fire
5. Foodborne Illness
6. Hepatitis
7. No Water (Main Service)
8. No Hot Water
9. Sewage Back-Up

### **Introduction**

This section provides a guideline for handling food-safety emergencies that may occur in your store. The following tables outline exact procedures that must be followed in the event of a safety-related emergency.

### **Restaurant Management**

During the normal course of business, unexpected events may occur that could compromise the safety of the food products that are stored, prepared, cooked, and served in the restaurant. The following tables are critical steps that need to be executed to insure the health and safety of our guests and employees. Additionally, the tables outline steps that need to be taken to return to normal operations and to decrease food loss. The policies and procedures do not list other steps that may be required by other parties such as Operations, Risk Management, and Accounting.

### **Corporate Responsibilities**

It is the responsibility of the Risk Manager and Operations Department to coordinate activities with other departments to provide the appropriate support for the specific emergency. This will include but is not limited to the coordination of activities, liaison with regulatory agencies, and providing the appropriate technical support.

## ACCIDENTAL FIRE SAFETY SYSTEM ACTIVATION

Step	Action
<b>1. Accidental Fire Suppression Activation</b>	<ul style="list-style-type: none"> <li>➤ May require the restaurant to be closed, if there is contamination of air, food, or water from the suppression chemicals.</li> <li>➤ Discontinue kitchen operations immediately.</li> <li>➤ You may continue serving salad bars, if members of the salad bar staff, the salad/prep area, and the food has not been contaminated and there is no risk of contamination during clean-up.</li> </ul>
<b>2. Call Appropriate Authorities</b>	<ul style="list-style-type: none"> <li>➤ <b>Call General Manager/District Manager immediately</b> to provide additional support and recommendations.</li> <li>➤ Contact Risk Manager.</li> </ul>
<b>3. Close Restaurant, if Necessary</b>	<ul style="list-style-type: none"> <li>➤ If restaurant is closed, post signage at front door or in front of property to direct guests to the closest Hoss's restaurant, if convenient.</li> <li>➤ Notify restaurant to expect additional guests.</li> <li>➤ Also advise of projected restaurant reopening time when possible.</li> <li>➤ <b>Contact any scheduled parties.</b></li> </ul>
<b>4. Schedule Recharging of System/Contact Fire Department</b>	<ul style="list-style-type: none"> <li>➤ Contact Fire Suppression Service to recharge system.</li> <li>➤ Local Health Departments may require an inspection by health officials before reopening.</li> <li>➤ While recharging system, contact Fire Department for inspection, if required.</li> </ul> <p><i>Special Note:</i> Inspections may be required. Stay current on local fire department and health department regulations.  <b>Insert your store's procedures here:</b></p>
<b>5. Clean Up Debris</b>	<ul style="list-style-type: none"> <li>➤ Exposed food or cooking oil/grease must be discarded.</li> <li>➤ Exposed dinnerware, smallwares, and equipment must be washed.</li> </ul>

## CONTAMINATED WATER SUPPLY (BOIL ORDER)

Step	Action
<b>1. Turn Off Power/Water Supply</b>	<ul style="list-style-type: none"> <li>➤ Turn off water, as well as circuit breakers leading to ice machines, water dispensers, dipper wells, coffee and tea makers, and soft drink carbonators.</li> <li>➤ Post notes on equipment, and advise employees not to use.</li> <li>➤ Determine length of boil order.</li> </ul>
<b>2. Call Appropriate Authorities</b>	<ul style="list-style-type: none"> <li>➤ <b>Call General Manager and/or District Manager or Risk Manager.</b></li> </ul>
<b>3. Close Restaurant</b>	<ul style="list-style-type: none"> <li>➤ The decision will be made to close the restaurant until everything can be organized and procedures put into place by Operations and Risk Manager to ensure food, employee, and guest safety.</li> <li>➤ Health Department is to be contacted by Risk Manager for review of plan to operate with emergency procedures.</li> <li>➤ Direct guests to nearest Hoss's restaurant, if convenient.</li> <li>➤ <b>Contact any scheduled parties.</b></li> </ul>
<b>4. Test Chlorine Levels/Boil Order Lifted</b>	<ul style="list-style-type: none"> <li>➤ Once boil order has been lifted, water should be tested to ensure proper chlorine levels exist.</li> <li>➤ All equipment must be properly flushed with fresh water prior to use (1/2 hour).</li> <li>➤ Equipment such as ice machines may need to be sanitized by service company.</li> <li>➤ Replace all in-line filters.</li> </ul>

## ELECTRICAL POWER OUTAGE

Step	Action
1. Turn Equipment Off	➤ Turn off all electrical and gas equipment.
2. Switch Breakers Off	➤ Switch off individual circuit breakers to prevent equipment damage. Critical equipment breakers are painted yellow.
3. Ensure Safety of Employees and Guests	<ul style="list-style-type: none"> <li>➤ Remain calm, and keep employees and guests calm.</li> <li>➤ Post someone at the front door, and do not admit additional guests.</li> <li>➤ Do not take any more orders.</li> <li>➤ Move staff and guests to secure, well-lit areas.</li> <li>➤ Check rest rooms and stock rooms for persons who may have been trapped in the dark.</li> <li>➤ Always have a supply of flashlights and batteries available.</li> </ul>
4. Call Power Company, Other Restaurants in Area, and the Appropriate Authorities	<ul style="list-style-type: none"> <li>➤ Determine the extent of the outage.</li> <li>➤ Have someone call other businesses in the area to determine if they are affected.</li> <li>➤ Direct guests to the closest operating Hoss’s restaurant, if convenient.</li> <li>➤ Notify closest restaurant to expect guests that you have turned away.</li> <li>➤ <b>Contact scheduled parties.</b></li> </ul> <p><i>Special Note:</i> Store phones may not work during a power outage. Try pay hones.</p> <ul style="list-style-type: none"> <li>➤ <b>Call or page General Manager/District Manager for additional support and documentation.</b></li> </ul> <p>If the outage will be (or turns) extensive (more than 4 hours), contact HFX immediately. They will dispatch a refrigerated truck, if the outage goes beyond 4 hours. The driver carries a mobile phone and can be contacted in route through HFX if power is restored. IF HFX IS UNABLE TO SEND A TRUCK, CONTACT A LOCAL BACK-UP REFRIGERATED TRUCK PROVIDER AND/OR LOCATE A SOURCE FOR DRY ICE. If it is necessary to move food to the refrigerated truck, take the temperature of all items, and record those temperatures. If any item, including frozen food, goes beyond 45 degrees, mark “Do Not Use” and isolate the District Manager’s determination of use.</p>
5. Close the Restaurant, if Necessary	<ul style="list-style-type: none"> <li>➤ Post sign on door stating “Closed Due to Utilities Failure.”</li> <li>➤ Inform guests who are in the building that they will not be receive their meals.</li> <li>➤ Any guests who did not receive their meal should not be charged.</li> <li>➤ They may eat from the Salad Bar (no more than 1 hour after loss of power), if the lighting is adequate to continue.</li> <li>➤ Utilize tea light candles in the Salad Bar area and rest rooms.</li> <li>➤ Assign employees to assist guests.</li> <li>➤ Have a calculator available at the block area.</li> <li>➤ Any guests who received their meal but did not have adequate time at Salad Bar should not be charged.</li> <li>➤ Cash guess out by using a calculator and saving all receipts to be totaled at a later time.</li> <li>➤ <b>THE SALAD BAR SHOULD NOT BE REFILLED; OPENING AND CLOSING COOLER DOORS IS NOT PERMITTED DURING POWER OUTAGES.</b></li> </ul>

## ELECTRICAL POWER OUTAGE (continued)

Step	Action
<b>6. Ensure Food is Safe</b>	<ul style="list-style-type: none"> <li>➤ For any power outages, ensure safe food.</li> <li>➤ Keep all walk-in refrigerators and freezers closed.</li> <li>➤ Post a sign on the cooler and freezer doors to advise everyone to keep them closed.</li> </ul>
<b>7. Reopening the Restaurant</b>	<ul style="list-style-type: none"> <li>➤ When power is restored, check the temperature of all food items.</li> <li>➤ Dispose of all refrigerated and frozen items that went beyond 41 degrees and all hot items below 140 degrees.</li> <li>➤ Turn on breakers and equipment ONE AT A TIME to prevent overload, equipment damage, and peaking the electric meter.</li> </ul>

## FIRE

Step	Action
<b>1. Determine type and extent of fire</b>	<p>Major or Minor Fire?</p> <ul style="list-style-type: none"> <li>➤ Hand-held extinguishers used, when applicable.</li> <li>➤ Based on type of fire, use appropriate extinguishing method, for example, no water on grease fire.</li> </ul>
<p><b>Major Fire?</b></p> <p>Thick smoke. Too hot to get close to. Larger than three or four feet high or wide. Could spread to the building's structure. Could spread to dangerous materials or chemicals. There is an explosion. The fire is at the building's structure.</p>	
<b>2. Get Help</b>	<ul style="list-style-type: none"> <li>➤ Activate fire suppression system manually, if the fire is under the hood and it hasn't automatically activated and/or contact the Fire Department.</li> </ul>
<b>3. Evacuate</b>	<ul style="list-style-type: none"> <li>➤ Evacuate guests and employees immediately.</li> <li>➤ Check all closed areas, for example, coolers, freezers, and rest rooms.</li> <li>➤ Manager should take, and refer to, the position chart to be sure all employees were evacuated.</li> <li>➤ If possible, shut off the main gas and power supplies before leaving.</li> </ul>
<b>4. Call the Appropriate Authorities</b>	<ul style="list-style-type: none"> <li>➤ <b>CALL GENERAL MANAGER OR DISTRICT MANAGER IMMEDIATELY</b> to provide additional support and recommendations.</li> <li>➤ Call Risk Manager.</li> </ul>
<b>5. Post Signage</b>	<ul style="list-style-type: none"> <li>➤ If restaurant is closed, post signage at the front door or in front of property to direct guests to closest Hoss's restaurant, if convenient.</li> <li>➤ Notify restaurant to expect additional guests. Also advise of restaurant reopening date when possible.</li> <li>➤ <b>Contact scheduled parties.</b></li> </ul>
<b>6. Review Damages</b>	<ul style="list-style-type: none"> <li>➤ Once fire has been extinguished, review damages with the Fire Department.</li> <li>➤ If restaurant is closed, most local health departments require condemnation of food affected by fire.</li> <li>➤ Know what the regulations are on this in your area.</li> </ul>

## FIRE (CONTINUED)

Step	Action
<b>7. Prepare for Reopening</b>	<ul style="list-style-type: none"> <li>➤ An inspection by the health officials is usually required before reopening.</li> <li>➤ Know what the regulations are on this in your area.</li> <li>➤ Inventory food and equipment.</li> <li>➤ Take pictures, if possible.</li> <li>➤ Recharge fire suppression system prior to reopening. Follow fire safety system activation procedures.</li> </ul>
<p><b>Minor Fire?</b></p> <p>Small in size. Contained in a trash can or on a grill surface. No imminent danger to crew and/or guests. If there is doubt that extinguishing a minor fire will be safe, call the fire department and begin evacuation.</p>	
<b>1. Put Fire Out</b>	<ul style="list-style-type: none"> <li>➤ Use ABC type extinguisher to put out small fires.</li> <li>➤ Grease fires may be put out by covering fryer with a sheet pan.</li> <li>➤ Do not extinguish grease fires with water.</li> </ul>
<b>2. Fire Under Control?</b>	<ul style="list-style-type: none"> <li>➤ Once the fire is under control, attend to guests.</li> <li>➤ Inform guests and employees that the situation is under control and there is no immediate danger.</li> </ul>
<b>3. Clean Up</b>	<ul style="list-style-type: none"> <li>➤ Clean up any debris.</li> <li>➤ Discard exposed food or cooking oil.</li> <li>➤ Wash exposed plateware and equipment.</li> </ul>
<b>4. Contact the Appropriate Authorities</b>	<ul style="list-style-type: none"> <li>➤ Call General Manager, District Manager, Hoss's Building Services, and Risk Manager</li> </ul>

## FOODBORNE ILLNESS GUEST ILLNESS COMPLAINT

Step	Action
<p><i>Scenario #1</i></p> <p><b>Incoming Complaints</b></p>	<p>Two or more unrelated guests (or one guest requiring hospitalization) report a foodborne illness.</p> <ul style="list-style-type: none"> <li>➤ Record and evaluate the complaints as outlined in the Risk Management policy. Gather information.</li> <li>➤ Direct all inquiries to the General Manager.</li> </ul>
<p><i>Scenario #2</i></p> <p><b>Health Department Visit</b></p>	<p>Health Department visits restaurant to conduct inspection in response to illness complaints. Accompany Sanitarian, be cooperative, provide records, and take notes.</p> <ul style="list-style-type: none"> <li>➤ <b>If Health Department takes food samples, take duplicate samples at the same time.</b></li> </ul>
<p><b>1. Call Appropriate Authorities</b></p>	<ul style="list-style-type: none"> <li>➤ <b>Call Risk Manager for additional support and recommendations.</b></li> <li>➤ <b>Also contact General Manager and/or District Manager.</b></li> </ul>
<p><b>2. Risk Manager Responsibility</b></p>	<ul style="list-style-type: none"> <li>➤ Risk Manager develops an initial action plan based on the nature of the complaint and forwards to Crisis Team.</li> <li>➤ Crisis Team assembles to review facts and develop action plan.</li> </ul>

**FOODBORNE ILLNESS GUEST ILLNESS COMPLAINT (continued)**

<b>Step</b>	<b>Action</b>
<b>3. Complaints Unfounded?</b>	<ul style="list-style-type: none"> <li>➤ Once the initial action is implemented, if complaints are unfounded, the Health Department will take no further action.</li> </ul>
<b>4. Complaints Confirmed?</b>	<ul style="list-style-type: none"> <li>➤ Complaints are confirmed by medical testing (doctor notifies Health Department, required by law in most states), or .....</li> <li>➤ Health Department investigation confirms complaints of foodborne illness.</li> </ul>
<b>5. Restaurant Management Responsibilities</b>	<ul style="list-style-type: none"> <li>➤ Re-emphasize good sanitation and personal hygiene throughout restaurant.</li> <li>➤ Prepare for possible Health Department follow-up.</li> <li>➤ Observe employees closely for symptoms of foodborne illness, as explained in your ServSafe course, diarrhea, vomiting, stomach pain, rash, loss of consciousness, temperature, jaundice, etc.</li> </ul>
<b>6. Risk Management/ Operations Responsibilities</b>	<ul style="list-style-type: none"> <li>➤ Assist Vice President of Operations/Crisis Team by providing support information.</li> <li>➤ Assist store management with additional preventive measures.</li> <li>➤ Assist management with preparation for possible Health Department visit.</li> </ul>
<b>7. Health Department Outcomes</b>	<ul style="list-style-type: none"> <li>➤ Health Department takes no action.</li> <li>➤ Health Department visits restaurant. As a result, Vice President of Operations or Risk Manager establishes immediate contact with Health Department to review our preventive measures.</li> </ul>
<b>8. Health Department Takes Action</b>	<ul style="list-style-type: none"> <li>➤ Health Department notifies news media to alert Public about foodborne illness outbreak.</li> <li>➤ Crisis Team works with restaurant on information to be given to guests.</li> <li>➤ Crisis Team works with restaurant on notification of staff.</li> </ul>
<b>9. Health Department Completes Investigation</b>	<ul style="list-style-type: none"> <li>➤ Health Department satisfied with restaurant response and conditions.</li> <li>➤ No further action is taken.</li> </ul>

## HEPATITIS

Step	Action
<b>1. Employee Ill</b>	➤ Employee is removed from work and visits a doctor.
<b>2. Preliminary Diagnosis of Hepatitis</b>	➤ Blood sample taken for testing
<i>Scenario #1</i> <b>3. Diagnosed with Non-communicable Disease</b>	➤ Employee is diagnosed with non-communicable disease, recovers, and returns to work.
<i>Scenario #2</i> <b>4. Waiting for Diagnosis</b>	➤ Employee remains off work schedule. ➤ <b>Restaurant Management calls District Manager and Risk Manager.</b> ➤ Management emphasizes personal hygiene practices at restaurant.
<b>5. Risk Manager Responsibilities</b>	➤ Develops an initial action plan and forwards to Crisis Team. ➤ Crisis Team assembles to review facts and develop plan.
<b>6. Blood Test Confirms Hepatitis Type “B,” or Non “A,” or Non “B.”</b>	➤ Employee does not return to work until recovered. ➤ Employee returns to work with required written release from doctor.
<b>7. Negative Blood Test</b>	➤ Contact Risk Manager for recommendations. ➤ Employee recovers and returns to work.
<b>8. Blood Test – Hepatitis Type “A” Confirmed</b>	➤ Employee does not return to work until recovered. ➤ Employee returns to work with required written release from doctor.
<b>9. Restaurant Management Responsibilities</b>	➤ Calls store meeting ➤ Re-emphasizes good sanitation and personal hygiene throughout the restaurant. ➤ Discusses possible exposure with other employees. ➤ Makes offer to pay for IG immunization or vaccines. ➤ Prepares for possible Health Inspection and follow-up. ➤ Observes other employees closely for Hepatitis symptoms (low-grade temperature, jaundice, lethargy, stomach pain, general malaise, rash, unconsciousness).
<b>10. Risk Manager/ Operations Responsibilities</b>	➤ Assists Vice President of Operations/Crisis Team by providing support information. ➤ Assists management with Hepatitis preventive measures. ➤ Assists management with preparation for possible Health Department visit. ➤ Sends Hepatitis information booklet to stores.
<b>11. Doctor Notifies Health Department</b>	➤ Health Department notification by the attending physician is required in most states.

**HEPATITIS (continued)**

<b>Step</b>	<b>Action</b>
<p><i>Scenario #1</i></p> <p><b>12. Health Department Takes No Action</b></p>	<ul style="list-style-type: none"> <li>➤ Health Department is notified, but takes no action.</li> </ul>
<p><i>Scenario #2</i></p> <p><b>13. Health Department Takes action</b></p>	<ul style="list-style-type: none"> <li>➤ Health Department visits restaurant.</li> <li>➤ Health Department may complete a home health visit to employee's home.</li> <li>➤ If Health Department plans further action, management requires employees to get a second test.</li> <li>➤ Risk Manager establishes immediate contact with Health Department to review our preventive measures</li> <li>➤ Crisis Team works with restaurant on notification of staff.</li> </ul>
<p><b>14. Health Department Requests Immunization</b></p>	<ul style="list-style-type: none"> <li>➤ Health Department requests all employees to get IG immunization.</li> </ul>
<p><b>15. Risk Manager Requests Documentation</b></p>	<ul style="list-style-type: none"> <li>➤ Risk Manager requests Health Department to put Order in writing.</li> </ul>
<p><i>Scenario #1</i></p> <p><b>16. Health Department Backs Down</b></p>	<ul style="list-style-type: none"> <li>➤ Health Department backs down on order for immunization.</li> <li>➤ Health Department accepts restaurant's preventive measures.</li> </ul>
<p><i>Scenario #2</i></p> <p><b>17. Health Department Issues Written Order.</b></p>	<ul style="list-style-type: none"> <li>➤ Health Department issues written order for employees to get IG immunization.</li> <li>➤ Employees respond or suspend work at restaurant.</li> </ul>
<p><b>18. Health Department Notifies Media</b></p>	<ul style="list-style-type: none"> <li>➤ Health Department notifies news media of outbreak of hepatitis.</li> <li>➤ Crisis Team responds.</li> </ul>
<p><b>19. Health Department Takes No Further Action</b></p>	<ul style="list-style-type: none"> <li>➤ Health Department is satisfied with restaurant response and conditions ... takes no further action.</li> </ul>

## NO WATER (MAIN SERVICE)

Step	Action
1. Main Water Service Unavailable	➤ <b>Discontinue Operations.</b>
2. Contact Public Works Department	<ul style="list-style-type: none"> <li>➤ Determine length of outage.</li> <li>➤ <b>In the event of a lengthy breakdown, contact General Manager, District Manager, and Risk Manager.</b></li> </ul>
3. Water Out for Extended Period of Time?	<ul style="list-style-type: none"> <li>➤ Close restaurant until water is restored.</li> <li>➤ Follow same procedures as power outage.</li> </ul>
<b>Management Responsibilities</b>	
4. Shut Off Water Supply	<ul style="list-style-type: none"> <li>➤ Shut off water supply at the water main if possible to keep backflow contamination from entering the system.</li> <li>➤ Turn off all water deed lines to ice machines, soda and water units, and coffee/tea machines, etc. This is also to minimize backflow risk. Additionally, it allows the mandatory flushing of the restaurant's water system after start-up without contaminating ice or drinks. After a loss of water pressure, the start-up dislodges great amounts of mud and flocculent material from the larger water mains. The first water may come through black in color and high contaminated.</li> </ul>
5. Water is Restored	<ul style="list-style-type: none"> <li>➤ Flush all equipment with potable water for ½ hour prior to use.</li> <li>➤ Clean and sanitize ice machines, dishwasher, soda dispenser, coffee/tea machines, etc.</li> <li>➤ Replace ice machine filters. (May require outside service company.)</li> </ul>

## NO HOT WATER

Step	Action
1. Determine Why There is No Hot Water	<ul style="list-style-type: none"> <li>➤ Check pilot lights on the hot water heaters.</li> <li>➤ Determine areas of restaurant affected.</li> <li>➤ Call plumber to assist.</li> </ul>
2. Call Appropriate Authorities	➤ <b>Call General Manager and/or District Manager and Risk Manager for additional assistance.</b>
3. Begin Heating Water	➤ Boil water for use with dishwasher and hand sinks.
4. Repair Equipment	<ul style="list-style-type: none"> <li>➤ Have equipment repaired or replaced.</li> </ul> <p><i>Special Note:</i> Leaking hot water heaters cannot be repaired.</p>

## SEWAGE BACK-UP

Step	Action
<b>1. Discontinue Kitchen Operations?</b>	<ul style="list-style-type: none"> <li>➤ If back-up occurs in any food preparation, cooking, dish, storage, or service areas.</li> <li>➤ Dependent on Health Department regulations, store may be required to close.</li> </ul> <p><i>Special Note:</i> All restaurants should contact local Health Department for regulations, and maintain those regulations with this manual.</p>
<b>2. Food Safety</b>	<ul style="list-style-type: none"> <li>➤ If back-up is in food preparation or service area, place products in an area not affected by sewage back-up. This may include walk-in refrigerators.</li> <li>➤ Destroy any food that may have come into contact with sewage back-up.</li> </ul>
<b>3. Get Help</b>	<ul style="list-style-type: none"> <li>➤ Contact plumber immediately. HBS</li> <li>➤ Have pipes serviced to clear obstructions.</li> </ul>
<b>4. Call Appropriate Authorities</b>	<ul style="list-style-type: none"> <li>➤ Call and/or page General Manager/District Manager and Risk Manager for additional support and recommendations.</li> </ul>
<b>5. Close Restaurant?</b>	<ul style="list-style-type: none"> <li>➤ Post sign at front door reading “UTILITIES FAILURE” and time of expected reopening.</li> <li>➤ Direct guests and scheduled parties to nearest Hoss’s restaurant, if convenient.</li> <li>➤ Notify that restaurant to expect additional guests.</li> <li>➤ Contact all scheduled parties.</li> </ul>
<b>6. Clean-Up</b>	<ul style="list-style-type: none"> <li>➤ Once sewage back up has been eliminated and water has receded, begin floor clean-up.</li> <li>➤ Use proper floor cleaning procedures. Wash with detergent and water, rinse, and sanitize with sanitizer solution (Chlorine sanitizer at 100-200 ppm or Quat sanitizer at 200 ppm).</li> <li>➤ <b>Use gloves when cleaning (required).</b></li> <li>➤ <b>Send employees with contaminated clothing home to change to prevent further contamination.</b></li> </ul>
<b>7. Determine Cause</b>	<ul style="list-style-type: none"> <li>➤ Determine the cause of the back up. Contact HBS, if necessary.</li> <li>➤ Develop course of action to prevent future back up. This may include preventive maintenance or repair of collapsed lines.</li> </ul>

# CHEMICAL LIST

**HOSS'S STEAK & SEA HOUSE CHEMICAL LIST 11/1/05**

*Chemicals are listed alphabetically by name.*

CHEMICAL	DESCRIPTION	APPLICATION	SUPPLIER
007	Floor cleaner	Cleaning floor surfaces	Burns
Bowl Liquid Blue Cleaner	Ceramic toilet bowl and urinal cleaner	Toilet bowl and urinal cleaner	Reinhart
Chlor 12	Sanitizer	Use in dispenser for dish machine	Burns
Chlor x Sanisuds	Disinfectant cleaner with chlorine bleach	General porcelain cleaning	Burns
Comet Liquid Cleaner	Multi-purpose cleaner for non-food surfaces	General cleaning for porcelain surfaces	Reinhart
Comet With Bleach	Multi-purpose cleaner for non-food surfaces	General cleaning for porcelain surfaces	Reinhart
Dawn Dish Liquid	All-purpose cleaner	Front-of-house table cleaning and kitchen bucket	Reinhart
Delimer	Dish machine de-scaler	De lime dish machine, as needed	Burns
Gasoline	Fuel for gas-powered equipment	Use in light-duty, gas-powered equipment (1 gallon or less stored in approved container)	Local Supplier
Glass Blaster	Glass cleaner	Glass cleaner	Burns
Goo Gone	Citrus chemical for tough cleaning problems	Use to eliminate gooey, sticky, gummy, greasy cleaning problems	Local Supplier
Grease Cutter	Heavy-duty cleaner	Use for heavy carbon surfaces	Burns
Great White	Hot fryer cleaner	Use to clean fryers and concrete surface cleaner	Burns
Hydro Power	Dish machine detergent	Automatic soap for dish machine	Burns
Kleen Up	Floor cleaner	Cleaning floor surfaces	Burns
Konica 7410 Toner Set	Toner	Toner for printer/copier/fax machine	Simmons Office Supply
Laurel Essense	Rest room air freshener	Rest room air freshener (spray as needed)	Burns
Milkstone Remover	Removes lime and scale	Yogurt machine delimer	Local Supplier
Orange Power	Multi purpose cleaner	General cleaning	Burns
Oxy Soak	Soak for plastic ware	Overnight soak for plastic items	Burns
Pink Suds Hand Soap	Hand soap	Use in hand-soap dispenser	Burns
Sani Dry	Final rinse drying additive	Final rinse	Burns
Sani-Quat (Ready to Use)	Multi-purpose sanitizer	General sanitizing	Burns
Soak Plus	Soak tank additive	Soak tank solution to soak heavily-carbonized items	Burns
Solid One Pass	Silver and pots/pans soak	Soak flatware and pots and pans	Burns
Sterra Sheen	Sanitizer	Sanitize yogurt machine	Reinhart
Tide	Laundry detergent	Clean floors	Local Supplier

