



Comprehensive Checklist for Food Banks and Food Distribution Organisations

The following checklist outlines principles of infection control to limit the spread of infection and support you to work safely and provide our residents with healthy nutritious food.

For a food bank or food distribution service, this includes food safety, cleaning measures as well as Covid-19 safety.

The guidance in your food preparation, packing, handling and delivery protocols are designed to:

- minimise the risk of passing any infection agents to delivery recipients
- Reduce the risk of any staff and volunteers acquiring or transmitting the coronavirus.

COVID-19 overview

The coronavirus (covid-19) is easily killed by detergent and common disinfectants including bleach. The available chlorine content needs to be 1,000 parts per million.

Covid-19 is transmitted like other cold and flu viruses:

- Breathing in droplets while being close to someone who coughs or sneezes near you
 - Within 2m distance and 15 or more minutes of contact.
- Hand contact with surfaces the virus is on and transfer to mouth, face, eyes, surfaces etc.-
 - If someone coughed to a surface or hand, or sneezed then touched the object.
 - This new coronavirus stays alive on plastics for 72 hours, stainless steel for 48 -72 hours and cardboard around 20 hours

This is why people are asked to protect themselves and others by

- Self-isolating if unwell with the symptoms
- Self-isolating proactively if at risk of health complications
- Distancing from people to prevent transmission, including avoiding going out and no gatherings
- Wash hands more frequently after being out, before eating and before touching the face
- Washing hands for 20 seconds with soap and water or hand sanitizer (hand hygiene)
- Catch it bin it kill it with coughs and colds (respiratory hygiene)

Infection control Principles

The main infection control and protection principles for COVID-19 to follow while working are:

- **Distance**
 - Keep 2 m distance between packing lines.
 - Keep 2m distance between delivery recipients and delivery teams
 - Keep 2m distance between delivery teams and the public
- **Delay**
 - Use the 72-hour surface survival rule - leave contaminated - or presumed contaminated objects 72 hours before touching/using.

- **Hand hygiene**

Wash hands more frequently, or use hand sanitiser if away from a sink

- first thing at the start of a shift,
- after being out,
- before eating
- before and after any vaping breaks
- while packing or on delivery runs
- after touching face or other objects
- after bathroom breaks
- after touching cash
- first thing on entering your home
- Wash hands for 20 seconds with soap and water or hand sanitizer
- Use the technique in Appendix A

Avoid touching objects outside such as gates or door handles. Use elbows, knees etc. instead.

- **Cleaning and disinfecting**

- Areas within the Food bank or food distribution centre, which become contaminated – or are at high risk of contamination, need to be cleaned with detergent and disinfectant before being used again.
- High frequency contact points like toilet doors, and flushes, taps, door handles should be cleaned at least 4 x per day;
- Clothes which come into contact with contaminated fluids should be cleaned at 60C.
- Delivery items (vans, bikes, bags, trolleys etc.) should have contact points: handles, steering wheels etc. cleaned 4x a day with a wet detergent soaked cloth. Baby wipes do not have a strong enough detergent and should not be used.

- **PPE - PPE is only required in the Food bank/food distribution centre for:**

- food preparation teams (hair nets, gloves)
- In the event someone becomes unwell and cannot leave immediately, the unwell person should wear a mask.
- To handle public donations
- If delivery teams do not have hand sanitiser to take with them to use in case of accidental or unavoidable contact with objects, gloves should be taken to be worn when unavoidable doors, gates etc. need to be opened using hands. These gloves should not be used to carry boxes/hand over deliveries. Remove before handling the delivery.
- Glove donning and doffing technique in Appendix B. Dispose of used gloves in a tieable /sellable plastic bag.
- PPE is not needed to sit in a van cab or car with colleagues. If concerned open a window to encourage air circulation.
- Anyone with symptoms should NOT be on the delivery team.

If wearing gloves you should observe the same precautions as for your hands- avoid touching your face, remove for breaks, new gloves for new task. Do not use teeth to put on or take off gloves.

- **Team health** – If staff or volunteers have symptoms of:

- A fever (high temperature). Even if you do not have a thermometer, you should answer 'yes' if your back or chest feels hot to touch.
- A new continuous cough (coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours).ⁱ
 - They should self-isolate for 7 days if living alone, 14 days if living with others.
 - They should not take part in any of the above roles: driving/delivery/packing/oversight or admin.
 - They may do telephone work from home.

If a volunteer /staff member becomes unwell

They should call the Food bank manager/team line manager from home first thing and arrange to transfer to a more suitable role if possible.

If a volunteer/staff becomes unwell during a shift

- If not an emergency – check 111 coronavirus online checker.
<https://111.nhs.uk/covid-19/>
- If they have Covid-19 symptoms - send home immediately by most direct route
- If awaiting an ambulance place on a chair away from both people, stock and process lines near a door and 2 m from others and other activity.
- If there are masks, ask them to wear one.
- Using gloves, separate out to a labelled quarantine area the work boxes /work handled by the unwell volunteer. Mark the quarantine label with the time and date and cordon off. Leave aside for 72 hours.
- Cordon off and close the work area used by the staff and bathrooms used by the infected person.
- Arrange cleaning of the bathroom and work areas used by the staff and the areas worked in by cleaning teams using detergent followed by disinfectant with an available chlorine content of 1,000 ppm. (Most commercial disinfectants will do this job)

Food Safety – chilled and frozen and defrosting food

Chilling: Chilling your food properly helps stop harmful bacteria from growing. In order to keep your food safe:

- store any food with a 'use by' date, along with cooked dishes, salads and dairy products, in your fridge
- keep chilled food out of the fridge for the shortest time possible during preparation
- cool cooked food quickly at room temperature and then place in the fridge within one to two hours
- please follow the storage instructions on packaging, including the best before and use-by dates

-You need to check that your fridge is cold enough using a fridge thermometer. This is because the dials on fridges don't always show you the right temperature. The coldest part of the fridge should be below 5°C. Clean and inspect your fridge regularly to ensure it remains hygienic and in good working order.

-Don't overfill your fridge. Leaving space allows air to circulate and maintains the set temperature.

-If your fridge is looking full, take out items that don't need to be chilled. This will make room for the items that do need to be chilled for safety reasons, such as raw, ready-to-eat and cooked food.

Freezing Food: food in a freezer will not deteriorate and most bacteria cannot grow in it because the cold temperature of the freezer (-18°C) delays chemical reactions within foods and put any bacteria on pause. The bacteria may still be alive but they stop growing or producing toxins, therefore it's important to keep in mind that because the bacteria are not killed they may be revived once the food is defrosted. **Make sure the food never enters the Danger Zone (above 8°C and below 63°C) because the bacteria may grow and make you ill.**

This is why you should defrost food in the fridge and it's advised that food can't be refrozen if accidentally defrosted unless it is first cooked.

You can freeze pre-packaged food right up to the 'use by' date. Leftovers and homemade goods should be frozen as soon as possible. Make sure any warm dishes are cooled before putting them in your freezer.

To stop the cold air in your freezer from drying out your food you can:

- place food in an air-tight container
- wrap it well in freezer bags or freezer wrap

It doesn't matter if you cook your meat from frozen or fresh, you can use your leftovers to make a new meal. This new meal can then be frozen, but make sure you only reheat it once.

Defrosting Food: When you take your food out of the freezer, it is important to defrost it safely before cooking or eating it.

- Don't defrost food at room temperature
- Food should be defrosted fully in the fridge. If this isn't possible, use a microwave on the defrost setting directly before cooking.
- Allow enough time for your food to defrost properly. Large items, such as a 6-7kg Christmas turkey, can take up to 4 days to defrost fully in the fridge.
- Make sure your food is fully defrosted before cooking. Partially defrosted food may not cook evenly, meaning that harmful bacteria could survive the cooking process.
- Once food has been defrosted, eat it within 24 hours.

Food storage – Best practice

- All food items such as cereal, pasta, noodles, biscuits should be off the ground and if possible put on tables.
- Fresh fruits and vegetables can remain on the pallet it arrived on and if not make sure it's off the floor.
- Assign 1 or 2 rooms maximum for food storage only so the foods is not spread across many rooms. If this is not possible, again at the very least make sure all is off the floor.
- Fruits tend to turn mouldy very quickly (fruit flies are common especially on the boxes of bananas), therefore always check and rotate the fruit and vegetables
- Install some of the specialist fly killer units to catch and protect against fruit flies.
- Always wash your hands thoroughly before and after handling raw food, including vegetables.

- Keep raw food, including vegetables, separate from ready-to-eat foods.
- Use different chopping boards, knives and utensils for raw and ready-to-eat foods, or wash these items thoroughly in between uses.
- Check the label – unless packaging around vegetables says "ready to eat", you must wash, peel or cook them before eating.
- **"Use by" dates** - No food lasts forever, however well it is stored. Most pre-packed foods carry either a "use by" or a "best before" date.

-**"Use by"** dates appear on foods that go off quite quickly. It can be dangerous to eat foods past this date.

-**"Best before"** dates are for foods with a longer life. They show how long the food will be at its best.

-Food can look and smell fine even after its "use by" date but that does not mean it is safe to eat. It could still contain bugs that could make you ill.

-Eating food past its "best before" date is not dangerous, but the food may not be good quality.

How should I wash fruit and vegetables?

- It is essential to wash well all fruit and vegetables before using them in your cooking.
- Washing will help remove bacteria, including E.coli, from the surface of fruit and vegetables.
- Most of the bacteria will be in the soil attached to the produce. Washing to remove any soil is, therefore, particularly important.
- When you wash vegetables, wash them under a running tap and rub them under water, for example in a bowl of fresh water. Start with the least soiled items first and give each of them a final rinse.
- Washing loose produce is particularly important, as it tends to have more soil attached to it than pre-packaged fruit and vegetables.
- Peeling or cooking fruit and vegetables can also remove bacteria.

How to avoid Cross-contamination? - To prevent cross-contamination:

- always wash your hands after handling raw food
- store raw and ready-to-eat foods separately
- store raw meat in sealable containers at the bottom of your fridge so that it cannot drip onto other foods
- use a different chopping board for raw food and ready-to-eat food, or wash it thoroughly in between preparing different types of food
- clean knives and other utensils thoroughly after using them with raw food
- do not wash raw meat or poultry – any harmful bacteria will be killed by thorough cooking - washing may splash harmful bacteria around the kitchen

Cooking and Reheating Safely

Cooking food at the right temperature and for the correct length of time will ensure that any harmful bacteria are killed.

Standard advice is to cook food until it has reached 70°C and stayed at that temperature for 2 minutes.








Please see below instructions


SAFE METHOD:

COOKING AND REHEATING SAFELY



Thorough cooking kills harmful bacteria. It is also very important to reheat food properly to kill harmful bacteria that may have grown since the food was cooked.

SAFETY POINT	WHY?
<p>If a food has manufacturer's cooking instructions, follow these. Always check that food is very hot (steaming) all the way through. You can also use the following checks to make sure that food is properly cooked or reheated.</p>	<p>The manufacturer has tried and tested safe cooking methods specifically for its products.</p>
TYPES OF CHECK	TYPES OF FOOD
<div style="display: flex; justify-content: space-around;">   </div> <p>Check that food you are cooking or reheating is very hot (steaming) all the way through. Check the centre of dishes such as shepherd's pie or lasagne.</p>	<p>Circle the types of food you use this check for and add any others.</p> <p>Types of food: stew, curry, soup, gravy, pasta dishes, fish, rice, pies and pasties, fish fingers, pizzas, stir fries.</p> <p>Other foods:</p> <div style="border: 1px solid gray; height: 20px; width: 100%;"></div>
<div style="display: flex; justify-content: space-around;">   </div> <p>Check that pieces of chicken are very hot (steaming) in the middle. The meat should not be pink or red and the juices should not have any pink or red in them.</p> <p>If you are cooking a whole chicken, check the meat in the thickest part of the leg.</p>	<p>Types of food: chicken drumstick and leg, chicken curry, chicken nuggets.</p> <p>Other foods:</p> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>
<p>Check that pork, liver and processed meat products, such as sausages and burgers, are very hot (steaming) all the way through with no pink or red in the centre.</p> <div style="display: flex; justify-content: space-around;">   </div>	<p>Types of food: burgers, sausages, meatballs, pork chops, liver, gammon.</p> <p>Other foods:</p> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>
<p>Check that all the outside surfaces of meat are fully cooked.</p> 	<p>Types of food: lamb chops, lamb cutlets, steak, joints of beef and lamb.</p> <p>Other foods:</p> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>

TYPES OF CHECK	TYPES OF FOOD
<p>Eggs</p> <p>Do not serve raw eggs or make foods with raw or partially cooked eggs (e.g. home-made mayonnaise, mousse or ice cream) because these can contain harmful bacteria. Do not let children taste cake mixture containing raw eggs.</p> <p>Avoid giving eggs with runny yolks to babies and toddlers.</p> <p>For other egg dishes and foods containing eggs e.g. scrambled eggs, omelettes and quiche, check they are very hot (steaming) all the way through.</p>  <p>Do not use eggs after the 'best before' date. After this date there is a greater chance of harmful bacteria growing in the eggs. Ideally keep eggs in the fridge.</p>	<p>Do you cook egg dishes and foods containing eggs thoroughly until they are very hot (steaming)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If not, what do you do?</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>
<p>Rice</p> <p>When you have cooked rice, make sure you keep it hot until it is eaten or cool it down as quickly as possible (ideally within one hour) and then keep it in the fridge. Use cooked rice within 24 hours and reheat it until very hot (steaming).</p> <p>Rice can contain spores from a type of harmful bacteria. If cooked rice is left at room temperature, the bacteria could start growing again from the spores. These bacteria will multiply and may produce toxins (poisons) that cause food poisoning. Reheating will not get rid of these.</p>	<p>Do you either keep rice hot or cool it down as quickly as possible and keep it in the fridge?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If not, what do you do?</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>

THINK TWICE!

Reheating

Remember, reheating means cooking again, not just warming up. To make sure that cooked or reheated food is safe to eat, always check it is very hot (steaming) all the way through and then, if you need to, let it cool a little before serving it to a child. You should only reheat food once.

If you are reheating food in a microwave, follow the product manufacturer's instructions, if you have them, including advice on standing and stirring. Standing and stirring are part of the process of cooking / reheating in a microwave and help to make sure that food is the same temperature all the way through.

If you use a microwave to reheat food that you, or a parent / carer have cooked, it is a good idea to stir it while reheating. When food is microwaved, it can be very hot at the edges and still be cold in the centre – stirring helps to prevent this.

WHAT TO DO IF THINGS GO WRONG

- If food is not properly cooked or reheated, cook it for longer.
- Speed up the cooking process, for example by dividing the food into smaller quantities, or using different equipment.
- Check that your oven / hob / microwave is working properly.

Write down what went wrong and what you did about it in your action sheet.



Safe method completed: Date: Signature:

Packing food for distribution or collection

- Handwashing is mandatory
- All teams to wash hands at start of shift, after breaks, after bathroom breaks, after touching face or clothes before eating and end of shift.
- Avoid touching face or clothes during shift- If you do, wash hands immediately
- Work at a distance of 2m from others.
- If gloves are worn – follow this guidance on how to put on and take off latex or nitrile gloves. <https://www.yourglovesource.com/blogs/glove-knowledgebase/43943233-how-to-put-on-nitrile-and-latex-gloves>
- Nothing in the packaging chain must come into contact with mouths, faces or teeth
- Any completed boxes ready to go out should not be left on the ground overnight but on tables
- Fresh, chilled and frozen items taken out of the fridge for deliveries should be delivered as soon as possible

Breaking Food Down From Larger Into Smaller Units

Breaking down food from larger to smaller containers requires the same best practice in Food Safety you would apply when cooking.

For Covid 19 there is also the added need to maintain social distance and avoid contact with containers where possible.

For people bringing their own clean containers.

- Warn the person bringing their container that loose foods may contain traces of allergens.
- Person bringing the container needs to open, leave on counter or table and step at least 2 m back (further if possible).
- Food bank volunteer fills container without touching.
- Once containers have been filled, food bank volunteer steps back.
- Leave the person collecting to close and leave with their containers.

For sites providing containers

- Break down the food using Food Safety working at all times with Covid 19 social distancing.
- Date the container with a sharpie or label as to when it was packed.
- If you have allergens on the premises you must warn anyone collecting food that the foods may contain traces of anything that you have on the premise.

For any enquiries related to Food Safety or Food Hygiene emerging issues please email food@newham.gov.uk

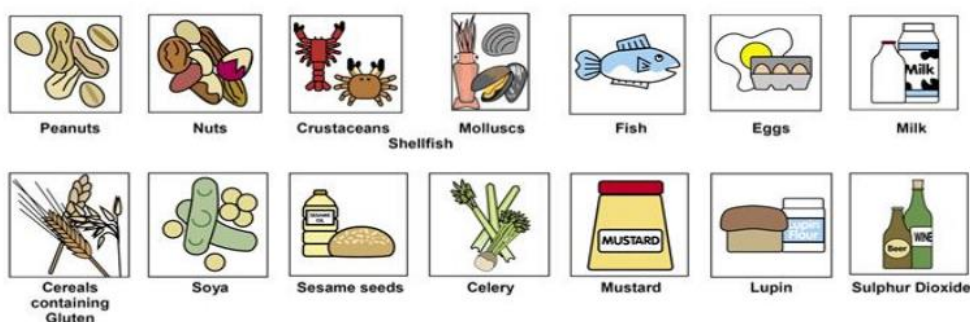
Food Allergens

- Display a poster of common allergens
https://www.totalfoodservice.co.uk/data/ckeditor/article_images/FSA-Recipe-Sheet.jpg

Food Allergen Information and Controls for Caterers

People with food allergies have to take great care when eating out to avoid certain foods that could cause them harm. As a business you have a legal obligation to ensure that any food you produce or prepare is **safe**. This is so they can make an informed choice about what to eat.

You have a legal obligation to provide information to consumers on the allergens that are in the food that you supply.



- You must warn people about all allergens that are on your premises.
- Unless you have incredibly good separation, DO NOT GUARANTEE that your product is allergy free - it only takes a trace.
- See guidance here for further information about food allergens
<https://www.lancashire.gov.uk/media/906815/guidance-control-of-allergens-in-the-kitchen.pdf>

Delivery

-Teams should ensure hands are washed regularly - and no packaging is handled after contact with objects like lift buttons, rails, faces etc.

- Carry hand sanitizer in case of hand contact with objects. If you do not have hand sanitizer carry a few pairs of gloves for unavoidable object contact and a sealable/tieable plastic bag to put contaminated gloves in.

-Presume all households are vulnerable or self isolating

-Delivery teams should avoid close face to face contact and stay > 2 m away at all times.

- Ring the bell using your elbow- or knock and call the name.

- ID yourself verbally
- Leave the package on the doorstep and step back 2m (3 large steps or 6 ft.)
- Show your ID if prompted.
- Check the package is collected and leave.
- If you touch bell push, lift buttons etc. with your hand, **you must wash or use hand sanitiser before** carrying out any other package handling.
- Wash hands and face on return to the food bank or base

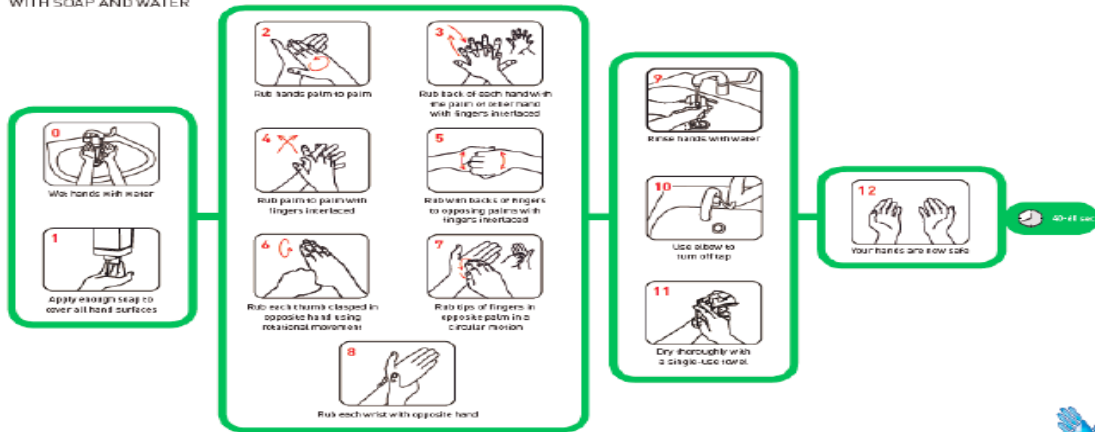
Appendix A

HAND CLEANING TECHNIQUES

How to handwash?

WITH SOAP AND WATER

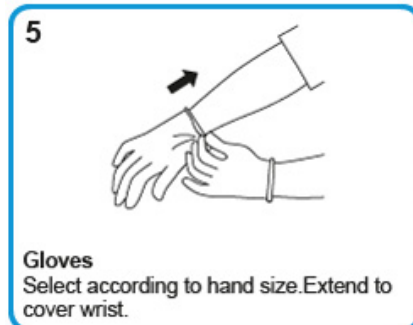
NHS
National Patient
Safety Agency



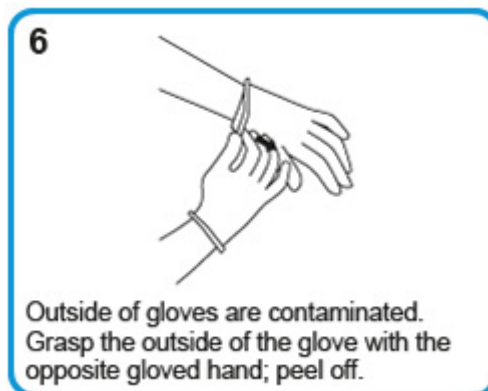
Appendix B: Donning and Doffing Gloves and mask.

Quick Guide: Putting on (donning) Personal Protective Equipment (PPE)

- Check gloves are the correct size
- Wash and dry hands before putting on



Quick Guide: Removal on (doffing) Personal Protective Equipment



- Grasp the outside edge of the hand which opened the door near the wrist.
 - Peel the glove away from the hand, turning the glove inside out. Hold it in the opposite gloved hand.
 - Slide an ungloved finger under the wrist of the remaining glove, then peel it off from the inside, creating a “bag” for both used gloves.
 - Discard in the gloves in the bag you bring with you. (A sealable bag you bring with you for contaminated waste.)
 - **Wash hands with soap and water or sanitiser**
-