Safe Food

Safe Food Handling for Home Care Workers

Workplace Skills Access, Swinburne TAFE Melbourne, for the WELL Program, Department of Education, Science and Training.
Safe Food

Safe Food Handling for Home Care Workers

ISBN 0 85590 789 4

Workplace Skills Access, Swinburne TAFE Melbourne, for the WELL Program, Department of Education, Science and Training.
Acknowledgements

These materials have been developed by Workplace Skills Access, Swinburne University of Technology TAFE.

Peggy Wymond
Project Manager and Writer
Workplace Skills Access—Swinburne

Funded under the Workplace English Language and Literacy Programme by the Commonwealth through the Department of Education, Science and Training.

© 2002 Commonwealth of Australia

The author gratefully acknowledges the content expertise and editorial assistance received from staff at Southern Cross Care (Vic).

This manual and the accompanying video are designed to be used as an initial reference only. They are not intended to be a comprehensive guide, or to apply to all situations.

Home Care Workers should consider each individual situation, and consult appropriate additional references where required.

Southern Cross Care (Vic.) accepts no responsibility for any loss or damage incurred as a result of anyone relying on these materials.

This document may be reproduced in whole or in part for study or training purposes, subject to the inclusion of acknowledgement of the source and to its not being used for commercial use or sale.
Using these materials

This manual, along with the accompanying video, support training in 2 units of competency from Certificate IV Community Services (Aged Care):

- CHCT2A — Receive, transport and store food in a safe and hygienic manner
- CHCT3A — Apply safe food hygiene practices

The materials can be used with a trainer or by a trainee working at his or her own pace.

This symbol marks questions and discussion points in the book. These may be answered in writing or used for group discussions. Answers for these questions and discussion of some issues can be found in Chapter 11.

This pinboard border is used to show vocabulary words and their definitions. These words are used in the text on that page and sometimes in other parts of the book. It may be useful for trainees of non-English speaking background to translate these words into their own language.

See Chapter 14, Trainer's Notes, for more information for trainers.
# Table of Contents

1. What can make food unsafe to eat? .......................... 1-12
2. What food does your client need? .......................... 13-20
3. Shopping .................................................................. 21-30
4. Transporting food ....................................................... 31-34
5. Unpacking food ......................................................... 35-40
6. Preparing food .......................................................... 41-48
7. Using leftovers ......................................................... 49-52
8. Cleaning up ............................................................. 53-60
9. Hazards, accidents and infection control ............... 61-68
10. Communication ....................................................... 69-72
11. Answers ................................................................. 73-84
12. Appendix ................................................................. 85-86
13. Glossary ................................................................. 87-90
14. Trainer's Notes ........................................................ 91-96

---

Workplace Skills Access—Swinburne University of Technology TAFE
1. What can make food unsafe to eat?

Think of a time when you or someone you know became unwell because of the food you ate.

What do you think might have caused the food to become unsafe to eat?

There are 3 main ways food can become unsafe: from chemicals, objects and germs.

- **Chemicals:** these include cleaners and disinfectants.
- **Objects:** things that might get into food by mistake, such as hairs, chips of nail polish, flies and pieces of glass.
- **Germs:** tiny living things that can cause food poisoning in people. They are also called bacteria, bugs, microbes, viruses, pathogens, moulds or microorganisms.
- **Contamination:** when germs move from one place to another.

90% of all food poisonings are caused by germs.
Where do germs come from?
There are many places in people's homes where you might find germs.

Where might germs be found in your clients' homes?
Think of as many places as you can.

Toilets can have many germs in and on them.

Unwashed potatoes may carry germs in the soil on them.

Raw meat contains germs, especially in its juices.

Pets can carry germs in and on themselves.
All people have germs on their bodies

Where do germs live on a body? Think of as many places as you can. Use these words to help you.

- Mouth
- Beard
- Earring
- Neck
- Shoulder
- Chest
- Belly
- Bottom
- Knee
- Leg
- Ankle
- Foot
- Toe
- Toenail
- Hair
- Head
- Eye
- Ear
- Pimples
- Nose
- Arm
- Underarm
- Elbow
- Wrist
- Hand
- Finger
- Fingernail
- Cut

People who are sick have large numbers of germs and these may be very dangerous germs. Do not work with food if you are sick. (See Appendix A for more information.)
Germs can live all over the body, especially in these places.

- hair
- eyes
- nose
- earrings and other jewellery
- underarm
- faeces (poo)
- toes and toenails
- ears
- pimples
- mouth
- beard and moustache
- cuts
- fingernails
- feet

Germs are so small they can only be seen with a microscope.
How are germs spread to food?
Germs can easily use your body to spread to food.

Body habits often cause people to touch germs. This can happen when you smoke, scratch your underarm, touch earrings, rub your nose or play with your hair. It is easy to spread these germs to food.

Body habit: something you do with your body, without thinking about it.

Do you know some of your own body habits? Think about what you do when you are on the phone or chatting with someone.

If you are working with food it is important that you avoid body habits that might spread germs from your body to the food.

What can you do to control your habits so that germs do not spread from your hair, nose, mouth and other parts of your body to the food?
Safe Food

**Good personal hygiene**

Good personal hygiene helps keep germs from spreading to food by helping control the number of germs on us.

| Personal hygiene: keeping yourself clean. |

What do you do to keep yourself clean?

When you are preparing food at a client's home, when should you wash your hands? List at least 4 ideas.
We know germs can travel on hands and spread to food. Germs can also travel on other things to spread to food.

What other things can germs use to spread to food?

**Cross-contamination:** when germs contaminate something and then that thing spreads the germs to something else. For example, if a knife is used to cut raw chicken the knife will become contaminated. If the knife is then used to cut a tomato, the tomato will become contaminated too. If meat juices drip in the refrigerator they may contaminate other foods.

Anything that might have touched germs must not be used again unless the germs have been killed.

Killing germs can be done with some chemicals or very hot temperatures. You will find more information about killing germs in other chapters.

*To avoid cross-contamination, keep yourself, your clothing and your equipment clean.*
*Also, keep raw food separate from cooked food.*
How do germs grow?

Germs are a lot like humans. To stay alive and grow they need:

- oxygen or air,
- nutrients or food,
- moisture or wetness,
- warmth, and
- time to grow.

Foods that give these things to germs can spoil very quickly.

Look again at the list above. Which things from the list above do germs get from the following foods?

- mince
- milk
- meat, poultry, eggs, fish
- shredded cheese
- cooked rice
How do we stop germs that are already on food from growing?

To keep germs from growing we take away some of the things germs need.

Look again at the list of what germs need to live and grow. For each food below, what is taken away from the germs?

- **Dry pasta**
- **Frozen chicken**
- **Canned tomatoes**
- **Breakfast cereal**
- **Milk**
Controlling the temperature

Often the easiest way to control germs is to keep food very hot or very cold.

Refrigerators should be kept at 5°C. Any germs on food kept in a refrigerator at this temperature will grow only very slowly.

Freezers are usually kept at -15°C. Germs on food kept in the freezer will be growing only extremely slowly. These foods will be safe to eat for a long time.

Food can become unsafe very quickly if it spends too much time in warm temperatures. In warm temperatures, any germs on or in the food will grow very quickly.

Try to keep food out of warm temperatures.
Review

**Germs:**

- live all around us,
- can spread easily to food,
- are not likely to spread to food if we have good personal hygiene and habits, especially if we wash our hands often,
- can use other things to spread to food,
- need oxygen, moisture, food, warm temperatures and time to live and grow, and
- can be controlled most easily by keeping food out of the temperature danger zone as much as possible.

![Germs illustration](image)

**To keep food safe:**

- do not add germs to food, equipment or surfaces,
- do not let germs on food, equipment or surfaces grow, and
- kill germs that might be on food, equipment or surfaces.
Chapter 1 review questions

Think of the clients you work with and the foods they eat. Which foods are most likely to become unsafe to eat? Why?

What can you do to make sure these foods stay safe for as long as possible?
2. What food does your client need?

Before you go shopping you need to decide what food your client needs.

There may be information in the Communication Book that will help you, such as:

- what the client has requested,
- when other food has been prepared,
- if the client has run out of an ingredient,
- what foods the client likes and dislikes,
- what foods the client needs for health reasons.

<table>
<thead>
<tr>
<th>Date</th>
<th>Comments</th>
<th>Signed</th>
</tr>
</thead>
<tbody>
<tr>
<td>16/3</td>
<td>Mary seems well. Finished all jobs. Cooked stew for dinner. Leftovers in fridge for tomorrow's dinner. Ran out of Gravox and soy sauce. Mary would like eggs for breakfast.</td>
<td>Joan</td>
</tr>
<tr>
<td>19/3</td>
<td>Mary was quiet. She did not eat leftover stew. Has requested less red meat. Threw stew out and cooked pork chop from freezer. Mary ate it with salad for lunch. Finished all jobs except vacuuming.</td>
<td>Denise</td>
</tr>
<tr>
<td>21/3</td>
<td>Mary went out with daughter this morning and was in a happy mood. Shopped for Mary. Bought 2 chicken breasts. One frozen and labeled and one cooked for dinner. Finished all jobs.</td>
<td>An</td>
</tr>
</tbody>
</table>
Safe Food

Checking the refrigerator

**Use by date:** the last day the food should be eaten. They are also called best before dates.

Check all use by dates on foods like milk, cheese, cream and packaged meat.

Food that looks and smells OK but is past its use by date may still be unsafe to eat and should not be eaten.

Look at the date in the box. Which milk carton in the row next to the date would be safe to drink on that date?

<table>
<thead>
<tr>
<th>May 18(^{th}), 2003</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/05/03</td>
</tr>
<tr>
<td>19 May 03</td>
</tr>
<tr>
<td>20-04-03</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>October 22(^{nd}), 2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/10/04</td>
</tr>
<tr>
<td>21 Oct '03</td>
</tr>
<tr>
<td>09-11-04</td>
</tr>
</tbody>
</table>
Safe Food

Your clients may not be able to tell if their food is safe or spoilt so it is important that you check the food for them.

**Spoilt:** food is spoilt and not safe to eat if it has too many germs in it.

Even when food is not past its use by date, it may still be spoilt. Food that has spent too much time in warm temperatures may become unsafe before its use by date. Food can have germs at high levels without you knowing. You cannot see, smell or taste germs.

Food with mould, fungus or slime may be unsafe to eat. It should be thrown in the rubbish. Do not try to trim or cut off the mould. You will not be able to tell if the germs that caused the mould are in other parts of the food. Remember, germs can only be seen with a microscope.

*If the food looks or smells spoilt, throw it out.*
Checking the cupboards

Food in cupboards can also become unsafe. Dented or leaking tins may have contaminated food inside. Damaged tins should always be thrown away.

Mouldy or spoilt food must also be thrown in the bin.

Many tins and packages have use by dates. These need to be checked from time to time.

Clients may not eat healthy meals if it is too hard for them to prepare a meal for themselves. There should always be some food on hand that your clients can easily prepare for themselves, such as a tin of baked beans.
Safe Food

Fruit and vegetables

Fruit and vegetables must not be kept if they are spoilt.

If potatoes are green or there are sprouts growing, throw them out.

Onions with sprouts or mould should also be thrown in the bin.

How can you tell if cauliflower, celery, bananas or bean sprouts are spoilt and unsafe to eat? List some things you should check for. You may wish to use some of the words listed below.

- limp
- wilted
- soft
- slimy
- squishy
- furry
- mouldy
- dry
- spotted
- smelly
- green
- yellow
- brown
- black
- sour

Food that is thrown away can be written in the Communication Book and added to the next shopping list.
Chemicals

Most chemicals are dangerous if they are eaten. Make sure chemicals and cleaning equipment are stored away from food.

Chemicals should be kept where they cannot spill into food. Shelves below sinks or bench-tops, separate from food, are usually good to store chemicals.

Do not keep chemicals where they might be mistaken for food, such as next to boxes of food in the pantry or in old drink containers.

Think of your clients' homes. Where do your clients store their chemicals and cleaning equipment? Are there any food safety problems? If there is a food safety problem, what can you do to keep the food safe?
Chapter 2 review questions

How do you decide what food to buy for a client? What do you check for in the cupboards and refrigerator?

You have cooked 2 meals for your client to eat tonight and tomorrow night. You have also noticed that the client has run out of eggs, tomato sauce and Ajax. Write a Communication Book entry to tell the next care worker about these things.
3. Shopping

When you go shopping for food there are things you can do to make sure the food you buy is safe and that it stays safe as long as possible.

Do not buy damaged packages or cans. The food inside might have been contaminated and may spoil sooner than you expect.

Check eggs by opening the carton and quickly jiggling each egg. Cracked, broken and stuck eggs may have germs in or on them. Do not buy these.
Safe Food

Use by dates

Check all use by dates. Some foods may have very short use by dates, such as less than two weeks.

List as many foods as you can that have short use by dates.

Choose packages that have the latest use by date. This food will last longest once it is home.

Which of these cartons of eggs will last longest?

1. 11/04/02
2. 10th Feb 02
3. 7.7.2002
4. 4 Aug 2002
5. Jan 11 2002
Fruit and vegetables

Some of the fruit you choose may not be eaten for several days. Choose some fruit that is ripe and some that is not yet ripe.

The ripe fruit can be eaten first while the other fruit becomes ripe. This keeps fruit from going rotten at the client's home.

Fruit and vegetables should not be bruised or damaged. Germs may enter the food where it is damaged and germs can grow well in damaged food.
Controlling germs

It is important that germs have not been added to the food you buy, especially if the food is going to be eaten raw.

Choose your fruit and vegetables carefully. Do not buy any fruit or vegetable that has been cut but not wrapped properly.

Foods such as raw meat sometimes leak juices that contain germs. If these juices touch other foods they may spread germs to these foods.

If possible, place your meat in plastic bags, like the ones from the fruit and vegetable section, before putting it in your trolley. Place the meat with other cold, packaged foods. Do not put it next to food that is unwrapped, especially if the food will be eaten raw.

Any bag used for meat should be thrown away, not re-used.
Personal hygiene

Do not taste food, for example grapes, in the store. Putting your hand to your mouth can spread germs to your hand. Your hand can then spread the germs to other foods.

Also, there may be germs already on the food you are tasting which can make you sick. It is safer to take the food home and wash it before you eat it.

If you are not feeling well, be sure to wash your hands before you go shopping and try not to touch any unwrapped food. You can use plastic bags wrapped over your hands to touch the fruit and vegetables.
Refrigerated and frozen foods

Germs grow quickest in warm temperatures. Shop for your refrigerated and frozen foods last so that they stay out of warm temperatures for as long as possible.

Keep the cold items together in the trolley so they can keep each other cool. Put any hot items, such as a barbecued chicken, with cans and other foods that will not be made unsafe by the heat from the chicken.

Once again, check use by dates. Choose the latest dates possible. The items at the front of the case often have the shortest use by dates. Reach towards the back of the case and check those dates.
Safe Food

At the check out

At the check out you can put food in groups and ask the cashier to pack the food in the groups you have made.

Cold foods should be packed together so that they stay cool until they can be stored at the client's home.

Fresh meat and seafood should be packed separately so that any leaks do not reach other foods. The bag of meat can then be placed next to the bag of cold food so that they keep each other cool.

Foods that might be crushed should be kept on top. If food becomes damaged it might spread germs or germs may get inside the food to grow.
Safe Food

Non-edibles

Non-edible: something that is not meant to be eaten.

Cleaners, detergents and other chemicals should be kept away from foods when you are shopping. There could be chemicals on the outside of the packaging from spills and other damaged containers. It is best to put chemicals next to cans and any non-edible groceries in your trolley.

At the check out, chemicals should be packed separately from food. Chemicals can be packed with other non-edible groceries so that they do not make food unsafe.
Chapter 3 review questions

Imagine that you are buying the groceries on this shopping list for your client. Group the groceries on the list that could be safely stored together in the trolley. Then number each group and write the numbers in the trolley below to show where you would place the different types of groceries so that they remain safe.

Shopping List
3 tins of dog food
Can of tomato soup
Custard powder
Flour
Cornflakes
Bleach
Dynamo
1 litre milk
Yoghurt
Vanilla ice cream
6 sausages
50g deli ham
1/2 hot chicken
1/2 dozen eggs
2 bananas
2 royal gala apples
Whole meal bread
4. Transporting food

When transporting the food from the shop to the client's home, you must make sure the food stays safe. Do not let food spend too much time in warm temperatures.

Do messages: to complete tasks such as shopping, banking and paying bills. This is also called doing jobs or running errands.

Even in the winter, cars can become very warm very fast on a sunny day. On hot summer days a car can get very hot inside. If food is left in the car while you do other messages, the cold foods can become warm and unsafe to eat.

Shopping for food should be the last stop you make before you go to your client's home.
Safe storage when transporting

Even if you are going straight to the client's home after finishing the food shopping, the food may get very warm in the car.

If possible, you can keep the food cool by using an esky for the cold foods.

You can also keep the food cool by putting the food in the coolest part of the car, out of direct sunlight. On a hot day the food might be coolest near the air conditioning vent.

Sun visors can be used to protect food from direct sunlight.
Chapter 4 review questions

Think about the different messages you do for your clients. In what order would you do the messages below?

- Bank
- Food store
- Chemist
- Bakery
- Newsagent

On a hot day, what part of your car would be best for keeping food safe while travelling from the shops to your client’s home?
5. Unpacking food

While you are unpacking food, germs must be controlled.

Germs on you or your bags of food must not be allowed to spread to or grow in the client's home.

How could germs have spread to the food bags? What would you do to keep germs on food bags from spreading in the client's home?

How could germs have spread to you? What would you do to keep these germs from spreading in the client's home?
Safe Food

Hand washing

Before you start to unpack food at the client’s home, you should wash your hands carefully so that you do not spread any germs to the food or food equipment.

To wash your hands well:

- rinse them with warm water,
- lather your hands with soap,
- clean your hands and wrists for 20 seconds,
- wash the back of your hands and between your fingers,
- warm rinse under running water, and
- dry with air or disposable paper towel.
Controlling germs on benchtops

Germs can use the kitchen benchtops to spread to food.

• The client's kitchen benchtops might not be clean when you arrive with the bags of food.
• If bags of food are placed onto the benchtops, germs from the bottoms of the bags can spread to the benchtops.
• Bags with leaking foods inside, such as packages of meat, may also spread germs to benchtops if the bags have any holes in them.

If food is then placed on these dirty benchtops, the germs can spread to the food.

To keep the germs on benchtops from spreading to the food, move the food from inside the bags to the refrigerator, cupboard or other storage area without letting the food touch the benchtops.

If germs may have spread to the inside of a bag, the bag should be thrown away and not re-used.
Storing cold foods

The longer you leave cold food in warm temperatures, the quicker germs will grow and the sooner the food will become unsafe to eat. Refrigerate or freeze cold foods as soon as possible.

If meat is going to be cooked in the next 2 days, store it in the front part of the fridge so you, your client or other carers see it. If it is put on a low shelf or at the back, it may be forgotten and spoil.

If the meat is not going to be eaten within 2 days it should be frozen so germs do not grow. If you divide the meat into small serves and wrap each serve separately, the food can be thawed easily. (See page 42.)
Covering food

Covering food helps keep food safe to eat.

Food that is covered properly:

- will not leak germs onto other foods,
- will be safe if other foods leak onto it,
- does not give germs a lot of the air they need to grow,
- is kept safe from pets and pests, and
- will be safe to eat for longer than uncovered food.

What foods need to be covered in the refrigerator?

What are some safe ways to store a raw piece of chicken in the refrigerator?
Chapter 5 review questions

Imagine you have just bought the items on the shopping list below for your client. In what order would you unpack them and put them away? Why?

- 2 tins of soup
- 4 small tubs of yogurt
- carrots and celery
- 2 chicken breasts
- Ajax
- custard powder
- bag of rice

The client will cook one of the chicken breasts for tea tonight but the other piece of chicken will not be eaten for 3 days. How will you store these two pieces of chicken?
6. Preparing food

Keep yourself and the work area clean

Prepare: to get food ready for cooking or serving

Before you start to prepare food, make sure you, your equipment and your food preparation area are clean. Be sure to wash your hands and benchtops, especially if you have been unpacking leaky foods.

If you can, allow time for benchtops or equipment to air dry. If you must dry them quickly, use a paper towel and throw it away or use a clean, dry tea towel.

See Chapter 8 for more information on cleaning.
Thawing food safely

Thaw: to use warmer temperatures to change something from frozen to soft or liquid. Defrost.

Thawing food must be done safely or germs may spread to the food or grow quickly on the food.

Food thawed in the refrigerator will stay at a safe temperature so germs will not grow on the food. If you are thawing food in the refrigerator you must have enough time for the food to thaw completely.

If the food is thawed in the microwave, the food spends very little time at dangerous temperatures while it is thawing. However, to completely thaw the food you may need to partly cook the food. Food thawed in the microwave must be eaten or cooked immediately so that germs do not grow to dangerous numbers.

Do not thaw food in the sink or on the benchtop. The food will spend too much time in warm temperatures and germs may grow quickly. Germs from the thawing food may then spread to other foods. If pets and pests touch the food while it is thawing, their germs may also spread to the food.

Do not refreeze thawed food.
Preparing foods before cooking

When preparing raw foods before they are cooked, be sure to keep germs from spreading to other foods, such as foods already cooked or foods that will be eaten raw.

It is best to use 2 sets of cutting boards and knives. One set for raw food such as meat, and another for ready to eat food, such as salad.

If you have only one cutting board or knife, after preparing raw foods the equipment used must be scrubbed clean with hot soapy water. This will help keep germs from spreading to other foods.

Air dry the equipment if you have time. A paper towel can be used for drying and then thrown away. If necessary, use a clean, dry tea towel. See page 56 for more about drying.
Foods to be eaten raw

Wash all vegetables to remove dirt because the dirt may carry germs. Washing also helps remove any chemicals that may be left on the food, such as pesticides and fertilizers.

Foods that will be eaten raw, such as salads and sandwiches, must be kept apart from raw foods that might carry germs. Many germs in raw foods are killed when the food is cooked. But if germs spread to ready to eat foods, they can grow to large numbers and make people sick.

Refrigerated foods, especially those that will be eaten raw, must not spend too much time in warm temperatures. If you are using cold foods, such as cheese, milk or cold sandwich meat, make sure they are returned to the refrigerator as quickly as possible.
Cooking safely

Food must be cooked correctly so that germs are killed or not allowed to grow to dangerous numbers. See page 80 for more information on cooking temperatures.

Foods that carry dangerous germs in their juices, such as pork and poultry, must be cooked all the way through so that these germs are killed. When they are cooked, the juices from these foods should be clear, not red or pink.

Foods such as 'rare' red meats and soft boiled eggs should be avoided. These foods are not cooked thoroughly so germs in the food are not killed and may even be growing in the warm cooking temperature. If there is too much time before the food is eaten, the germs may grow to even larger numbers. If the client insists upon these foods they must be cooked close to the time they will be eaten.
Safe Food

Handling cooked foods

Never put cooked or ready to eat food on a plate that has had raw meat or something else with germs on it. Germs added to cooked foods will probably not be killed before the food is eaten so the food could make someone very sick.

Once the food is cooked, it should be eaten as soon as possible. If the food is not going to be eaten straight away, cool it quickly and store it safely.

While food is cooling, any germs in the food will have a warm temperature for growing. The longer the food takes to cool, the more the germs will grow. While the food is cooling you must also be sure to keep germs, objects and chemicals from spreading to it.

What can you do to help food cool quickly and safely?

When the food has cooled a bit, cover it or put it in an airtight container, write the date on the cover and put it in the refrigerator or freezer.
Safe Food

Serving and clearing the meal

Cutlery: knives, spoons and forks used to eat food.

When you serve food, germs should not be spread to the food, dishes or cutlery.

- Make sure your hands are clean.
- Avoid touching or breathing on the food.
- Handle dishes by the edges and handles.
- Always use clean dishes.
- Do not let food sit where pets or pests could get to it.

Germs should also not be allowed to grow on the food you are serving. Serve food close to when it will be eaten.

When you clear away dishes, germs should not be spread to your hands or clothes.

- Avoid touching any leftover food or scraps.
- Handle dishes by the edges and handles.
- Wash your hands if you might have touched germs.
Chapter 6 review questions

If you need to thaw and cook some chops so that your client can eat them for lunch, how would you defrost them?

Why is it important to use a separate set of cutting boards and knives for raw and ready to eat foods?
7. Using leftovers

Make sure they are safe

Leftovers can be very dangerous because they have been handled several times and each time germs might have been added to them or allowed to grow in them.

Leftovers must be kept cold for as long as possible before they are reheated.

Check the Communication Book to see how long ago the food was prepared. If the food has been in the refrigerator longer than two days, throw it out.

Check use by dates on all leftovers. Also look at and smell the leftovers. If they look or smell spoilt, throw them away.
Reheating leftovers

When reheating leftovers, the food should be warmed as quickly and thoroughly as possible so that germs do not have a chance to grow. Every time food is reheated and cooled, any germs in the food spend time at temperatures they like for growing.

Leftover food can be reheated in a saucepan, the oven or a microwave.

It is best to heat leftovers to a core temperature of 75°C so that germs are killed. If the leftovers can be boiled, this will help kill germs in the food.

What leftovers can be boiled?

How would you safely reheat leftovers such as a chicken cutlet or a slice of pie?

*Throw away any reheated food that has not been eaten.*
*Do not reheat foods more than once.*
Chapter 7 review questions

Why might leftovers be more dangerous than freshly cooked foods?

What can you do to keep leftover food safe for your client to eat?
8. Cleaning up

Pre-cleaning in the kitchen

<table>
<thead>
<tr>
<th>Pre-clean:</th>
<th>to remove large pieces of food, scraps and dirt by wiping, scraping or rinsing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rinse:</td>
<td>to lightly wash in clean water</td>
</tr>
</tbody>
</table>

Remove large food scraps and dirt before you wash dishes, pots, cutlery, equipment, benchtops or floors in the kitchen.

Removing scraps of food and dirt will help the detergent work better.
Cleaning

Clean: to remove dirt, usually with detergent and water
Detergent: a very strong cleaning product

Detergent, hot water and a clean cloth, sponge or mop can be used to remove dirt, grease and very small bits of food.

Cleaning with detergent removes food, dirt and some germs but does not remove all germs.

The detergent must be rinsed away so that the germs in or under the detergent do not stay there.
Sanitising

Sanitise: to kill germs

The cheapest way to sanitise is to use very hot water (above 82°C). Dishwashers that reach this temperature can be used for sanitising. The hot water rinses away any remaining detergents, sanitises and helps to dry.

Sanitising must be done to a clean surface so that germs that were in or under food or dirt will be killed.

If chemical sanitisers are available, they must be used according to their instructions. Make sure they are safe for use in food preparation areas. Most chemical sanitisers need rinsing to remove any remaining chemicals.

What sanitisers do you know of that are safe for use in kitchens?
Safe Food

Drying

Air dry: to let the air dry something without any rubbing or wiping

The safest way to dry food equipment and surfaces is to air dry as this is unlikely to add germs.

If you must dry something quickly, disposable paper towels can be used and then thrown away.

If you must use a tea towel, make sure it is a clean one.
Rubbish

Rubbish bins should be covered when not in use.

When you've finished working in the kitchen or when the kitchen bin has become full, throw away the rubbish properly.

If a plastic bag is used, tie up the rubbish bag and put it into the bin outside.

Don't leave any waste food around. It attracts cats and dogs as well as pests like mice and rats.

Outdoor bins should have tight fitting or heavy lids that cannot be removed by animals.
Safe Food

Cleaning rubbish bins

Both indoor and outdoor rubbish bins are easily contaminated by germs. Bins must be cleaned and sanitised regularly.

It is important not to spread germs when cleaning bins.

Indoor bins should not be cleaned in the kitchen sink. The water is likely to splash off the bin and onto other kitchen surfaces and equipment, possibly contaminating them.

It is best to clean and sanitise bins in the laundry or outside.

Where do you sanitise the kitchen bin?
What equipment do you use when sanitising bins?
Chapter 8 review questions

Describe how you would clean and sanitise a cutting board that had been used to chop up raw chicken.

Why is it safest to air dry equipment and surfaces?
Safe Food
9. Hazards, accidents and infection control

Hazard: a risk of danger or harm.

Think of the different home care jobs you do with food. Sometimes you may see a dangerous situation where someone might be harmed.

Describe some of the hazards you might find when working with food.

It is important that all hazards are reported so that you, your Client and other carers are not harmed.

Who would you report a hazard to?
Hazard reporting

You might use a hazard report form like the one below if you find a hazard in a client's home. The form helps identify the hazard and how it might be solved.

<table>
<thead>
<tr>
<th><strong>Description of hazard:</strong></th>
<th>where you were and what you were doing when you saw the hazard</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Possible solutions:</strong></td>
<td>what could be done to remove the hazard</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>HAZARD REPORT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Person reporting hazard</td>
</tr>
<tr>
<td>Person receiving report</td>
</tr>
<tr>
<td>Client name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TYPE OF HAZARD</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Slips, Trips &amp; Falls</td>
</tr>
<tr>
<td>☐ Manual Handling</td>
</tr>
<tr>
<td>☐ Awkward Postures</td>
</tr>
<tr>
<td>☐ Client Behaviour</td>
</tr>
<tr>
<td>☐ Repetitive Action</td>
</tr>
<tr>
<td>☐ Chemicals</td>
</tr>
<tr>
<td>☐ Electrical Equipment</td>
</tr>
<tr>
<td>☐ Pets</td>
</tr>
<tr>
<td>☐ Scalds and Burns</td>
</tr>
<tr>
<td>☐ Cuts</td>
</tr>
<tr>
<td>☐ Infectious Diseases</td>
</tr>
<tr>
<td>☐ Other</td>
</tr>
</tbody>
</table>

(Please tick the appropriate hazard box)

**Please detail:**

<table>
<thead>
<tr>
<th><strong>DESCRIPTION OF HAZARD</strong></th>
</tr>
</thead>
</table>

(Include area and task, and any furniture, equipment, tools or persons involved)

<table>
<thead>
<tr>
<th><strong>POSSIBLE SOLUTIONS</strong></th>
</tr>
</thead>
</table>

(Any suggestions, e.g. modify residence, maintenance, new equipment, lifting aids, different work procedures, training)
Safe Food

Types of hazards

Manual handling: using hands and arms to move a person or thing or stop a person or thing from moving. This includes lifting, carrying, pushing, pulling and sliding.

Awkward postures: holding your body in an unusual position

Repetitive action: a movement you make again and again

Scalds and burns: injury caused by heat such as from fire or hot water

Infectious diseases: sickness that can be easily spread to other people

It is very important that you describe the hazard as well as you can. The person solving the problem will need clear and correct information about the problem to find the best solution.

Think of a food safety hazard you might find in your work. Looking at the hazard report form and the information above, what type of hazard is it?

How could this hazard be removed?
Incidents

**Incident:** something dangerous that happens. This is sometimes called an accident.

**Witness:** person who saw the incident or accident.

**Location:** the place where the incident happened.

**Sex:** male or female.

Incidents can happen even when you are being very careful. If an incident does happen you must report it as soon as possible. You might use a form like the one on the next page. This form asks for the details of the incident including:

A. when the incident happened,
B. who did the incident happen to,
C. the name, date of birth and sex of the person involved,
D. the name of any witness,
E. the location where the incident happened,
F. what happened,
G. why it happened or what you think caused the incident, and
H. whether the client was involved.

There are many different report forms but most will ask for the information listed above. It is important that you answer the questions as well as you can so that everyone knows exactly what happened and can help keep it from happening again.
HOME CARE INCIDENT REPORT FORM

1. Date of entry: __________________________
   Date of incident: ________________________ Time of incident: _______ (24 hr clock)

2. Incident involved
   - Client □  Home-care worker □  Other

3. Details of injured/person involved
   Category: (from (2) above)
   - Name: ____________________________
   - Date of birth: ____________ Sex: ______
   - Is reference required to other incident reports? Yes □  No □
   - Names of other person(s) injured

4. Name of any witness(s)

5. Incident
   Location of the incident
   - What work/activity was being done at the time of incident:

6. What occurred?

7. What do you consider caused the incident?

8. Was the client involved in the incident? Yes □  No □
   Comments regarding the client's involvement:

Workplace Skills Access—Swinburne University of Technology TAFE
Accidents and infection control

When working with food, you must be very careful not to pass on any illnesses to clients through the food.

If you have a cut or scrape, you must make sure you cover it with a bandage. Brightly coloured bandaids are good because they are easy to see if they fall off.

If the cut is on your hand, you must also wear a glove.

If you have an infectious disease, you must also be very careful when working with food. (See Appendix A)

Do not let germs travel from your body to the food. If your blood, spit or other moisture from your body touches food, the food must be thrown away. Do not try to wash and use the food. All equipment that might be contaminated must be cleaned well and sanitised before being used again.
Chapter 9 review questions

You are cutting up a chicken cutlet for your client's dinner when you accidentally cut your hand.

? Describe what you would have to do to control the spread of germs.

? Use an incident report form from your workplace, to report this accident.

HOME CARE INCIDENT REPORT FORM

1. Date of entry: ____________________________ Date of incident: ____________________________ Time of incident: ____________________________

2. Incident involved
   Client ☐ Home-care worker ☐ Other: ____________________________

3. Details of injured/person involved
   Category: (from 2) above
   Name: ____________________________
   Date of birth: ____________________________ Sex: ____________________________
   Is reference required to other incident reports? Yes ☐ No ☐
   Names of other person(s) injured: ____________________________

4. Name of any witness(s): ____________________________

5. Incident
   Location of the incident: ____________________________
   What work/activity was being done at the time of incident: ____________________________
   What occurred: ____________________________
   What do you consider caused the incident: ____________________________
   Was the client involved in the incident? Yes ☐ No ☐
   Comments regarding the client's involvement: ____________________________
Safe Food
10. Communication

Ways of communicating

To keep food safe, you need to communicate effectively with many people.

List all the people you communicate with for work.

There are many different ways to communicate, such as by phone, with written notes, face to face or with a report form. You might use a number of ways to communicate with just one person, such as talking, writing notes and filling in forms for your coordinator. You may also need to communicate by using your hands and body or by drawing pictures.

Look at the list of people you communicate with at work. How do you communicate with each of these people? Write next to each person on your list one or more of the phrases below.

- By writing and reading
- By speaking and listening
- Using body language
- With pictures
The best form of communication is two-way. This means messages are sent by both people, not just one. Even if you think all the information is going one way, usually the person receiving the message is also giving information or feedback to the person sending the message, sometimes just by nodding their head.

If you do not get feedback it can make your job very difficult. You may need to ask for feedback if you are not getting it already. You should also make sure you give feedback to people who give you messages at work.

The case manager asks you to check that your client is eating all his meals. How would you give the case manager feedback?
Safe Food

Giving clients food safety information

While you are in the client's home, you are expected to do everything you can to keep food safe. You should also do what you can to help the client keep food safe.

Some clients do not know how to keep food safe. Clients from different cultural backgrounds may not know how to keep food safe in Australia. You may be able to help them learn how to handle their food safely.

It is not always possible to change the way clients handle their food but you must do your best to make sure the food in the client's home is safe to eat. The client may insist on keeping unsafe food, and may even ask you to serve it for them. You can refuse to serve unsafe food and should report the incident to your coordinator straightaway.

You must respect your client's feelings and wishes but you must also be sure to keep their food safe.
Chapter 10 review questions

What would you do if you found your client eating a slice of fruitcake that had mould growing on it? Remember, you do not want to offend your client.

Your client's refrigerator does not seem to be keeping the food cold enough. Who will you report this food safety hazard to? Fill out a hazard form from your workplace.

HAZARD REPORT

Person reporting hazard: __________________________ Date: __________________________

Date: __________________________

Location: __________________________

Client name: __________________________

TYPE OF HAZARD

☐ Slips, Trips & Falls ☐ Repetitive Action ☐ Burns and Burns
☐ Manual Handling ☐ Chemicals ☐ Cuts
☐ Awkward Postures ☐ Electrical Equipment ☐ Infectious Diseases
☐ Client Behaviour ☐ Pets ☐ Other

Please detail: __________________________________________________________

DESCRIPTION OF HAZARD

(Include area and task, and any furniture, equipment, tools or persons involved)

POSSIBLE SOLUTIONS

(Any suggestions, e.g. modify residence, maintenance, new equipment, lifting aids, different work procedures, training)

ACTION TAKEN

Date: __________________________

By Whom: __________________________

Action: __________________________

REVIEW

(Use the back of the page if needed)

1. Hazard eliminated or controlled – describe solution.

2. Future action required – specify

______________________________

______________________________

______________________________

______________________________
11. Answers and discussion points

Chapter 1
Page 2
Germs might be found anywhere in a client's home. They are most likely to be found:
- in bathrooms, especially toilets,
- on pets,
- on people, and
- in or on many raw foods.

Page 5
To control body habits you might tie back your hair, not wear jewellery, and not carry cigarettes. Awareness of your own habits is the first step to changing them.

Page 6
Keeping yourself clean could include:
- washing your hair and body often,
- working in clean clothes,
- keeping your fingernails short, and
- washing your hands frequently, especially if they might have touched germs.

When preparing food at a client's home, you should wash your hands if you might have touched germs, such as if:
- you've been to the toilet,
- you've been eating,
- you've helped the client with their personal care,
- you've touched a dirty rubbish bin, or
- your body habits have led you to touch germs.
Page 7
Germs can travel to food on many things, including
- cutting boards,
- tea towels,
- dish cloths,
- knives,
- benchtops, and
- aprons.

Page 8
The foods in the pictures all give germs nutrients and moisture. Shredded cheese, minced meat and cooked rice also give germs plenty of oxygen. It is up to you to make sure germs are not given the warmth and time they need to live and grow.

Page 9
Germs will find no moisture in the dry pasta and cereal, and no oxygen in the tinned food. The germs will not grow well in the milk and frozen chicken as long as they are kept in low temperatures.

Controlling the temperature of many foods is extremely important. We need to keep the temperature either very high or very low. At high temperatures (above 55°C), some germs will be killed and others will become spores. Spores are like sleeping germs that are hard to kill. The spores will become a problem when the temperature lowers and the spores become germs again.
Refrigerators that are opened frequently should be kept at slightly lower temperatures so that they do not become too warm and make the food unsafe to eat.

**Page 12**

Foods most likely to become unsafe to eat include those that give germs what they need to live, such as the foods shown on page 8. Meat and dairy products are often the most unsafe because they give germs what germs need to live. They must be handled carefully in order to be kept safe.

To keep food safe as long as possible, buy it fresh, keep it cold, and do not add germs such as through bad personal hygiene.

**Gloves**

The use of gloves during food preparation has positive and negative points. There are many issues involved.

**Positive**

- Gloves can keep any germs on your hands from spreading to the food.
- Gloves can be quickly changed if they become contaminated.

**Negative**

- You may not be aware if the gloves touch germs, such as drops of chicken juice on the benchtop.
- You may confuse keeping germs off your hands (by using gloves) with keeping germs off the food (by using gloves). If you wear gloves, treat them like your hands.
Chapter 2
Page 14
The middle milk carton in the first row is safe.
The last milk carton in the second row is safe.

Page 16
For some clients, such as those with arthritis, opening a tin could be extremely difficult. They might find it easier to eat a snack from a carton or a frozen snack from the freezer.

Page 17
Colour is an important thing to check. Generally, brown and black spots are a sign of spoilage. Any vegetable with green or white, furry or slimy mould should not be bought or eaten. Vegetables like carrots and celery should not be limp or wilted, and zucchinis and cucumbers should not be soft or squishy. Most vegetables have a reasonably pleasant or familiar smell. Anything unusually sour or with a strange smell should be avoided.

Page 18
Most people seem to keep their chemicals in the laundry or under the sink in the kitchen. Other places may be quite safe as long as the chemicals are kept separate from all foods and there is no chance of the chemicals leaking onto foods. Some home care agencies have requirements regarding the use of chemicals. These may include what chemicals are not to be used by care workers, particularly if they are being used several times in one day. This is for your safety.
Page 19
When checking a client’s refrigerator and cupboards, you need to look for out of date, spoilt and appropriate foods.

Mouldy cake is unsafe and should be thrown away. This should be done with the client’s consent if possible. If the client insists upon eating food that you feel is unsafe, you still have a duty of care. You must warn the client and report the issue to your supervisor.

Chapter 3
Page 22
Foods with short use by dates include some fish, dips, meats and breads. Foods with high protein levels would spoil quickly.

The carton of eggs with the latest use by date is number 4.

Page 29
There are many safe ways to store the foods on the list. Chemicals (bleach and dynamo) must be kept away from all foods except those in tins. The cold foods should be put near each other and away from the hot chicken. Fragile items (such as bread and bananas) should be kept above hard, heavy items such as tins.

Chapter 4
Page 33
Again, there is no one right answer. What is important is that the food store is done last, unless something with fresh cream is being bought at the bakery. The issues of parking and which message takes longer must also be considered.
The part of the car where food would be safest (that is, coolest) will depend on the car. Some people have the cold food near the air conditioner while others carry an esky or put the food in the boot or where the sun does not shine directly on it. If the boot has recently contained something which could contaminate the food, such as animal manure or chemicals, it would be better to put the food in a clean box inside the boot or in some other part of the car.

Chapter 5
Page 35
Germs can spread to the food bags if food leaks in them or the bags are placed where food has leaked or germs are present. Keeping the bags on the ground keeps the germs on the ground but is not good manual handling practice. It is better to place the bags on the counter for unpacking and then wash the benchtop before preparing any food.

Germs can easily spread to people while they are shopping. Shopping trolley handles can carry many germs as can door handles, money and leaky food packages. To keep these germs from spreading to the client's home, it is best to wash your hands after shopping.

Page 39
Almost all foods need to be covered in the refrigerator, unless they have a natural peel or skin.

Vegetable crisper drawers at the bottom of the refrigerator must have covers to keep things from leaking into them. This
Safe Food

is especially important as many fruits and vegetables are eaten raw so any germs on these foods will not be killed.

A raw piece of chicken can be stored in many ways including:
- on a plate (with a raised edge to stop juices dripping) and covered with cling wrap,
- in a container with a lid that seals, and
- in a bowl covered with cling wrap.

Raw meat in the refrigerator must be stored where it cannot leak onto other foods, usually on a low shelf. It must also be kept as cool as possible, so storing meat in the door is not a good idea.

Page 40
The cold items should be stored most quickly. The rest can be stored in any order.

The piece of chicken you will cook later the same day can be covered properly, labeled and placed low down in the refrigerator.

Chapter 6
Page 41
Hands can be washed in the kitchen, especially if that is where the contamination has happened and there is no chance of germs splashing on raw foods.

To dry hands, the best idea is to use a paper towel that is then thrown away. If paper towels are not available, a clean,
Safe Food

dry tea towel is acceptable.

Page 44
Triple wash foods that will be eaten raw, such as tomatoes. This means washing the food three times in clean water.

Page 45
To kill germs, the temperature inside the food must reach at least 75°C during cooking. As home care workers generally cannot take the temperature of the food they are cooking, they will not know if the food has reached this temperature unless it is able to be boiled.

Foods that are not cooked thoroughly and should be eaten soon after they are cooked include scrambled eggs and spaghetti carbonara.

Page 46
To help food cool quickly, you can:
- stir it,
- place the container in a tray of ice water, or
- pour the food into several small, shallow containers.
Taking the food off the hot stove and leaving it uncovered also helps it cool quickly.

While food is cooling, germs, objects or chemicals could get into the food when:
- insects get to it,
- cleaning chemicals splash on it, or
- dust or dirt falls into it.
If the chops are going to be cooked as soon as they are thawed, they can be defrosted in the microwave. Otherwise they must be left in the refrigerator until nearer the time they will be cooked.

Separate sets of cutting boards and knives helps keep germs from spreading in the kitchen. A board used only for raw meats and other foods which carry dangerous germs will help keep the germs away from other, ready to eat foods such as salads, fruits and sandwiches.

Chapter 7
Page 50
Leftovers that can be boiled include soups, sauces and stews.

Chicken cutlet can be included in a sauce or cut up and made into a stew or soup. Otherwise it is best to heat it quickly in the microwave or a fry pan and then serve it immediately.

Page 51
Leftovers can become dangerous to eat by germs being added to them, germs having the chance to grow during cooling or heating and germs growing after the food has been reheated but before it is eaten.

To keep the food safe while you reheat it:
- reheat as quickly as possible
- try to keep the food covered so germs and objects cannot get into it, and
- serve it as quickly as possible.
Sanitisers that are safe to use in the kitchen include very hot water and chemicals labeled "safe for kitchen use".

Kitchen bins must not be washed in the kitchen sink because splashing water can easily carry germs to other parts of the kitchen. The laundry or outside are better places.

Equipment used when sanitising bins may include:
- a scrub brush,
- gloves,
- a cloth,
- a sponge, or
- a garden hose.

Cleaning equipment used in the kitchen may include:
- a mop,
- a sponge,
- a scrubbing brush,
- a cloth,
- a bucket,
- a dustpan, and
- a broom.

To clean and sanitise cleaning equipment it is best for things that absorb water or chemicals to be completely dry. Then swish them in a sanitising solution.
Page 59
To clean and sanitise a cutting board that has been used to chop up raw chicken you must scrape off any large bits of chicken, scrub the board in hot soapy water and then rinse the board in hot water. You can use a kettle to boil water and then pour the hot water over the board in the sink.

It is safest to air dry equipment and surfaces because there is generally less chance of germs being carried to these things through the air than through towels and cloths.

Chapter 9
Page 61
Hazards might include frayed cords, leaky dishwashers and ripped carpets.

Hazards are generally reported to the coordinator, as well as being noted in the Communication Book. On some occasions it may be necessary to speak directly to the case manager.

Page 62
It is best to use your own workplace forms to complete this activity.

Page 66
You must first stop the flow of blood, then clean and bandage the cut. All blood must be cleaned up and anything that has been contaminated by the blood must be either thrown away (such as food) or cleaned and sanitised (such as the knife and cutting board).
Chapter 10
Page 68
The people home care workers communicate with include:
* clients,
* coordinators,
* case managers,
* nurses,
* doctors, and
* family members.

You may read and write on forms and in the Communication Book. You may also write notes for the client and write dates on cooked food. You speak and listen to people in person as well as over the phone. Body language only works with people who can see you. Pictures may be useful, especially with clients who speak another language or if they have poor memories. The pictures can be left where they remind the client of what they need to remember.

Page 70
Write the information in the Communication Book and phone the coordinator about this.

Page 72
Try to discuss the food safety problem of eating mould. If the client does not understand or is unable to remember the information, you need to report the situation to the coordinator.
Report all hazards to the coordinator.
12. Appendix

Everyone working with food must make sure the food does not spread illness from one person to another. Home Care Workers who have any of the illnesses listed in the table on the next page must not work with food. If any of these illnesses spread to home care clients, the clients could become very sick and possibly die.

Generally, if you are suffering from any of the problems below, you should not work with food:

- diarrhoea,
- vomiting,
- sore throat with fever,
- fever,
- colds,
- flu, or
- jaundice.

Infections can spread from cuts, ears, the nose or eyes. You must not work with food if any of these are infected, such as:

- infected skin sores,
- boils,
- acne,
- cuts or abrasions, or
- sties.

If you are not sure whether it is safe for you to work with food, talk to your coordinator or your doctor.
Do not work with food if you have any of the following illnesses:

<table>
<thead>
<tr>
<th>Disease/Infection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Typhoid and paratyphoid</td>
</tr>
<tr>
<td>Cholera, VTEC and Shigella dysenteriae</td>
</tr>
<tr>
<td>Hepatitis A and E</td>
</tr>
<tr>
<td>Taenia solium (pork tapeworm infection)</td>
</tr>
<tr>
<td>Tuberculosis</td>
</tr>
<tr>
<td>Gastroenteritis (acute diarrhoea and/or vomiting where causative organism is unknown).</td>
</tr>
</tbody>
</table>

**Gastroenteritis caused by the following organisms:**
- Salmonella
- Staphylococcus aureus
- Clostridium perfringens
- Bacillus cereus
- Yersinia
- Cryptosporidium
- Entamoeba histolytica (Amoebiasis)
- Giardia lambila
- Shigella (other than Sh.dysenteriae)
- Vibrio parahaemolyticus
- Other bacterial gastroenteritis

**Norwalk or Norwalk-like virus and other viral gastroenteritis**

**Boils, abscesses and other purulent lesions of hands, face or nose.**
13. Glossary

Air dry: to let the air dry something, without any rubbing or wiping.

Awkward postures: holding your body in an unusual position.

Body habit: something you do unconsciously with your body, without thinking about it.

Chemicals: these include cleaners and disinfectants.

Clean: to remove dirt, usually with detergent and water.

Contamination: when germs move from one place to another.

Cross-contamination: when germs contaminate something and then that thing spreads the germs to something else. For example, if a knife is used to cut raw chicken the knife will become contaminated. If the knife is then used to cut a tomato, the tomato will become contaminated too.

Cutlery: knives, spoons and forks used to eat food.

Description of hazard: what is the hazard?

Detergent: a very strong cleaning product.

Do messages: to complete tasks such as shopping, banking and paying bills. This is also called doing jobs or running errands.

Feedback: information sent in response to a message.

Germs: tiny living things that can cause food poisoning in people. They are also called bacteria, bugs, microbes, viruses, pathogens, moulds or microorganisms.

Hazard: a risk of danger or harm.
Incident: accident

Infectious diseases: sickness that can be easily spread to other people.

Location: the place where the incident happened.

Manual handling: using hands and arms to move a person or thing or to stop a person or thing from moving.

Message: information sent from one person to another.

Non-edible: something that is not meant to be eaten.

Objects: things that might get into food by mistake, such as hairs, chips of nail polish, flies and pieces of glass.

Personal hygiene: keeping yourself clean.

Possible solutions: what could be done to remove the hazard

Pre-clean: to remove large pieces of food, scraps and dirt by wiping, scraping or rinsing.

Prepare: to get food ready for cooking or serving.

Repetitive action: a movement you do again and again, like when scrubbing.

Rinse: to lightly wash in clean water.

Sanitise: to kill germs.

Scalds and burns: injury caused by heat such as from fire or hot water.

Sex: male or female.

Spoilt: food that is not safe to eat because it has too many germs in it.

Thaw: to use warmer temperatures to change something
Safe Food

from frozen to soft or liquid. Defrost.

Use by date: the last day the food should be eaten. They are also called best before dates.

Witness: person who saw the incident or accident.
14. Trainer's Notes

About the book
This book is designed to support training in two accredited Units from the Community Services Training Package:
- CHCT2A Receive transport and store food in a safe and hygienic manner
- CHCT3A Apply safe food hygiene practices

The Safe Food manual includes information specific to the work carried out by Home Care Workers. The book covers a large range of situations including choosing, transporting, storing and preparing food. It also includes basic information about how food can become unsafe, dealing with hazards, accidents and infection control, and the role communication plays in keeping food, and clients, safe.

The information in Chapter 1 underpins the information in later chapters, so it is important that the ideas are fully understood before the learner moves on. Each chapter ends with a set of review questions which requires learners to apply that chapter's information to their own work situations. If a learner is unable to answer these questions adequately, the trainer may need to go through that chapter again, particularly Chapter 1.

The information in the manual is of a general nature. Workplace specific information, such as documentation forms, regulations regarding the use of chemicals, or who to contact in certain situations should be provided and discussed in the appropriate chapters.
Suggested assessment tasks

Learners should be encouraged to apply the information from each chapter to the work situations they experience between training sessions. They can then discuss any unexpected situations or queries at the next training session. Where possible, formal assessment can take the form of a workplace based assessment. As not all learners will be working with food at a given time, simulations can also be used to allow learners to demonstrate their competence in food safety.

A simple simulation could be set up to cover most areas of food safety. The trainer would need to provide the following materials:

- Empty shopping bags
- A range of unopened, low risk foods (cardboard packages, tins,...)
- Empty chemical containers (detergents, cleaners,...)
- Empty containers from cold and high risk foods (milk, ice cream, meat,...)
- Real or pretend fruits and vegetables (playdough can be used to create these)

The trainer can then ask the learner to pretend to complete the tasks in the following table while answering questions about what they are doing and why.
<table>
<thead>
<tr>
<th>Content</th>
<th>Points to cover</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pack food in shop</td>
<td>• Demonstrate that foods are packed safely (separate bags for chemicals, meats, cold items, ...)</td>
</tr>
<tr>
<td>2. Assertiveness</td>
<td>• What do you say if your meat is being packed in the same bag as chemicals?</td>
</tr>
<tr>
<td>3. Transport food</td>
<td>• How do you keep the food safe while transporting it on a hot summer day?</td>
</tr>
<tr>
<td></td>
<td>• If you need to go to the chemist, bank, newsagency and food store, in what order would you do these jobs?</td>
</tr>
<tr>
<td>4. Storing food</td>
<td>• Explain what you would unpack first and why. Where would you store the chemicals?</td>
</tr>
<tr>
<td></td>
<td>• If you find leftovers in the fridge, where would you get information about when the food was stored and if it is still safe to eat?</td>
</tr>
<tr>
<td>5. Personal Hygiene/ Handwashing</td>
<td>• You need to make a salad and cook a chicken breast. What do you need to do first?</td>
</tr>
<tr>
<td>6. Preparing food</td>
<td>• How would you go about preparing the chicken breast and making the salad?</td>
</tr>
<tr>
<td></td>
<td>• How could germs contaminate food during this preparation?</td>
</tr>
<tr>
<td></td>
<td>• What would you do if you have only one chopping board?</td>
</tr>
</tbody>
</table>
### Safe Food

| 7. Leftovers | - What will you do with chicken you have cooked for tomorrow's dinner?  
|              | - Why are leftovers generally more risky than freshly cooked foods? |
| 8. Cleaning up | - Explain how you will clean up after the meal has been cooked and served.  
|               | - Why put out rubbish and make sure the bin area is clean?  
|               | - What do you do if you see rat or mouse droppings? |
| 9. Infectious disease | - What do you do if you get diarrhoea while you are at work? |
| 10. Communication Book | - Write an entry in the communication book to explain what you did today and what others may need to do. |

Using the Communication Book to exchange information with other carers is extremely important. Learners with language and literacy needs will require sufficient modeling and practice in order to complete the last assessment task. To make it easier for carers with poor spelling or language skills to write in the Communication Book, a list of commonly used words and phrases could be pasted into the front or back for the carers' reference. For example,

- Need more detergent.
- X has diarrhoea.
- Vegetables.
Working with people who have language and literacy needs

The manual can be used in a variety of situations, including by learners working at their own paces, or in a training group led by a trainer. While learners with strong English language skills may move quickly through the manual, the materials are designed so that the information should be accessible to all learners, regardless of proficiency in English.

The manual gives the trainer flexibility in the design of the training sessions. For example, it is possible to have learners write their individual responses to questions, discuss the questions in small groups and/or take part in a more general group discussion. The strategies chosen should reflect the learning style that the learners are most comfortable with. For example, early school leavers are often more comfortable in an oral discussion than being left alone to write answers to questions. People from non-English speaking backgrounds may have difficulties following oral discussions in English but may gain much from small group discussions where they feel comfortable to ask for clarification and to test their oral skills.

The definitions provided inside pinboard borders and the Glossary in Chapter 13 are very important for learners with weaker language skills. The trainer may need to explain to such learners that they are expected to understand these words by the end of the training. Learners can then write more information or examples, or translate these words into another language to further their ability to understand and remember the words' meanings.
SAFE FOOD HANDLING

It is vitally important for the health of their clients that Home Care Workers in the aged care and disability sectors know how to handle food safely.

This manual uses pictures, graphics and easy to understand language to explain how food can become unsafe to eat and what to do to keep food safe. The manual covers safe food handling practices in the areas of:

- shopping,
- transporting,
- storage,
- preparation,
- hygiene,
- preparing food,
- using leftovers, and
- cleaning up.

It clearly explains the steps to follow and the reasons why.

There are also sections on hazards and infection control, and effective communication.

For further copies of this manual contact:

Workplace Skills Access
Swinburne University of Technology TAFE
369 Stud Road, Wantirna South VIC 3152
Ph: (03) 9210-1175 or (03) 9214-5709