

The Snowflake Trust

Operating the Snowflake Night Shelter

Food & Hygiene Policy

Scope

This Policy covers practices which have been adopted by the Snowflake Trustees and mandatory procedures per the Food Hygiene (England) Regulations 2006. In this regard, the Trust upholds the Standards & Practices of The Food Standards Agency with which body the Trust is registered. The Senior Project Supervisor & every Community Coordinator shall hold at least a Level 2 qualification in Food Safety. Volunteers shall be encouraged to become so qualified at the trust's expense.

Snowflake Policies

The principal food policy of the Snowflake Shelter is that the food provided to guests should generally be limited to:

- Tea, coffee, fruit juice and fresh fruit to be offered to *Guests* on logging in and otherwise to be available on request.
- Evening Meal - a hot meal with vegetarian alternative.
- Breakfast - light (continental or cooked) breakfast.

The Trustees are guided by the following factors when they adopted these guidelines:

- The facilities of the night shelter should be warming, healthy and nourishing. To be more than this adds to those disincentives for guests to become self-supporting.
- The food on offer should cater for those *Guests* and *Volunteers* who adhere to regimes which exclude meat.

Mandatory Procedures

The Kitchen Facilities

The facilities of the kitchens within the halls gratuitously provided for the Snowflake Night Shelter are the responsibility of those communities. The Snowflake Trust, however, has the responsibility to ensure that those facilities:

- Are used in accordance with the Food Hygiene Regulations.
- That any defects such as malfunction of refrigerators are promptly referred to the relevant Community Coordinator.
- That all working surfaces, sinks & floors are cleaned before handing over the halls.
- That all food waste and other rubbish is removed to the corresponding external waste bins before handing over the halls.
- Where a sink dedicated for washing food is provided, ensure that it is not used for washing hands.

Personal Hygiene

- All Volunteers handling food must maintain a high level of personal cleanliness.
- No guest is to be allowed to enter the kitchens.
- No Volunteer who is suffering from or carrying a disease likely to be transmitted through food or has an infected wound, skin infection or sore is to be allowed to work in the kitchen or to serve food.
- Any Volunteer who has had diarrhoea or vomiting to be banned from returning to duties until he/she has had no symptoms for at least 48 hours.

Hand washing. All volunteers preparing or serving food must wash their hands thoroughly in hot water using antibacterial soap when:

- entering the food handling areas; eg when commencing duties or after going to the w.c.
- before preparing food.
- after touching raw food such as meat, poultry and eggs;
- after handing food waste;
- after blowing their nose;
- after cleaning surfaces.

After washing, hands should be thoroughly dried on disposable towels.

Food Preparation

- Raw materials and ingredients or any materials used in preparing food must not be accepted if they are known to be or might reasonably be expected to be contaminated in any way that might render the final product unfit for human consumption. This means that all food should be prepared within the dedicated kitchens of the venues.

Cross Contamination

It is especially important to prevent raw foods, like raw meat, contaminating ready-to-eat food either by direct contact or via contaminated surfaces on which ready-to-eat foods are prepared. To achieve this:

- different coloured chopping boards are to be used for meat, fish, vegetables and ready-to-eat food and
- a separate set of knives is to be used by those preparing raw food and those used for cutting ready-to-eat food.
- All surfaces on which raw food has been prepared are to be wiped down with anti-bacterial swabs.

Hazardous and Inedible Substances must be adequately labelled and stored in separate and secure containers.

- **Cooking**

Cooked food must be raised to a core temperature of at least 70°C and held at that temperature for at least 2 minutes. A penetrating thermometer is provided to ensure that heat extends throughout dense constituents such as meat.

- **Reheating**

Hot food must be served at a temperature of at least 63°C. If it is necessary to reheat food, the relevant food should be raised to a temperature of at least 70°C for at least 2 minutes.

- **Microwaves**

If food is cooked in a microwave oven special care must be taken to ensure that every part of the food is thoroughly heated. Moving the food around and stirring between cooking pulses will ensure temperature consistency.

- **Cooling**

Food should not stand around for more than 90 minutes as after this time it starts to degenerate. Food needs to be cooled rapidly before storing in a refrigerator. This can be expedited by standing in cold or iced water.

- **Serving**

Food should be prepared immediately before service. Hot food must be served at a temperature of at least 63°C. It can be kept at this for up to 2 hours and reheated once to at least 63°C for at least two minutes before reserving. Subsequent re-heating is prohibited.

Cold food can be served above 8°C for up to four hours. After that it should be chilled at below 5°C until it is used. Subsequent re-chilling is prohibited.

- **Food Waste**

Food waste and other rubbish must be removed from the kitchen and eating areas as quickly as possible. It must be placed in containers that can be closed.

- **Storage**

Prepared food is not to be stored or transferred for use in a subsequent venue of the Snowflake Night Shelter.

Unused raw meats and fish must be disposed as waste. Other food constituents may be stored or transferred to a subsequent venue subject to conservation in approved packaging and where appropriate refrigeration.

- **Refrigerators and freezers**

Must be regularly checked to ensure they are working at the design temperatures