

# HACCP-Based SOP's – CORRECTIVE ACTIONS

## Cleaning and Sanitizing Food Contact Surfaces:

### CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Wash, rinse, and sanitize dirty food contact surfaces. Sanitize food contact surfaces if it is discovered that the surfaces were not properly sanitized. Discard food that comes in contact with food contact surfaces that have not been sanitized properly.
3. In a 3-compartment sink:
  - a. Drain and refill compartments periodically and as needed to keep the water clean.
  - b. Adjust the water temperature by adding hot water until the desired temperature is reached.
  - c. Add more sanitizer or water, as appropriate, until the proper concentration is achieved.
4. In a dish machine:
  - a. Drain and refill the machine periodically and as needed to keep the water clean.
  - b. Contact the appropriate individual(s) to have the machine repaired if the machine is not reaching the proper wash temperature indicated on the data plate.
5. For a hot water sanitizing dish machine:
  - a. Retest by running the machine again.
  - b. If the appropriate surface temperature is still not achieved on the second run, contact the appropriate individual(s) to have the machine repaired.
  - c. Wash, rinse, and sanitize in the 3-compartment sink until the machine is repaired or use disposable single service/single-use items if a 3-compartment sink is not available.
6. For a chemical sanitizing dish machine:
  - a. Check the level of sanitizer remaining in bulk container. Fill, if needed.
  - b. "Prime" the machine according to the manufacturer's instructions to ensure that the sanitizer is being pumped through the machine. Retest.
  - c. If the proper sanitizer concentration level is not achieved, stop using the machine and contact the appropriate individual(s) to have it repaired.
  - d. Use a 3-compartment sink to wash, rinse, and sanitize until the machine is repaired.

# **HACCP-Based SOP's – CORRECTIVE ACTIONS**

## **Controlling Time and Temperature During Preparation:**

### **CORRECTIVE ACTIONS:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Begin the cooking process immediately after preparation is complete for any foods that will be served hot.
3. Rapidly cool ready-to-eat foods or foods that will be cooked at a later time.
4. Immediately return ingredients to the refrigerator if the anticipated preparation completion time is expected to exceed 30 minutes.
5. Discard food held in the temperature danger zone for more than 4 hours.

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## **Cooking Potentially Hazardous Foods:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Continue cooking food until the internal temperature reaches the required temperature.

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## **Cooling Potentially Hazardous Foods:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Reheat cooked, hot food to 165 °F for 15 seconds and start the cooling process again using a different cooling method when the food is:
  - a. Above 70 °F and 2 hours or less into the cooling process; and
  - b. Above 41 °F and 6 hours or less into the cooling process.
1. Discard cooked, hot food immediately when the food is:
  - a. Above 70 °F and more than 2 hours into the cooling process; or
  - b. Above 41 °F and more than 6 hours into the cooling process.
3. Use a different cooling method for prepared ready-to-eat foods when the food is above 41 °F and less than 4 hours into the cooling process.
4. Discard prepared ready-to-eat foods when the food is above 41 °F and more than 4 hours into the cooling process.

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### **Date Marking Ready-to-Eat, Potentially Hazardous Food:**

#### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Foods that are not date marked or that exceed the 7-day time period will be discarded.

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## **Handling a Food Recall:**

### CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Determine if the recalled product is to be returned and to whom, or destroyed and by whom.
3. Notify feeding site staff of procedures, dates, and other specific directions to be followed for the collection or destruction of the recalled product.
4. Consolidate the recall product as quickly as possible, but no later than 30 days after the recall notification.
5. Conform to the recall notice using the following steps:
  - a. Report quantity and site where product is located to manufacturer, distributor, or State agency for collection. The quantity and location of the affected USDA commodity food must be submitted to the State Distributing Agency within 10 calendars days of the recall.
  - b. Obtain the necessary documents from the State Distributing Agency for USDA commodity foods. Submit necessary documentation for reimbursement of food costs.
6. Complete and maintain all required documentation related to the recall including:
  - a. Recall notice
  - b. Records of how food product was returned or destroyed
  - c. Reimbursable costs
  - d. Public notice and media communications
  - e. Correspondence to and from the public health department and State agency

# HACCP-Based SOP's – CORRECTIVE ACTIONS

## Holding Hot and Cold Potentially Hazardous Foods:

### CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. For hot foods:
  - a. Reheat the food to 165 °F for 15 seconds if the temperature is found to be below 135 °F and the last temperature measurement was 135 °F or higher and taken within the last 2 hours. Repair or reset holding equipment before returning the food to the unit, if applicable.
  - b. Discard the food if it cannot be determined how long the food temperature was below 135 °F.
3. For cold foods:
  - a. Rapidly chill the food using an appropriate cooling method if the temperature is found to be above 41 °F and the last temperature measurement was 41 °F or below and taken within the last 2 hours:
  - b. Place food in shallow containers (no more than 4 inches deep) and uncovered on the top shelf in the back of the walk-in or reach-in cooler.
  - c. Use a quick-chill unit like a blast chiller
  - d. Stir the food in a container placed in an ice water bath.
  - e. Add ice as an ingredient.
  - f. Separate food into smaller or thinner portions.

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## **Personal Hygiene:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard affected food.



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## **Preventing Contamination at Food Bars:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Remove and discard contaminated food.
3. Demonstrate to customers how to properly use utensils.
4. Discard the food if it cannot be determined how long the food temperature was above 41 °F or below 135 °F.

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## **Preventing Cross-Contamination During Storage and Preparation:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Separate foods found improperly stored.
3. Discard ready-to-eat foods that are contaminated by raw eggs, raw fish, raw meat, or raw poultry.

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## **Receiving Deliveries:**

### CORRECTIVE ACTION

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Reject the following:
  - a. Frozen foods with signs of previous thawing
  - b. Cans that have signs of deterioration, such as swollen sides or ends, flawed seals or seams, dents, or rust
  - c. Punctured packages
  - d. Foods with out-dated expiration dates
  - e. Foods that are out of safe temperature zone or deemed unacceptable by the established rejection policy.

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## **Reheating Potentially Hazardous Foods:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Continue reheating and heating food if the internal temperature does not reach the required temperature.

# **HACCP-Based SOP's – CORRECTIVE ACTIONS**

## **Serving Food:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Replace improperly handled plates, cups, or utensils.
3. Discard ready-to-eat food that has been touched with bare hands.
4. Follow the corrective actions identified in the Washing Hands; Using Suitable Utensils When Handling Ready-To-Eat Foods; Date Marking Ready-to-Eat, Potentially Hazardous Foods; Cooling Potentially Hazardous Foods; and Holding Hot and Cold Potentially Hazardous Foods SOPs.

# **HACCP-Based SOP's – CORRECTIVE ACTIONS**

## **Storing and Using Poisonous or Toxic Chemicals:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard any food contaminated by chemicals.
3. Label and properly store any unlabeled or misplaced chemicals.

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## **Transporting Food to Remote Sites (Satellite Kitchens):**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Continue heating or chilling food carrier if the proper air temperature is not reached.
3. Reheat food to 165 °F for 15 seconds if the internal temperature of hot food is less than 135 °F. Refer to the Reheating Potentially Hazardous Foods SOP.
4. Cool food to 41 °F or below using a proper cooling procedure if the internal temperature of cold food is greater than 41 °F. Refer to the Cooling Potentially Hazardous Foods SOP for the proper procedures to follow when cooling food.
5. Discard foods held in the danger zone for greater than 4 hours.

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## **Using and Calibrating Thermometers:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. For an inaccurate, bimetallic, dial-faced thermometer, adjust the temperature by turning the dial while securing the calibration nut (located just under or below the dial) with pliers or a wrench.
3. For an inaccurate, digital thermometer with a reset button, adjust the thermometer according to manufacturer's instructions.
4. If an inaccurate thermometer cannot be adjusted on-site, discontinue using it, and follow manufacturer's instructions for having the thermometer calibrated.
5. Retrain employees who are using or calibrating food thermometers improperly.



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### **Using Suitable Utensils When Handling Ready-to-Eat Foods:**

#### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard ready-to-eat food touched with bare hands.
1. Using Time Alone as a Public Health Control to

# **HACCP-Based SOP's – CORRECTIVE ACTIONS**

## **Limit Bacteria Growth in Potentially Hazardous Foods:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard unmarked or unidentified food or food that is noted to exceed the 4-hour limit.

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## **Washing Fruits and Vegetables:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Remove unwashed fruits and vegetables service and washed immediately before being served.
3. Label and date fresh cut fruits and vegetables.
4. Discard cut melons held after 7 days.

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## **Washing Hands:**

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Ask employees that are observed not washing their hands at the appropriate times or using the proper procedure to wash their hands immediately.
3. Retrain employee to ensure proper hand washing procedure.