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Emergency Handbook

For Food Managers

Grand Prairie
T E X A S
PUBLIC HEALTH & ENVIRONMENTAL QUALITY

Introduction

This Emergency Handbook was developed as a quick reference guide to provide step-by-step emergency information to food managers at food service establishments.

The handbook:

- Addresses emergencies that food service facilities may encounter.
- Provides prompts for whom to call, first steps to take and subsequent recovery actions to follow after an emergency happens.
- Contains tips on managing longer-term emergencies caused by disruption of utilities and municipal services.
- Offers ongoing food security and emergency preparedness advice.

Large-scale, widespread and catastrophic emergencies will require expert assessment and advice tailored in real time to the specific situation. In such instances, emergency alert systems, news outlets, and emergency responders will supplement this handbook as crucial sources of information.

Day in and day out, it is the responsibility of food managers to maintain food safety in their establishments. Food service operations should immediately be discontinued whenever food safety is compromised by an emergency incident. The operation should remain closed until the City of Grand Prairie Public Health Division grants approval to reopen.

Most food managers will, at some point, encounter the challenges presented by natural disasters and the subsequent emergencies they can cause - power outages, wind damage, flooding and burst pipes, among them.

This handbook offers practical guidance to food managers in all of these areas.



The information contained in this handbook was obtained from information offered by the Food and Drug Administration, the United States Department of Agriculture, Federal Emergency Management Agency, and Texas Department of State Health Services.

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Power Outage

Do This First!

CLOSE THE FACILITY

- It's not safe to operate without lights, refrigeration, ventilation, or hot water.
- **Write down the TIME when the power outage occurred.**
 - Your food safety "time clock" starts ticking when the power goes out.
- **Begin taking regular food TEMPERATURE readings.**
 - Have a food thermometer ready at all times.
 - Check hot foods every hour and cold foods every two hours.
 - Keep a time/temperature record for every item checked in every unit.
 - Food items out of the proper temperature for 4 hours or more must be discarded.

Food Safety Factors

A. Foods being cooked when power went off.

- Do not serve any partially cooked food.
- If power outage is brief (under 1 hour), re-cook food to 165°F when power returns.
- If power is out for more than 1 hour, discard all partially cooked food.



B. Foods being held hot (e.g., 140°F or above in a warmer)

- Once food is below 140°F for more than four hours, discard it.
- If food is below 140°F for less than four hours, rapidly reheat it to 165°F on stove or in oven before serving.

C. Foods being held cold (e.g., 41°F or below in a refrigerator)

- Write down time when food rises above 41°F.
- If food cannot be re-chilled to 41°F or less within four hours, discard it.

D. Frozen foods that thaw out

- If thawed food does not exceed 41°F for more than four hours, it may be refrozen.

After the Power Comes Back On

- Discard food that suffered abuse of time and/or temperature. Use time/temperature records to decide which food need to be discarded.
- Verify electrical breakers, utilities, and that all equipment is in working order.
- Make sure hot water is being heated adequately for hand and ware washing.
- Clean and sanitize food equipment and utensils as needed.
- Call the Public Health Division (PHD) at 972-237-8055 before reopening.

Flood or Sewage Back-up

Do This First!

CLOSE THE FACILITY

GET HELP

- **If facility has been flooded:**
 - Notify PHD at 972-237-8055 for response and clean-up advice.
 - Call utility companies (to assure safety of gas and electric).
 - Call your property insurance company (to file a possible claim).
- **If sewer has backed up:**
 - Notify PHD for response and clean-up advice.
 - Call a licensed plumber to remove blockages in drain lines.
 - Shut the water off or avoid using any water that will increase the amount of waste water discharge on the ground.
 - If grease trap is overflowing, contact your liquid waste hauler to service the grease trap immediately.

Discard all food that has been in direct contact with flood water or sewage and anything that cannot be washed and disinfected. **WHEN IN DOUBT, THROW IT OUT!**

Discard:

- Foods in porous paper, plastic or cellophane packaging that became wet (e.g. boxes or bags of flour, cereal, mixes, rice, salt).
- Exposed bulk foods, fresh produce, meat, poultry, fish, and eggs.
- Containers with screw tops, corks, crowns, caps, or pull tabs that became wet (e.g. glass/plastic containers of ketchup, dressings, milk, sauces, beverages).
- Rusted, pitted, dented, swollen, or leaking canned goods.
- Refrigerated or frozen foods that have been over 41°F and hot foods that have been under 140°F for four or more hours.
- Contaminated single-service items.

Salvage:

- All foods not exposed to flood or sewage water.
- Undamaged canned goods that have been sanitized.
- Washed with soap and water, then rinsed.
- Sanitized with sanitizing solution, then air dried
- Relabeled with permanent marker with original dates of expiration and lot or ID numbers.



Flood or Sewage Back-up: The After Math

Consult professional companies for clean-up services after a flood or sewage back-up inside a building. If restaurant employees are involved in the clean-up work, the following guidelines are important to protect their safety and health.

- Wear eye protection, rubber boots and gloves, and outer protective clothing (coveralls or long-sleeve shirts and long pants) when handling items contaminated with flood or sewer water.
- If there are dust or mold problems, wear a properly fitted filtration mask that carries the N-95 designation from NIOSH.
- Do not walk between contaminated areas and other areas of the establishment without removing protective gloves, footwear, and clothing.
- Wash your hands thoroughly after working in the contaminated area.

General Cleaning

- Remove all sewage, mud, silt, or other solids and then remove excess water.
- Use a stiff brush, water, detergent, and disinfectant to scrub floors followed by a clean water rinse. Repeat wash and sanitize steps to prevent mold growth and kill bacteria.
- Use fans, heaters, air conditioners, or dehumidifiers to help the drying process.
- Clean all hard surfaces (equipment, ice machine, counters, furniture) with hot water and detergent; rinse with water; then disinfect with sanitizing solution.

After Cleaning

- **Wash or discard – clothing, linens, mops, apparel (contaminated by event or during clean-up).**
- Wash all contaminated items used in the clean-up in detergent and hot water.
- Launder or discard mops and any cleaning aids that had contact with sewer water.
- **Discard - porous, soft, absorbent, and other uncleanable items**
- Discard all damaged food equipment, utensils, and linens.
- Discard all soft, porous materials because they are not cleanable, such as:
 - Contaminated cardboards and paneling.
 - Contaminated furnishings, carpets, wall coverings, and paper.
 - Contaminated paperwork, and menus.
- Discard any exposed item that cannot be effectively disinfected (e.g., toaster).

Sanitizing Solution

- Use 1 tablespoon of household bleach per gallon of water

Ready to Re-open?

- Call PHD at 972-237-8055 for a pre-opening inspection

Fire

DO THIS FIRST!

Uncontrolled fire: Evacuate facility! CALL 911!

- **CLOSE THE FACILITY.**
- Confined fire: Extinguish with on-site extinguisher.
- Call the PHD at 972-237-8055.
- Customer and employee safety is the first priority. Even a small, contained fire can temporarily cause unsafe food service conditions.
- Close the facility, if even temporarily, until food safety can be assured.

Food Safety Factors

After a fire, many foods may no longer be safe to serve.

Discard:

- Food in opened containers.
- Food in paper or cardboard containers.
- Disposables in opened sleeves or liners.
- Any food or disposable that shows water or heat damage.
- Any food exposed to soot or fire extinguishing material.
- Refrigerated or frozen foods that have been above 41°F for more than 4 hours.
- Ice in ice bins.



Road to Recovery- Assess Impacts on:

Facility:

- Electrical service
- Physical conditions of facility
- Offensive odors and chemical residues
- Natural gas

Equipment:

- Evaluate condition
- Clean and repair
- Remove unusable equipment
- Follow all fire, building, and health department instructions

Call:

- Electrical provider
- Gas provider
- Insurance company

Clean Up:

- Clean and sanitize all surfaces

Ready to Re-open?

- Check refrigerators (below 41°F) and freezers (below 0°F) before taking new food deliveries
- Call the PHD at 972-237-8055 before reopening.

Water Service Disruption or Contamination

Do This First!

CLOSE THE FACILITY!

- Without adequate and clean hot and cold water, you should not continue to operate.

Food Safety Factors

Water service interruption:

- A broken main water line, malfunctioning well or worn-out water heater can each create unsafe conditions for food establishments.
- Without adequate clean water, employees cannot wash their hands, prepare foods, and clean equipment appropriately.
- Restrooms quickly become health hazards without running water.



Water service contamination:

- A contaminated water supply may contain chemicals, toxins, bacteria, viruses, parasites, and other harmful microorganisms that cause human illnesses and can result in death.
- Safe water is essential to operate a safe food business.
- Public Health staff will need to determine the nature and type of the contamination and prescribe appropriate abatement procedures.

Road to Recovery

- A food establishment closed because of an interrupted water supply must not reopen until safe water service is restored and health inspectors approve reopening.

Ready to Open

- Contact **PHD** at 972-237-8055 to discuss water system and food facility decontamination procedures.

After safe water service has been restored:

- Flush pipes and faucets; run cold water faucets for at least five minutes.
- Make sure equipment with water line connections (filters, post-mix beverage machines, spray misters, coffee/tea urns, ice machines, glass washers, dishwashers, etc.) are flushed, cleaned, and sanitized according to manufacturers' instructions.
- Flush drinking fountains by running water continuously for at least five minutes.
- Contact **PHD** at 972-237-8055 pre-reopening instructions.

Tornado and Wind

Do This First!

- **During a tornado warning** - A tornado has been sighted.
 - **Close facility.** Help customers and employees find shelter and turn on a weather radio or local TV for emergency advisories.
- **During high-wind situations** - Damaging high-velocity winds have been reported in the area.
 - Potential risks include downed live power lines, flying debris, wind-blown broken glass and heavy objects. Close facility and assist customers and employees as you would during a tornado warning.
- **During a tornado watch** - The potential for tornadoes is considered imminent.
 - Turn on a weather radio or local TV for emergency advisories. Continue normal operations but remain attentive to changing weather conditions.
- **Before re-entering a storm-damaged building:**
 - Call 911 if a power line is down.
 - Call utility companies to ensure safety of gas and electricity.
 - Call PHD at 972-237-8055 (for food safety guidance).
 - Call your insurance company (to begin claim process).



Food Safety Factors

Broken glass blown by high wind is a significant food safety concern.

- Carefully examine area for glass fragments that may have impaled food packaging or embedded food, even if not clearly visible. All suspect foods and service items must be discarded.
- In particular, be especially cautious with:
 - Any open or unpackaged food, including ice and beverages.
 - Porous food packaged in fabric, plastic or paper bags, or cardboard cartons.
 - Fruits and vegetables.

Road to Recovery

- Wear eye, hand, and limb protection to guard against injury from debris.
- Remove debris and place in dumpster.
- Thoroughly vacuum floors and seating areas to ensure removal of hard -to-see glass pieces.
- Double-bag vacuumed waste before discarding.

Ready to Re-open

- Wash, rinse, and sanitize all food contact surfaces, utensils, dishes, silverware, and glassware.
- Are utilities restored?
- Is clean-up complete?
- Contact PHD at 972-237-8055 for a pre-opening inspection.

Solid Waste Collection

Do This First!

CLOSE THE FACILITY!

- Natural or man-made disasters?
 - Waste collection and disposal facilities may both be inoperative.
 - Without adequate solid waste disposal, operations at food service facilities must be suspended.
 - Accumulation of trash can lead to odor issues and insect or rodent infestation.
 - Only proper waste disposal can help prevent public health hazards.

Food Safety Factors

- Make sure solid waste continues to be taken from all indoor food storage, preparation and service areas and moved to locations away from those sanitary food areas.
- Solid waste left outdoors without proper security precautions will attract disease-spreading scavengers (insects and other animals).



Sort and Separate Waste

- Separate "spoilables" (food waste, perishables) from "non-spoilables" (empty containers).
- Separate cooking grease from food waste for appropriate disposal.
- Separate all hazardous materials and chemicals for appropriate disposal

(Note: Contact PH&EQ at 972-237-8055 for hazardous waste disposal advise).

Sort Waste Cleanly and Securely

- Regularly wash food waste containers.
- Put all food waste in plastic bags; avoid overfilling.
- Tie bag tops to prevent spillage, control odors, and prevent insect invasion.
- Put tied bags in dumpsters or trash cans with secure lids to prevent rodent invasion.
- Avoid accumulation of loose trash on ground outside of dumpsters and cans.

Check Waste Storage Areas Daily

- Watch for spills, leakage and pests daily.
- Make sure containers stay closed and clean.

Maintaining Food Safe in a Disaster

Do This First!

- **DECIDE: Close or remain open?**
 - Close if the safety of the food or facility cannot be maintained.
 - Stay open if the safety of the food and facility can both be maintained.
- **GET HELP**
 - Call local building officials for help determining building safety at 972-237-8230.
 - Call PHD at 972-237-8055 to answer any food safety questions

FOOD SAFETY FACTORS

Food Workers

- All food workers must be healthy, practice strict hand washing, and maintain good hygiene.
- Maintain employee illness logs (*see page 13*).
- Train employees on any changes in procedure due to the emergency to ensure public health protection.



Food and Storage

- Use water only from a safe and approved source.
- Carefully examine all sealed food containers and utensils before using.
- If canned foods are damaged, do not use.
- Store fruits, vegetables, cooked foods, and ready-to-eat items above raw meat to prevent cross contamination.
- Store all items at least six inches off the ground in insect- and rodent-proof containers.
- Keep all chemicals away from food and utensils. Label all chemical containers.

Food Preparation

- Provide hand washing stations with soap and paper towels.
- Eliminate bare-hand contact with ready-to-eat food items (provide gloves, tongs, scoops).
- Use single-service eating and drinking utensils when possible. Avoid customer self-service.

Temperature Controls

- Cook all foods thoroughly.
- Keep hot foods hot at 140°F or above. Quickly reheat all foods to 165°F or hotter.
- Keep cold foods cold at 41°F or below.

Cleaning and sanitation

- All food preparation and serving areas should be cleaned and sanitized. (*Sanitizing solution, see page 5.*)
- Properly wash, rinse, and sanitize all utensils and equipment.
- Wash and sanitize cutting boards, knives, and other utensils after each use to prevent cross contamination.
- Use test strips to monitor sanitizer concentrations.
- Properly dispose of all solid and liquid waste.
- Control insects and rodents in all food-related areas.

Cleaning Up After A Disaster

Do This First!

- DECIDE: Is the building safe to enter and reoccupy?
 - Call: City building inspections department (to determine safety of structure) at (972)-237-8230
 - Call: Utility companies (gas, electric water & telephone)
 - Call: PHD

Food Safety Factors

Contaminated foods that must be discarded:

- Any open or unpackaged food, including ice and beverages
- Uncleanable packaged food, including:
 - Crown-cap bottles & jars (require opener to remove top)
 - Cork-top bottle & jars
 - Screw-top bottles & jars
- Food in fabric, plastic or paper bags
- Food in cardboard cartons
- Produce, fruits and vegetables if contaminated
- Potentially hazardous foods held between 41o°F- 140°F for more than 4 hours. (See page 3)



Foods that may be salvaged:

- Unopened cans if:
 - Labels are intact.
 - Cans are not dented along any seam.
 - Cans do not show any signs of swelling, leaking or loss of vacuum.
 - Cans are not rusty.

Non-food items:

- Discard contaminated disposable dishes, paper products, utensils, etc.

Road to Recovery

- Place all discarded foods in double plastic bags.
- Tie bags securely to contain food waste, control odors, and prevent insect infiltration.
- Place secured bags in dumpsters or trash cans with tight fitting lids.
- Remove debris and place in dumpster.
- Flush all water and equipment drain lines (use bleach).
- Wash, rinse, and sanitize all food contact surfaces, work stations, utensils, dishes, silverware, glassware, and walls. (*Sanitizing solution, see page 5.*)

- Disinfect floors, floor-sinks, furniture, and walls as necessary.
- Has all damaged or suspect food been removed from the site?
- Are toilets and hand-wash stations equipped with soap and paper towels?
- Are refrigeration units maintaining food temperatures at or below 41°F?
- Are hot holding units maintaining food temperatures at or above 140°F?

Road to Recovery

Call PHD for help and approval to reopen.

Food Security Checklist

Management

- The food facility has a food security plan.
- A record is kept of employee illness reports.
- Personnel have received food security training.
- Personnel know what to do if they encounter a product tampering incident.
- In case of an emergency, personnel know whom to contact:
 - Internal: Person in Charge
 - Police (911)
 - Fire (911)
 - PHD

Products

- Products are purchased from reputable, commercial suppliers.
- Purchase records are maintained for product trace back and recalls.
- Products arrive at the food facility in clean and secure transport vehicles.
- Products are never left unsupervised on the loading dock.
- Products are inspected for tampering prior to preparation or service.
- The facility has guidelines for handling product tampering incidents.
- Food items are prepared by personnel trained in food safety and food security procedures.
- Potable water is used for rinsing and for preparing food items.
- Salad bars and self-serve carts are closely monitored by staff to prevent contamination and product tampering.

Personnel

- Employment applications are required.
- Employment references are checked.
- Personnel receive food security training when they are hired.
- Food preparation areas are restricted to authorized personnel.
- Employees are not allowed to bring personal items into food preparation areas.
- Employee sick leave policy encourages individuals to report illnesses and not work when they have gastrointestinal symptoms or a communicable disease.
- Customers are restricted to public areas.
- Contractors are restricted to their work required areas.
- Contractors and vendors are monitored while they are at the food facility.

Property

- Doors opening onto the loading dock are kept locked when not in use.
- All truck shipments (incoming and out going) are monitored by food service employees.
- Products are inspected upon delivery.
- There is good lighting for all high-risk areas at the facility.
- Hazardous chemicals including any pesticides are kept locked in a secure area.
- High-risk areas are marked "employees only" and access is limited to employees who work in the area.
- There is a key control system for store keys.
- Consider operating security cameras, as appropriate, in high-risk and high-traffic areas.

Appendix A: Employee Illness Log

Food code requirement for employee health:

1. Food employees who are ill with vomiting or diarrhea should be excluded from working in the establishment.
2. Complete this log when employees have vomiting or diarrhea.
3. Restrict food employees who are ill with Salmonella, Shigella, E. coli or Hepatitis A from working with food. Clean equipment, utensils, linens, or single-use items until PHD has evaluated the potential for food-borne disease transmission.
4. Call PHD if an employee is diagnosed with:
 - a. Salmonella
 - b. E. coli
 - c. Shigella
 - d. Hepatitis A
5. Call PHD if a customer complains of diarrhea or vomiting; or being infected with Salmonella, Shigella, E. coli, or Hepatitis A.

DATE	NAME OF EMPLOYEE	SYMPTOMS/ ILLNESS	DIARRHEA OR VOMITING?	WAS DOCTOR SEEN?	DATE TO RETURN TO WORK

Appendix A: Food Temperature Log

Required temperatures:

- Hot: 140°F or above
- Cold: 41°F or below
- Reheat to: 165°F or above

DATE	EMPLOYEE'S INITIALS	HOT HELD OR REFRIGERATED?	FOOD ITEM	TIME	TEMP	CORRECTIVE ACTION