

# STANDARD OPERATING PROCEDURE (SOP)

## TRAINING PLAN FOR SERVING ALLERGEN FREE MEALS AND EMERGENCY RESPONSE: Manager/Person in Charge

**PURPOSE:** To prevent allergen contamination when preparing allergen free meals. The goal is to reduce and/or eliminate allergic reactions through prevention, education, awareness, communication, and emergency response.

**SCOPE:** This procedure applies to Managers and other Persons in Charge (PIC) who are responsible for the training of all staff and compliance within the food establishment to achieve the goal of allergen free meals served safely to customers with food allergies, intolerances, or sensitivities; or, if an exposure occurs, for directing emergency response activities.

### DEFINITIONS:

1. **ALLERGEN** means
  - a. Milk, egg, wheat, soybeans, peanuts, fish (such as bass, flounder, or cod), crustacean shellfish (such as crab, lobster, or shrimp), tree nuts (such as almonds, pecans, or walnuts), and sesame.
  - b. A food ingredient that contains protein derived from a food listed above.
2. **CROSS-CONTAMINATION** means the passing of bacteria, microorganisms, or other harmful substances indirectly from one surface to another through improper or unsanitary equipment, procedures, or products.
3. **CROSS-CONTACT** occurs when one food comes into contact with another food and their proteins mix. As a result, each food then contains small amounts of the other food, often invisible to us. Such contact may be either direct (e.g., placing cheese on a hamburger) or indirect via hands or utensils.

### INSTRUCTIONS:

#### Training Development

The Manager or PIC shall create a comprehensive training program for food preparation (Back of House) and service (Front of House) staff. This program shall include training on the following specific issues:

1. Knowledge of the nine major food allergens and how to recognize them, including hidden allergens.
2. Identifying menu items that contain or may contain any of the nine major food allergens. Update information when substituting ingredients or adding new food items to the menu.
3. Discussion of facility's abilities to serve allergen-free meals and limitations that may present.
4. Receiving and storage of food to prevent cross-contact.
5. Server's role when interacting with guests to ascertain their needs for allergen-free meals.
  - a. Identifying any allergens of concern
  - b. Provide information regarding allergen presence in menu items (may suggest menu items that are or can be prepared free of the allergen(s) of concern.)
  - c. Documenting the guest's allergy on order tickets and how to interpret those marking in the kitchen.
  - d. Notify the PIC.
6. An overview of the duties the Person in Charge during service.
7. How to prepare an allergen-free meal, including:
  - a. Personal hygiene, including handwashing, glove use, and aprons or clothing protection.
  - b. Cleaning of shared equipment, or if possible, use of segregated allergen-free equipment and utensils.
  - c. Food segregation to prevent cross-contact.
  - d. Food and garnish plating.
  - e. How to document and communicate the meal is, indeed, free of the guest's allergen.
8. How to serve an allergen-free meal to guest, including:
  - a. Communicating with the kitchen regarding the order.
  - b. Transporting the order in a manner to prevent cross-contact.

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- c. Communicating with and subsequent service of the meal to the guest to ensure the meal meets their needs.
9. Recognition of the signs and symptoms of an allergic reaction to food.
10. Actions to take when a guest appears to be having an allergic reaction, up to and including anaphylaxis. Roles and responsibilities during an emergency shall be clearly delineated.
11. Laws and Regulations that apply to the service of food as it relates to allergy prevention.

### Training Delivery and Documentation

The Manager or PIC shall use the developed training program to train foodservice employees.

1. Document the training with sign-in sheets or other written means.
2. Assess the learning through the use of quizzing or operational drills/practice.
3. Make corrections that will ensure the training is effective and leads to long-term information retention and application.

### Operations

1. Ensure that products are received and stored in a manner that prevents cross-contact. If there appears to have been cross-contact in the delivery vehicle, the Manager or PIC shall reject all or part of the delivery.
2. Monitor the flow of food in the facility. Identify points in which cross-contact can occur unintentionally and develop a corrective action.
3. Implement cleaning and sanitizing procedures that reduce the likelihood of contamination with allergenic substances on food contact surfaces.
4. Maintain a set of clean, allergen-free equipment to be used solely when preparing allergen-free meals.
5. Observe staff for adherence to policies and procedures. Provide corrections if system failures are observed.
6. If the Manager or PIC is not able to personally attend to the duty, assign a designated employee to handle all special orders at all stages of order, prep, and service.

### Person in Charge: During Service

1. The PIC or designated person shall be notified of all allergen-related special requests. Once notified, the PIC shall:
  - a. Communicate directly with guests to confirm allergen(s) of concern.
  - b. Provide any available information regarding allergen presence in menu items (e.g., Menu Guides).
  - c. Confirm ability to provide allergen-free meal.
  - d. Suggest allergen-free options on menu, if available.
2. If facility can accommodate the guests' request, the PIC shall:
  - a. Review special-order ticketing to confirm accuracy of written instructions.
  - b. Communicate to BOH staff that there will be an incoming special-order ticket or special instructions.
  - c. Monitor preparation of allergen-free meal.
  - d. Once the allergen-free meal is ready for service, inspect the prepared meal to ensure ingredients containing the allergen were omitted during preparation. Only the original Chef or PIC shall garnish or provide final preparations to allergen-free meal.
  - e. Deliver allergen-free meal directly to guest. A cover should be used over the prepared meal to prevent cross contamination during delivery.
  - f. Check back with guest to ensure needs have been met.

### Emergency Response

1. The Manager or PIC shall have a plan in place to respond to an allergy-related emergency.
2. Each staff member should be aware of any role they play during an emergency.
3. Activate an emergency response if notified by a guest or staff member that an allergic reaction is occurring.
4. Ensure that each staff member is performing their duties, including:
  - a. Calling emergency response and relaying information.
  - b. Greeting and directing emergency responders.
  - c. Staying with the guest pending arrival of emergency responders.

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- d. Providing any aid requested by emergency responders or the guest.
- e. Documenting the details of the occurrence for liability and training purposes.
- 5. After the emergency is over, debrief staff as to how effective their response was.
- 6. Create any modifications to the emergency response plan, as necessary.

### **MONITORING:**

- 1. Manager or PIC will maintain the documentation of training received by staff.
- 2. Manager or PIC will routinely assess staff knowledge through verbal or written quizzing/discussions or practical operational assessment of skills.

### **CORRECTIVE ACTION:**

- 1. If staff appears to have lost knowledge, retrain any foodservice employee found not following the procedures in this SOP.
- 2. Create a system to ensure only staff that is properly trained serve or cook for guests with food allergies.
- 3. If needed, modify the emergency response plan.

### **VERIFICATION AND RECORD KEEPING:**

The foodservice manager will complete documentation of initial and ongoing training of staff. They will document occurrences of non-compliance to use as learning tools or other corrective actions deemed necessary by the facility.

**DATE IMPLEMENTED:** \_\_\_\_\_ **APPROVED BY:** \_\_\_\_\_