

Low Excellence

Please note – These are extracts from one student’s response

### Safe food practices

Sanitise benches and work surfaces using hot soapy water to remove any dust or dirt from flies or bags etc. This will ensure bacteria are not transferred from the work surface into the food while it is being prepared. Wear a clean apron over your clothes while preparing food to prevent any dust or bacteria from your clothes transferring into the food. 2

Store raw chicken on the bottom shelf of the fridge at 2 – 4°C for one to two days. This will slow bacterial growth and also ensure no juices drip onto other food, particularly food that will not be cooked. Bacteria love raw meat as it is high in protein and contains moisture needed for them to multiply and if warmth is provided when food is not kept chilled they will grow rapidly. 1

Leave mayonnaise in its jar and yoghurt in its container in the fridge until needed. 2

Use a separate board and knife for cutting up the chicken to the one used to slice the cabbage, chop the spring onion and grate the carrot on. This is to prevent cross contamination of the bacteria from the chicken to the coleslaw. 2

Wash hands in hot soapy water after handling the chicken to ensure any juices that may contain bacteria are not transferred to the cabbage. 2

Wash the cabbage and the carrot to remove pesticides and dirt from the garden. 2

Once the coleslaw has been prepared and the mayonnaise added, it should be covered and returned to the top part of fridge to chill until ready to serve the meal. This is to ensure there is no chance for flies to land on it and the chilled temperature only allows bacteria to grow slowly. 1

Check the thickest part of the chicken is cooked by cutting it and checking if the juice is completely clear. This will ensure all the bacteria are killed as the heat above 75°C kills them. 1

Serve the piping hot food immediately on a warm plate to keep the food hot for as long as possible. As bacteria thrive between 4°C and 63°C, it is important to serve the food immediately while it is steaming hot and not leave it to sit around slowly cooling down. 1

Store cooked rice on covered trays in the top part of the fridge. Cooked rice becomes high risk when cooked as it now contains moisture that is needed for bacteria to grow. 2

Store any leftover stir fry in a covered container in the top part of the fridge.

Only reheat the rice once as bacteria are still growing slowly in the fridge which means bacteria could get to dangerous levels if the rice is reheated twice. 1

## Taking action

*Issue* - Didn't cook the chicken long enough or it was frozen when they started cooking it and they didn't allow enough time for it to defrost and cook. The chicken may still have bacteria in it.

### *Possible strategies*

1. Go back to the dairy and explain what is wrong with the chicken. Do not eat it.
2. Contact the Health Protection Officer and explain the problem. Include a photo of your undercooked chicken.

### *Barriers - Strategy 1*

- You are shy and are not sure what to say. You feel embarrassed at confronting people and don't want to cause an argument in front of other people.
- You are in a rush to get back to school and don't have time to go back to the shop. It would be easier to just grab a sandwich from home rather than risk being late to afternoon class.

### *Enablers - Strategy 1*

- You have plenty of time and don't want other customers to get sick. The dairy is just around the corner so you can just walk back there.
- Your Mum has offered to go back with you to explain the issue. You have the chicken and although you don't have a receipt, you were there less than 10 minutes ago so they should remember you.

### *Chosen action - Strategy 1 and 2.*

*Reasons* – the people at the dairy might refund your money and also give you some more chicken after they have checked to see if any of the rest of the batch is pink. If it is you will then see them removing it all from sale and know that the rest of the community is not at risk of eating undercooked chicken.

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You would feel good about yourself for trying to stop it happening to someone else...

The dairy owner may be very grateful that you let them know and they may be more careful in future. The dairy owner doesn't want to lose customers...

The Health Protection Officer is able check that the dairy owners are preparing food safely. They also can offer advice on where staff could go to complete food safety training so they understand how to defrost chicken safely, how to check when it is cooked and how long and at what temperature it is safe to keep it warm for the customers.

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