



Flight Attendant Safety Summit 2024 Food Safety

Created by: John Detloff
Presented by: Paula Kraft



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Our Most Important Responsibility



Our Most Important Responsibility



When we think about safety.....

- Aircraft
 - Medical
 - Decompression
 - Planned and unplanned Emergencies
 - Security
 - And others.....
-
- **WHAT ABOUT FOOD SAFETY!!!**

What is Food Safety?

Food safety is the scientific discipline describing handling, preparation, and storage of food in ways that prevent foodborne illness.



What do these numbers mean?

4M

11K

238



Foodborne Illness in Canada

According to the Government of Canada



Foodborne Illness in Canada

According to the Government of Canada

4 Million Canadians Affected

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Over 11 Thousand Hospitalizations

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238 Fatalities

Foodborne Outbreak



Two or more people become sick with the same illness after eating the same food.

Largest outbreak was 2017-2018 when 216 people died in south Africa over listeria. Just recently with cantaloupe in North America 15 people died.

Safe Food is defined as...

Food that is free of **biological, chemical and physical** contaminants



What is foodborne illness?

Any illness resulting from the consumption of food or beverages contaminated by harmful:

- Bacteria
- Viruses
- Parasites
- Chemical
- Natural Toxins



Who is at risk?

Anyone can get sick from foodborne illness, but on a flight, the passengers most at risk include:

- Very young children
- The elderly
- Pregnant women
- Passengers who are already ill
- YOU



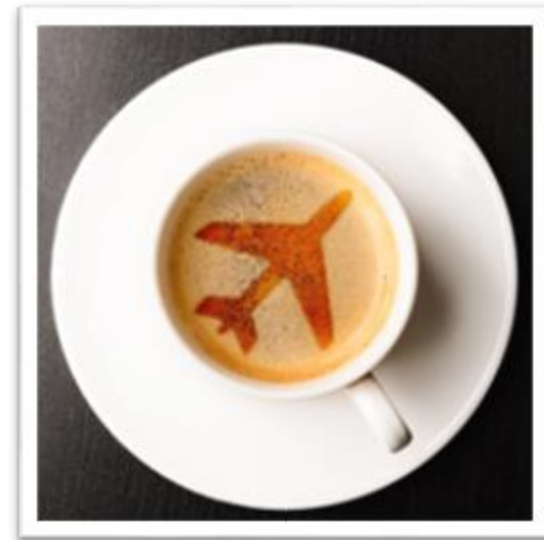
Keys to preventing foodborne illness

- Know who is supplying the food for your aircraft.
- Reject any food you suspect is contaminated.
- Protect food from contamination.
- Prevent microorganisms from multiplying.
- Discard any unsafe food.
- Cook food thoroughly.
- Reheat prepared foods to 165 F (74 C).
- Keep hot food hot.
- Keep cold food cold.

Crew member in charge

Flight departments should implement a company policy to ensure safe food handling.

- The policy should include:
- Approved caterers and establishments
- Sanitization/cleaning practices
- Proper cooking procedures
- Personal hygiene standards
- Information on food allergies
- Implementation of food-safety training practices
- Temperature control monitoring practices
- Inspections
- Pest management
- Quality control



Types of Contamination

Ways people get sick



Biological



Chemical



Physical

Which one is Bad?



You can't see
sometimes what is
bad.



Biological

The contamination of food by microorganisms that include bacteria, viruses, molds, parasites and fungi.



What Contributes to Biological Contamination?



Personal Hygiene

Cross-Contamination

Improper Storage

Cooking Time and
Temperatures

Animal Waste

The Big Culprit?



The Big Culprit



Personal Hygiene

Who knows this guy?



When Should I Wash My Hands?

- Before Entering the Food Preparation Area/Galley
- Before Handling Potentially Hazardous Foods or Raw Food
- After Handling Potentially Hazardous Foods or Raw Foods
- After Shaking Hands
- After Clearing Items From Cabin
- After Touching or Removing Waste and Waste Bins
- After Attending to an Ill Passenger or Crew Member
- After Handling Pets on Board
- After Touching Hazardous Chemicals
- After Touching Hair or Face
- After Eating
- After Smoking
- After Coughing, Sneezing or Blowing the Nose
- After Using the Bathroom



To be safe: as often as you can.

Steps to Avoid Cross-Contamination



- Keep raw meat and potentially hazardous food separate from other ingredients
- Store food and ingredients in tightly sealed food-appropriate containers
- Wash hands between touching food items and food preparation surfaces
- Always use clean cutting boards and kitchen tools
- Wash and sanitize knives, prep tools and serving utensils between uses
- Wash and sanitize cutting boards between uses
- Discard excessively worn and hard to clean cutting boards
- Change gloves between uses
- Keep galley sink clean and sanitized between uses
- Clean and sanitize microwave and oven surfaces after each use
- 5 Use fresh cleaning towels between each use

Improper Storage

You want me to put this where?!



Improper Storage

What they think we have....



Improper Storage

What we actually have...



Food Safety Considerations for Flight Duration

The longer the flight, the more concerned you have to be with food safety.

Do you have a refrigerator onboard and how long does it take to cool down?

Is your refrigeration air-cooled?

What is its temperature?

Which food items will be consumed first?

Do I need other methods for keeping the food at proper temperatures?



Adjustments for Proper Storage



- Ask FBO/Handler about available refrigeration
- Inspect FBO refrigeration for cleanliness and temperature
- Request catering services organized by meal set and service
- Store cold foods cold and hot foods hot
- Pre-cool refrigeration before storing food
- Pre-heat oven before heating food
- Store proteins on the bottom
- Use ice packs
- Use coolers
- Discard any items that are not stored correctly



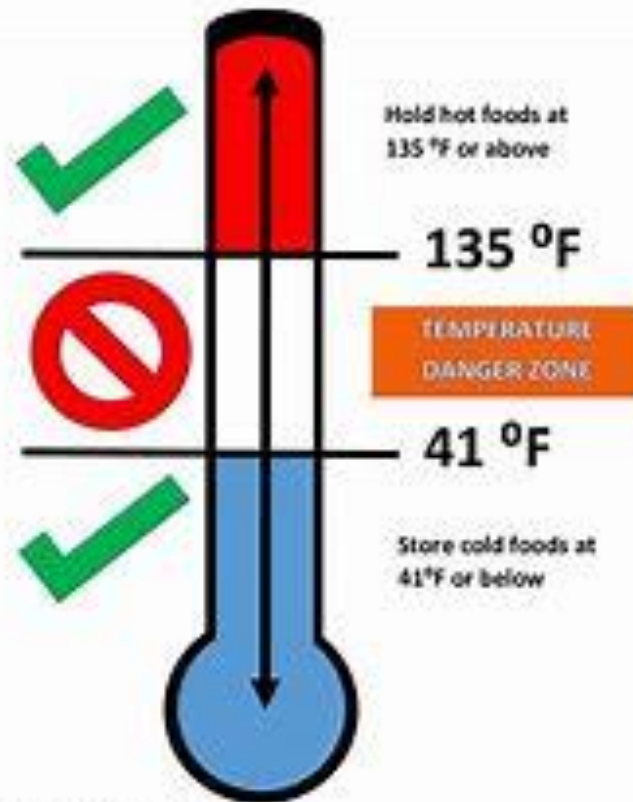
Cooking Time and Temperature

Promotes foodborne illness due to food being kept in the temperature danger zone.



This is the most difficult for us to manage.

Cooking Time and Temperature



SAFETY, HEALTH, AND PROTECTION

Recommendations on Chilled Food

Cold food may be held at 6°C (42°F) or above for a total of 4 hours from the time the food leaves temperature control or until it reaches 21°C (70°F) for 2 hours.

Cold food cannot be taken in and out of temperature control to prolong its shelf life. Once food is without temperature control, it must be discarded at the appropriate time.



Safe Internal Temperatures*

Egg Dishes	Ground Beef, Veal, & Lamb	Beef, Veal, Lamb Whole Cuts	Pork Whole, Cuts and Ground	Poultry Cuts & Ground	Game Birds & Waterfowl
74°C (165°F)	71°C (160°F)	Medium-Rare 63°C (145°F) Medium 71°C (160°F) Well-Done 77°C (170°F)	71°C (160°)	74°C (165°F) Whole Birds 82°C (180°F)	74°C (165°F) Whole Birds 82°C (180°F)
Fish	Shell Fish	Wild Game	Stuffing & Stuffed Foods	Fruits & Vegetables	Leftovers & Ready To Eat Foods
70°C (158°F)	74°C (165°F)	74°C (165°F)	74°C (165°F)	57°C (135°F)	74°C (165°F)

* As recommended by the Canadian Food Inspection Agency

Steps to Prevent Time and Temperature Abuse



- Ask FBO/Handler about available refrigeration
- Inspect FBO refrigeration for proper temperature
- Cool food quickly to 4°C (40°F) or below
- Inspect catering upon delivery
- Check temperatures of catering
- Properly store food
- Heat food thoroughly to proper temperatures
- Request all catering delivered below 4°C (40°F)
- Discard any catering left out for service over two hours
- Ensure all food equipment is temped and functioning



Chemical Contamination

The contamination of food products by unsafe chemicals such as cleaning solutions, pesticide residues, poisonous plants and heavy metals that are introduced into food during processing.



What Contributes to Chemical Contamination?



Chemicals in food preparation areas

Improper use of chemicals

Poisonous plants/flowers in aircraft

Unclean surfaces



How to Combat Chemical Contamination

- Store all chemicals away from food preparation and serving areas
- Wipe down all food surfaces after pest control services
- Do not use general cleaning cloths for food preparation area cleaning
- Use cleaning agents before catering arrives and after service has been completed
- Use only approved food-grade cleaning agents for food preparation and service surfaces
- Request only non-toxic plants and flowers for the aircraft
- Avoid shellfish from warm climates
- Do not pick wild mushrooms



Physical Contamination

The contamination of food products from objects that are not intended to be consumed or part of the dish.



What Contributes to Physical Contamination?

Un-kept hair and nails



Poor Personal Hygiene

Loose jewelry or apparel

Malfunctioning or incorrect equipment

Negligent product inspection

Poor packaging

Animal bones



How to Manage Physical Contamination

- Practice good personal hygiene
- Keep nails short and avoid acrylic nails
- Keep hair tied back (fashionably, of course)
- Inspect all food items before heating, plating and serving
- Use appropriate kitchen and serving tools
- Avoid using any equipment that is malfunctioning
- Inspect oven racks for loose metal
- Use only ice scoops that are designed for serving ice
- Discard any product if you suspect contamination
- Inspect all catering boxes, bags and packaging for breakage



A New Contamination Threat



Intentional Contamination

The **possibility exists** of intentional contamination by activist groups, terrorists, stalkers, current or former employees and competitors.



- Always be aware of your surroundings.
- Always be aware of what is happening where you are.
- Use only well-known, reputable catering providers.
- Only provide catering information to vendors.
- Inspect all items brought onboard by caterers and line staff.
- Make sure only designated flight crewmembers are handling and storing catering on the aircraft.

What can you do to keep food safe?

As a flight team, everyone must demonstrate best practices for safe food handling and should have a company policy to ensure safe food handling.

The policy should include:

- Implementation of food safety training practices
- Continued education and training on food safety and safe food handling
- Known and approved catering providers
- Sanitization and cleaning practices
- Proper cooking and reheating procedures
- Personal hygiene standards
- Quality control
- Temperature control monitoring practices
- Situational awareness
- Inspections
- Pest management

Five Points for Food Safety

- Wash your hands
- Keep hot food hot and cold food cold
- Remember the temperature danger zone
- Store food items properly
- When in doubt throw it out



Food allergies

It is highly likely you or your flight crew members will encounter passengers with food sensitivities or allergies.

Nine major foods account for 90 percent of all food allergies:

1. Milk
2. Eggs
3. Fish
4. Shellfish
5. Tree Nuts
6. Peanuts
7. Wheat
8. Soy
9. Sesame
10. Mustard (Canada)



Europe – Celery, Lupin, Mollusks, sulphites

How to prevent

The only way to prevent an allergic reaction to food during a flight is to avoid having any food onboard that the passenger is allergic to.



Best practices for preventing allergic reactions

- Label items that have potential allergens.
- Read all labels for potential allergens and familiarize yourself with alternate names (i.e., soybeans and edamame).
- Use a separate area for plating food that will be served to a passenger with allergies.
- Use separate utensils for preparing food that will be served to a passenger with allergies.
- Clean areas where items will be served.
- Avoid substitutions when placing orders.
- Have a medical procedure for your crew to follow in the event that a passenger has an allergic reaction

Common symptoms of food allergies or intolerances include:

- Tingling sensation in the mouth or throat
- Itching in and around the mouth, face or scalp
- Swelling
- Difficulty breathing
- Rash or hives
- Nausea or vomiting
- Abdominal cramps and diarrhea
- Loss of consciousness

Emergency medication and first aid for allergies

Antihistamines and epinephrine are the most common medications to treat allergies. Antihistamines, which come in the form of gels and tablets, are usually effective for patients with mild to moderate allergies. Histamines are proteins that cause most allergy symptoms. Antihistamines block their ability to affect the person.

Epinephrine is used for more severe cases, such as anaphylaxis. Epinephrine keeps blood pressure up by constricting blood vessels, as well as opening airways. Passengers with known severe allergies generally carry an epinephrine auto-injector, such as an EpiPen



For mild allergic reaction:

- Calm and reassure the person having the reaction, as anxiety can make symptoms worse.
- Try to identify the allergen and have the person avoid further contact with it. If the allergic reaction is from a bee sting, scrape the stinger off the skin with something firm (such as a fingernail or plastic credit card). Do not use tweezers - squeezing the stinger will release more venom.
- If the person develops an itchy rash, apply cool compresses and over-the-counter hydrocortisone cream.
- Monitor for signs of increasing distress.
- If possible, seek medical help. For a mild reaction, an over-the-counter antihistamine may be administered.

For severe allergic reaction (anaphylaxis):

Check the person's airway, breathing and circulation (the ABC's of Basic Life Support). Warning signs of dangerous throat swelling include a very scratchy or whispered voice, or wheezing when the person is breathing in air.

- • If necessary, begin cardiopulmonary resuscitation (CPR).
- • Call 911 or your in-flight emergency team.
- • Calm and reassure the person.
- • If the allergic reaction is from a bee sting, scrape the stinger off the skin with something firm (such as a fingernail or plastic credit card). Do not use tweezers - squeezing the stinger will release more venom.
- • If the person has emergency allergy medication on hand, help them take or inject the medication. Avoid oral medication if the person is having difficulty breathing.
- • Take steps to prevent shock. Have the person lie flat with head forward of the aircraft, raise the person's feet about 12 inches, and cover him or her with a coat or blanket. Do NOT place the person in this position if it causes discomfort.

DO NOT:

- Do NOT think that any allergy shots the person has already received will provide complete protection.
- Do NOT place a pillow under the person's head if he or she is having trouble breathing. This can block or restrict the airway.
- Do NOT give anything by mouth if the person is having trouble breathing.

Common pests

Common pests in the food industry include rodents, such as rats and mice; insects, including flies, wasps, moths, cockroaches, ants; and birds, especially in outside eating areas. Pests that carry and spread disease are of the highest concern for pest control.

They include Cockroaches, Rodents, Flies, Ants.....



Five Points for Food Safety

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Thank you.

