

# Quick Guide: Handwashing



Learn more at  
[www.trust20.co](http://www.trust20.co)



1 Rinse hands with warm, clean water.



2 Apply soap. Rub for at least 15 secs.



3 Rinse hands with warm, clean water.



4 Dry hands.

## When to wash your hands

Tools

Before using clean tools, after using dirty ones

Gloves

Before putting on new gloves

Animals

After touching a service animal or handling aquatic animals (e.g. mollusks, shellfish)

Food Prep Area

When entering, before starting a task

Food

Moving from raw to ready-to-eat food, after eating, drinking, or using tobacco

Health

After coughing, sneezing, nose blowing or touching any part of body other than clean hands

Restroom

After visiting



## Refrigerator

⌚ 24 Hours per 5 lbs. of food

🌡 40° F or below

You can refreeze without cooking first.



## Cold Water Thawing

⌚ Use a leak-proof, watertight bag

⌚ Submerge in cold tap water, change every 30 min

Must cook immediately before refreezing.



## Microwave

☀ Use 'Defrost' setting & cook immediately after.

✳ Fully cook food before refreezing.

Some areas may become warm/partially cooked during the cycle.



## Cook from Frozen

⌚ Skip the thaw and put it straight in the oven or on the stove.

⌚ Takes approximately 50% longer to cook than fresh or thawed meat.

Always check for a safe internal temperature using a food thermometer.



## The Danger Zone

Never thaw on the counter or in hot water. Bacteria grow rapidly between 41°F and 135°F.



# C

**Connect and show empathy without assigning blame.**

“ I hear what you’re saying...

“ I understand...

“ I can see why...

 **Connect**

# A

**Assess and ask calm, open-ended questions.**

“ Can you please tell me what you were expecting with this dish?

“ Can you share which ingredients you are concerned about in this meal?

 **Assess**

# L

**Lead the solution, remain calm, and set polite boundaries while presenting options.**

“ I can have the kitchen remake this or bring you the menu to choose another option—which would you prefer?

“ I’m happy to verify the ingredients again with the kitchen staff or I can contact the dietitian to confirm this meal was intended for this patient.

# M

**Move forward, end the interaction, confirm they’ve found a solution, and thank the customer.**

“ I’ll check back shortly to make sure everything’s right, thank you for your patience!

“ I’ll follow up after the meal to make sure you’re comfortable.

“ Thanks for working with me, I appreciate it!

 **Lead the Solution**

 **Move Forward**

# Anaphylaxis Emergency Response Plan



Learn more at  
[www.trust20.co](http://www.trust20.co)

## 1. Recognize the signs



Swelling



Hives



Difficulty  
Breathing



Dizziness



Sudden drop in  
blood pressure

## 2. Ask the customer if they have epinephrine

If the individual has an epinephrine auto-injector (Epi-Pen), direct them to use it right away. If your establishment's policies allow you to help a customer with their Epi-Pen, inject it into their outer thigh and hold for three seconds.

Inject into outer thigh  
+ hold for 3 seconds



## 3. Call 911 and be ready for first responders to arrive

Have someone else on your team call emergency services and then direct another team member to wait at the door to meet first responders and then bring them to the customer having a reaction.

## 4. Stay with the customer having a reaction

Do not leave the customer alone until medical help arrives. Do your best to keep them calm and lying down. If they're vomiting or struggling to breathe, help position them on their side.

## 5. Complete an incident report

Train your staff on recognizing and responding to anaphylaxis. Prevention and preparation save lives.