



Request For Variance

State Form 51184 (12/02)
Food Protection Program

INDIANA STATE DEPARTMENT OF HEALTH
Telephone: 317/233-7360 FAX: 317/233-7334

RECEIVED

1. Individual Submitting Request:

NOV 05 2012

Date: 10 / 23 / 12

FOOD PROTECTION PROGRAM
INDIANA STATE DEPT. OF HEALTH

Name: Kenneth Sims Telephone: (269) 982-8363 Fax: (269) 982-8365

Mailing Address: 3415 Leroy Ave Email: admin@jesvending.com

St Joseph Michigan 49085
P.O. Box City State Zip Code

2. Person/Organization Seeking Variance:

Name: Jes Vending Service Inc. Email: admin@jesvending.com

Mailing Address: 3415 Leroy Ave

St Joseph Michigan 49085
P.O. Box City State Zip Code

3. Food Establishment(s) for Which Variance is Sought

Include the following information for each food establishment: (List here or attach additional pages if necessary)

- Physical Location (if different than mailing address): St Anthony Hospital 1201 S. Main Crown Point In 46307
- Mailing Address: Franciscan Physicians Hospital 701 Supier Ave Munster In 46321, St Anthony Memorial 301 W. Homer St Michigan City In. 46360
(Number, Street, City, State, & Zip Code)
- Telephone Number: (219) 575-6160 Fax Number: ()
- Person at each retail food establishment most responsible for supervising: Cathy Estes At Crown Point head of nutrition at all locations, Kathy Kesling at Michigan City, Gloria Wilder at Munster, Kenneth Sims owner and supervisor at all locations

4. State how the proposal varies from each rule requirement, citing relevant rule sections by number:

(Attach additional pages if necessary)

Code section 181 and 201 were sited by Albert Daeger. The consumer self-service operation shall be monitored by food service employees trained in safe food handling operation procedures. Must have a method to ensure product returned can not be offered again as food for human consumption.

5. Explain how the potential public health hazards and/or nuisances will be alternatively addressed by the proposal. Include supporting studies, Hazard Analysis Critical Control Point (HACCP) Plan(s), standard sanitation operating procedures, and/or any other evidence: (Attach additional pages, if necessary.)

Location is monitored during peak traffic hours and recorded 24 hours by cameras and DVR. Live attendant is available 24 hours if assistance is needed.

6. List how the proposal demonstrates the following (if applicable to the request):

- A) How the proposal differs from what is common and usual in similar industry situations:
System is designed to give consumers and employee access to high quality food and beverages 24 hours a day. Purchases can be completed with cash credit or payroll deduction. System can provide fresh healthy food and beverages 24 hours 7 days a week where the volume would not support an attendant on site at all hours.
- B) How the proposal is unique and not addressed in existing rules or law:
Self service system with large variety of fresh food, snacks and beverages available with out attendant on site. Monitored by cameras and DVR.
- C) How the proposal does not diminish the protection of public health:
All food items in tamper proff container with label warning to discard if item has been tampered with. Signage in room warning consumer to not purchase any item if package is tampered with. All food items in coolers with lock out system that locks out consumers if temperatures goes above 41 degrees. All stores are service several times per week. All products are labeled with all ingredients, they are marked with experation date and are checked and removed on date of experation.

D) How the proposal is based on new scientific or technological principle(s):
Systems have been installed all over the country for several years. There are thousands in operation. Ohio has written rules for the Micro Markets. I am including that with a article from the National Automatic Merdhandisers Association. See attachment

E) How the implementation of the variance would be practical:
It would provide high quality food and beverages to consumers and employees 24 hours when sales could not support a live attendant.

7. Explain how the person/organization seeking the variance will assure that all provisions of a granted variance will be enacted at each food establishment for which a variance has been granted:

We have documented procedures for service and sanitation at all locations. All food items are checked for expiration date and product tampering. Expired products are returned to company for disposal. Locations are reviewed by supervisor 1 to 2 times per month. We do a review with the locations a minimum of each quarter. We are a member in good standing with NAMA., National Automatic Merchandisers Association. We comply with all of their maintiance and sanitation standards. Information attached.

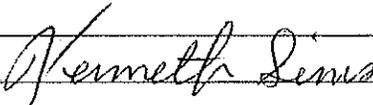
8. List all affected parties known by the person/organization seeking a variance, including all affected regulatory authorities: (Attach additional pages if necessary)

All of the employees and customers for the Franciscan Alliance at each location. They are the owners and operators of the Crown Point, Munster, and Michigan City Hospitals. Lake County and Laporte County Health Dept. Jes Vending Service and all employees.

9. Attach copies of any related variances, waivers or opinions issued by other governmental agencies.

For Office Use Only

10. Signature of Individual Making Request:



Printed Name, Title: Kenneth Sims President

Suggested Regulations for Micro Markets

The Ohio Food Safety Program, Ohio Department of Health and the Ohio Department of Agriculture worked with members of the Ohio Automatic Merchandising Association, representing the owner/operators of micro markets in Ohio and developed the following regulation governing the operation of micro markets in Ohio. **This is presented here as a guidance document should an agency regulating micro markets want to pursue regulations in their jurisdiction.**

3717-1 Ohio Uniform Food Safety Code

OAC 3717-1-01 State of Ohio uniform food safety code and definitions.

(70) "Micro market" means a retail food establishment that offers the following in displays not more than two hundred and fifty linear feet:

(a) Prepackaged non-time/temperature controlled for safety food:

(b) Prepackaged refrigerated or frozen time/temperature controlled for safety food that is stored in equipment that complies with 3717-1-03.4 (H), 3717-1-04.1 (LL), and 3717-1-04.1 (MM) of the Administrative Code.

OAC 3717-1-03.4 Food: destruction of organisms of public health concern.

(H) Ready-to-eat, time/temperature controlled for safety food - disposition.

(3) Refrigerated, ready-to-eat, time/temperature controlled for safety food, displayed at a micro market, shall be discarded if the automatic shutoff control is activated as specified in paragraph (LL)(1) of rule 3717-1-04.1 of the Administrative Code.

OAC 3717-1-04.1 Equipment, utensils, and linens: design and construction.

(KK) Food equipment - certification and classification.

(1) Except as provided in paragraph (KK)(2) of this rule, food equipment that is acceptable for use in a food service operation or retail food establishment shall be approved by a recognized food equipment testing agency.

(2) The Ohio department of agriculture, the Ohio department of health, or the licensor may approve the use of food equipment, other than vending machines, bulk water machines, and equipment that displays time/temperature controlled for safety food in a micro market, that have not been approved by a recognized testing agency if the equipment demonstrates compliance with this chapter.

(LL) Micro market display-automatic shutoff.

(1) All micro market display units offering time/temperature controlled for safety food shall have an automatic control that prevents the equipment from opening if:

(a) There is a power failure, mechanical failure, or other condition that results in an internal equipment temperature that cannot maintain food temperatures as specified under rule 3717-1-03.4 of the Administrative Code; and

(b) A condition specified under paragraph (LL)(1) of this rule occurs, until the equipment is serviced and restocked with food that has been maintained at temperatures specified under rule 3717-1-03.4 of the Administrative Code.

(2) When the automatic shutoff within a display described under paragraph (LL)(1) of this rule is activated the ambient temperature may not exceed forty-one degrees Fahrenheit (five degrees Celsius) for more than thirty minutes immediately after the display is filled, serviced, or restocked.

(MM) Micro market display closure.

All micro market display units offering time/temperature controlled for safety food, shall be equipped with a self-closing door.

901:3 Department of Agriculture – Food Safety

OAC 901:3-4-02(E) For each retail food establishment license issued the following applicable amount shall be collected and transmitted by the licensor to the director of agriculture for deposit in the food safety fund created in section 915.24 of the Revised Code and used for administering and enforcing Chapter 3717 of the Revised Code, Chapter 3717-1 of the Administrative Code, and this chapter:

(3) Ten dollars for each license that the licensor issues under the fee category specified in paragraph (A)(5) of rule 901:3-4-03 of the Administrative Code.

OAC 901:3-4-03(A)(1) Retail food establishments in which the interior premises is under 25,000 square feet for each risk level specified in rule 901:3-4-05 of the Administrative Code, except for micro markets as defined in section 3717-1-01 of the Administrative Code.

OAC 901:3-4-03(A)(5) Micro markets shall be charged a license fee of ninety dollars upon implementation of this rule. The license fee for micro markets shall not be increased by more than the percentage of increase in the consumer price index for all urban consumers (United States city average, all items), prepared by the United States Department of Labor, bureau of labor statistics, for the immediately preceding calendar year.

Technical Bulletin

October 2012

NAMA

Micro Market - A New Innovation in Automatic Merchandising

Introduction

Technology is making possible great changes in the food and beverage vending industry. Normally, when a business wanted refreshment services for their employees a vending company would install one, two or three can beverages vending machines, a glass front vending machine, cold and/or frozen food vending machine and a coffee vending machine. (See photo to the right.) Customers made purchases from each individual vending machine with cash.

However, the biggest change has been the introduction of the micro market. A micro market is a self-checkout retail food establishment that replaces a bank of vending machines. In a micro market a customer picks up a product from an open rack display, a reach-in refrigerated cooler or freezer, then scans the UPC bar code or an RFID tag for each product at a payment kiosk. The customer pays with a single payment, be it cash, credit card or stored value card. Another unique feature of the micro market is that it operates without an employee present, just like vending machines. All micro markets are equipped with a 24 hour a day security system monitoring customers as they make their selections and checkout. Micro markets are designed to be in "closed locations." This refers to a business that has a moderately secured facility for a known group of employees where the micro market can be located in a designated area away from heavy public traffic.

The layout of a vending machine installation and a micro market are typically the same. A micro market can go into the exact same space that vending machines occupied and vice versa. In addition, all the vending and micro market equipment is portable and mobile.

Micro Market Products Available

In a typical micro market you will find:

- Fresh crisp salads and fruit
- Deli sandwiches, subs, soups and meal options
- Premium beverages, sparkling drinks and juice varieties
- Popular snacks, candies, gum and mints
- Low-calorie, low-fat healthy alternatives
- Breakfast sandwiches, pastries and cereals
- Ice cream and other frozen treats
- Some over the counter medicine and sundry items

Area of Installation



Mock up of the future Avanti Markets



Micro Market Equipment

To merchandise all the products available in a micro market you will typically find:

- Shelving, be it wall or free standing for popular snacks, candies, gum, mints, low-calorie, low-fat healthy alternative snacks and sundry items.
- Single or double door glass front reach-in refrigerators for premium beverages, sparkling drinks and juice varieties.
- Single door glass front reach-in refrigerator or open air cooler for fresh crisp salads and fruit; deli sandwiches, subs, soups and other meal options; breakfast sandwiches, pastries and cereals.
- Single door glass front reach-in freezer for ice cream and other frozen treats.
- Equipment specifications for handling time/temperature control for safety food.
- All glass front reach-in refrigerators and freezers and open air coolers shall be Listed by the National Sanitation Foundation.

How a Micro Market Works

A micro market is serviced on a pre-set schedule by a route driver. The route driver arrives at a location, checks the equipment to be sure it is working correctly, cleans the equipment on a set schedule, check products to be sure they are still "in date" and will be until the next service date, pulls any products that will be "out of date" and then stocks the product shelves and refrigerated and/or freezer units with new product. Through the use of on-line software, the route driver brings only what products are actually needed. The "out of date" products are returned to the warehouse for accountability and proper disposal at the end of day.

Today, government agencies at all levels along with businesses are requesting or mandating that healthier food options be available to their employees. Traditional vending has come a long way to improve its' offerings but is still very limited by column or shelf space size and selections as to what items can be sold in a typical vending machine. A micro market expands the number of products that can be sold in the same floor space a typical bank of vending machine would occupy. In addition, a customer can read all the nutrition information on the label of a food product because they can hold it before purchasing.



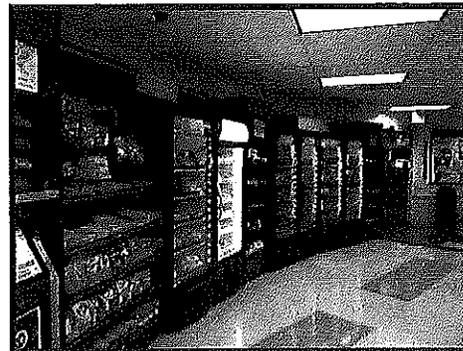
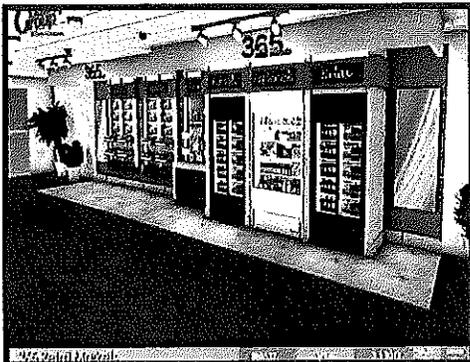
Public Health Safeguards

Food Safety - Since micro markets sell time/temperature control for safety food reach-in refrigerators maintain a temperature of 41°F and reach-in freezers maintain a temperature of 0°F. All refrigeration equipment has self-closing doors to help maintain the correct temperatures. In addition all refrigeration equipment are equipped with automatic shut-off controls that prevent the equipment from selling food by locking the door when there is a power failure, mechanical failure or other condition that results in an internal temperature greater than 41°F for longer than 30 minutes. Only an authorized service technician or the route driver has the ability to reset the equipment after it is has been determined what caused the temperature failure.



Food Security - Micro markets are designed to be located in a closed location serving a known set of employees. As mentioned earlier, micro markets operate without an employee present. To prevent theft and tampering of food products micro markets are equipped with 24/7 surveillance cameras. The time and date products were purchased can be traced back and matched to the person who made the purchase.

General Sanitation - To perform routine cleaning of the micro market, the route driver has access to potable water and a sanitation kit consisting of a cleaning pail, disposable towels, detergent in a spray bottle, sanitizer in a spray bottle and window cleaner.



TRAINING BOOKLET
from the
NATIONAL AUTOMATIC MERCHANDISING ASSOCIATION
PUBLIC HEALTH AND SAFETY PROGRAM

CLEAN, FILLED and WORKING

SANITATION FUNDAMENTALS
FOR VENDING SERVICE PERSONNEL

Prepared as a service to our members
by the Public Health and Safety Program

INTRODUCTION

Correct sanitation and safety practices in food and beverage vending service are the mark of an expert. Not everyone has the knack or the know-how to perform these practices when they begin a career in the vending industry, but these procedures can be learned.

This booklet is intended as a sanitation guide for vending service personnel who want to be professionals in his or her work.

In today's food and beverage vending industry a surprising number of staff are "foodservice personnel" by legal and public definition. These include not only commissary staff but also vending route personnel, hostesses, supervisors, shop mechanics, field installation and maintenance personnel. Everyone handles cups, commodities, unwrapped foods or the food contact parts of vending machines at sometime. This booklet discusses the sanitation requirements for vending operations when it becomes necessary for anyone of these individuals to service vending machines.

All suggested procedures are based on the requirements of the Food and Drug Administration's U.S. Public Health Service "Model Code for the Vending of Food and Beverages" and the more than 100 state and local vending regulations which are patterned after this model code.

If this booklet succeeds in bringing to the reader a few new ideas for improving his or her sanitation practices, it will promote an even greater acceptance of vending as a welcome service in growing numbers of locations.

THE IMPORTANCE OF SANITATION

Sanitation has a direct bearing on a vending company's survival, success and is an essential component of the vending business.

Why Is Sanitation So Important?

1. *It Keeps Your Customers Healthy*

Poor sanitation in the commissary, on the truck or at the machine location can cause foodborne illness, chemical poisoning or customer complaints, particularly where perishable foods are involved. Bad publicity, lawsuits and customer rejection resulting from any of these situations will severely limit growth and employment opportunities.

2. *It Keeps Your Customers Happy*

Your customers nowadays insist on high standards of cleanliness in all of the food establishments they patronize or they just won't buy. Protection against disease is not enough. Your customers want a **CLEAN SERVING AREA, CLEAN LOOKING EQUIPMENT and NEAT PERSONNEL.**

Unless a vending company can give their customers what they want in the matter of sanitation, the company stands to lose its present customers and to attract fewer new ones. Repeat business and new business are both vital to a company's survival and growth.

3. *It Keeps Your Employees Happy*

Professional vending service personnel recognize that good sanitation and servicing practices are the key to safe, high quality products and to customer satisfaction.

If the machine is **CLEAN, FILLED and WORKING**, it's a reflection on your company's high standards and will produce maximum sales. Maximum sales means better business for the company and for everyone concerned.

4. *It Keeps Regulatory Agencies Satisfied*

Vending operations are required to meet certain sanitation standards under the health laws of all 50 states and in military jurisdictions.

Machines, locations or commissaries closed for failure to meet these standards can result in loss of sales, reputation and less income all-around.

SANITATION PROCEDURE GROUND RULES

Here's why machines that vend cup beverages create the most sanitation problems: 1. Unwrapped commodities and cups; 2. Food contact parts; 3. Splash and spillage; 4. Insects and mice; 5. Liquid wastes and odors; and 6. Water quality problems.

Because of these problems, cup beverage venders result in the most complaints. Therefore, they need the greatest attention through cleaning and inspection. Before discussing general sanitation procedures we need to review the basic principles behind sanitation.

SANITATION is the creation and maintenance of a healthful or hygienic condition. In a vending situation, sanitation means wholesome food, handled in a hygienic manner, by healthy and trained service personnel in such a way that food is not contaminated.

There are four basic terms dealing with cleaning which you need to know. They are:

CLEAN means Free of visible soil.

DRY WIPE means Wipe with dry towel.

DAMP WIPE means Wipe with detergent dampened towel.

SANITIZE means flush with 180 degree F. water or sprayed with chemical sanitizers.

Cleaning and Sanitizing—What's the Difference?

Whether you are cleaning a chocolate whipper assembly, pots or pans in a commissary or dishes in a manual food operation, the sanitation reason is the same—to remove bacteria, viruses, yeasts, molds or other invisible organisms from these food contact surfaces.

Clean means free of visible soil. In cup vending machine servicing, cleaning is also done to maintain product quality and to remove food soil, oils and mineral stains that could affect product taste, aroma and appearances. That's cleaning.

Sanitizing means killing the bacteria and other organisms that remain on the surfaces after cleaning. Since most cleaning chemicals are not good sanitizers, cleaning and sanitizing are usually done in separate steps, as prescribed by health regulations and good industry practices.

Sanitizing can be accomplished in two ways:

1. **Heat Sanitizing:** The object is heated to a high enough temperature, immersing an object in water 170 degrees F. or above for no less than 30 seconds, to kill bacteria;
or

2. **Chemical Sanitizing:** The object is treated with a chemical compound capable of destroying disease-causing bacteria.

Two of the most common chemicals used in sanitizing are chlorine and iodine. Chemical sanitizing is done in two ways:

- a. By immersing an object in the correct concentration of sanitizer for one minute; or
- b. By rinsing or spraying double the usual recommended concentration of sanitizer on the surface to be sanitized.

For chlorine, the minimum concentration for immersion is 50 parts per million (ppm) and for spraying it is 100 ppm.

For iodine, the minimum concentration for immersion is 12.5 ppm and for spraying it is 25 ppm.

In either case the object must be thoroughly clean and completely rinsed in order for the sanitizing process to work. Caked-on soils not removed by cleaning, for example, may shield bacteria from a sanitizing solution.

SANITIZING IS NO SUBSTITUTE FOR A GOOD CLEANING.

HEAT SANITIZING— OUR CHOSEN METHOD

As stated earlier, heat sanitizing is accomplished by exposing a clean object to sufficiently high heat for a sufficiently long time.

The most common method of heat sanitizing is immersion of an object in water at 170 degrees F. for not less than 30 seconds. Water at this temperature can also be run through equipment designed for cleaning-in-place, provided the water can be kept hot enough.

Brew-temperature water is an excellent heat sanitizer for it's always above 180 degrees F. It can be used as a concentrated flush or poured into sanitation pails, sinks or circulated in manual or automatic vending machine sanitizing systems. Since hot water, at sanitizing temperatures, is available at most vending locations through the hot beverage machine, this booklet primarily discusses sanitizing by hot water methods. Where appropriate, chemical sanitizing is also discussed.

THE "CLEAN HANDS" OPERATION

Health regulations require that hands be clean when cups, commodities and food contact parts are handled or serviced, even though direct handling can usually be avoided by experts.

This means that cup loading, commodity and syrup pouring, cleaning, servicing, or reinstalling of food contact parts should not be mixed in with procedures that soil the hands such as washing parts, emptying pails, coin handling, exhaust system servicing, condenser cleaning, etc.

THE "CLEAN HANDS" PROCEDURE

When servicing beverage machines, or any vending machine containing food products, sanitation procedures should start with those steps that require CLEAN HANDS. The general steps for such a procedure include:

1. Load cups
2. Add commodities
3. Clean or exchange food contact parts
4. Clean inside of machine
5. Empty waste pail
6. Collect the money
7. Clean exterior of machine
8. Test vend

PROPER CLEANING TOOLS NEEDED

THE SANITATION KIT

A pail of water, a grimy rag and the best of intentions can't produce a CLEAN, FILLED and WORKING vending machine.

Every professional, whether doctor, auto mechanic or vending service personnel, must have the proper tools of the trade. In the field of vending operations, those who shop, test, maintain or service food and beverage vending equipment must have the tools and supplies necessary to assure that each machine is clean, safe and functioning when it's initially installed or returned to service. We call these tools a Sanitation Kit. Sanitation Kits must be handy and easy to carry. If not, they'll most likely be left on the truck.

Here is a list of items each Sanitation Kit should contain:

Sanitation Pail

Tube and nozzle brushes for food contact surfaces

Utility brush for dry spillage around canisters, etc.

Disposal towels, wet-strength and lint-free

Detergent in spray bottle, diluted to desired strength

Sanitizer in spray bottle, concentration prepared according to local requirements (usually double the recommended concentration of sanitizer used to clean surfaces; for example, chlorine sanitizers would be used at a concentration of 100 ppm)

Urn cleaner packets for coffee stains and oils

Odor control chemicals for pails and waterbaths

Replacement parts, if the exchange method is used

Cabinet polish or window cleaner for the outside of the machine

Note: Insect and mice control products have been intentionally omitted from the checklist shown above. If they are needed at a location, they should be carried inside the Sanitation Kit. They should never be carried with deliveries of cups, eating utensils and food products.

Obviously, this entire list is not necessary for all occasions and there are some items not listed that may be required for certain machine models. Company policy also affects what goes into the Kit; for example, whether service or maintenance personnel do certain cleaning functions and whether parts are cleaned on location or at the commissary. Remember, when storing cleaning compounds, be it in the warehouse or in your truck, be sure to keep them in a separate area away from all food products.

HEALTH AND HABITS OF SERVICE PERSONNEL

In a way, the present day vending machine is a compact, metal-clad food establishment. It's actually better than other foodservice operations, such as a salad bar or buffet, in protecting food and beverages from dust, dirt, weather, insects, coughs, sneezes and exploring fingers. However, any machine can lose these built-in sanitation advantages when the door is opened for cleaning, fillings and maintenance. The personal cleanliness and work habits of service personnel, attendants and mechanics can make the difference.

To help guarantee safe foods after the cabinet door is closed, here are some suggestions:

Personnel Cleanliness and Dress

Vending employees should look like foodservice personnel. Good appearance starts with personal cleanliness, good grooming and includes a neat-looking uniform or other suitable clothing.

Hands must be clean when machine servicing involves the handling of cups, commodities and food contact parts. Even if cup rims and food contact surfaces are not actually handled, the curious and the customers waiting for service expect clean hands.

Infected cuts can contaminate products and food contact surfaces. So can a robust cough or sneeze. Treat a cut before it becomes infected. Avoid cup beverage machine servicing, if at all possible, when nasal or other respiratory infections are severe.

Smoking during machine servicing may cause bacterial contamination. It also looks unprofessional, interferes with work and may violate location rules. When we are the customer, we apply these standards to the waitress, bartender or cook preparing our food and beverages.

Professional Work Habits

Vending service personnel have many responsibilities. Sanitation is just one of them. Many food sanitation problems and consumer complaints are caused by bad habits of service personnel, things that are done without thought or awareness.

Here are some examples of good work habits to help service personnel, such as you, evaluate your own work habits:

WASH HANDS before handling cups, commodities or food contact surfaces. Most locations have a lavatory that can be used.

Many service personnel call their cleaning towels "rags". The word "rag" suggests something used to wipe the floor or polish a car. Since we use "towels" or "cloths", call them by that name and treat them as towels or cloths. This will add dignity and sanitation to the job.

Carry food products, food contact replacements parts, cups and commodities to a location in a clean carrier or box.

Make it an automatic habit to service machines without touching cup rims or food contact surfaces. For example, hold whippers, troughs, chutes, etc. by the outside.

Some parts, such as whipper blades, syrup lift tubes, etc. must be handled by the food contact surface. Handle them with a clean towel.

Some parts are wrapped or bagged for route exchange. Use the bag as a glove when re-installing any food contact part, then put the soiled item in the same bag to avoid spillage.

When cleaning a food contact surface, start with a clean towel, use it later for general wiping.

Plan Ahead

Work out servicing/cleaning procedures with sanitation in mind. For instance, operations requiring clean hands must be done **FIRST**. Wash food contact parts in the sanitation pail **BEFORE** using the pail for the cup well or other non-food contact parts. Be sure and keep the sanitation pail clean at all times. Later in this booklet, typical servicing/cleaning procedures are outlined based on the clean hands procedure.

DON'T fill canisters or clean parts **ON THE FLOOR**. It's illegal, tiring, unsanitary and what the public expects in a food operation.

DON'T clean machine parts **IN THE TOILET ROOM**. True, it's a good place to wash hands and empty waste pails, maybe the only place; but cup wells and other machine parts should **NEVER** be cleaned in a toilet room. You don't do this at home and neither do our customers, so why do it at work.

CONCLUSION

Experienced vending service personnel agree that a planned approach to machine servicing makes it easier and faster. A careless approach to servicing fails to meet the desired sanitation goals, looks amateurish and usually takes longer.

ROUTE TRUCK SANITATION GUIDELINES

Vending service personnel are responsible for the cleanliness of cups, commodities, perishable foods and replacement parts from the moment they are received at the warehouse or commissary.

To keep these products clean and safe between the shop or commissary and the machines on location, sanitation must be maintained in the truck. Here are some tips to achieve this goal.

The Truck Interior

KEEP IT CLEAN, inside and out. Floors and shelving are top priority.

Store cup cartons, food and replacement parts **ABOVE THE FLOOR**.

Keep food products and commodities **TIGHTLY BOXED** when stored in the truck.

Be sure carriers are cleanable and clean. Don't use empty cardboard boxes to carry products from the truck to locations. They get dirty easy, can't be cleaned and will get whatever is placed inside dirty.

Transporting Potentially Hazardous Foods

If the route truck is used to deliver sandwiches and other potentially hazardous foods, they must be held at safe temperatures during the entire trip. Safe temperatures are 45 degrees F. or lower for cold foods and 140 degrees F. or higher for hot foods. Canned foods and soups are not included in this requirement.

Keep potentially hazardous foods at safe temperatures by using insulated, portable carriers or permanent insulated boxes during transit. Use mechanical refrigeration, canned refrigerant, cold plates or dry ice to hold safe temperatures until the last stop. A thermometer should be present in each container to monitor the temperature during delivery.

Pre-cooled insulated carriers, opened overnight in the commissary walk-in refrigerator, prior to loading with refrigerated food.

Handling Potentially Hazardous Foods at the Location

Load perishable products into machines as quickly as possible or store in a stand-by refrigerator. Sandwiches and other perishables that are allowed to warm up during route pack-out or delivery to the location or held in a wire basket while other machines are serviced **CANNOT** be guaranteed safe and top quality.

Check the machine thermometer and report cold units running above 45 degrees F. or hot units below 140 degrees F. The temperature cut-off control is **NOT WORKING** if this happens.

If other suppliers load your milk and ice cream machines, periodically check product temperatures, sample for stale or sour products and be sure to watch the dates on dated products.

REMEMBER

You are responsible for maintaining the quality of all perishable food during transit. A too cold or too hot vending machine can't improve perishable foods that arrive at the location half-spoiled because they were stored during delivery at temperatures above 45 degrees F. or below 140 degrees F.

SANITATION AT THE LOCATION

Not all sanitary conditions at vending machine locations are the responsibility of service personnel or attendants. Even so, you, as service and location personnel, are the only vending company employees who see customer locations regularly. You are the logical people to recognize, correct or report any developing condition that may affect sanitation, safety and sales.

Some items to look for:

Location Appearance—Does it look like a foodservice area? Even a foundry vending area can be neat and clean.

Floors—Are they kept clean? How about under and behind the machines? Do janitors know which machine kick plates swing up for cleaning purposes?

Lighting—Good lighting discourages insects and mice, encourages cleaning and displays the machines and merchandise better.

Plastic Utensils and Soup Bowls—Are unwrapped utensils in a clean, approved-type container? Are soup bowls in dispensers? Although these can present a problem at unattended locations, eating utensils do have sanitation importance.

Condiments—Are they in approved-type covered dispensers or packets? Condiment stands clean and in good repair?

Microwave Ovens—Are safety interlocks working? Cavities kept clean? Operating instructions and warnings still legible? Door hinges kept tight? "Brown-bagger" problems reported to management? Ovens tested for any leakage on a regular basis?

Trash Containers—Are they still there? Emptied? Cleaned? Covered? Decent looking?

Vandalism—Are vend doors broken or tipped off? Decals removed? Operating instructions legible? Vandalism reported to location management?

Mice and Roaches—Look for telltale signs. If present, is someone doing something to get them out and keep them out? Roaches are hard to eliminate once they set up housekeeping.

Overhead Leakage—Leaking or sweating pipes and drains above the machine bank can cause product contamination when cabinet doors are opened and cup turrets and other assemblies are swung out for servicing.

Excessive Dust—Airborne dust can be a health hazard at some industrial locations. If cup machine delivery systems and products in packaged food venders routinely show visible dust deposits, relocation of machines or area enclosures may be needed.

MACHINE SERVICING AND CLEANING METHODS

Company Policies

Vending companies should plan a sanitation and servicing procedure for each model used and for new models upon delivery. The manufacturer's recommended "Sanitation Procedures", in their operations or set-up manuals, provide useful guidelines.

Federal, state and local vending regulations require that safe, nontoxic chemicals be used for cleaning and sanitizing. In addition, the method used must result in food contact surfaces and parts that are visibly clean and bacterially safe. Since adequate utensil washing sinks are not usually available at vending locations, sanitation pails, parts exchange or in-machine cleaning/sanitizing systems must be used on location.

Use Common Sense In Planning Sanitation Procedures

There are many ways to service a vending machine to make it CLEAN, FILLED AND WORKING, but many of them aren't logical or efficient. Here are some items to check when planning a cleaning procedure:

Do your procedures get the job done quickly and with minimum labor?

Is the machine restored to a high level of cleanliness?

Are cleaning cycle waiting periods used to perform other duties?

Are operations requiring clean hands grouped together?

Is the need to open, close and reopen the machine while pails or parts are serviced minimized?

THE "CLEAN HANDS" PROCEDURE

Once again, let's review the basic terms dealing with cleaning which you were first introduced to in the "Sanitation Procedure Ground Rules" on page 4.

CLEAN means Free of visible soil

DRY WIPE means Wipe with clean, dry towel

DAMP WIPE means Wipe with detergent dampened towel

SANITIZE means Flush with 180 degree F. water or sprayed with chemical sanitizers as explained in the "Sanitation Procedure Ground Rules" Section

When servicing beverage machines, or any vending machine containing food products, sanitation procedures should start with those steps that require CLEAN HANDS. The general steps for such a procedure include:

1. Load cups.
2. Add commodities
3. Clean or exchange food contact parts
4. Clean inside of machine
5. Empty waste pail
6. Collect the money
7. Clean exterior of machine
8. Test vend

TYPICAL SERVICING/CLEANING PROCEDURES

With the clean hands and efficiency guidelines in mind, a typical hot beverage vending machines servicing procedure would follow these generalized steps:

A Typical Servicing/Cleaning Procedure for Hot Beverage Machine

1. Activate automatic cleaning system (if applicable)
2. Load cups; dry wipe cup track and deck with clean towel
3. Add commodities; periodically remove and damp wipe canisters; while canisters are out, shake them to prevent caking and bridging
4. Rinse brewer area and housing with service hose and flush system with hot water. At appropriate intervals, do brewer maintenance as recommended by manufacturer
5. Exchange, clean or flush product contact bowls, trough, etc. with brew temperature water to sanitize these parts.
6. Damp wipe and clean the machine interior from the top down including exhaust vent or screens; use dry wiping method for dust and commodity spillage and wet method for splash and caked-on material
7. Clean cup well, nozzle and inside and outside of vend door
8. Service waste and grounds containers, add an odor retarder to waste container. Clean interior floor area
9. Collect money; fill changer and record sales as required
10. Clean and polish outside of machine
11. Close machine and test vend coffee with cream and sugar using a combination of coins
12. Check volume and taste test for quality

A Typical Servicing/Cleaning Procedure for a Cold Cup Drink Machine:

1. Activate automatic cleaning system (if applicable)
2. Fill cup turret to recommended level
3. Wipe off syrup tank lids before filling; once a week wipe off both top and bottom of syrup compartment cover
4. Fill syrup tanks to recommended level being sure to avoid spillage; clean any splash or spill immediately
5. Clean and sanitize ice delivery door and ice chutes
6. Clean and sanitize discharge nozzles
7. Clean cup station and inside and outside of vend door
8. Empty and clean waste container, add an odor retardant to waste container. Clean interior floor area.
9. Damp wipe and clean the machine interior and check condenser air flow and screens, clean if necessary.
10. Collect money; fill changer and record sales as required
11. Clean and polish outside of machine
12. Close machine and test vend drink with ice using a combination of coins
13. Check volume and taste test for quality

A Typical Routine Servicing/Cleaning Procedure for Cold Food Machine

1. Check temperature of cabinet before opening the door. If not 45 degree F. or below, report to Service Department
2. Inventory and remove out-dated product (If product to be donated to charitable group, transport under refrigeration back to warehouse)
3. If using shelf-liners, replace missing or soiled liners
4. Check for spillage on merchandiss shelves; if present clean shelves as necessary
5. Fill with fresh product which has been transported at 45 degrees or below, making sure labels face correctly
6. Check bottom of cabinet interior for standing water, wipe up if present
7. Damp wipe and clean inside of cabinet
8. Check air flow screens and clean if necessary
9. Collect money; fill changer
10. Clean and polish outside of machine
11. Close machine and test vend using a combination of coins

OPTIONAL CLEANING METHODS

Vending sanitation regulations allow optional cleaning methods, as long as they are safe and get the desired end results. For example, a whipper assembly may be cleaned and sanitized by: 1. Exchanging parts with a duplicate from the shop; 2. Cleaning in a sanitation pail; 3. Daily flushing in-place with periodic removal; 4. Cleaning-in-place using built-in sanitizing system; or 5. A combination of these methods.

Here are optional procedures that are generally accepted:

Exchange Parts Methods: If the company's parts inventory permits, any machine hose or part may be cleaned, sanitized and bagged at the warehouse for return to the machine. This methods may be the most labor-effective, particularly for stained parts that need to soak longer than a normal service period.

Sanitation Pail Method: Clean food contact parts or machine parts with warm water, detergent and a clean towel or brush in a clean sanitation pail. Empty and rinse the pail. Fill the sanitation pail with brew temperature water and immerse parts for at less 30 seconds. Carefully handle and reinstall parts. Activate machine rinse system to once again sanitize reinstalled parts.

Daily Flushing Method: Product delivery systems with little or no visible soil build-up may be cleaned in their fixed or partly-removed position alternately with the take-apart, sanitation pail method discussed above. In such cleaning and sanitizing, care must be taken to avoid spraying the interior of the machine with water.

Cleaning-In-Place Method: Some brewed coffee and post-mix machines are designed for automatic circulation or manual cycling of cleaner and rinse solution through the entire system. These so-called C-I-P (Clean-In-Place) procedures are spelled out in the FDA Public Health Service Model Vending Code and the NAMA "Standard for the Sanitary Design and Construction of Food and Beverage Vending Machines".

IN CLOSING, REMEMBER:

Sanitation in the vending industry means wholesome food, handled in a hygienic manner, by healthy and trained service personnel in such a way that food is not contaminated.

Food and beverage vending machines are foodservice equipment and must be treated as such.

Only a **CLEAN, FILLED** and **WORKING** machine can vend a quality product.

For additional copies of this Booklet contact the NAMA Public Health and Safety Program in Chicago.

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