



# Handwashing Verification

Perhaps you're the owner of a successful restaurant, or maybe you're even the Certified Food Manager for your business. You know how to create successful policies and train your employees. So why did you still get a handwashing violation?

It's probably time to verify that your establishment's handwashing policy is being followed.

First of all, what is verification, and how do you verify that your handwashing policy is being followed?

*Verification is the periodic validation of food safety procedures. Use your verification process for feedback on whether you need to retrain employees or modify your policy.*

As you create a verification process to ensure your handwashing policy is being followed, ask yourself these important questions:

## **How do you verify that policies and training are being followed?**

Do you write anything down during your verification step?

## **Do you have logs?**

Do you use soap clickers to count handwashing activities?

## **Are you verbally testing your staff?**

Do they know all the scenarios when handwashing is required? Do they know how to properly wash their hands? Do they know where to wash?

## **Are you watching your employees to determine if they are following policies?**

How frequently? In which areas of the kitchen? Do employees look out for each other so they can succeed as a team?

## **If a job is assigned to a mid-level employee, are you following through to ensure that they are doing their job, especially during busy times?**

## **How often do you verify that your policies are followed?**

Do you check logs/counter daily? After each meal? Weekly? Frequent verification is helpful to ensure that prompt feedback can be given.





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## What do you do if a policy is not being followed properly or an item is found to be out of compliance?

Use areas of non-compliance to provide targeted training for your staff.

## How do you document corrective actions?

### Completing the AMC Cycle for Continual Improvement

When you find areas of non-compliance in your establishment, such as employees not washing hands when they are required, try to determine the root cause. Was it because your employees need additional training? Or can you adjust your policy to make it more complete?

Think about how you can prevent this issue from happening again.

Was it a problem with the...

Policy?	Or Training?
Handsink is broken	Employees are not washing their hands for a full 20 seconds
Soap dispenser is empty	Employees are not using soap when washing their hands
Towel dispenser is empty	Employees are not washing their hands prior to food preparation
Handsink is blocked by equipment	Employees are not washing their hands between handling raw meats and RTE food
Instructions for handwashing are incomplete or missing	Employees get busy and forget to wash their hands

If the issues are related to an incomplete policy, then you may wish to consider these steps.

Sometimes you may want to write a completely separate policy. For example, if the employee handles clean dishware directly after loading soiled utensils into the dishmachine without washing their





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hands between these steps, you might want to write a separate policy that defines handwashing procedures specifically for the warewashing station.

Similarly, if you have a dedicated food preparation station, you may want to write a separate policy that defines handwashing procedures for this station. This policy may highlight handwashing between handling raw food and RTE food.

If the issues are related to training, then you may wish to think about these interventions.

Staff may need additional training in a particular area. Remember to provide feedback to staff quickly, so that bad habits are not formed.

Who is failing to follow policies? Maybe your training has focused on new staff, and your senior staff may need a refresher training.

Perhaps you need to have more frequent food safety check-ins or training. Brief, frequent trainings are more effective than a one-time lecture on food safety.

You may want to focus a training on corrective actions. Sometimes staff see a problem but do not take action because they think that it is someone else's responsibility. Or your staff may not feel that they have the authority to take action on a particular issue. For example, a new employee may think they are not allowed to remind their peers to wash their hands, when applicable. Be sure that you explain your corrective action process to staff, for example, explaining that handwashing is a team effort and successful handwashing requires reminders from the entire team.

Do your employees know who to ask when they have a handwashing question? Be sure that there is someone available for food safety questions on every shift.

The last part of a verification process for managers is to review verification documents and logs to look for patterns and problem areas. These may be times of day when handwashing is more likely to be forgotten, or how frequently the soap and towel dispensers need to be refilled. Use insights



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from your review to suggest changes to your food safety team, and modify your handwashing policy.

To summarize, here are the key steps to consider with any verification process:

- **Use your verification process for feedback about whether your policy is being followed**
- **Implementing logs works well to verify that your systems are working**
- **When you identify problems, quickly provide feedback to staff**
- **Regularly review logs and verification results to look for patterns and problem areas**
- **Look for the root cause of issues that you identify. Was it policy or training related?**
- **Modify policies or schedule additional training based on information you gather during your verification step.**

Remember, after making changes to your handwashing policy, be sure to retrain your employees. You may wish to reread the Manager's Guide to Creating a Policy, and the Manager's Guide on Training your Employees.

