

The Idaho
Foodbank



Task Analysis

Assessing
Frozen Foods



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ASSESSING FROZEN FOODS (GENERAL AND ANIMAL PROTEINS)

BRIEF DESCRIPTION OF THE LEARNERS

Learners come from a mix of backgrounds and not necessarily people who have worked in the food industry prior. They are predominantly white females, likely to be volunteers and retired. However, during high traffic seasons, employees are pulled from other teams.

SOURCES AND METHODS

Data Sources	Data Collection Method(s)
Jennifer Erickson - Food Safety and Compliance Manager for the Idaho Foodbank. She oversees the delivery of donated food items and trains employees and volunteers on accepting donated food items including frozen food items.	<input type="checkbox"/> Extant Data <input type="checkbox"/> Observation <input checked="" type="checkbox"/> Interview <input type="checkbox"/> Survey <input type="checkbox"/> Other: [describe]

TASK CHARACTERISTICS

Task Characteristic	Findings
Major tasks	<ul style="list-style-type: none"> Follow procedures for assessing frozen food donations. Measure temperature of at least three random products with a calibrated thermometer. Store frozen food or food requiring freezing within 30 minutes. Destroy questionable products.
Goals for each major task	Segregate between general frozen products, frozen animal protein, and fresh animal protein donations. General Frozen Foods <ul style="list-style-type: none"> Take a temperature reading.

	<ul style="list-style-type: none"> ● Check the food packaging. ● Check the food quality. ● Accept or destroy the product. ● Store frozen food or food requiring freezing within 30 minutes. <p>Frozen Animal Protein</p> <ul style="list-style-type: none"> ● Take a temperature reading. ● Check the product date. ● Check the food packaging. ● Check the food quality. ● Accept or destroy the product. ● Store frozen food or food requiring freezing within 30 minutes. <p>Fresh Animal Protein</p> <ul style="list-style-type: none"> ● Take a temperature reading. ● Check the product date. ● Check the food packaging. ● Check the food quality. ● Accept or destroy the product. ● Freeze accepted product within 30 minutes.
Cues that trigger task performance	Foods are brought into the food bank for donation.
Resources people use to complete the task	Calibrated thermometer, infrared thermometer Bimetallic stem thermometer.
Standards that the completed task should meet	Idaho Foodbank Frozen Food SOP: Frozen Food Donation Guidelines SOP 5.15.1.3-04.docx
Task duration	15 to 60 seconds per item.
Task frequency	Weekly. More frequent during holidays.
Prerequisite skills	Ability to use various thermometers. Knowledge to identify the different categories of foods e.g., frozen, frozen solid, general frozen and animal protein etc.

TASK LIST (GENERAL FROZEN FOODS – BULK AND NON-BULK ITEMS)

1. Identify the donated item.
 - 1.1. General frozen foods (vegetables, juice, ice-cream, fries, etc.)
 - 1.2. Frozen animal protein (Meat, poultry, seafood.)
 - 1.3. Fresh animal protein.
2. Verify the temperature of the general frozen food product(s).

Hot tip: For larger donations from individual donors, select at least three random products (from the bottom, top and middle.) Depending on the quantity, you should verify the temperature of more than three items.

2.1.

If	Then	
The temperature of the product is $\leq 20^{\circ}\text{F}$	Proceed to 3. for non-bulk items.	Proceed to 4. For bulk items.
The temperature of the product is $> 20^{\circ}\text{F}$	Proceed to 7. (Destroy product)	

3. Inspect Product Packaging (**Non bulk items**)

Hot tip: non-bulk items are general frozen foods that are still within their original packaging.

3.1.

If	Then
The general frozen food product packaging is intact	Proceed to 6
The general frozen food packaging is damaged in a way that affects the product's integrity	Proceed to 7. (Destroy product)

Hot tip: If the food inside the packaging is exposed, consider the product damaged.

4. Check the food quality (**bulk items**)

Hot tip: bulk items are general frozen foods in large bags (e.g., 2000lbs) that need to be repackaged into smaller bags.

4.1

If	Then
The general frozen food product is acceptable	Proceed to 6
The general frozen food product is questionable	Proceed to 5

4.2

Hot tip: Questionable general frozen foods include vegetables or fries with water crystals while acceptable general frozen foods include vegetables or fries without water crystals.

4.2.1.



Images shown in 4.2.1. showing general frozen food with water crystals

4.2.2.



Images in 4.2.2. showing food products that are acceptable for repackaging.

5. Rework the bulk general frozen food product.
 - 5.1.

If	Then
A layer within the bulk general frozen food product does not contain water crystals	Proceed to 6
A layer within the general frozen food contains water crystals	Proceed to 7

Hot tip: If the frozen food product at the top of the bag has water crystals, check the middle and bottom layer as they may not have water crystals.

6. Accept the general frozen food product for refreezing.

Caution: Refreeze frozen food within 30 minutes of accepting it. Also, bulk frozen food must be repackaged before freezing.

7. Destroy the general frozen food product.

TASK LIST (FROZEN ANIMAL PROTEIN FOODS)

1. Identify the donated item
 - 1.1. General frozen food (vegetables, juice, ice-cream, fries)
 - 1.2. Frozen animal protein product (Meat, poultry, seafood)**
 - 1.3. Fresh animal protein
2. Verify the temperature of the frozen animal protein products.

Hot tip: For larger donations from individual donors, select at least three random products (from the bottom, top and middle.) Depending on the quantity, you should verify the temperature of more than three items.

2.1.

If	Then
The temperature of the product is $\leq 41^{\circ}\text{F}$	Proceed to 3.
The temperature of the product is $> 41^{\circ}\text{F}$	Proceed to 7. (Destroy product)

3. Verify the product date of the frozen animal protein.

3.1.

If	Then
The product is within its freeze-by or refrigerate-by date	Proceed to 4.
The product is passed its freeze-by or refrigerate-by date	

4. Inspect Product Packaging

4.1.

If	Then
The frozen animal protein product packaging is intact	Proceed to 5.
The frozen animal protein product packaging is damaged	Proceed to 7. (Destroy the product.)

Hot tip: If the food inside the packaging is exposed, consider the product damaged.

5. Check the food quality.

5.1.

If	Then
The frozen animal protein product is acceptable	Proceed to 6.

The frozen animal protein product is questionable

Proceed to 7. (Destroy product)

5.1.1.



Images in 5.1.1 showing frozen animal protein with freezer burn.

5.1.2.



Images in 5.1.2. showing acceptable frozen animal protein food.

6. Accept the frozen animal protein product.

Caution: Refreeze accepted frozen animal protein within 30 minutes of accepting it.

7. Destroy the questionable frozen animal protein product.

TASK LIST (FRESH ANIMAL PROTEIN)

1. Identify the donated item
 - 1.1. General frozen food (vegetables, juice, ice-cream, fries)
 - 1.2. Frozen animal protein product (Meat, poultry, seafood)
 - 1.3. Fresh animal protein**
2. Verify the temperature of the fresh animal protein product.

Hot tip: For larger donations from individual donors, select at least three random products (from the bottom, top and middle.) Depending on the quantity, you should verify the temperature of more than three items.

2.1.

If	Then
The temperature of the product is $\leq 41^{\circ}\text{F}$	Proceed to 3.
The temperature of the product is $> 41^{\circ}\text{F}$	Proceed to 7. (Destroy product)

3. Verify the product date of the fresh animal protein.
 - 3.1.

If	Then
The product is within its freeze-by or refrigerate-by date	Proceed to 4.
The product is passed its freeze-by or refrigerate-by date	Proceed to 7. (Destroy product)

4. Inspect Product Packaging

4.1.

If	Then
The fresh animal protein product packaging is intact	Proceed to 5.
The fresh animal protein product packaging is damaged	Proceed to 7. (Destroy product)

Hot tip: If the food inside the packaging is exposed, consider the product damaged.

5. Check the food quality.

5.1.

If	Then
The fresh animal protein product is acceptable.	Proceed to 6.
The fresh animal protein product packaging is questionable.	Proceed to 7. (Destroy product).

Hot tip: Questionable products include off-color items.

5.1.1.

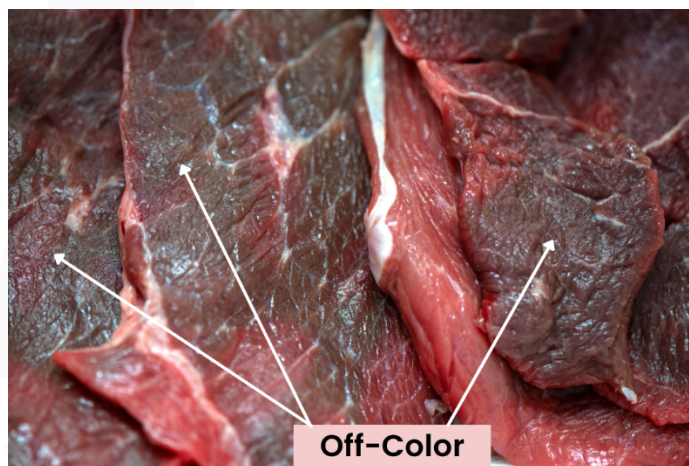


Image in 5.1.1. showing off color fresh animal protein.

5.1.2.



Image in 5.1.2. showing acceptable quality fresh animal protein

6. Accept the fresh animal protein product.

**Caution: Freeze fresh or thawed animal protein
within 30 minutes of accepting it.**

7. Destroy the questionable fresh animal protein product.

TASK LIST (SUMMARY OF ALL PRODUCT TYPES)

1. Identify the donated item.			
General Frozen Food (vegetables, juice, ice-cream, fries). Frozen Animal Protein (meat, poultry, seafood). Fresh Animal Protein.			
2. Verify the temperature of the food product			
Hot tip: For larger donations from individual donors, select at least three random products (from the bottom, top and middle.) Depending on the quantity, you should verify the temperature of more than three items.			
General Frozen Food		Frozen Animal Protein	Fresh Animal Protein
If the temperature is $\leq 20^{\circ}\text{F}$ proceed to 3.		If the temperature is $\leq 41^{\circ}\text{F}$ proceed to 3.	
If the temperature is $> 20^{\circ}\text{F}$ proceed to 7.		If the temperature of a product is $> 41^{\circ}\text{F}$ proceed to 8	
3. Verify the product date			
General Frozen Food		Frozen Animal Protein	Fresh Animal Protein
Proceed to 4. for non-bulk items	Proceed to 5. for bulk items	If the product is within its freeze-by or refrigerate-by date proceed to 4	If the product is within its freeze-by or refrigerate-by date proceed to 4
		If passed date proceed to 4	If passed date proceed to 8
Hot tip: non-bulk items are general frozen foods that are still within their original packaging. bulk items are general frozen foods in large bags (e.g., 2000lbs) that need to be repackaged into smaller bags.			
4. Inspect product packaging			
General Frozen Food		Frozen Animal Protein	Fresh Animal Protein
If intact, proceed to 5			

If damaged, proceed to 8		
Hot tip: If food inside the packaging is exposed, the product is considered damaged.		
5. Check the quality of the food		
General Frozen Food	Frozen Animal Protein	Fresh Animal Protein
If acceptable proceed to 7.		
If questionable proceed to 6.	If questionable proceed to 8	
Hot tip: Questionable products include items with freezer-burn, or that are off-color, or contain water crystals within the packaging.		
6. Rework the bulk general frozen food product.		
If a layer within the bulk general frozen food product does not contain water crystals, proceed to 7.	If a layer within the general frozen food contains water crystals, proceed to 8.	
7. Accept the food item		
⚠ Caution: Freeze food within 30 minutes of accepting it. Bulk frozen food must be repackaged before refreezing.		
8. Destroy the food item		

CRITICAL TASKS YOUR TRAINING WILL ADDRESS

- Introductory training with job aid.
- Standalone job aid (flow chart) that provides guidance for accepting or destroying food donations.
- A sequence (Food type – Temperature – Date – Packaging – Quality) for ensuring accepted food donations meet compliance requirements.
- Visual job aids and posters for quick reference.
- The confidence learners need to be able to accept or reject food donations with little or no supervision.

WHAT IS CRITICAL, DIFFICULT, AND COMPLEX

- Learners must know exactly how and when to use any one of three types of thermometers to take an accurate temperature reading of the food product.
- Ability to interpret the terms “use/freeze/refrigerate by “is critical to verifying the product date.
- Learners must be aware of the types of product packaging and food quality that do not meet compliance standards as variability in the donations constitutes some complexity.
- Learners can interpret when to segue from one step to another in the frozen foods assessment sequence.

OPERATING ASSUMPTIONS

- Learners possess all the resources and tools necessary to carry out their job.
- Learners know how to operate the various thermometers used at Idaho Food Bank.
- Learners will prepare their workstations and assemble the resources they need prior to beginning the task.
- The compliance standards and requirements for accepting frozen foods will not undergo any changes after implementation.
- Anyone who receives or stores frozen food will have continued access to the job aid, and that the dominant language spoken will remain English.
- Learners understand the importance of accepting quality products (to prevent food poisoning) and eliminate complaints from the recipients at the end of the chain.
- Learners can cue when to take three random temperature readings from a sample donation and when to take individual temperature readings of every item.



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