

Learner Handbook

Food Handler Certificate Program

About the Food Handler Certificate Program

The Health Technologies, Inc. Food Handler educational program and assessment delivers food safety training to employees in the areas of Basic Food Safety, Personal Hygiene, Cross-Contamination, Time-Temperature Control and, Cleaning and Sanitation. The Food Handler educational program has no official prerequisite and may be completed by individuals seeking knowledge of basic safe food handling procedures.

The Food Handler assessment is designed to assess the knowledge that has been delivered through the Health Technologies Food Handler educational program content. Of note, some states, counties, or municipalities have specific requirements for food handler training and assessment. In these instances, please use the appropriate and specific version of the food handler program to meet regulatory standards.

Background

This program handbook is designed by Health Technologies, Inc. as a guide to the Food Handler educational program and exam. The program handbook contains the policies and procedures to be upheld by examinees and program administrators. The goal of the Food Handler educational program and assessment is to enhance food safety and sanitation standards through education.

Target Audience

Food Handler education is targeted to food service workers in healthcare environments including, but not limited to: acute care, long term care, adult day care, home care, and assisted living.

Program Goal

Participants will receive instruction on foodborne illness and contamination, food receiving, storing, preparing and serving food, personal hygiene, cleaning and sanitizing, and pest prevention. The food handling education will increase food handler awareness for food safety and sanitation practices thereby decreasing instances of foodborne illness outbreak.

Health Technologies' Food Handler program endeavors to:

- Improve and maintain food safety in long term care communities
- Reduce sanitation errors that may lead to adverse outcomes
- Maintain comprehensive nutrition support for long term care operators

Learner Outcomes

After completing the Food Handler education program, learners should be able to:

1. Describe the importance of food safety
2. Explain the causes and consequences of foodborne illness
3. Describe how to handle food safely, from receiving through service
4. Identify proper methods of personal hygiene when working with food
5. Describe how food can be contaminated and how to prevent contamination
6. Explain cleaning and sanitizing
7. Describe pest control

Individuals who have achieved the certificate of completion for the Food Handler program have a knowledge of food handling best practices to prevent unintended outcomes such as foodborne illness.

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Content

The Health Technologies Food Handler education program is designed and maintained by subject matter experts including Registered Dietitians, specializing in food safety and sanitation.

The program will include the following core content areas:

1. Basic Food Safety
2. Personal Hygiene
3. Cross-contamination
4. Time & Temperature
5. Cleaning & Sanitation

Technology Requirements

Learners will access the Food Handler educational program via an online learning management system. At minimum, learners must have access to a computer or appropriate device with internet access.

Communication to Learners

Any changes to the certificate program purpose, scope, intended learning outcomes, or requisites will be communicated to active users and stakeholders via the online learning management system and email (if learner email provided at time of registration).

Procedure for Evaluation

Survey evaluations will be issued to each learner at the completion of the learning content to ensure appropriate corrective action for areas of improvement denoted in the evaluation process. Online survey will be sent to each participant following the submission of the assessment exam. Online survey results will be monitored and reviewed by the Program Administrator.

Records and Document Control

All individual records and documents pertaining to Certificate programs are kept under encrypted password-secure conditions in the online learning management system. Individual access to the learning management system is granted to the individual learner by either the program administrator and/or on-site supervisor (team leader). The following information is available in the online learning management system:

- The progress or completion of the program
- The certificate issue date
- The certificate term of validity
- Certificate of completion

Certificate Issuance and Use

A certificate will only be issued upon successful completion of the HEALTH TECHNOLOGIES food handler course.

Issuance Authority – HEALTH TECHNOLOGIES issues all certificates in a responsible manner and informs certificate holders and stakeholders about proper use and interpretation of the certificates issued. The HEALTH TECHNOLOGIES develops all criteria for certificate issuance and is the sole authority for issuance of all HEALTH TECHNOLOGIES Certificates (HEALTH TECHNOLOGIES does not outsource this decision). Student identity is verified by the facility authority prior to the classroom instruction or online learning

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management system.

Certificate Requisites - Certificates are issued after all requisites are fulfilled by the learner and verified by the HEALTH TECHNOLOGIES. The HEALTH TECHNOLOGIES uses only the information gathered during the certificate program process as a basis for the decision to issue the certificate. Successful completion of the food handler education is determined by the achievement of finishing the online course, including a 70% or greater score on the online assessments. Completion results of the Food Handler assessment exam will be communicated to learners at the time of the assessment completion.

Non-Transferable - HEALTH TECHNOLOGIES Certificates are only issued to individuals and are non-transferrable.

Term of validity – The HEALTH TECHNOLOGIES Certificate will be valid for a period of three (3) years. To ensure compliance with the most up-to-date best practices and in keeping with the review cycle for the FDA Food Code, the food handler program certificate will be issued for a 3 year period.

Issuance – After the above requisites have been met, certificate will be signed by the Program Administrator and issued to the student directly via email. If a valid email address is not available for the student, certificates may be emailed to the appropriate designated Employer Representative (i.e. Facility Administrator, Human Resource Manager, Food Service Manager, etc.) of the Facility/Corporate Group.

Failure – Students will be given the opportunity to retake the Food Handler Certificate Program with unlimited attempts until a passing score is reached; however, the student must complete educational content with each assessment exam attempt. The student will not be permitted to retake the assessment exam without completing the educational component of the course first. Students must re-enroll in the online learning management system in order to track assessment attempts and appropriate completion of the requisite education component prior to any assessment attempt.

Details on a Certificate HEALTH TECHNOLOGIES Certificates include:

- Name of the certificate holder
- Title of the certificate program
- HEALTH TECHNOLOGIES name and logo
- Certificate issue date
- Certificate identification number
- Term of validity

Invalidating a Certificate - HEALTH TECHNOLOGIES certificates are invalidated for the following reasons. The HEALTH TECHNOLOGIES Program Administrator shall notify certificate holders and their employers, in writing, if a previously issued certificate is invalidated:

- Determination is made that a certificate holder did not participate in the required educational course and post-assessment.
- Determination is made that a certificate holder received the certificate by administrative or technical error.

Designations - HEALTH TECHNOLOGIES does not grant designations or designation acronyms to certificate holders.

Continuing Education – Certificate holders do not need continuing education to maintain their standing

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as a HEALTH TECHNOLOGIES Certificate Holder.

Certificate Information – The HEALTH TECHNOLOGIES Program Administrator should be contacted by phone or email for information regarding confirmation of certificate completion, term of validity, certificate date of issuance, and/or to request a copy of the certificate of completion. The Program Administrator will reply to all requests within 5 business days.

FoodHandler@DiningRD.com | 1.800.544.3059

Complaints and Appeals

A review and appeals process is available to individuals seeking to make a complaint or amend a decision denying certificate from a Health Technologies Food Handler Certificate Program. The Health Technologies management team in collaboration with the Food Handler program administrator review and make determinations in all complaints and appeals. All complaints and appeals shall be submitted, in writing. Students shall report complaints to the responsible party (i.e. Facility Administrator, Human Resource Manager, Food Service Manager, etc.) at the Facility/Corporate Group. The facility representative (i.e. Facility Administrator, Human Resource Manager, Food Service Manager, etc.) will file the complaint to Health Technologies on behalf of the student. Individuals may also submit complaints or appeals on their own behalf. Complaints and appeals shall be submitted to [FoodHandler@diningRD.com].

Privacy, Confidentiality, and Security

Health Technologies makes all reasonable efforts to the extent possible to respect and maintain the privacy of certificate program participants. To demonstrate our firm commitment to privacy. The following discloses our information gathering and dissemination practices. Health Technologies reserves the right to change this policy at any time by notifying users of the existence of a new privacy statement.

Health Technologies holds in confidence and handles in a secure manner any information of a confidential nature related to, or obtained from, its certificate programs. Such information includes:

- Participants (e.g., learners and certificate holders)
- Learning outcomes evaluation instruments (i.e., assessments)
- Answer Keys
- Results
- Other related educational materials

Health Technologies ensures personal information is not to be disclosed without the explicit permission of the person concerned, strict personal information security is maintained, and proper safeguards are in place to protect against unauthorized disclosure of information.

HEALTH TECHNOLOGIES implements information security best business practices (e.g., access controls, encryption, etc.) to protect the confidentiality, integrity and availability of information of a confidential nature.

HEALTH TECHNOLOGIES does not collect personal data about individuals except when such individuals or stakeholders specifically provide such information on a voluntary basis. Certificate holders and stakeholders need to be aware that non-personal information and data may be automatically collected through the standard operation of HEALTH TECHNOLOGIES's Internet servers or through the use of 'cookies.'

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The personal data collected is used by HEALTH TECHNOLOGIES and third parties acting on its behalf for customer administration and marketing related purposes including; to provide resources to and manage HEALTH TECHNOLOGIES's relationship with all stakeholders, to process and respond to queries received from the public and to send marketing communications on HEALTH TECHNOLOGIES's behalf and on behalf of other selected vendors.

In some cases, such as the program registration, HEALTH TECHNOLOGIES requires the collection of home address and telephone numbers. It has been our experience that residential contact information is more constant than business contact information because of the mobility of professionals through their careers. This information is only used to contact individuals about upcoming certificate program and awareness information as well as the distribution of certificates.

HEALTH TECHNOLOGIES occasionally performs statistical analyses of user behavior and characteristics in order to measure interest in and use of the various areas of the website. HEALTH TECHNOLOGIES provides only aggregated data from analyses to affiliated third parties. HEALTH TECHNOLOGIES also uses your IP address to help diagnose problems with our server and to administer the website.

As HEALTH TECHNOLOGIES is an organization based in the United States, your personal data will be collected and processed in the United States by HEALTH TECHNOLOGIES and third parties acting on its behalf in accordance with and for the purposes set out in this Privacy Policy. If you do not wish your personal data to be handled in this way, please inform us using the contact details below.

HEALTH TECHNOLOGIES is a certificate issuing organization and maintains information on those who possess its certificates or have expressed an interest in them. If you would like to see the information HEALTH TECHNOLOGIES retains about you, please write to our marketing department at the address below. For those who do not maintain their certificate, HEALTH TECHNOLOGIES retains certificate records for a minimum of seven (7) years per HEALTH TECHNOLOGIES standards. Additionally, at an individual's written request HEALTH TECHNOLOGIES will update/correct personal information previously acquired which you believe to be inaccurate.

HEALTH TECHNOLOGIES is a certificate issuing organization and, as such, must maintain contact information on all inquiries to communicate relational or transactional information. HEALTH TECHNOLOGIES also sends promotional material promoting its conferences, awareness opportunities, or other offerings. From time to time, HEALTH TECHNOLOGIES collaborates with other security organizations and companies to promote other programs that may be of interest. In such cases, HEALTH TECHNOLOGIES does not provide these organizations with any mailing information or otherwise disclose any contact information but distributes the organization's information on their behalf to those who have elected to receive such information. We will always obtain your prior permission before sending you marketing communications. If, at any time, you do not wish to receive marketing material, every marketing e-mail will include an opt- out link at the bottom or you may notify HEALTH TECHNOLOGIES in writing at the address below.

Certificate Verification

As an organization that issues certificates, HEALTH TECHNOLOGIES may be requested to verify whether an individual's assertion that they possess our certificate is accurate. It is an implied duty that HEALTH TECHNOLOGIES identifies and attests to the certificate holder status of those individuals who do possess our certificates. As such, HEALTH TECHNOLOGIES will verify whether an individual holds a certificated issued by HEALTH TECHNOLOGIES or not upon receiving sufficient identifying information regarding the

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subject of the inquiry. However, under no circumstances is any contact or other information disclosed.

Program Commercial Support and Disclosure

No outside commercial support by way of grants or commercial partnership is accepted by Health Technologies, Inc. Health Technologies will continue to operate independently.

Fees, Cancellation, and Refunds

Health Technologies will charge course fees respectful of fair and reasonable cost for course materials based on production of materials and administrative time while abiding by state and local regulations on the limitation of Course fees.

Refunds are only considered for the following reasons:

- Duplicate transactions
- Incorrect course purchases within Health Technologies, Inc.

For a refund to be considered, the following must not have occurred:

- The purchase transaction more than two (2) weeks previous.
- Course content viewed, accessed, or completed.
- If applicable to the course, the assessment test has not been started.
- A certificate was not issued for the recent purchase in dispute.

If an individual student wishes to cancel enrollment in the Food Handler educational program, they may do so at any time by choosing to deactivate their account in the online learning management system. Refunds for cancellation will be considered if the above criteria is met.

Compliance with the Americans with Disabilities Act

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) are federal laws that require employers with 15 or more employees to not discriminate against applicants and individuals with disabilities and, when needed, to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of Health Technologies, Inc. to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is the company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

When an individual with a disability requests accommodation and can be reasonably accommodated without creating an undue hardship or causing a direct threat to workplace safety, he or she will be given the same consideration for employment as any other applicant. Applicants who pose a direct threat to the health, safety and well-being of themselves or others in the workplace when the threat cannot be eliminated by reasonable accommodation will not be hired.

Health Technologies, Inc. will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the

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accommodation creates an undue hardship to Health Technologies, Inc.

All employees are required to comply with the company's safety standards. Current employees who pose a direct threat to the health or safety of themselves or other individuals in the workplace will be placed on leave until an organizational decision has been made in regard to the employee's immediate employment situation.

Individuals who are currently using illegal drugs are excluded from coverage under the company ADA policy.

The HR department is responsible for implementing this policy, including the resolution of reasonable accommodation, safety/direct threat and undue hardship issues.

The examples provided in the above terms are not meant to be all-inclusive and should not be construed as such. They are not the only conditions that are considered to be disabilities, impairments or reasonable accommodations covered by the ADA/ADAAA policy.

Nondiscrimination

No individual is to be excluded from the Food Handler Certificate program based on any attributes other than his/her eligibility to sit for the assessment exam.

Health Technologies, Inc. is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Health Technologies, Inc. expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

Health Technologies, Inc. has developed this policy to ensure that all its employees can work in an environment free from unlawful harassment, discrimination and retaliation. Health Technologies, Inc. will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

Any employee who has questions or concerns about these policies should talk with the director of human resources or a member of the personnel practices committee.

These policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions. In other words, no one should make the mistake of engaging in discrimination or exclusion to avoid allegations of harassment. The law and the policies of Health Technologies, Inc. prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and perquisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further those policies, not to form the basis of an exception to them.

Contact Us

Food Handler Certificate Program - Health Technologies, Inc.

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