Kids Cafe Meal Complaint and

Food Safety Incident Procedure

Purpose

The purpose of this procedure is to establish the process for reporting and responding to concerns involving Kids Cafe® meals, including but not limited to foreign objects found in meals, suspected contamination, food quality concerns, or reports of illness following consumption of a Kids Cafe® meal. This procedure applies to all Kids Cafe® agency partner sites, staff, and volunteers.

It is the goal of St. Mary's Food Bank Alliance ("SMFB") to maintain strict food safety standards during the preparation, storage, transportation, and distribution of all Kids Cafe® meals.

All Kids Cafe® agency partner sites must:

- Maintain a clean and sanitary environment;
- Ensure safe food storage practices are followed;
- Have staff onsite with a valid Food Handler Card or equivalent accredited food safety certification; and
- Participate in required food safety and meal handling training prior to receiving meals through the Kids Cafe® Program.

The Agency Partner Site Leader is responsible for reporting any issue involving a Kids Cafe® meal immediately upon discovery and no later than the end of the same business day. The Child Nutrition Team is responsible for responding to reported concerns within twenty-four (24) business hours.

Reporting Procedure

If a problem with a Kids Cafe® meal is identified, the Agency Partner must complete the following steps:

1. **Ensure Child Safety**
   Immediately assess the health and safety of the child or participant involved. Seek medical attention if necessary before proceeding with additional steps.
2. **Stop Meal Distribution**
   Immediately suspend distribution of any remaining meals associated with the reported issue until further guidance is provided.
3. **Assess Remaining Meals**
   Review remaining meals for signs of contamination, spoilage, damage, tampering, or other food

safety concerns. Any meals suspected to be unsafe shall be isolated from other food products. When in doubt, meals should not be served.

4. **Retain Affected Meals for Investigation**
   Do not discard meals associated with the complaint or concern. Affected meals must be held for review and possible pick-up by SMFB staff. Meals should be stored separately in a safe manner to prevent cross-contamination until further instructions are provided.

5. **Notify the food bank via your Partner Advocate**
   Contact your assigned Partner Advocate immediately to report the issue and provide all known details related to the incident.

Follow-Up and Investigation

Upon notification of a reported concern, SMFB may:

- Conduct a site follow-up or investigation;
- Review meal handling and storage procedures;
- Collect affected meal samples or documentation;
- Coordinate with food safety authorities if necessary; and
- Determine whether corrective action or additional training is required.

All incidents and corrective actions shall be documented and maintained in the Agency Partner file in accordance with program requirements.