

Food Safety Modernization Act Produce Safety Rule

Compliance Guide for Produce Growers - Visitors (March 2020)

These recommendations are a subset of the full set of requirements. Each farm will have a unique path to fully meeting the requirements of the Produce Safety Rule. These suggestions and resources are an overview and starting point that apply to many, but not all, farms. For more information visit www.ksre.ksu.edu/producesafety.

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Visitors

FSMA Produce Safety Rule Reference Subpart D § 112.33

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What are the visitor related requirements of the Produce Safety Rule?

- 1) Make visitors aware of your policies and procedures to protect produce from contamination by people
- 2) Take reasonable steps to ensure that visitors comply with your policies and procedures
- 3) Provide accessible toilet and handwashing facilities to all visitors



K-STATE
Research and Extension



ADA

2010 Revised
Requirements

Service Animals

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

Overview

This publication provides guidance on the term “service animal” and the service animal provisions in the Department’s revised regulations.

- Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.
- A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.
- Generally, title II and title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.

How “Service Animal” Is Defined

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

This definition does not affect or limit the broader definition of “assistance animal” under the Fair Housing Act or the broader definition of “service animal” under the Air Carrier Access Act.

Some State and local laws also define service animal more broadly than the ADA does. Information about such laws can be obtained from that State’s attorney general’s office.

Where Service Animals Are Allowed

Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. For example, in a hospital it would be inappropriate to exclude a service animal from areas such as patient rooms, clinics, cafeterias, or examination rooms. However, it may be appropriate to exclude a service animal from operating rooms or burn units where the animal’s presence may compromise a sterile environment.

Service Animals Must Be Under Control

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Inquiries, Exclusions, Charges, and Other Specific Rules Related to Service Animals

- When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person’s disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal’s presence.

- Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.
- If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.
- Staff are not required to provide care or food for a service animal.

Miniature Horses

In addition to the provisions about service dogs, the Department’s revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner’s control; (3) whether the facility can accommodate the miniature horse’s type, size, and weight; and (4) whether the miniature horse’s presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

**For more information about the ADA,
please visit our website or call our toll-free number.**

ADA Website
www.ADA.gov

To receive e-mail notifications when new ADA information is available, visit the ADA Website’s home page and click the link near the top of the middle column.

ADA Information Line

800-514-0301 (Voice) and 800-514-0383 (TTY)

24 hours a day to order publications by mail.

M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m. – 5:30 p.m. (Eastern Time)
to speak with an ADA Specialist. All calls are confidential.

For persons with disabilities, this publication is available in alternate formats.

Duplication of this document is encouraged. July 2011

Service Animals on U-Pick Farms

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UNIVERSITY OF GEORGIA
EXTENSION



The Produce Safety Rule (PSR) under the U.S. Food Safety Modernization Act contains regulations for growers on the management of wildlife, working animals, and domesticated animals on farms that grow fresh produce. The PSR requires that if domesticated animals are allowed on the farm, their feces must be controlled to prevent the contamination of produce (FDA, 2015). For this reason, many growers exclude domesticated animals from their farms. However, when portions of the farm are open to the public, the Americans with Disabilities Act (ADA) protects the rights of individuals with disabilities who are accompanied by a service animal. This protection extends to individuals participating in activities or obtaining goods at U-pick operations, roadside food stands, and on-site restaurants.



What is considered a service animal?

Service animals are designated by the ADA as dogs (or miniature horses, discussed later) that are “trained specifically to do work or perform tasks for a person with disability” (DOJ, 2011).

The ADA further stresses that the animal must meet several requirements, including: **a) the individual accompanied by the animal must have the disability for which the animal is trained to assist**, and **b) the animal must be under complete control of the individual at all times**, either by leash or tether, or in the event that such methods interfere with the animal’s ability to serve its purpose, must be under voice, signal, or other means of control.

Animals that are not dogs and/or whose purpose is only to provide comfort or support are not considered service animals under the ADA. In the state of Georgia, a trainer of service animals (when they are an agent of a school for eye, hearing, service, or guide dogs) and their animal-in-training have the same rights as an individual with a disability accompanied by a service animal (Georgia Code § 30-4-2).



Conditions for which a service animal may be necessary

Not all disabilities will be obvious to the casual observer, and service animals are trained to provide a broad spectrum of tasks. They may accompany individuals with:

- Vision or hearing impairment
- Seizure disorders
- Diabetes
- Post-traumatic stress disorder (PTSD)
- Autism
- Other disabilities

Where are service animals allowed?

All state and local governments, businesses, and nonprofit organizations are required by the ADA to allow service animals to accompany individuals with disabilities in all areas that are normally open to the public. This includes the public areas of business that sell or prepare food, regardless of state or local codes.

What does this mean for produce farms?

Farms that have U-pick operations, roadside stands, on-site restaurants, or other venues that are open to the general public are required to allow service animals in all areas to which the general public has access, provided that the service animal accompanies an individual with the disability for which that animal is trained. In contrast, farms that are not open to the public are not required to let any individual of the public onto their operation, including individuals with disabilities and their animals. However, when an operation that is closed to the public hires an individual with a disability who requires a trained service animal, the operation must allow that individual to be accompanied by their service animal.

How does an operation identify a service animal?

Staff are only allowed to ask two questions to clarify whether a dog is a service animal, including:

- **Is the animal a service animal required for a disability?**
- **What work or task has the animal been trained to do?**

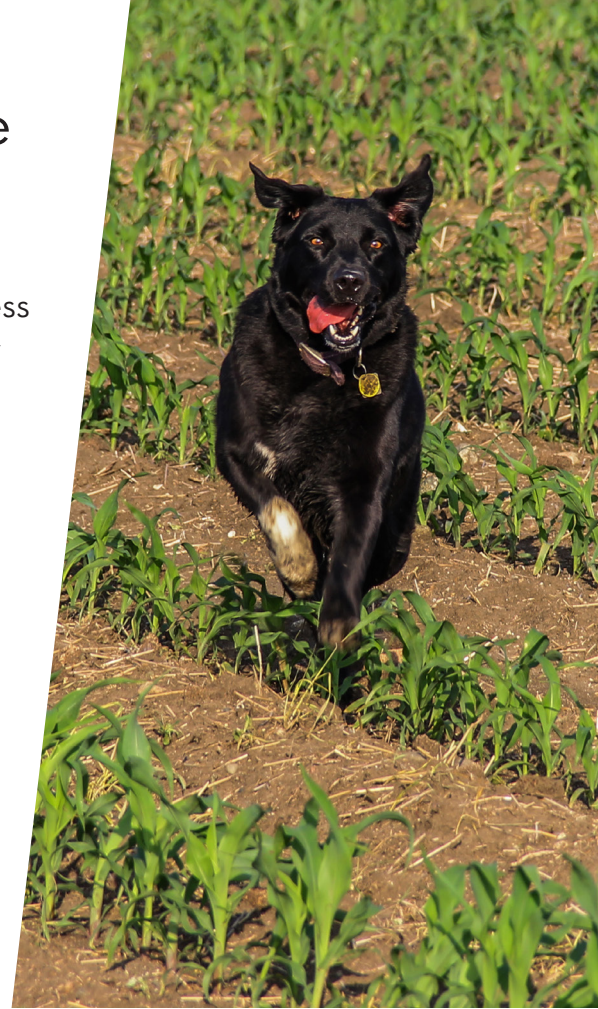
Under no circumstance should staff ask about the individual's disability nor require the individual to provide medical proof of their disability. In addition, it may not be asked for the animal to perform its task on command, and you may not ask for documentation that the animal has been trained as a service animal. **Service animals are not required to have any identifying equipment, vests, or patches.** Additionally, allergies or fear of dogs are not an allowable reason to exclude a service animal from a facility. In these situations, both the individual with the disability and the individual with the allergy or fear should be accommodated as much as the facility is able (DOJ, 2011; DOJ, 2015).



Service animal management at the U-pick operation

While a U-pick operation is required to allow service dogs accompanying an individual with a disability on their public access grounds, the farm is allowed to enforce rules to ensure the safety of their produce.

- **The animal should be kept between rows and not be allowed to trample or otherwise damage plants.**
- **The animal should only be allowed to defecate or urinate in designated areas.** Make sure that these designated areas are easy to identify, clearly marked, and located away from produce fields, food preparation areas, or walkways. In the event that the animal does defecate in the field, it is the responsibility of the owner of the service animal to report the incident to a staff member of the U-pick operation. It is the U-pick operation farm's responsibility to have staff trained and prepared to follow a standard operating procedure to remove the contamination in a manner that prevents contamination to remaining produce.



Farm rights under the ADA

If for some reason the individual (handler) is unable to maintain control of their service animal, then staff may ask that the service animal be removed from the facility. This includes instances where an animal defecates in a produce field or in a similarly unacceptable location. However, the individual must be allowed to purchase goods or receive services once the animal has been excluded from the farm or location.

- The animal must not interfere with the other patrons' ability to enjoy the activity or facility. This includes excessive barking (in a quiet environment or without provocation), jumping on people, or otherwise disrupting other patrons.
- The handler is responsible to compensate a farm or facility for any damages caused by a service animal.
- The farm is not required to provide food, water, or supervision for the service animal. This is the responsibility of the handler.
- While organizations do sell registration documents and identifying equipment, these are not recognized by the ADA as proof that an animal is a service animal. Again, the animal must be required because of a disability and must be trained to carry out a specific job or task.
- An individual with a disability and their service animal are only allowed access to areas of the farm which are open to the general public. They are not allowed access to areas of the farm that are restricted from the public.

Miniature horses

Miniature horses are the only other animal recognized by the ADA as service animals when they have been individually trained to perform a task, but as with service dogs, they must be housebroken, under the owner's control, and the animal's presence must not compromise the safe operation of the farm or facility. The farm's policies must be modified to allow a service miniature horse accompanying an individual with a disability as long as the facility can reasonably accommodate the animal. For example, a farm must allow a housebroken service horse accompanying an individual with a disability into a U-pick vegetable field, but the farm is not necessarily obligated to allow a service horse into a greenhouse if the structure cannot support the weight or size of the animal. As long as the general safety or structural integrity of a facility is not compromised, an individual with a disability accompanied by a trained service horse must be accommodated in the same manner as an individual with a service dog (DOJ, 2011).



Other animals on the U-pick operation



Pets, companion, and emotional support animals, including dogs, should be excluded from all farm facilities to minimize the potential for fecal contamination of produce and disruption to the farm operation and its patrons. Posted rules should indicate that no animals, except for service animals accompanying an individual with a disability, are allowed on U-pick grounds. Service animals are highly trained animals that will cause minimal disruption to a farm or other operation, while allowing an individual the ability to enjoy an activity or environment they would otherwise be unable to experience.

References:

Georgia Code § 30-4-2. (2016).

U.S. Department of Justice. (2015). Frequently Asked Questions about Service Animals and the ADA. Retrieved from https://www.ada.gov/regs2010/service_animal_qa.html

U.S. Department of Justice. (2011). Service Animals. Retrieved from https://www.ada.gov/service_animals_2010.htm

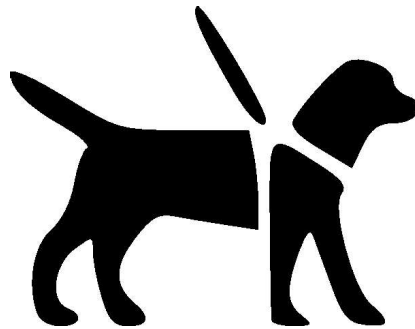
U.S. Food and Drug Administration. (2015). FSMA Final Rule on Produce Safety. Retrieved from <https://www.fda.gov/food/guidanceregulation/fsma/ucm334114.htm>

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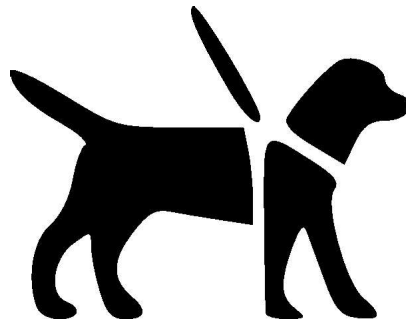


SERVICE ANIMALS COVERED BY THE ADA ARE WELCOME HERE

All other animals, including comfort animals, prohibited

1. Please see farm management before proceeding onto the farm with your service animal.
2. You may be asked if the dog is a service animal required for a disability.
3. You may be asked what task the dog has been trained to do.
4. Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animals work.
5. Service animals not behaving properly will be asked to leave, unacceptable behavior includes:
 1. Damage or consumption of crops
 2. Urination or defecation in production areas
 3. Excessive barking and/or aggressive behavior
6. Service animals may be restricted to certain areas of the farm, for both safety of our animals and your animal. Dogs can be seen as predators to some farm animals.
7. Hand washing stations are provided. Please wash hands before handling produce.

The ADA titles II and III define service animals as dogs that are individually trained to do work or perform tasks for persons with disabilities. Service animals are working animals, not pets. The work or task the animal has been trained to do must be directly related to the persons disability. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA and are not protected by the ADA.



LOS ANIMALES DE SERVICIO CUBIERTOS POR LA ADA SON BIENVENIDOS AQUÍ

Todos los demás animales, incluso los animales como mascotas y “comfort”, están prohibidos

1. Consulte la administración de la granja antes de ingresar a la granja con su animal de servicio.
2. Se le puede preguntar si el perro es un animal de servicio requerido para una discapacidad.
3. Se le puede preguntar para qué tipo de tarea se le ha entrenado al perro.
4. Los animales de servicio deben ser atados, y sostener, a menos que estas reglas interfieran con el trabajo de los animales de servicio.
5. A los animales de servicio que no se comporten correctamente se les pedirá que se marchen, incluyendo el mal comportamiento:
 1. Daño o consumo de cultivos
 2. Urinación o defecación en áreas de producción
 3. Ladridos excesivos y / o comportamiento agresivo
6. Los animales de servicio pueden estar restringidos a ciertas áreas de la granja, tanto por la seguridad de nuestros animales como de su animal. Los perros son vistos como depredadores de la mayoría de los animales de granja.
7. Se proporcionan estaciones de lavado de manos. Por favor, lávese las manos antes de manipular los productos.

Los títulos ADA II y III definen a los animales de servicio como perros entrenados individualmente para trabajar o realizar tareas para personas con discapacidades. Los animales de servicio son animales de trabajo, no mascotas. El trabajo o tarea para el que el animal ha sido entrenado debe estar directamente relacionado con la discapacidad de las personas. Los animales cuya única función es brindar confort o apoyo emocional no califican como animales de servicio según la ADA y no están protegidos por la ADA.



Visitor Policy Language for Food Safety Manuals

Whether looking to pass a GAP audit or comply with FSMA Produce Safety Rule (PSR) requirements, visitors can pose a significant food safety risk. In many cases, visitors are not aware of the things they do to impact the safety of the food you produce. Because of this, it is very important that a visitor policy is thought through and written down to ensure consistent application to all visitors, time and time again. This guidance document will help you understand the necessary components of a field visitor policy and how to craft one.

21 CFR 112.33 offers the only language of the FSMA PSR regarding visitors:

(a) You must make visitors aware of policies and procedures to protect covered produce and food contact surfaces from contamination by people and take all steps reasonably necessary to ensure that visitors comply with such policies and procedures.

(b) You must make toilet and hand-washing facilities accessible to visitors.

[21CFR§112.33(a) and (b)]

The first step in thinking about visitor food safety is to define who actually qualifies as a visitor. If a person is reasonably likely to enter the production area, then they should really be practicing food safety and made aware of your practices. From a FSMA perspective, a patron to a farm stand that never enters into the fields or a wash/pack area could easily not be considered a visitor. The case can be made for excluding this person from food safety protocols under GAPs as well.

When writing a visitor policy there are a number of questions you need to answer. Who is required to sign in? Specifying that farm workers and the grower are exempt from signing in may be a good policy. If you use the sign in sheet to document hours worked by farm workers, it may not be such a good policy. You may also want to exempt or have a single sign in for any crop scouts that make regular trips into the field that could be trained in food safety much like the farm workers. An example field visitor policy extracted from the Northwest Horticultural station's GAP boilerplate is shown below.

Field Visitor Policy

Any non-farm employee, service employee, or person(s) who frequents the farm on a regular basis, is instructed at the beginning of the season on proper health and hygiene practices and is required to sign a visitor log once. Visitors who are on the farm longer than 30 minutes will be instructed to follow proper health and hygiene practices and will be required to sign the Visitor Log sheet.



If you are a u-pick operation, you may wish to be more specific about the rules. You'll probably want to come up with a small list of rules that every customer must be made aware of and spell them out in your GAP Manual. A sample U-pick policy from an AIB GAP Manual guidance document is shown below.

U- Pick Operations Policy

Rules for customers that come to buy will be posted at the field entrances and will be presented by the attendant to the customer. One entrance/exit point for U-pick will be open to capture all traffic in and out of the field.

BEFORE entering the fields, customers or visitors will be informed about the rules of the operation:

- *Rules will be posted at the field entrances.*
- *Visitors/buyers will be instructed first to wash hands properly with soap and water before picking.*
- *Visitors will be instructed not to pick fruit on the ground or touching the ground, as they may be contaminated.*
- *All picking containers for use with the u-pick stand will be cleaned and disinfected prior to use*
- *Outsiders will not be allowed to bring their own containers, as they may be sources of contamination.*
- *Potable drinking water, clean toilet and hand washing facilities will be available within ¼ mile of the picking area for visitor use.*
- *Signs indicating where the facilities are located will be clearly posted throughout the picking area.*
- *Ideally no children will be allowed loose in the fields.*
- *NO pets will be allowed in the fields.*

All U-pick customers will be instructed that washing hands is for FOOD SAFETY purposes and is part of our Good Agricultural Practice. Signs will be posted in the u-pick lots reminding customers about this. Hand washing posters are often available from local health departments. Parents will be asked to closely supervise children when they are in the fields.

Remember that you need to outline a policy that you can consistently deliver on and document compliance against. If the policy is too restrictive, you may not be able to follow through with it. Writing your manual is only the first step. Implementing the policy is the second step. Documenting compliance is the last step.

VISITOR AND TOUR POLICIES

VISITOR POLICY

You should have a policy that addresses how you handle visitors at your farm. You can define who qualifies as a “visitor.” However, anyone who might have contact with produce, such as an agricultural service provider, organic inspector, or the GAPs Auditor, or u-pick customers, should definitely be considered a visitor. Below is an example of one type of visitor policy. Your policy should reflect what actually happens at your farm.

“All visitors to the farm who might come in contact with the apples for the wholesale market will be asked to follow the same guidelines as employees when entering the facility. Only visitors accompanied by a staff member may enter areas in which wholesale fruit is being handled, and they must sign the Visitor Log in the lobby. Exceptions for signing the log include regular visitors such as mail carriers, delivery persons, etc. who are only on the property for short periods of time and would not be handling produce.”

POLICY FOR SCHOOL TOURS AND OTHER TOUR GROUPS

You’ll also need to have a policy for people who participate in tours of your operation and its facilities. You don’t need to observe tour members washing their hands on-site. But you should:

Explain or mail your policy to the teachers or group leaders when they call to set up the visit. Explain to them that if a child is ill with a fever or any other symptoms (diarrhea, jaundice, vomiting) they cannot come on the tour.

Post a sign with your policy and explain it to the group when they begin the tour. The policy should include:

- A request that they wash hands after using the bathroom, eating or smoking
- Directions to the location of the bathroom
- A request that they not participate in the tour if they are ill
- Anything else you think makes sense to include from your perspective

The individual students/tour members do not need to sign in, but the teacher/group leader should sign a statement confirming that they received the health and hygiene training. The statement should include the date, the name and phone number of the school, the name of the group leader and the number of people in the group.

An example of a sign for Visitors and Tour Groups can be found below.

WELCOME TO OUR FARM!

Maintaining the safety of our customers and our food is very important to us. Please read and follow these practices for the well-being of all of our customers.

- We love dogs, but they are not allowed in the orchard/fields. Please [\[fill in your directions here\]](#)
- Visitors and tour groups going beyond this point should please sign the “Visitor Sign-In Sheet”.
- Please wash your hands after eating, smoking or using the restroom. Restrooms and handwashing stations are located [\[fill in your directions here\]](#).
- If you have a fever or are ill, please come visit us another day.

THANK YOU!

POLICY FOR GLEANERS

Allowing gleaners to harvest produce that you know you will not be selling through your operation is a wonderful practice. However, because it means that you will have non-employee visitors on your farm, they should be expected to follow your basic hygiene and sanitation practices, and you should describe how you will handle gleaning in your farm plan.

You can only allow gleaning in fields after you are completely done with harvesting that crop for any of your own markets and there is no chance you will be sending it to a market. The gleaners must harvest into their own containers. You should also keep a record of which fields you allowed gleaning in for each year. You must describe all of this in your farm food safety plan - stating something like:

"In order to contribute to the community and make sure that no food goes to waste, [Farm Name] allows [name of gleaning organization] to harvest [crops] at the end of each season after we have removed all product that might go to one of our commercial markets. Gleaners do not use [Farm Name] containers to pick or pack the crops that they glean. The group leader receives training in our hygiene and sanitation practices and is asked to sign a sheet stating that they have received the training [see attached sheet], and a record is kept of all of the fields gleaned for each harvest season, the organization that did the gleaning, and contact information for the organization."

An example of sanitation practices that might be expected of gleaners is included below, but you should develop a list of practices that fits the needs of your operation.



UVM Center for Sustainable Agriculture

HYGIENE AND SANITATION AGREEMENT FOR GLEANERS

My signature below indicates that I understand the proper hygiene and sanitation practices for gleaning on this farm, and will share this information with gleaners. These include:

- I understand that smoking and eating are confined to designated areas, separate from produce areas.
- I have been told where bathrooms and handwashing stations are located and that all gleaners should wash their hands after using the bathroom, eating, or smoking
- I understand that any gleaners that have fevers, vomiting, diarrhea, and jaundice should not be handling produce.
- I understand that we cannot use [Farm's Name] harvest or packing containers and that we are expected to supply our own harvest and packing containers.
- I understand I should seek prompt treatment with clean first aid supplies for cuts, abrasions, and other injuries.

Signature _____

Date _____

Farm Stand and U-Pick Produce Operations Safety Best Practices



Inviting customers to your farm with a Farm Stand or U-Pick is a great way to engage the public and educate consumers about agriculture in general and specifically, where and how our food is produced. In addition, hosting farm visitors can lead to other business opportunities while providing consumers with fresh fruits and vegetables essential for a healthy diet.

However, inviting the public onto your farm brings additional concerns related to safety (humans and food) and liability. *You must make visitors aware of policies and procedures to protect covered produce and food contact surfaces from contamination by people and take all steps reasonably necessary to ensure that visitors comply with such policies and procedures.*

To protect your operation, it is important to work with your insurance provider to ensure adequate coverage is in place for all activities occurring on your farm. By implementing safety best practices, you can minimize risks and liability exposure. Many of these food safety best practices are the foundation for the FDA Food Safety Modernization Act (FSMA) Produce Safety Rule, which is intended to increase the safety and quality of produce. There are many details!

This fact sheet is intended to help Farm Stands and U-Pick Produce Operators in reducing on-farm risks. Many of your visitors have *never* been to a farm, so you *must* communicate basic information [112.33(a)].* Written communication through Signage reinforced with verbal messages from staff demonstrate your commitment to safety. Other areas to address are those related to People or the Place.

What signage do I need?

- Signs are an excellent way to communicate farm expectations and important information to visitors.
- Signs should have large neat print with short, easy to read messages. Bright backgrounds with dark and bold text are a great way to catch the attention of visitors.
- The location of the sign should be one that is unobstructed, for example not behind plant growth, and placed close to the target area for the message.

People

What do I need in a handwashing station?

- Handwashing stations are critical to ensure clean hands! Farm Stands that sell ready- to- eat food or allow petting of animals, and U-Pick operations must stress to visitors the importance of washing their hands before handling produce.
- Handwashing stations must be available to visitors [112.33(b)].* These must be kept stocked with potable water (this is drinking water, not water from a pond), soap (hand sanitizer is not a substitute for



Wash Your Hands



1. Wet hands

2. Soap

3. Wash for 20 seconds

4. Rinse

5. Dry

6. turn off water with paper towel



What about restrooms?

- A clean restroom must be available for your visitors to use [112.33(b)].*
- Signs directing visitors to the restroom are best placed in multiple areas of a U-Pick, such as near the entrance and by purchasing stands.
- The restroom must be clearly identified – use of graphics can be helpful to non-readers.
- Restrooms, including portable toilets, should be cleaned daily and must be easily accessible by visitors and workers.
- Keep a restroom cleaning log, which includes dates and times of cleaning and restocking of toilet paper, soap and other supplies. This log also communicates to your customers that cleanliness is important to your operation –a marketing tool!
- Make it clear to visitors that diapers should be changed only in the designated areas.
- Sanitary trash receptacles should be provided.
- Toilets should not contribute a source of contamination to food or food contact surfaces; toilet waste should be well contained and not leak into fields.

What kind of sick policy should I have?

- Many diseases are easily passed between people, animals, and/or objects through touching and through the air, such as norovirus, Hepatitis, *E. coli*, and others.
- It must be made clear to visitors and employees experiencing diarrhea, jaundice, or vomiting that they should not participate in on-farm activities [112.31(a)].*
- Information regarding this policy should be posted in a sign at the entrance, or if admission tickets or wristbands are used, at the point of sale. This information should also be displayed on promotional material and the operation's website.
- Your healthy visitors will appreciate this attention to the control of illness!



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How can I offer product samples?

- All fruit and vegetables should be washed before being consumed.
- In a U-Pick operation this is hard to control. Signage can help curtail eating unwashed produce with messages about nonpayment and/or health risks. For example a sign could read: “If you are eating in the field, you are eating our profits” or “For optimum safety, please wash produce before you eat it.”
- If a Farm Stand is offering samples of cut produce, it must be kept at or below 41°F to avoid growth of harmful microorganisms (which grow very quickly in hot weather!).
- Samples should be prepared in a clean area and then stored in a protected cooler before offering to visitors. Samples should be kept protected during display with covers and pre-cut portions available.
- More information on sampling best practices is available in various publications on the NCR FSMA website <https://ncrfsma.org>.

How should I handle money?

- Person(s) in charge of customer transactions involving money (particularly cash) should not directly handle produce, so jobs should be assigned strategically.
- If you have a one person Farm Stand, the worker must wash hands in between direct handling of money and produce [112.33(b)].*
- Other options are for workers to handle produce with tongs, a deli tissue, or other clean utensil or having customers deposit cash payments directly into a suitable container.

Place

Where to park?

- Use signage to direct customers to parking areas.
- If large crowds are expected at a U-Pick, having a designated person direct parking will decrease accidents and prevent contamination from vehicles leaking oil, grease, antifreeze and other chemicals onto fields.

What parts of the farm can I explore?

- You will want to restrict access to designated areas on the farm – for example, it is unlikely you want someone rummaging around in the area where pesticides are stored!

What about pets?

- Guests should be encouraged to leave all pets at home.
- However, some customers do require service animals. These animals need to be leashed and waste disposed of in designated trash cans.
- Product that is licked or otherwise contaminated by service animals should not be sold.

What about product containers?

- Customers should be provided clean picking containers.
- Reusable, plastic containers can be easily cleaned with potable water and detergent and then sanitized with a diluted bleach solution between uses.
- The Farm Stand and U-Pick operators maintain greater control of risks from indirect contamination of product (and product theft) if they provide containers rather than allowing customers to bring their own.
- Store the containers in a protected, clean and covered area off the ground.



Summary

The public has better information about food production practices when they have opportunities to visit farms and engage in the process. This fact sheet provides some guidance on how to protect the public and your operation from risks.

More resources to help fruit and vegetable growers are available on the NCR FSMA website: <https://ncrfsma.org>

How do we protect crops from wildlife?

- It is hard to control raw agricultural products from interaction with nature!
- Fencing and fence maintenance are best used to deter wildlife from entering growing fields; this protects produce safety, quality, and quantity!
- A daily field check should also be done of areas to be harvested.
- Areas of a field that show evidence of animal intrusion or contamination should be roped off and damaged product removed and not sold.
- In a U-Pick operation, encourage customers to notify you of any signs of animal presence or droppings in the field.
- A fact sheet on controlling wildlife in produce operations is available from the NCR FSMA website <https://ncrfsma.org>.



* Information based on FSMA Produce Safety Rule - <https://www.fda.gov/Food/GuidanceRegulation/FSMA/ucm334114.htm>

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