

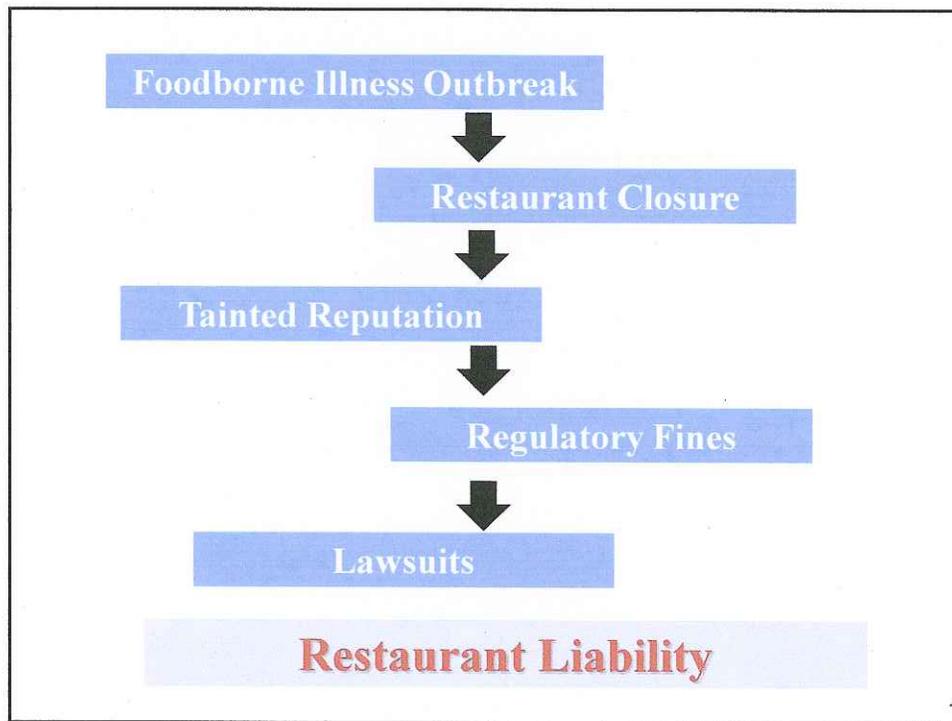
Food Safety Training Session

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Foxborough Board of Health
40 South Street
Foxborough, MA 02035
Phone: 508-543-1207
Fax: 508-543-6278

Health Agent: Pauline Clifford
Sanitarian/"FOG Guy: Kevin Duquette
Sanitarian: Diane Passafaro

We as the Board of Health are here to help in anyway we can. Please don't hesitate to contact us with any questions.



I think everyone would agree, no one wishes to have any one of these words associated with your establishment. So we hope an overview of what you can do as a restaurant to minimize your liability will be beneficial.

Minimize Liability....

1) Certified Food Operator (CFO)/Choke Saver (25 seats or more)

- Required by the State
- The more the merrier, safer

Person-in-Charge (PIC)

- Must demonstrate knowledge in all areas stated in §2-103.11 of the 1999 Food Code (See handout)
- CFO and/or PIC must be present during all hours of operation

So how can you minimize your liability as an establishment? You're already doing it...by having a CFO and Chokesaver. There's nothing that says you can't have more CFOs though. The State requires one, however, multiple CFOs minimizes unsafe food practices occurring in the establishment, by operating ALL shifts under someone that have taken the class and have demonstrated they are aware of ALL hazards that may occur in the flow of food.

If a CFO is not present, a Person-in-Charge (PIC) must be on-site. This PIC must demonstrate their knowledge of all food safety elements as it is described in §2-103.11 of the Food Code. If they can not, it is considered a Critical Violation during an inspection. It is the responsibility of the CFO and/or owner to ensure proper and adequate training is performed.

Minimize Liability....

- 2) Know the FDA/CDC “Top 5 Risk Factors” associated with the cause of foodborne illnesses

It is also beneficial for Management and employees to be aware of the CDC’s top 5 risk factors associated with the cause of foodborne illnesses.

FDA Retail Food Risk Factor Study (1998 – 2008)

Top Risk Factors Contributing to Foodborne Illnesses

Baseline (1998)

- ❖ Food From Unsafe Sources
- ❖ Poor Personal Hygiene
- ❖ Inadequate Cooking
- ❖ Improper Holding/Time and Temperature Abuse
- ❖ Contaminated Equipment/Protection from Contamination

Post 2008

- ❖ Poor Personal Hygiene
- ❖ Improper Holding of Food
- ❖ Contaminated Food Surfaces and Equipment

Source: <http://www.fda.gov/Food/FoodSafety/RetailFoodProtection/FoodborneIllnessandRiskFactorReduction/RetailFoodRiskFactorStudies/default.htm>

In 1998, the CDC stated that the top risk factor contributing to foodborne illnesses were; Food from unsafe sources, Poor personal hygiene, Inadequate cooking, Improper holding/time and temperature abuse, and Contaminated Equipment/Protection from contamination. From this baseline, FDA performed a Food Risk Factor. Two extensive studies (2003 and 2008) that encompassed inspections of over 800 “retail food” establishments, and ten years later, improvement was seen in establishments as it related to food from unsafe sources and inadequate cooking, although was still lacking in poor personal hygiene, improper holding of food, and contaminated food surfaces and equipment. I have provided the link to information on this study that you may read at you leisure.

What can you take from this study? It may be beneficial to focus on additional training in your establishment as it relates to these three risk factors.

Minimize Liability....

3) Develop a Food Safety System – “A Matter of Record”

- New hire and continuous training (Oral, Written, Hands-on)
- Institute Standard Operating Procedures
- Record keeping (Temperature logs, shellstock tags, etc.)

On our website, you will find an article entitled “A Matter of Record.” It talks about how a restaurant, because of good record keeping, were protected during an outbreak investigation/court case. The article demonstrates and advises food establishments to develop a Food Safety System. A Food Safety System is essentially a HACCP, but I don’t want anyone getting scared and put off by the word HACCP. There are many simple tools you can incorporate into your establishment without a full blown HACCP. (Don’t let us stop you though from doing a full blown HACCP – That’s Great!).

These tools include training, in the form of oral (hands-on teaching), written (Standard Operating Procedures), and pictorial (information teaching signs).

Standard Operating Procedures

- Site specific
- Step by step instructions as to how to perform a certain task
- All risk factors addressed
- Monitoring is established
- Corrective actions are detailed

The major one we as the Board of Health look for is SOPs. They are site specific, step by step instructions as to how to perform a task safely to prevent foodborne illnesses.

****We Recommend SOPs for the Following Operations****

Personal Hygiene

Receiving and Sorting

Cooking

Cooling

Re-heating and Hot Holding

Cleaning and Sanitizing

(follow sanitizer manufacturer's instructions)

Thermometer Calibration

(follow thermometer manufacturer's instructions)

They are usually associated and written for main areas of the establishment where potential hazards could occur. However, they are not limited to those above. Sample SOPs can be found on our website under "Training Materials."

Minimize Liability....

4) Food Security – Protecting your food supply from deliberate biological and chemical contamination

More info? Free FDA online training: “ALERT: Food Defense Awareness”
<http://www.fda.gov/Training/ForStateLocalTribalRegulators/ucm120925.htm>

Food security is nothing new. If you take the free FDA online training class (see link above and on our website), or just look on line, you'll realize deliberate contamination has been seen as early as 1984. We advise you, no matter how big or small, or your location in Town, to be aware of your surroundings and protect your food supply. This includes never leaving unlocked/exposed food unattended. Unless your food/food supply is able to be fully secured, an employee should be present at all times. The next few slides will assist you on how you can further protect your establishment.

What Can You Do?!?!?!?!?

- **Receiving doors**
Always keep them locked from the inside. Monitor during deliveries.
- **Self Service Areas**
By law, self service areas must be continuously monitored. This includes, but not limited to salad/deli bars, buffet lines, and candy stations
- **Unauthorized visitors**
Always request proper identification from visitors requesting access to food preparation and storage areas. Accompany these individuals when possible. This includes delivery drivers, outside maintenance personnel, etc.

What Can You Do?!?!?!?!?

➤ **Backflow prevention**

By law, contamination shall be prevented from entering each of your potable water supply system.

➤ **Emergencies**

Identify procedures to be taken during disaster situations (power outage, boil order).

➤ **Training**

Employees on how to handle and report suspicious behavior to Management.

Minimize Liability....

5) Regulatory Fees

- Fee schedule has increased
- Re-inspection Fee Increase: \$50 (2011) to \$100 (2012)

6) Grease Trap Compliance

- 2012 Inspections have begun!
- Continue monthly pumping and maintain pumping reports.
- FOG Permit Application – Return to Office with associated fee ASAP – We cannot take money on-site.

To make you aware. Many fees associated with the Department of Health have gone up. One that has directly affected food establishments is the increase in re-inspection fees. If we need to do a scheduled re-inspection, the fee has gone from \$50-\$100. This fee schedule can be viewed on our website. Also, inspections with no, few, or minor violations, may also hold your establishment with more credibility should an outbreak investigation occur.

For those that have a grease trap on-site, the 2012 FOG regulations are now in effect. Kevin Duquette has begun inspections and we would like to remind establishments to make sure they are monitoring and recording the amount of grease and solids pumped on monthly maintenance reports. A FOG permit application is associated with these new regulations so please complete the application that is available online and return it to the office with the fee as soon as possible.

I am sure many of you know the importance of grease control and the detrimental results that may occur should a blockage occur both financially and health-wise.

Risk Factors and the Food Safety Worth Repeating...
Poor Personal Hygiene

- Hand washing – Don't just rinse!
 - Remind employees how and when to wash utilizing bright signs at hand washing sinks. (See handout)

- Employee Health:
 - Follow your policy in that excludes employees from food related activities when ill. (See FDA handout reminding the establishment of this important, yet often overlooked, requirement).

The next few slide encompass two risk factors; Poor Personal Hygiene and Time/Temperature Abuse. The slide are worth mentioning since some of the activities that are associated with the risk factors, are noted during inspections and are written up as violations. It is important to view these slides and review the internal practices occurring in your establishment and make necessary changes or provide additional training.

**GLOVES ARE NOT RESISTANT TO BACTERIA
BE CONSOIOUS OF YOUR ACTIONS!!!**



Wash hands before and after glove use "Germ-filled" hands

Change gloves often. Cooler handles are not as clean as we would like them to be



Handle to Gloved Hand

Remind your dishwashers to change gloves often. Avoid touching soiled dishes, followed by clean dishes with the same gloves



Avoid touching body parts and/or clothing (i.e. hat, apron, etc), while wearing gloves

NO BARE HAND CONTACT WITH READY-TO-EAT FOODS



For the cooks...No bare hand contact... even when "those fries are about to fall off the plate!!!"



For the bartenders...lemons are considered ready-to-eat

See handout

Risk Factors and the Food Safety Worth Repeating.....
Improper Cooling/Reheating/Holding of Food - Time/Temperature Abuse

Limit time food is in the Danger Zone (41°F – 140°F)



Example: Meatballs are heated just prior to lunch to 165°F. Warmer is set on low and meatballs are not maintained at >140°F. Meatballs sit through lunch and dinner. When meatballs are in the danger zone, bacteria will multiply. DO NOT LEAVE MEATBALLS IN THE DANGER ZONE FOR LONGER THAN 4 HOURS. Re-heating of meatballs is not allowed after 4 hours in the danger zone - DISCARD. To limit food waste, it is recommended to monitor temperatures every 2-4 hours and perform corrective actions immediately. See "Sample SOP" for additional information on hot holding.



Is your Tuna Salad reading >41°F in your prep line cooler? Check, the inner lower level temperature, you may need to make it cooler down below so the top remains cold.



Establish written procedures detailing the proper cooling methods used by your establishment. Temperature logs should also be completed and retained.



Re-heating must be performed rapidly (within 2 hours). Avoid re-heating foods in "Food Warmers" as they are not designed for cooking foods to 165°F within 2 hours.