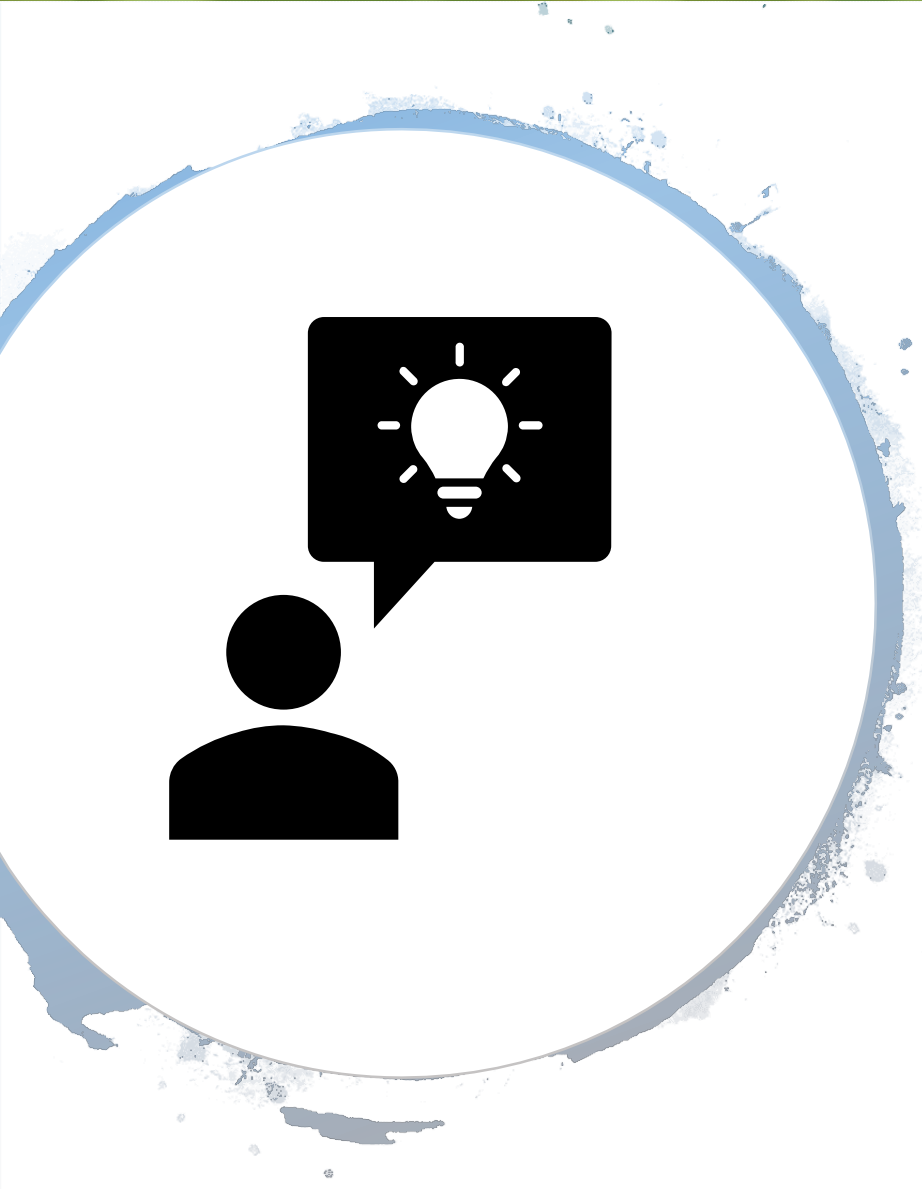


Sustaining the Momentum in the Retail Program Standards

October 1, 2019



Overview

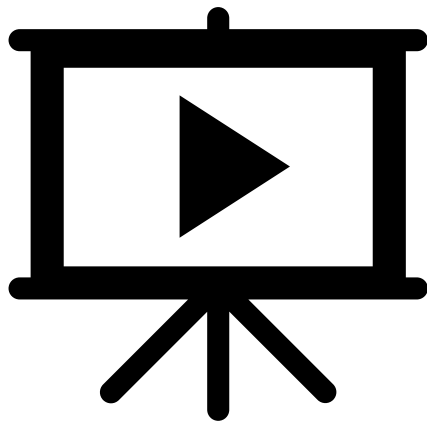
- Presentation on how two local jurisdictions have met all nine standards and sustained momentum
- Q&A session

Housekeeping Items



Throughout the presentation and during the discussion and Q&A session, please use the chat box to share your experiences and ask questions. The facilitator will pose your questions to the presenters.

Recording



A link to the recorded webinar will be emailed to all participants. This recording and past food safety sharing sessions can also be found the NACCHO website:

<https://www.naccho.org/programs/environmental-health/hazards/food-safety/mentorship>



NACCHO Mentorship Program for the Retail Program Standards

Request for Applications: Sept. 4 – Oct. 15, 2019

Mentees receive up to \$14,000.

Mentors receive between \$14,000 and \$24,000, depending on the number of mentees they provide guidance to through the program.

www.naccho.org/retail-program-standards





Jeanne Garbarino

Retired Assistant Chief REHS Vineland Health Department, NJ



Carolyn Fisher

Principal REHS Vineland Health Department, NJ

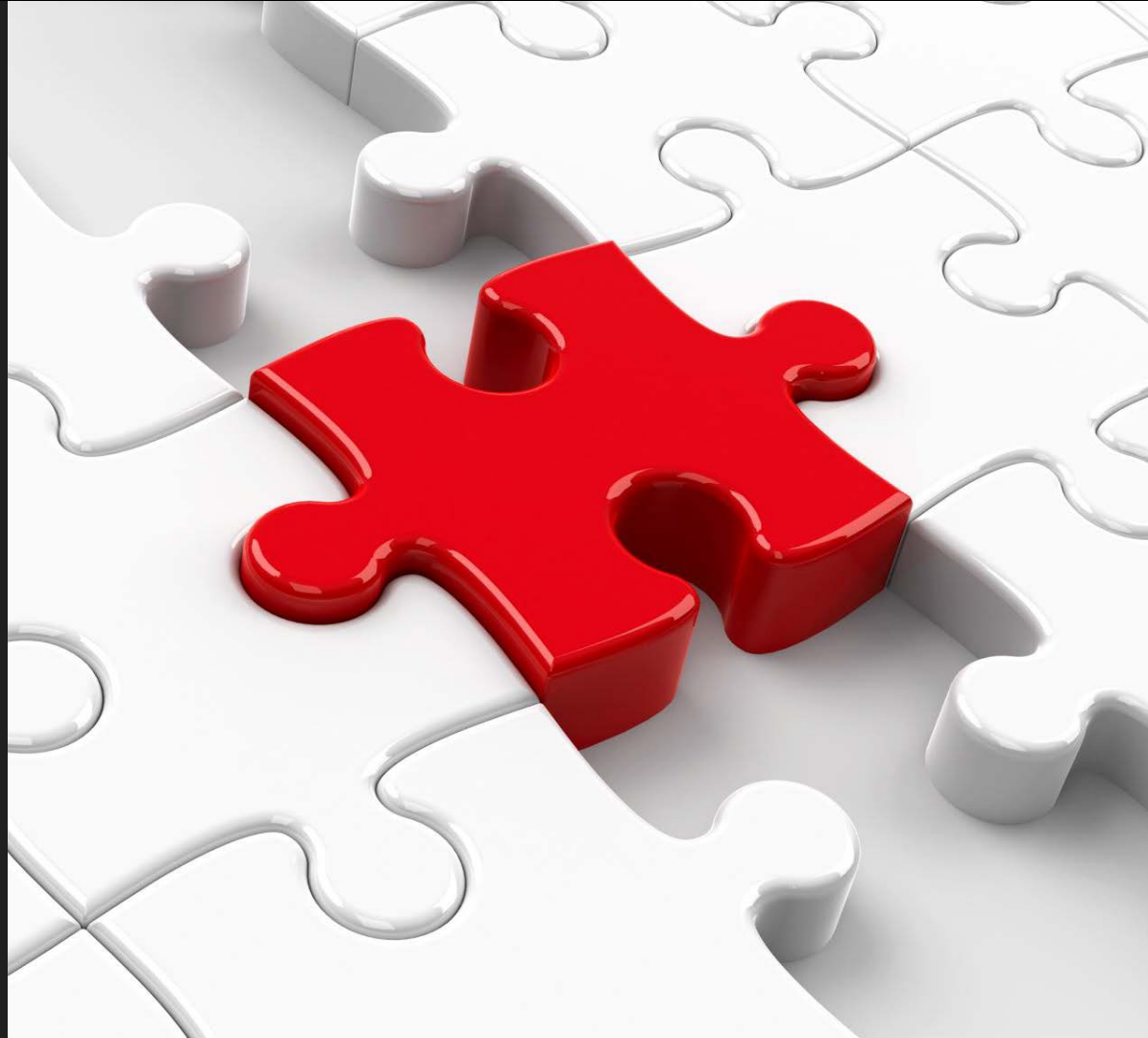


Carolyn White

Program Manager, Environmental Public Health Program
Kansas City Health Department, MO

SUSTAINING THE MOMENTUM

HOW TO KEEP THE
STANDARDS GOING



SUPPORTIVE ADMINISTRATION

AT LEAST IN THE BEGINNING!





Program Needs	Inspector Wants	Administration
To meet Standards	What do your inspectors want?	What is going to make Admin happy?

GRANT FUNDING



CHALLENGE OF THE STANDARDS

NOT EASY!

TEAM APPROACH





SENSE OF
ACCOMPLISHMENT/PRIDE

CELEBRATE
ACHIEVEMENTS/POSITIVE
RECOGNITION





DEPARTMENT OF HEALTH & HUMAN SERVICES

Food and Drug Administration
Silver Spring, MD 20893

February 4, 2016

Rex Archer, MD
Director
Kansas City Health Department
2400 Troost
Kansas City, Missouri 64108

Dear Dr. Archer:

The Office of Regulatory Affairs of the U. S. Food and Drug Association is very pleased to recognize the Kansas City Health Department for being one of the first agencies to complete all nine Standards of the Voluntary Retail Food Program Standards (VRFPS). Nationally, there are approximately 660 state, territorial, tribal and local agencies enrolled in the VRFPS Standards program but until now, only one agency previously has completed all nine Standards.

This is a significant achievement for the Kansas City Health Department's Retail Food Protection program. Each Standard represents a different facet of a quality Food Protection program. Completing all nine demonstrates determination and dedication to improving food protection for the citizens and visitors of the Kansas City, Missouri area.

The Kansas City Health Department has established a benchmark for all state, local and tribal jurisdictions enrolled in the program to achieve. You have demonstrated that meeting the requirements of all of the nine Standards while challenging, is achievable for those committed to excellence. Your commitment to excellence is to be commended and we congratulate you and commend your staff on meeting this accomplishment.

Sincerely,

A handwritten signature in blue ink, appearing to read "Melinda K. Plaisier".

Melinda K. Plaisier, MSW
Associate Commissioner for Regulatory Affairs



V'land first to earn food safety nod

Health agency completed FDA's rigorous program

By Joseph P. Smith
jsmith@thedailyjournal.com

VINELAND — There is a sweet aroma of success at the city Health Department.

More than a decade ago, the department enrolled in a federal Food and Drug Administration initiative to improve food safety inspection practices.

On Tuesday, the city announced that its agency is the first among hundreds of competing health agencies in the nation to earn federal accreditation under the FDA program.

Health Department Director Dale Jones and environmental health specialist Jeanne Garbarino joined Mayor Ruben Bermudez at his weekly press conference to talk about the accreditation. The city got official notice a few weeks ago but unofficially had been expecting the news since last fall.

See FOOD, Page A4



Rep. Frank LoBiondo (right) talks with Dale Jones (left), Vineland's health department director, and Vineland Mayor Ruben Bermudez on Tuesday during an announcement at City Hall for the city's recent FDA food safety honor. STAFF PHOTO/CODY GLENN

Feds congratulate city for efforts to improve food safety

By Joseph P. Smith
jsmith@thedailyjournal.com

VINELAND — U.S. Food and Drug Administration officials broke bread with city officials Tuesday and presented them a special recognition for Vineland's voluntary efforts over the last decade to improve food safety.

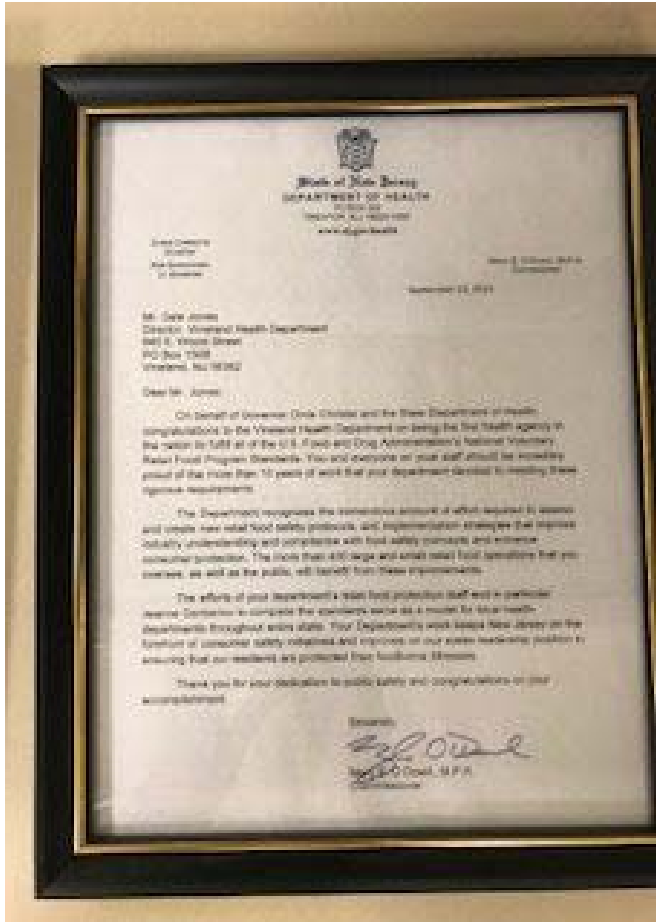
The Vineland Health Department this month became the first health agency in the nation to report that it was in compliance with the FDA's Vol-

untary National Retail Food Regulatory Program standards.

That program started in 2002 as a cooperative effort of the FDA and the nonprofit Conference for Food Protection.

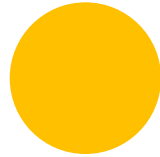
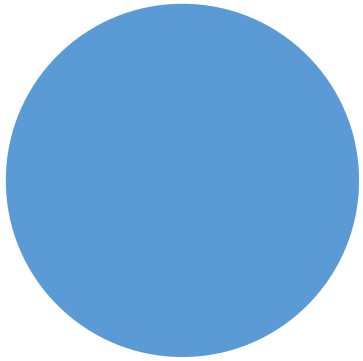
Mayor Ruben Bermudez hosted a reception in his office with guests that included Virginia Connelly, director of the FDA Central Region, and Barbara Kitay, a specialist with the agency's

See FOOD, Page A4




EXPECT TO HIT
ROADBLOCKS/DETOURS





But there are so many Benefits
with the Standards!!





Benefits to conducting a risk factor study

- ID the most common out of control risk factors are and where
- Concentrate efforts to the areas in need most
- Measure to see if you need to change strategies
- Be able to show that you are making a difference!!!

LOOKING AT THE BIG PICTURE

Percentage of Observations found IN Compliance for ALL Data Items, Kansas City MO 2007 & 2014

Facility Type	2007 Baseline % IN Compliance for Observations	2014 % IN Compliance for Observations	FDA 2010 Target
Hospital	92.8	92.4	85
Nursing home	91.9	89.2	87
Retirement center	93.7	92.6	87
Public school	95.9	95.8	85
Private school	91.9	93.7	85
Full service	86.5	84.3	70
Fast food	90.3	90.5	81
Retail deli	86.4	86.2	80
Retail meat	90.9	86.7	86
Retail seafood	94.0*	92.9	87
Retail meat seafood	91.7	88.3	87
Retail bakery	91.0	91.3	80
Shelter	87.7	89.6	85
Catering	91.6	91.0	80
Low	93.2	93.6	85
Institution	92.7	89.7	85
*2009			

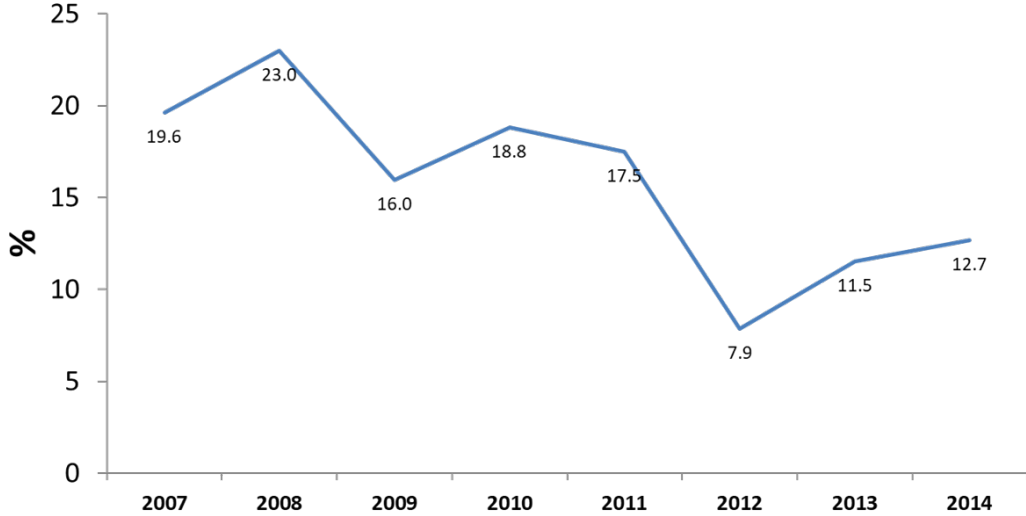
**Percentage of Observations Found IN Compliance for all Data Items,
Kansas City MO 2007-2014**

Facility type	2007	2008	2009	2010	2011	2012	2013	2014
Hospital	92.8	91.6	86.6	87.1	92.6	91.6	93.0	92.4
Nursing home	91.9	89.4	80.5	81.6	89.4	90.0	89.3	89.2
Retirement center	93.7	96.9	96.6	93.4	83.0	91.9	94.0	92.6
Public school	95.9	95.3	95.2	94.6	95.7	96.3	96.0	95.8
Private school	91.9	91.3	91.1	91.7	92.6	93.8	93.3	93.7
Full service	86.5	84.6	83.2	82.0	82.5	84.9	84.8	84.3
Fast food	90.3	88.8	89.0	89.5	91.0	92.2	90.9	90.5
Retail deli	86.4	87.8	82.9	84.6	85.2	89.0	88.1	86.2
Retail meat	90.9	88.9	84.3	86.2	85.4	84.5	82.0	86.7
Retail seafood	NA	NA	94.0	74.1	89.9	95.5	95.0	92.9
Retail meat seafood	91.7	87.8	85.9	85.1	86.3	91.1	88.0	88.3
Retail bakery	91.0	90.5	91.6	87.3	91.6	93.2	92.1	91.3
Shelter	87.7	88.8	86.0	86.5	83.6	89.0	90.1	89.6
Catering	91.6	91.3	88.4	89.3	89.9	91.0	89.2	91.0
Low*	93.2	93.0	90.9	91.6	92.0	94.0	92.9	93.6
Institution	92.7	92.6	87.3	87.9	92.4	94.5	92.8	89.7

*Low includes prepackaged grocery/markets, coffee/smoothie operations, convenience stores/hotdog.

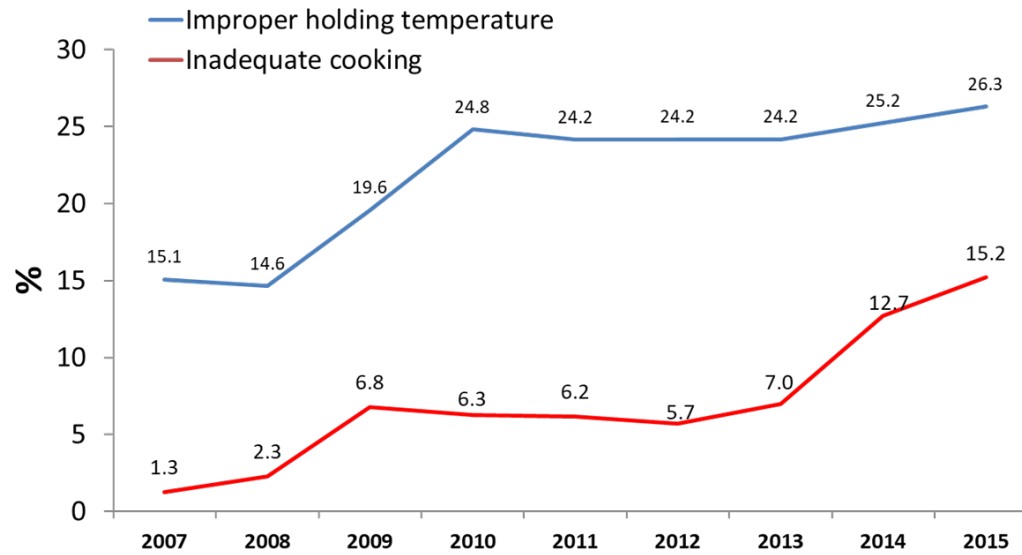
**IDENTIFYING
TRENDS OVER
TIME (IF ANY)**

**Full Service: Percentage of Observations Found OUT of Compliance Due to Active Managerial Control
KCMO 2007-2014**



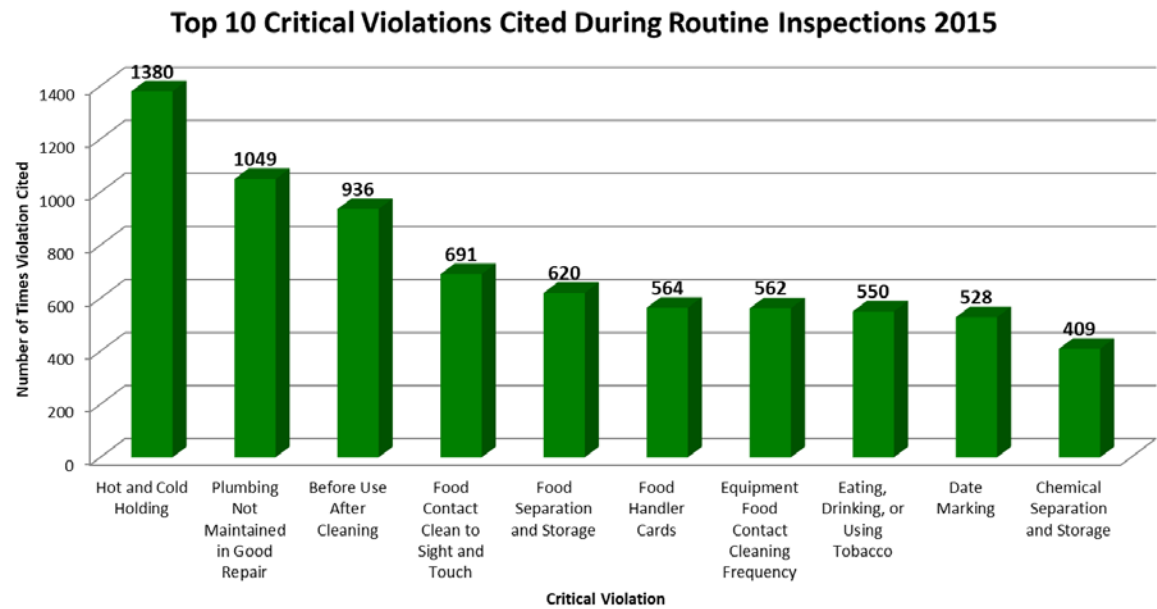
LOOK AT POTENTIAL SUCCESS STORIES

Full Service: Percentage of Observations Found OUT of Compliance by Risk Factor, KCMO 2007-2015

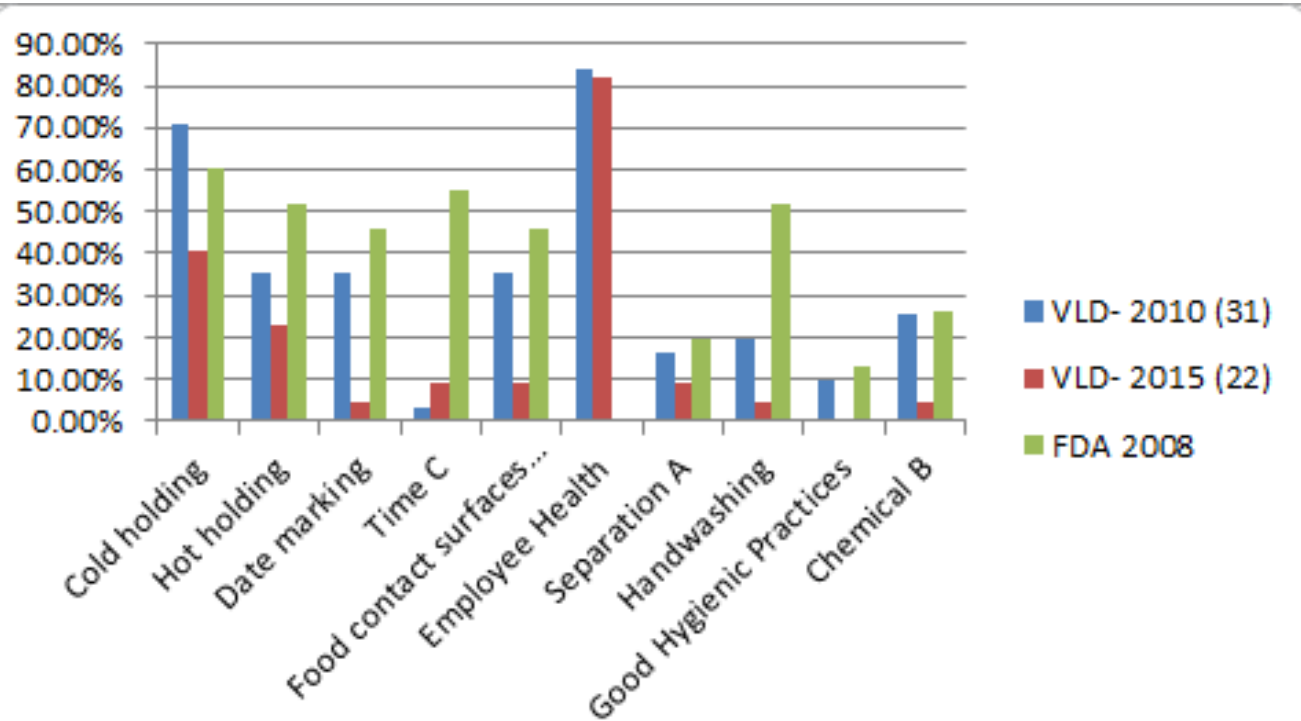


IDENTIFY AREAS NEEDING ADDITIONAL FOCUS

ADJUSTING THE APPROACH



Comparison with Delis



Educational Efforts



Food Safety Training Available!

What are you waiting for?

Vineland Health Department:

Intended students: Anyone working with food, especially prep people. At least one person in charge from a Risk Type 2 Facility must have this course or similar by January 2, 2011.

Class focus: The causes of foodborne illness/ how to protect your establishment from an outbreak.

Instructors: Jeanne Garbarino (English) and Emma Lopez (for Spanish class only)

Certificate: Upon successful completion of course. Certificate is valid for 3 years.

Cost: \$ 15.00 for each person or 3 persons from the same establishment for \$30

Location: Vineland. Please see enclosed schedule as there are 2 locations.

Dates: Please see the enclosed schedule. *Note: 6 hours of class must be attended to receive a certificate. This class does not count towards the new State training requirement for Risk Type 3 Facilities. To find your risk type, look at your most recent report, license or call this office. For a current list of the classes available and required for Risk Type 3 Facilities, go to <http://www.vdhhealth.org/EnvironmentalServices/Licenses/food>*

HOW TO REGISTER

To register, return the enclosed application to the address listed with the appropriate fee. For more information, please call Jeanne Garbarino at 794-4009 extension 4326. Confirmation and directions will be sent upon registering.

New law coming in 2012! Are you ready for 41?

On January 2, 2012, all refrigerators in retail food establishments must be able to hold their potentially hazardous foods at a maximum of 41° F. Some refrigerators are not going to make the grade and will need to be replaced. Start checking your foods now to see if you can comply. The current requirement is 45° F. This is a risk factor.

The lower temperature is a result of Listeria, bacteria that grows well under refrigeration temperatures. Listeria bacteria are extremely common in the environment. Outbreaks of Listeria are common in lunchmeats, unpasteurized milk and cheeses, hot dogs, raw meats and vegetables. Pregnant women are particularly susceptible to Listeria as it may cause a miscarriage.

Onset time is 3 to 70 days after consuming a contaminated food. Symptoms include fever, diarrhea, vomiting, and intense headache.



Date Marking- Understanding the Requirement



What is date marking and how is it used? Date marking is a way to ensure that food is still safe to use. It is also the law. Date marking is an identification system for ready-to-eat food, held for more than 24 hours, so you know how old it is. The system identifies when the food is to be discarded.

How do I know if a food needs to be date marked? If you answer "yes" to all 5 of these questions, then the food must be date marked.

1. Does the food require refrigeration?
2. If commercially packaged, has the original package been opened?
3. Is the food ready to eat? Could this food be eaten right now? Examples include cold cooked beef and cold pizza.
4. Is the food potentially hazardous? Will it grow disease-causing bacteria if left unrefrigerated? (If you are not sure, call the Health Department.)
5. Will the food be in the establishment for more than 24 hours? This counts even if the food is, or will be, mixed with something else to create a new product.

When to discard? If the refrigerator temperature is a maximum of 41° F, discard within 7 days. If the refrigerator temperature is between 41° and 45° F, discard within 4 days. The day you open the package or prepare the food is Day 1.

If the food has an expiration date on it, isn't that the same as a date mark? No, the expiration date indicates the manufacturer's guarantee of quality. Your addition of a date mark will ensure the food's safety. The date marked by the food establishment may not exceed the use-by date.

Does an establishment that goes through food very fast need to date mark? Any food not used or discarded within 24 hours must provide a date mark on the item.

What if you freeze the food? Freezing food "stops" the date marking clock, but does not reset it. So, if a food is stored at 41° F for 2 days and then frozen, it can still be used for 3 more days when it begins to thaw. The freezing date and the thawing date need to be put on the container along with the new discard date.

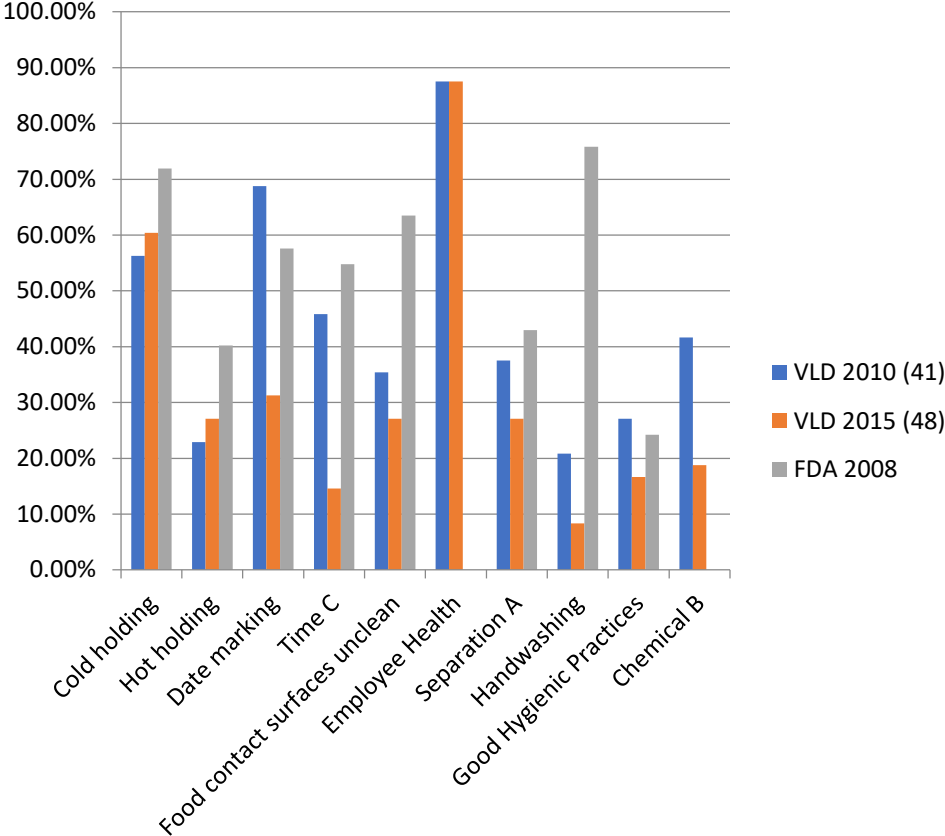
What if I mix the food with something else? When foods are mixed together, the date of the oldest food item becomes the new discard date.

Are there any exceptions? Yes! The following foods do not require date marking:

- Deli salads such as seafood, chicken or pasta manufactured at a commercial plant.
- Hard cheeses such as Cheddar, Gruyere, Parmesan, Reggiano, and Romano
- Semi-soft cheeses such as edam, blue, gorgonzola, gouda and Monterey jack
- Cultured dairy products such as yogurt, sour cream and buttermilk
- Preserved fish products such as pickled herring and dried or salted cod
- Shelf stable dried sausages such as pepperoni and salami or salt-cured products like prosciutto that are not labeled "Keep Refrigerated"
- Commercial acidified dressings such as mayonnaise and Thousand Island. Follow the manufacturers' expiration dates instead.
- Uncut portions of processed cured meats still fully packaged in cellulose



Comparison with Full Service Restaurants



Strengths:

- Well educated/dedicated inspection staff
- Adequate equipment
- Active Food Safety Council
- Good relations with regulated community

Weaknesses:

- Inspectors don't understand refrigeration
- No bi-lingual inspectors (Spanish needed)
- Not being hard enough on 43-45° F cold holding violations

Opportunities:

- Purchase of additional equipment possible
- Create information on refrigeration
- Website ratings with # of risk factors out of compliance coming soon (Inspiration!)
- Obtaining new software soon-more time!

Threats:

- PIC/foodhandler apathy
- High turnover of foodhandlers



VINELAND'S

FOOD SAFETY NEWSLETTER

February 2016

Produced by the Vineland Health Department- May be copied!



Foodservice Calorie Disclosure Rule

The FDA has made a final rule that may affect some of you on calorie disclosure. Retail food establishments that are part of a chain of 20 or more locations, doing business under the same name and offering basically the same menu items will be required to comply by December of 2016. A variety of foods will be required to have their calories disclosed such as:

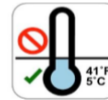
- Meals from sit-down restaurants
- Takeout food
- Muffins at bakery shops
- Popcorn at a movie theatre
- Serving of ice cream or milk shake
- Even salad bars and vending machines

Foods not required to disclose calorie information are foods that are typically intended for more than one person to eat and require additional preparation before eating. For more information go to: http://www.fda.gov/Food/GuidanceRegulation/GuidanceDocumentsRegulatoryInformation/ucm481934.htm?source=govdelivery&utm_medium=email&utm_source=govdelivery

Did you know...?



- > Pharaoh or Thief ants can carry disease causing micro-organisms such as salmonella, Staph, and Clostridium to food and food contact surfaces.
- > In a study from 1998 to 2012, more than 80 percent of E. coli O157 illnesses were attributed to beef and vegetable row crops, such as leafy vegetables.
- > In the same study, Salmonella illnesses were broadly attributed across food commodities, with 77 percent of illnesses related to seeded vegetables (such as tomatoes), eggs, fruits, chicken, beef, sprouts and pork.
- > Crockery made before 1970 may contain lead. It would not be safe for food storage or preparation.
- > Customers may not go through your food prep areas, food storage or warewashing areas to use a lavatory! NJAC8:24-6.6d
- > If you replace any of your backflow prevention devices, they must be lead-free as of 1/1/2015. The box will specifically state "Lead Free".
- > Switching sanitizer types periodically will reduce the potential of Listeria. Quaternary ammonia, chorine and iodine are all acceptable food contact sanitizers.
- > A recent study here in Vineland showed improper cold holding temperatures of potentially hazardous foods were most commonly found in the tops of bain maries. Most commonly out of temperature were: sliced tomatoes and deli meats/cheeses.



Proper Refrigeration / Cold Holding of Foods



Rapid chilling of heated foods, proper cold holding / refrigeration temperatures are the easiest ways to control the out-growth of spores and prevent multiplication of harmful bacteria in foods. Most of the common food-borne pathogens will not grow at temperatures of less than 38°F (the major exception being *Listeria monocytogenes*, which requires a labeled time-limit for use of the food, because it will continue to grow at cold temperatures all the way down to the point where the food is frozen solid). However, many of the food-borne pathogens (especially *Bacillus cereus*) will grow rapidly in foods that are only a little warmer than 41°F. This makes it critical for coolers and refrigerators to always be maintained at temperatures of less than 41°F and that the **temperature of the food itself** be quickly reduced from cooking temperature to less than 41°F in order to prevent the outgrowth of *Bacillus* or *Clostridium* spores or the multiplication of harmful bacteria such as *Salmonella*, *E. coli*, or *Staphylococcus aureus* in the food before chilling.

Improper temperature holding accounts for ~35% of all foodborne disease outbreaks, with potentially hazardous foods that spoil easily if not held at the proper cold holding temperature of less than 41°F include meats, poultry, fish, milk & dairy products, eggs, gravies, soups, cut melons, cooked-pasta or rice, cooked-salads, cooked-vegetables, meat-containing salads, potato salads, tofu, custards and cream-filled pastries.



- **Listeriosis:** If all refrigerated Ready-To-Eat foods were stored at 41°F or below, approximately 9% of predicted listeriosis cases caused by contaminated deli products or sliced in the retail deli could be prevented. Considering that 1-in 5 cases of Listeriosis end in death, proper cold-holding can mean the difference between you being the successful owner of that restaurant or deli, and losing everything after lawsuits for "wrongful death" after your customers become ill or die!



- **Botulism:** Oxygen is driven-out of foods that are heated, so filling a hot food into a non-oxygen-permeable container and then leaving it at room temperature for more than an hour creates an "anaerobic environment" that could in many non-acidic foods allow the outgrowth of spores from *Clostridium botulinum*. Many times in the past, death and serious illness has occurred in consumers of temperature-abused foods including grilled onions, foil-wrapped baked potatoes, vacuum packaged Salmon, and various thick gravy and sauces. **All of those deaths and illness would have been prevented if the foods were properly chilled and refrigerated!**



- **Bacillus cereus:** This pathogen produces a heat-stable toxin (re-heating or cooking the food after the poison has formed will not remove toxic effects) in temperature-abused foods. Past outbreaks have been caused by cooked rice left at room temperature afterwards (this illness is often nick-named "fried-rice syndrome"). Other outbreaks were caused by leaving liquid eggs out on the prep counter at room temperature all morning during breakfast hours, and leaving liquid batter mix out in the hot kitchen/cook area all afternoon or evening.

Proper refrigeration and cold-holding of foods, after quickly chilling them down from cooking temperatures, will reduce your risk of causing a food-borne illness outbreak or making your customers sick (or dead)! This article was written by: Donna F. Schaffner, Director of Food Safety, Quality Assurance and Training at the Rutgers University Food Innovation Center.



KEEP IT CLEAN TO KEEP IT COLD

AND SAVE
MONEY
& ENERGY!

CLEANING PROCEDURE FOR FANS

1. Unplug unit
2. Wipe with a mild detergent or degreaser
3. Rinse/flush thoroughly with spray bottle
4. Check that fan rotates freely - fans should not squeal
5. Check all fan blade set screws and tighten as needed
6. Lubricate motors where applicable - not motors with sealed bearings

CLEANING PROCEDURE FOR CONDENSORS

1. Unplug unit
2. Brush fins in one direction with a stiff bristled brush and clean brush following each pass
3. Wipe dust off of other components
4. If washing, use mild detergent or commercial condenser cleaner then rinse/flush thoroughly with spray bottle - detergent and cleaners can corrode the coil
5. Can you see light through the condenser? If not, it needs cleaning



HELPFUL HINTS

Always monitor air temperatures and keep logs



Condenser units can be placed outside or in basements to reduce heat in kitchen and increase efficiency of unit



If unit has multiple fans, they must all be operating. If one is not, air will leak back through the opening of the stopped fan instead of being forced through evaporator.



A minimum air temperature of 38-39°F is required to maintain food at 41°F and below

Use stainless steel pans and inserts - stainless conducts cold - plastic insulates against cold

Do not leave detergent or chemicals on refrigeration components - causes corrosion



Do not leave bleach or ammonia solution on interior of unit - can corrode condenser and evaporator coils and fins and reduce life of unit

ADDITIONAL WAYS TO SAVE



Install strip curtains

Install and maintain self-closing devices on doors

Install fluorescent bulbs in coolers, they produce less heat which makes them more efficient

In bain-maries, the cold air flow inside the unit should be directed onto the bottom of the inserts. Older bain-maries that direct cold air flow horizontally can be retrofitted with an evaporator that directs cold air vertically and directly onto inserts

Seal the cracks or replace worn gaskets to prevent air from entering the cooler

Remind employees to shut off the lights when they exit the unit to save energy

Do not stack items around the evaporator - restricts air flow and decreases performance

A strip of ice build-up on the evaporator coil indicates a possible refrigeration leak. An entire build-up on coil indicates that the unit needs defrosting

If access is from the back of a unit then install castors to easily move for cleaning and maintenance

Courtesy of Vineland City Health Department

HOME > FRIDGE/FREEZER THERMOMETER (RT801)

Fridge/Freezer Thermometer



14 Reviews | 11 Questions, 60 Answers

\$19.00





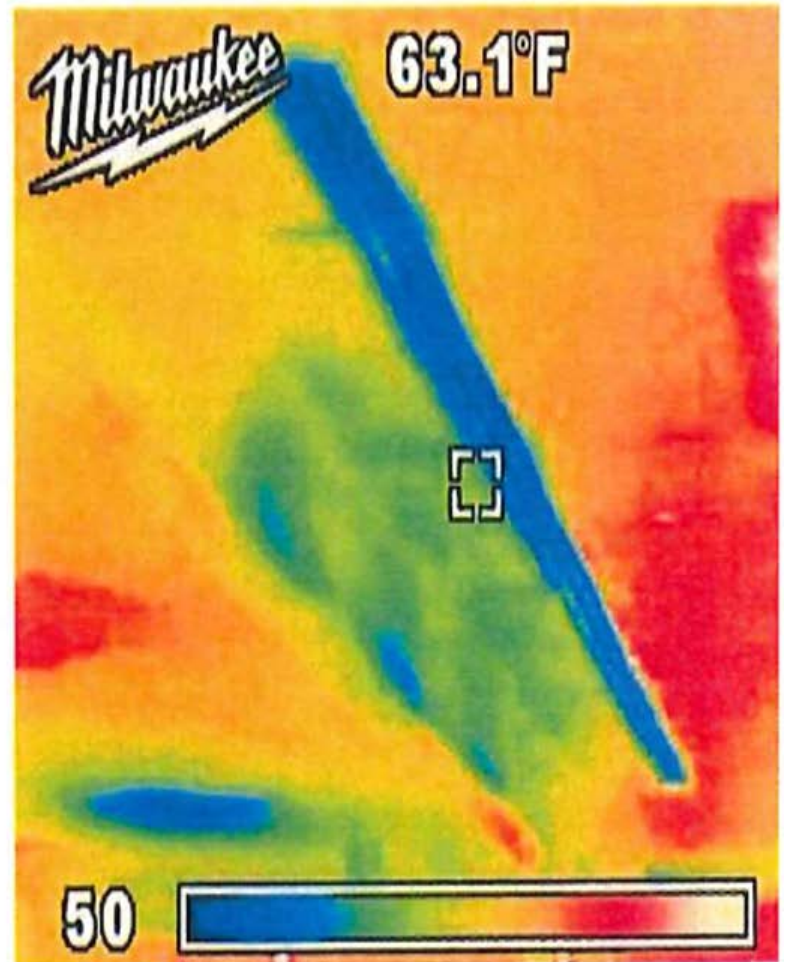
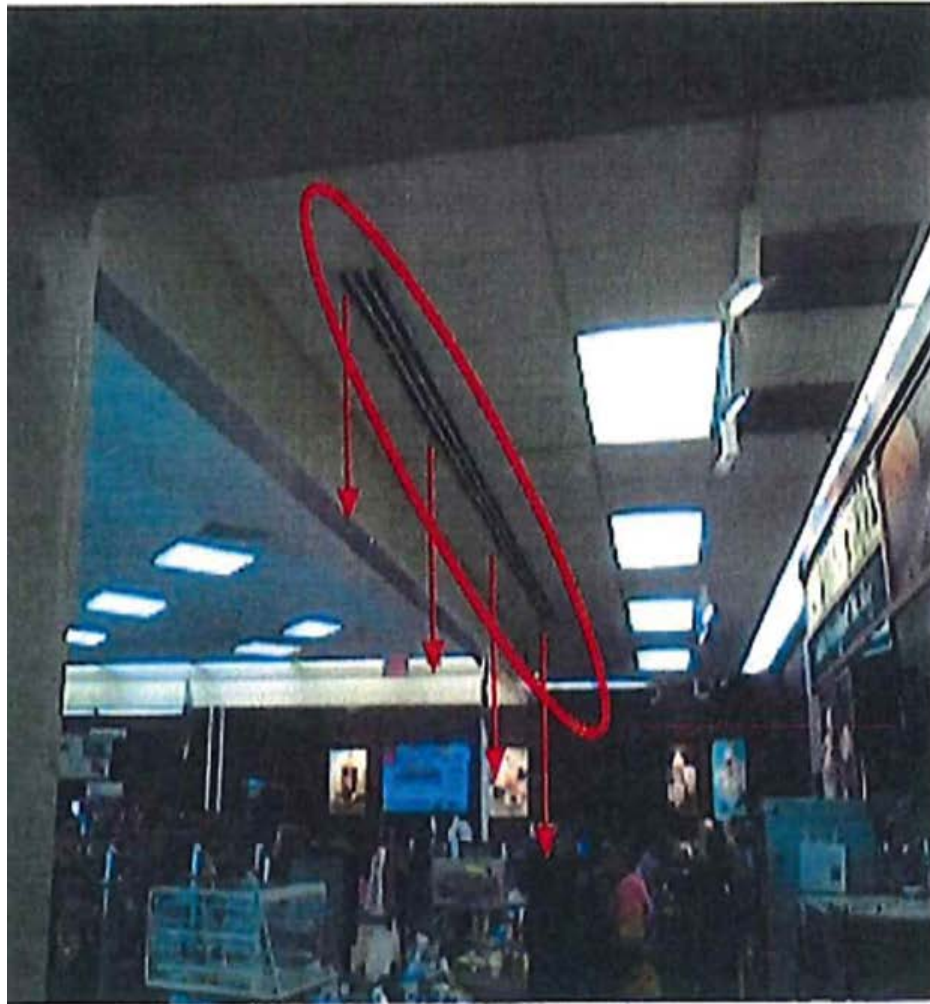
Milwaukee

Nothing but **HEAVY DUTY.**



M12

**160x120
Thermal Imager**



CONTINUE
LOOKING
AHEAD



Q&A Session





Thank you for your participation in today's sharing session!

For more information about NACCHO's Food Safety Program, contact:

- foodsafetyinfo@naccho.org
- Amy Chang(achang@naccho.org; 202-507-4221)

NACCHO Mentorship Program Webpage:

www.naccho.org/retail-program-standards

Retail Program Standard Blog Series:

<http://essentialelements.naccho.org/?s=retail+program+standards+blog+series&submit=Search>