Food Defense Toolkits

- Designed with stakeholder/grocer input
- Printed food defense toolkits:
 - -Health Commissioner cover letter
 - -Policy templates
 - –Posters & clings: Employee only & public view
- Rapid integration of toolkits with targeted education, prior to RNC



Educational Materials

- Used as fact sheets
- Food Defense Michigan Alert/Cover Letter
- Conversation starter

CUYAHOGA COUNTY BOARD OF HEALTH

YOUR TRUSTED SOURCE FOR PUBLIC HEALTH INFORMATION

Dear Food Operator:

The Cuyahoga County Board of Health has been working for several years with the U.S. Food and Drug Administration on a Food Defense program. This program works to protect the food products in our community from intentional adulteration by biological, chemical, physical, or radiological agents. It is also focused on helping reduce the risk of tampering or other malicious, criminal, or terrorist actions against the food supply.

The Food Defense program works to alert our food operators about any activity or concern that may harm our food infrastructure or potentially cause injury or illness.

Recently, the following Food Defense Alert was released:

A concoction of mouse poison, hand sanitizer and water was sprayed on salad bars in three Ann Arbor, Michigan grocery stores. As many as 15 more stores may be affected.

Food industry employees and consumers are reminded to be vigilant and to report any suspicious activities. Remember, "If you see something, say something." Any suspicious activities should be immediately reported to local law enforcement and the Cuyahoga County Board of Health at (216) 201-2000. Examples of things to watch for include strangers or inappropriate employees who:

- · Spray unknown substances onto food or dishes
- Add stock to shelves, food displays, or bulk ingredient bins
- · Enter or exit the store through the wrong doors
- Hang around display cases, exposed food displays (e.g., produce or salad bars) or cold/hot food displays
- · Loiter in aisles
- · Leave suspicious materials in the store

As the Republican National Convention approaches, the threat of food terrorism may increase. Working together, we can reinforce food defense to prevent injury to customers and our businesses.

If you have any questions concerning the Food Defense program, please contact Jim Armstrong, Program Manager, at (216)201-2000 ext.1251.

Sincerely.

Terry Allan MPH, RS

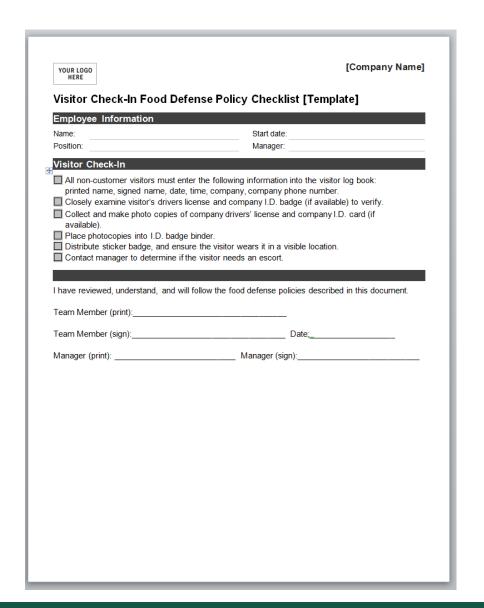
Health Commissioner

5550 Venture Drive Parma, Ohio 44130

Terrence M. Allan, R.S., M.P.H. Health Commissioner

Educational Materials

- Policy Checklist Templates
 - Team Members
 - Visitor Check-in
 - Management
- Used as examples
 - Also received electronic version
- Visitor ID Badges for check-in





Team Member Food Defense Policy Checklist

Employee Information	
lame:	Start date:
Position:	Manager:
Exterior Security	
No exterior doors are to be propped open and unattended.☐ All exterior doors are to be locked when not in use.	
Reporting Suspicious Behaviors and Situa	ations to Management Immediately
f you see something, say something. All suspicious behaviors must be reported to a manager mmediately, and include the following: Person(s) taking notes, drawings, photos or videos of our store. Person(s) attempting to gain information in person, by phone, or by email about our security. Person(s) conducting surveillance of self-service areas (salad bar, condiment areas, open food displays, and open bulk containers). Person(s) not shopping, but lingering in a location, and "looking around" for extended periods of time. Person(s) attempting to gain access to "employee only" areas. Person(s) not wearing a visitor badge in "employee only" areas Person(s) claiming to be a government official without a government-issued I.D. badge. Theft of employee uniforms, badges, or packaging labels. A person wearing very bulky clothing in the summer. A person who appears emotionally upset. An abandoned shopping cart. Food packaging has been tampered with (damaged packages, evidence of resealing packages, leaking packages. Unattended vehicles illegally parked near our store. Any other behaviors or situations that seem suspicious.	
have reviewed, understand, and will follow the food defense policies described in this document.	
eam Member (print):	
eam Member (sign):	Date:
Manager (print): N	Manager (sign):



Educational Materials

FOOD DEFENSE



What are the threats?

- Intentional contamination that is biological, chemical or physical
- · Intruders with access to food and equipment

How can we detect them?

- · Be alert and prepare for situations
- Ask questions, especially if your gut tells you something is wrong

How can we prevent them?

- · Train staff and equip buildings
- Never prop or leave doors open

CUYAHOGA COUNTY BOARD OF HEALTH

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5550 Venture Drive Parma, Ohio 44130 216-201-2000 www.ccbh.net Raise employee awareness

Create a policy for handling unhappy employees or vendors

Learn how to prepare for intentional acts of contamination or tampering

Identify your food defense weaknesses

increase security measures to help your customers and staff

Tips to prepare for threats to food security

Require guests to wear a visitor's badge.

Always have a manager or employee escort visitors in non-public areas.

Ask for identification if visitors neglected to obtain a badge and escort them back to the sign-in area for badging.

Reward employees who enforce the visitor badge policy.

Create a "catalog" of I.D.'s for frequent vendors and visitors.

Install self-closing, self-locking exterior doors and never allow doors to be propped open.

Equip your building with security cameras and adequate lighting.

Train employees to contribute to your organization's security.

Alert management if customers, employees or vendors are disgruntled.

Encourage employees to alert management if something seems wrong or if they are worried about risks to food or other employees.

When in doubt, throw it out! Never risk serving contaminated food.



OCBH-FOOD DEF-10-15/1

Attention Customers:

We are committed to selling safe and wholesome food at this facility. Our associates are responsible and committed to protecting the food we sell. We take that seriously.



Please do your part by alerting an associate if you see anyone or anything that could contaminate food.

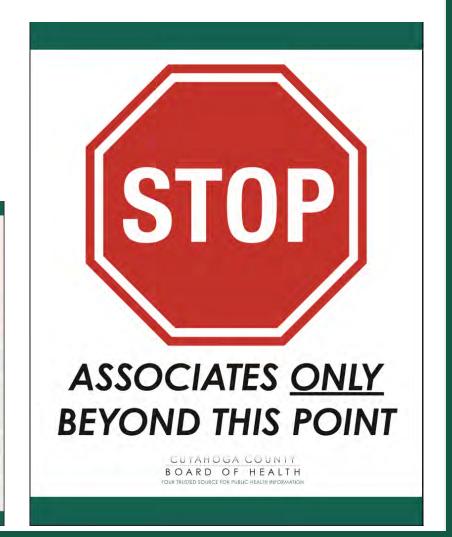
Food Defense is Everyone's Business.

United We Stand.

TOTAL FOOD PROTECTION = FOOD SAFETY + FOOD DEFENSE



Public View Posters



Public View – Clings

We Are Committed To **Protecting** The Food We Sell. As a Customer You Can Do Your Part. If You See Something, Say Something.



Employee Only Area Posters

4 per facility

BOARD OF HEALTH

ALL VISITORS MUST

- Sign in
- Have a Visitor's Badge
- Be escorted through restricted areas

DO NOT PROP THIS DOOR OPEN

DO NOT LEAVE OPEN DOORS UNATTENDED



Other Factors ↑ Food Defense

- Started in 2012; CCBH "undercover" work
- Multiple presentations: AEC, PIC, ServSafe, OEHA, NACCHO, in-services
- Stakeholder meetings, stakeholder toolkit input
- Republican National Convention
- April 2016 malicious adulteration: Michigan grocery stores
- Mass emailing mitigation strategies
- TV spot, our everyday conversations

