

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



Educational Materials

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

YOUR LOGO HERE **[Company Name]**

Visitor Check-In Food Defense Policy Checklist [Template]

Employee Information

Name: _____ Start date: _____
Position: _____ Manager: _____

Visitor Check-In

- All non-customer visitors must enter the following information into the visitor log book: printed name, signed name, date, time, company, company phone number.
- Closely examine visitor's drivers license and company I.D. badge (if available) to verify.
- Collect and make photo copies of company drivers' license and company I.D. card (if available).
- Place photocopies into I.D. badge binder.
- Distribute sticker badge, and ensure the visitor wears it in a visible location.
- Contact manager to determine if the visitor needs an escort.

I have reviewed, understand, and will follow the food defense policies described in this document.

Team Member (print): _____
Team Member (sign): _____ Date: _____
Manager (print): _____ Manager (sign): _____

Team Member Food Defense Policy Checklist

Employee Information

Name: _____ 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 Situations to Management Immediately

If you see something, say something. All suspicious behaviors must be reported to a manager immediately, 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.

I have reviewed, understand, and will follow the food defense policies described in this document.

Team Member (print): _____

Team Member (sign): _____ Date: _____

Manager (print): _____ 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

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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.



CCBH-FOOD DEF-10-15/1

Public View Posters

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**



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**ASSOCIATES ONLY
BEYOND THIS POINT**

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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.***



Please alert an associate
if you see anything that
could contaminate food.

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Employee Only Area Posters

4 per
facility

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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