

2024 Samuel J. Crumbine Consumer Protection Award



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Executive Summary

Richmond County, situated in the south-central region of North Carolina, is a scenic county spanning over 474 square miles. It is the 47th largest county in North Carolina by total area, located between the Sandhill Region and the Pee Dee River. Richmond County offers residents and visitors a unique blend of natural beauty and cultural opportunities. In recent years, the county has experienced increased population diversity, leading to a broader range of events and retail opportunities in the community. With the population changing, it has become increasingly vital to prioritize the safe handling of food and the availability of resources for all community members and visitors. It has been imperative that the Richmond County Environmental Health Section (RCEHS) focus on these aspects to ensure the optimal well-being of the community.

The RCEHS enforces North Carolina's laws and regulations to protect public health and the environment. The Environmental Health Section's mission is to promote a safe and healthy environment in partnership with industry and public agencies by conducting risk-based inspections, providing educational outreach, leveraging technology, collaborating with other jurisdictions, and improving our program by gathering feedback from community surveys.

In February 2014, the Richmond County Health Department underwent a significant transformation, becoming a Consolidated Health and Human Service Agency. This change resulted in the dissolution of its Board of Health, with the agency now governed by the Board of County Commissioners, based on the recommendation of a Health and Human Services Advisory Board. A Consolidated Human Services Agency (CHSA) is an organization that provides a combination of local public health services, social services, Medicaid transportation services, veteran services, and aging services to a single county. Richmond County Health Department is accredited with honors by the North Carolina Local Department Accreditation Board (NCLHDA), meeting all activities within the standards.

2013, the RCEHS enrolled in the Voluntary National Retail Food Regulatory Program Standards (Program Standards). RCEHS made progress towards meeting the criteria and received funding from the Retail Program Standards Grant Program. The grant received by the jurisdiction helped identify gaps in the program through a self-assessment, which led to the implementation of a strategic plan to work on achieving conformance with the program standards.

The National Association of County and City Health Officials (NACCHO) selected RCEHS to participate in the grant program in 2013, mentoring jurisdictions to assist with developing the Program Standards. RCEHS has collaborated with other jurisdictions and the NC Program Standards Network to create policies and procedures for several standards, including Standard 3 (HACCP Principles), Standard 4 (Uniform Inspections), Standard 6 (Compliance and Enforcement), and Standard 8 (Program Support and Resources).

In 2023, RCEHS became the first county in North Carolina to achieve conformance with all nine Program Standards. This achievement is a testament to the hard work and dedication of the RCEHS and commitment to ensuring the safety and well-being of the community.

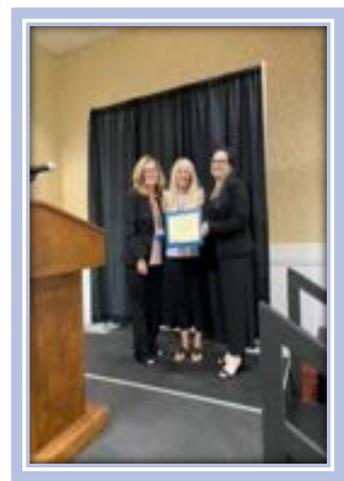


Figure 1. 2023 FDA Seminar

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*APPENDICES A through U (Separate Attached Document)

Part I: Demographic Profile

Richmond County is in central southern North Carolina, with Rockingham as its county seat. Formed in 1779 from a portion of Anson County, Richmond County is named after Charles Lennox, 3rd Duke of Richmond and Lennox. The first inhabitants of Richmond County were the Native American tribe of the Saura or Cheraw. They settled along the Pee Dee River, which they relied on for travel and as a critical water and food source. Richmond County has preserved prehistoric Indian mounds and woodlands that have remained untouched since their discovery. With pristine forests, unspoiled rivers, and fertile farmland, Richmond County is a community of natural riches. It provides an ideal escape for people who enjoy the great outdoors and is the gateway to North Carolina's Central Park.

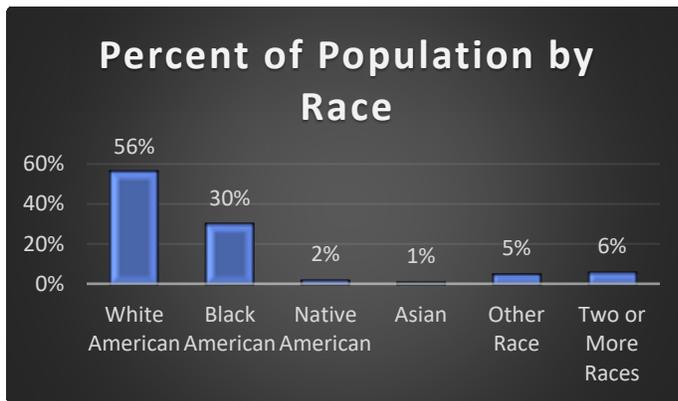


Figure 2. Richmond County's 2022 Community Health Assessment

Based on the 2020 census data, the current population of Richmond County is estimated to be 42,946, which represents a decrease of 3,900 individuals over the past decade. According to the U. S. Census Bureau, 98.3% of Richmond County residents are US citizens. As of 2020, 3.44% of Richmond County residents were born outside the country, with an estimated 6.64% of the population being ethnically Hispanic.

Poverty is the inability to provide for basic needs, such as food, shelter, and other living expenses. The county's poverty levels are higher than other NC jurisdictions, and recent trends indicate a downward trajectory. As of 2021, 45.6% of the population falls below 200% of the Federal Poverty Level (FPL), with an average annual decrease of 0.29% from 2012 to 2020.

Richmond County has experienced a significant increase in diversity, leading to a broader range of events, festivals, and restaurants. As of January 1, 2023, 161 food service facilities were operating in the county, including restaurants, food stands, nursing home kitchens, and school lunchrooms. Richmond County has hosted large-scale events, such as the EPI Center Festival and Street Outlaws, which drew an impressive crowd of over 50,000 people. These events offered various food varieties, vendors, and overnight lodging to offer attendees a unique and diverse experience (See Appendix A).

It is now more critical than ever to prioritize safe food handling and promote healthy resources to the community. RCEHS is committed to educating and reducing the risk of foodborne illnesses in regulated facilities and building relationships with industry to improve food safety.

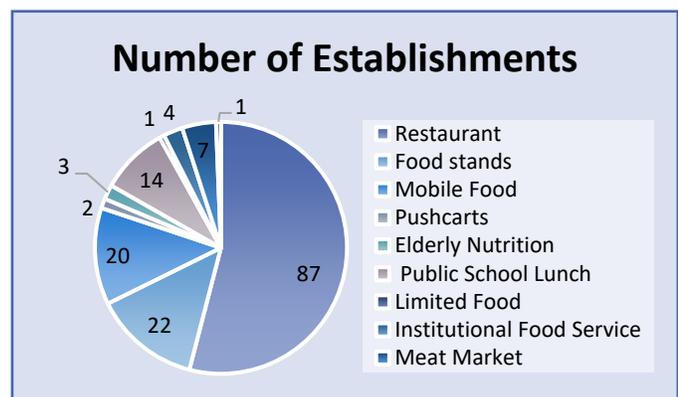


Figure 3. Richmond County's Establishments

Part I: Program Basics-Resources

The RCEHS is the regulatory body responsible for enforcing state-adopted rules and providing public health services as mandated in the North Carolina General Statutes. The delivery of services as outlined in the annual Consolidated Agreement between the county and the State of North Carolina, in addition to the state-adopted "Rules Governing the Sanitation of Food Service Establishments."



The seven-member Board of Commissioners in Richmond County operates on a fiscal year budget. The 2023 General Fund budget for Richmond County amounts to approximately \$59 million. The county government currently employs 500 individuals in various roles across 28 departments. The Environmental Health Section is one of 9 departments within the Richmond County Health Department, with a budget of \$11.6 million, funded by the county's general fund. RCEHS is allocated \$1 million to cover staff salaries and benefits, equipment, training, and other necessary resources. Food service permits cost \$120 annually, whereas the state reimburses the county based on inspection coverage. RCEHS updates the fee schedule annually and submits it for adoption by the Board of County Commissioners (see Appendix B).



Figure 4. 2023 Mentorship End of Year Meeting

In addition to the funding sources, our program has obtained grant funding to supplement our budget. Since 2013, RCEHS has procured \$269,799.00 worth of grant funding from the US Food and Drug Administration (FDA), National Environmental Health Association (NEHA), Association of Food and Drug Officials (AFDO), and National Association of County and City Health Officials (NACCHO). This funding was instrumental in our program conforming to all nine Program Standards (see Appendix C).

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
AFDO											
Category 1	2,000.00	2,000.00	2,000.00	2,000.00	2,000.00	2,000.00	2,000.00	2,000.00			
Category 2	10,588.00		14,000.00	20,000.00		12,500.00	12,500.00	14,000.00			
Category 3	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00			
Category 4				2,800.00							
NEHA											
Training									7,500.00	7,500.00	
M&A Base Grant									24,264.00	23,764.00	26,364.00
NACCHO											
Mentee	9,999.00	10,000.00		8,000.00							
Mentor						14,000.00				12,000.00	
	25,587.00	15,000.00	19,000.00	35,800.00	5,000.00	31,500.00	17,500.00	19,000.00	31,764.00	43,264.00	26,364.00
Total											\$269,779.00

Figure 5. Grant Funding 2014-2024

Part I: Program Vision, Goals, and Objectives

Our mission is to help prevent disease, promote health, protect the environment for all citizens of Richmond County, and continually assess and respond to the community's health needs. Richmond County's retail food regulatory program aims to prevent problems with food safety beforehand rather than relying on a reactive approach once problems have already occurred. Our local Environmental Health Section has continuously worked to enhance our services to retail food establishments and all its citizens.



The Program Standards serve as a structure for developing and managing a retail food regulatory program to reduce the incidence of risk factors that lead to foodborne illness. Our industry partners help us achieve continuous improvement, education, enforcement, and program evaluation. The overarching objective was to fully comply with all nine standards established by the Food and Drug Administration (FDA) within the framework of the RCEHS. The program added the non-conformances found during self-assessment of the Program Standards framework to the objectives of our strategic plan. Annually, the RCEHS worked on several program objectives to persistently strive toward fulfilling the program's purpose and overarching aim. The RCEHS program accomplished all of its goals in 2023 (see Appendix D). While we take pride in achieving these objectives, our jurisdiction remains committed to pursuing continuous quality improvement to ensure that the RCEHS program maintains its high standards.

RCEHS Program Objectives

Develop Risk Control Plans for Each Risk Factor

Participate in NC Food Safety Task Force Meeting

Update RCEHS Website

Staff Standardization

Develop a Digital and Social Media Footprint

Upgrade the Inspection Program to be Fully Digital

Trained Staff with Cutting-Edge Information (Conferences, Seminars, Culturally Competent Training, Customer Service Success, and Customer Expectations)

Conduct Risk Factor Studies

Develop Educational Materials

Food Manager's Training (In-person and Virtually)

Modify the Training Plan for New Hires

Reduce the Occurrence of Foodborne Illness Risk Factors Out of Compliance

Update the Compliance and Enforcement Strategies Manual

AMC – Multiple Languages

Policy Alignment

Part II: Regulatory Foundation

Richmond County employs two Registered Environmental Health Specialists (REHS) who possess the necessary authorization to act as agents of the state. They enforce the North Carolina .2600 Rules Governing Sanitation of Food Service Establishments, which is Title 15A Subchapter 18A of the North Carolina Administrative Code. RCEHS also enforces the sections of the North Carolina General Statutes related to public health, Chapter 130A. The rules authorize the 2021 NC Food Code based on the 2017 US Food and Drug Administration's Food Code. RCEHS regulates all retail food service establishments within the county. Food processing establishments and agricultural commodities produced in the state are under the jurisdiction of the NC Department of Agriculture and Consumer Services.

North Carolina's initial "Rules Governing the Sanitation of Food Establishments" was adopted in February 1976, based on the "Food Service Sanitation Manual Including a Model Food Service Sanitation Ordinance." The rules-making process requires notification of the public, review by the North Carolina Rules Review Committee, and adoption by the NC Commission on Public Health. North Carolina counties are not authorized to adopt local rules or amendments to the state code.

When the state pursued adopting the first version of the NC Food Code, other counties in North Carolina's risk factor data provided empirical evidence to substantiate rule changes. The former North Carolina rules did not address several foodborne illness risk factors, such as:

Foodborne Illness Risk Factors			
Bare Hand Contact with Read to Eat Foods	Cold Holding at 41F	Consumer Advisories for Undercooked Foods	Date Marking
Employee Health	Specialized Food Processes	Variances	

The data collected from risk factors in other counties provided valuable insights into the fiscal impact on the food industry. It also highlighted the importance of adopting a food code that addresses potential food safety concerns. As a result, North Carolina adopted the first NC Food Code in 2012, which was in line with the 2009 FDA Food Code. In 2021, North Carolina updated its food code to the 2017 NC Food Code, which aimed to provide better safety measures and protocols for the food industry (see Appendix E). With the adoption of the 2009 NC Food Code and the 2017 NC Food Code, Richmond County was able to meet FDA Program Standard 1 (Regulatory Foundation) in 2014 and 2021, which ensures that the county's regulatory framework is in line with the FDA's guidelines.

Part II: Staff Training Program

Individuals interested in becoming Environmental Health Specialists in North Carolina begin their career as Registered Environmental Health Specialist (REHS) Intern. To be considered, an individual must possess a four-year bachelor's degree and have finished at least 30 college semester hours in physical or biological sciences. The North Carolina Department of Health and Human Services (NCDHHS) training program is considered one of the most comprehensive programs in the country. The original FDA Standard 2 (Trained Regulatory Staff) used North Carolina's Centralized Intern Training program as a model. This program aims to provide education and training to delegate state authority to county staff in accordance with NC. General Statute 130A-4(b) and state rules.

Upon registration, Environmental Health Specialist Interns must complete a four-week Centralized Intern Training program and pass a comprehensive exam. The training covers various environmental health topics, including food safety, onsite wastewater, wells, lead, childcare centers, schools, tattoos, and swimming pools (See Appendix F). Upon completing the classroom work and passing comprehensive exams, interns receive field training in the county. During the practical training, interns inspect facilities with an experienced staff member.



Figure 6. NCDHHS Staff

Initially, interns observe inspections, gradually leading to conducting inspections under the senior staff member's supervision. Once interns have written forty-five inspections and submitted their application to the state, the Regional REHS completes an authorization process to ensure that the local agents of the state can satisfactorily enforce state rules and laws, as described in the "Food, Lodging & Institutions Authorization Procedures." The Environmental Health Section Chief makes the final authorization decision.

To become licensed by the REHS Board, REHS interns must complete a two-year apprenticeship and take an exam. This exam includes the National Environmental Health Association (NEHA) REHS exam, an oral interview conducted by the State Board of Environmental Health Specialist Examiners, and a handwritten essay. The design of the North Carolina Registered Environmental Health Specialist Exam ensures that EHS is qualified, competent, and adequately prepared to perform the duties and responsibilities of the position. Registered EHSs must complete 15 hours of approved continuing education annually to maintain their license.

Richmond County has developed an internal training process that follows a tiered approach in alignment with the training requirements established by NCDHHS, allowing Richmond County to meet FDA Program Standard 2 in 2023. Senior Standardized EHSs provide training in Richmond County to all interns. The individual identified as the trainer holds Richmond County's Standard position, tasked with aiding in the standardization and re-standardization procedures (See Appendix G). The training materials produced in this process are consistent with the CFP: Field Training Manual and regularly revised and updated with the latest information.

Part II: Utilizing HACCP Principles

The RCEHS employs the requisite tools for inspecting establishments based on the HACCP principles, particularly emphasizing the five risk factors that allowed Richmond County to meet FDA Program Standard 3 in 2018 and 2020. Following enrollment in the Program Standards and the adoption of the NC Food Code by NCDHHS, a four-risk category system was implemented (See Appendix H). Inspections are conducted at varying frequencies throughout the year, depending on the risk level assigned to the facility. The categorization of risks is established by considering factors such as the quantity of food products prepared and cooled, the level of complexity in the menu, and the demographic served by the facility. To prioritize the implementation of HACCP principles during food safety inspections, RCEHS mandates the attendance of all inspectors to the FDA Risk Based Inspection course. At present, there are no RCEHS establishments that have approved HACCP plans. Nevertheless, the organization offers training curriculums to its staff members, aiming to foster a comprehensive comprehension of



HACCP principles, the capacity to develop an HACCP plan, and the ability to assess HACCP plan submittals upon receipt (See Appendix I).

RCEHS assesses establishments' compliance using marking instructions supplied by NCDHHS and documents compliance inspections using an electronic food inspection software, Custom Data Processing (CDP). This software immediately publishes inspection

reports to a publicly accessible website after staff submits the inspections. The risk-based inspection form, which adheres to the Conference for Food Protection form, designates violations as either In, Out, Not Observed, or Not Applicable. The comments section documents the observations on violations, corresponding rules violations, and the corrective action (or required actions). The software automatically calculates a score based on the number of infractions marked out of compliance, where the EHS displays a scorecard with the grade in a visible location (See Appendix J).

During establishment inspections, correction of Priority and Priority Foundation violations is achieved by EHSs before the end of the inspection. If impossible, the PIC must correct within three calendar days for Priority items and ten calendar days for Priority Foundation. If infractions persist from the prior inspection, the violation number denotes the word "repeat" on the inspection form. When there is a trend of out-of-compliance risk factors that indicate a pattern of noncompliance, a Risk Control Plan is generated during the inspection or verification visit to facilitate effective corrective action. A risk control plan helps restore accountability and mitigate noncompliance from risk factors (See Appendix K). The Compliance and Enforcement Manual contains exemplary Risk Control Plans corresponding to each risk factor, designed explicitly for Standards 3 and 6. The primary objective of developing the Compliance and Enforcement Manual was to guide staff members in enhancing the effectiveness of current food safety management systems by using intervention strategies to ensure both short-term and long-term compliance (See Appendix L). RCEHS offers a quarterly certified food safety manager course to reduce risk factor violations and teach HACCP principles.

Part II: Quality Assurance Program

To ensure uniformity among regulatory staff in interpreting regulatory requirements, program policies, and compliance and enforcement procedures, it is crucial to assess the training needs of field staff regularly.

To maintain consistency and quality within the RCEHS food and lodging program, NCDHHS requires local health departments to maintain an internal quality assurance plan as part of the Agreement Addendum. In 2014, RCEHS developed a comprehensive quality assurance program to ensure consistency among field inspection staff and to evaluate its effectiveness in reducing foodborne illness risk factors, meeting Standard 4 in 2016. Standard operating procedures, established performance metrics, professional development, and customer feedback are in place to support the quality assurance program. The updated quality assurance policy includes a field assessment tool to review and monitor all violations on North Carolina's inspection form, comprising the 20 quality elements described in the 2017 Program Standards. REHS employees use the field assessment tool to assess their ability to conduct food establishment inspections, including their ability to interpret regulations consistently, correctly mark the inspection report, track repeat violations, and enforce compliance regulations. Each field staff member receives a file review and field evaluation by the NCDHHS, the director, or the senior EHS of three establishments every six months.



The NC Quality Assurance (QA) field marking instruction provides assessment guidance for items evaluated as IN, Out, NA, or NO. Assessors enter data into a QA Excel worksheet with tabs dedicated to individual field assessments and file reviews. The 'total from field assessment' tab presents a comprehensive compliance percentage for each item, while the 'compliance total' tab calculates the overall QA program compliance percentage. In 2023, RCEHS introduced a 'quality elements' tab that tabulates the total from the corresponding items evaluated for the 20 quality elements based on the quality elements marking instructions, allowing Richmond County to meet FDA Program Standard 4 (See Appendix M). The program management team analyzes these calculations every six months to identify programmatic deficiencies. Upon completing an assessment, the assessor will thoroughly examine the results and identify areas where the staff member may have demonstrated weaknesses. This approach enables the staff members to receive targeted and practical training to improve their overall skills.

The RCEHS Quality Assurance program comprises several components, including staff training to sustain a high-quality rating. To remain current with regulatory changes, rule interpretations, and issue resolution, staff must attend at least seven continuing education hours annually. Staff members obtained required CEUs by attending training sessions, conferences, and workshops designed to enhance their knowledge and skills. Attending the State of Practice Courses, NCDHHS Regional Meetings, AFDO or NEHA (Courses or Conferences), and Online ORA U Courses are approved training to obtain hours.

Part II: Foodborne Illness Response

Vigilant surveillance and prompt identification of foodborne illnesses play a critical role in stemming the spread of diseases within the community. CDC research indicates that one in six individuals in this country will experience foodborne illness, with 128,000 hospitalizations and 3,000 fatalities, many of which remain unreported. RCEHS has implemented various measures to expand the reporting avenues for foodborne illnesses. In addition to the existing channels of contacting our office or emergency management (911-non-emergency line), our program has devised new protocols for surveillance, such as the 24-hour reportable feature on our website. Furthermore, RCEHS has partnered with the Health Education Department to facilitate the submission of reports through our social media platforms.

RCEHS receives more than one hundred complaints annually through various reporting systems. According to North Carolina General Statutes, restaurateurs must report to the local health department when an outbreak is suspected or an employee is diagnosed with a reportable illness. In 2015, RCEHS developed standard operating procedures that assisted our jurisdiction in meeting FDA Program Standard 5. Staff members prioritize the complaints relating to foodborne illnesses and food for investigations. To ensure timely and reliable detection, RCEHS conducts high-priority complaint investigations immediately, if feasible, or within 24 hours of receipt, in compliance with NCDHHS guidelines, making the complaint investigations a measurable performance metric. Upon receipt of a complaint, administrative support enters information into the electronic inspection software CDP, foodborne illness database module tab. The director is notified by CDP of the complaint, assigning the appropriate staff member to the complaint based on its Food and Lodging assignment. In the event that CDP has identified a cluster of foodborne illness complaints, Richmond County's Epidemiology Team (epi-team) convenes to manage the outbreak.



Norovirus Outbreak Reported

Together, the epi-team and industry staff work to identify and correct the factors contributing to FBI and environmental antecedents. During an outbreak, the epi-team, the public information officer, and a public health preparedness representative meet daily to share updates from each group and plan the next steps.

The Emergency Preparedness and Outbreak Coordinator at the NCDHHS uploads data pertaining to the outbreak into the National Environmental

Assessment Reporting System (NEARS). Furthermore, the state of North Carolina uses the North Carolina Health Alert Network (NC HAN). This secure intrastate system facilitates the dissemination of health alerts and crisis communications between the North Carolina Department of Health and Human Services, local health departments, hospital emergency departments, and law enforcement officials (See Appendix N).

RCEHS participates in the Food Safety and Defense Task Force, which assisted us in meeting FDA Standard 7 (See Appendix O). Comprising industry leaders, this task force collaborates to discuss outbreak reports, provide situational awareness about food safety events, identify projects to enhance response, and strengthen coordination for food emergencies. The Task Force endeavors to improve the protection of North Carolina's food supply by engaging relevant experts from academia, private industry, federal agencies, state and local government agencies, law enforcement, and technical professionals.

Part II: Compliance and Enforcement

RCEHS employs a progressive approach to enforcement compliance with the NC Food Code. This process encompasses all voluntary and regulatory actions to ensure regulation adherence. Compliance and enforcement activities are critical to the timely correction of code violations. RCEHS focuses on foodborne illness risk factors, documenting compliance with these factors and targeting short-term and long-term corrective measures for any out-of-control risk factors. Active managerial control (AMC) is a critical aspect of preventing foodborne illness, where the primary objective is promptly rectifying any code violations. To achieve this goal, the compliance and enforcement strategies manual outlines a uniform compliance process for staff members, ensuring that food service establishment operators have AMC over foodborne illness risk factors through implementing public health interventions and short-term and long-term control measures.

In 2018, RCEHS played a crucial role in developing North Carolina's manual for compliance and enforcement and the revision in 2023 (See Appendix L). The contributions to developing the compliance and enforcement manual have enabled RCEHS to maintain a robust regulatory framework for the protection of public health and aided our jurisdiction in meeting FDA Standard 6 in 2023. The manual provides a series of enforcement tools that staff members use to address public health intervention and risk factors violations. These tools include grading, verification visits, voluntary disposal (including embargo), risk control plans, and permit actions such as Intent to Suspend or Immediate revocation (See Appendix K). To ensure the effective use of these tools, staff members receive training on the NC Food Code, State Rules, marking instructions, and the compliance and enforcement strategies manual.

The NC Food Code outlines three distinct categories of violations: Priority, Priority Foundation, and Core, each carrying varying degrees of risk to public health. Priority violations pose the most significant risk, while Core violations are considered the lowest risk. The compliance and enforcement strategies manual offers acceptable short and long-term remedies when staff members identify non-compliant risk factors and interventions.

Short-Term Corrective Actions Include:	Long-Term Corrective Actions Include:
Cleaning and sanitizing contaminated food contact surfaces	Risk control plans
Continued cooking to the proper temperature	HACCP plans
Discard food that has been temperature abused	Risk control plans
Provide consumer advisory or cook to the final cook temperature	Standard operating procedures
Remove unapproved additives from premises	Menu modification
Required handwashing with observations of potential contamination	Employee training

Part II: Communication

Efficient communication and information exchange among the Health and Human Services Board members, regulators, industry, and consumers are crucial in mitigating the risk of foodborne illnesses. To facilitate this, RCEHS has established several partnerships and initiated a Food Safety Task Force (FSTF), which provides educational information on food safety. The FSTF collaborates with food managers and handlers through training and direct communication to assist them in understanding food safety concerns and teaching them how to address them. The FSTF has offered valuable guidance, counsel, and advocacy for safe food. Members are encouraged to bring their expertise and insight to reduce food safety risk factors by guiding policies, procedures, and stakeholder collaboration.



Figure 7. ServSafe Manager Training

In 2019 and 2020, the RCEHS conducted a verification audit to ascertain their compliance with Standard 7, Industry and Community Relations. Nevertheless, the department remains steadfast in its commitment to enhancing communication and fostering positive relationships with its industry partners. In addition to our local collaboration, the RCEHS actively participates in the NC FSTF, which provides a platform for all stakeholders, including local, state, and federal agencies, industry, and academia, to collaborate and share information on safeguarding the food supply chain in North Carolina. The periodic meetings of the task force offer members a structured setting to identify vulnerabilities, develop emergency response plans, and build partnerships for effective collaboration (See Appendix O).



Figure 8. Food Handler Training

In 2019, RCEHS secured grant funding, enabling the development of a comprehensive website and social media presence. This platform has since become a highly esteemed resource for the public, providing access to establishment inspection reports, recall notifications, and various food safety guidance documents. In addition, visitors can access cooling calculators, plan review documents, FAQ handouts, brochures, posters, and links to all rule sets (See Appendix P). The website also offers online application submission and food safety videos for each risk factor. RCEHS has also used its social media presence, with over 4,500 followers on Facebook. The website and social media accounts disseminate brief, timely, and seasonal messages regarding food safety, hand washing, and other guidance and tips.

RCEHS offers several training courses to food managers and handlers. The training courses include AMC training for each foodborne illness risk factor, ServSafe training with both in-class and virtual learning platforms, and HACCP training tailored to school environments.

Part II: Supporting Resources

The RCEHS program is dedicated to reducing the risk of foodborne illnesses and uses a wide range of resources to achieve this goal. These resources include staffing, equipment, budget, and educational opportunities. Grants and state/county support fund the program, as the program charges no fees for inspections, re-inspections, or violations. The program has a budget of \$1 million, which covers expenses such as salaries and benefits, equipment, training, and related costs. By maintaining an efficient and well-funded program, RCEHS can prevent foodborne illnesses, promote public safety, and maintain high public health standards.

The RCEHS program is composed of six members. Two individuals are currently assigned to the Food, Lodging, and Institutions Section, two to the Onsite Wastewater Section, one to preparedness, and a Program Director. According to the FDA model program, a jurisdiction should employ approximately one full-time equivalent (FTE) dedicated to food for every 280-320 inspections conducted. After conducting a comprehensive assessment using the Alternative Staff Level workbook, we found that the RCEHS program needed 0.82 FTE



dedicated to food safety to ensure adequate inspections and surveillance to reduce risk factors contributing to foodborne illnesses. In 2023, the RCEHS program met Standard 8, Program Support and Resources, with a program staff of 0.90 FTE.

The Richmond County Health Department ensures that REHS has all the necessary resources to perform duties effectively. During the first week of employment, new staff members receive a personal briefing regarding the REHS equipment list (See Appendix Q). Staff members are assigned required equipment, with some exceptions, such as the camera, epi kit, swimming pool test kits, laser level, and PH meters, which are available for check out as needed. The IT department equips the staff with iPads, laptops, and Wi-Fi hotspots and installs all the necessary software programs. Custom Data Processing (CDP), our electronic food inspection software, is an installed program on the devices. The REHS equipment list is updated to record any new equipment the staff receives, whether due to damage or new purchases.

The program places high importance on active engagement in professional development. Our staff members are encouraged to participate in training sessions, conferences, and workshops to enhance their knowledge and skills. Additionally, REHS must complete 15 hours of approved continuing education annually to maintain their license. Grant funding from AFDO and NEHA has significantly aided our jurisdiction in obtaining the required training hours.

Part II: Program Evaluation

The Program Standards provide a framework for developing and managing a retail food regulatory program to reduce the incidence of risk factors that contribute to foodborne illnesses. In 2015, RCEHS conducted a risk factor study of the five categories identified by the CDC. In 2020, in line with the Program Standards, RCEHS reassessed the occurrence of these risk factors in establishments to identify non-compliant factors and develop strategies to minimize their incidence, which aided our jurisdiction in meeting Standard 9. Using the new study design, the study also evaluated trends over time in reducing foodborne illness risk factors. Based on the 2017 FDA Food Code assessment criteria, the RCEHS utilized models, methodology, and forms recommended in the FDA guidance document titled "Study on the Occurrence of Foodborne Illness Risk Factors in Select Retail and Foodservice Facility Types."

The 2015 baseline study collected data from 189 inspections of institutional food service establishments, restaurants, and retail food stores, totaling 3,882 observations. Due to the COVID-19 pandemic, the 2020 Risk Factor Study collected data from 102 inspections of open establishments, resulting in 3,059 observations.

The table represents the data gathered from the individual risk factors of Richmond County's Risk Factor Studies in 2020. These studies reveal data items out of compliance for each risk factor. Among them, the Poor Personal Hygiene risk factor had the highest

out-of-compliance percentage of 37%, indicating that employees did not clean and wash their hands properly when required. The Contaminated Equipment/Protection from Contamination risk factor category had a 36% out-of-compliance percentage, indicating that food contact surfaces and utensils were not cleaned or sanitized before use. Cooling was the third highest out-of-compliance percentage, at 28% (Appendix R).

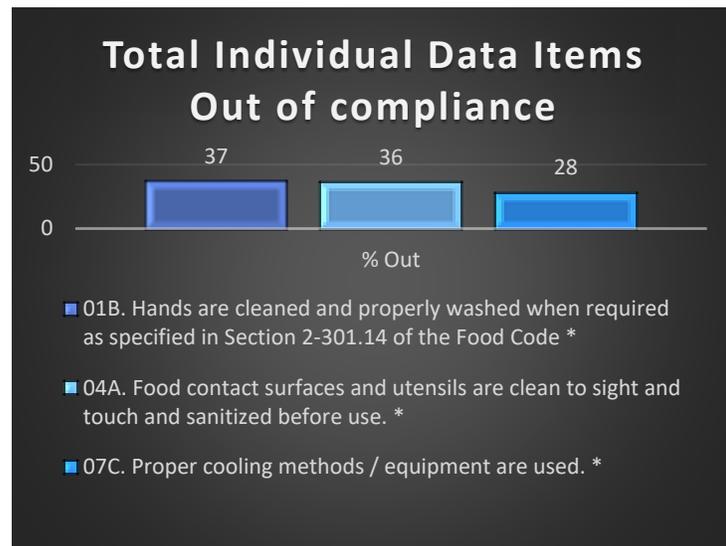


Figure 9. Richmond County's 2020 Risk Factor Study

Risk factors identified as non-compliant in 2015 (inadequate holding, approved sources, and date marking) were effectively reduced through risk-based inspections, adopting the Food Code, and guidance materials. The recommendations highlighted in the risk factor report enhance the effectiveness of regulatory and business retail food safety programs based on the findings of a survey. The survey results revealed the need for improvements in personal hygiene, contaminated equipment/protection from contamination, and proper cooling risk factors across all industry segments and facility types. RCEHS compiled a comprehensive list of facilities with risk factor violations and subsequently established a plan of action for each facility. Intervention strategies used were in-service training, risk control plans, educational handouts with video training links, compliance visits, and the purchase of cooling paddles (Appendix S).

Part III: Challenges, Objectives, Measurements, & Achievements

Challenge 1: Adherence to the FDA Program Standards

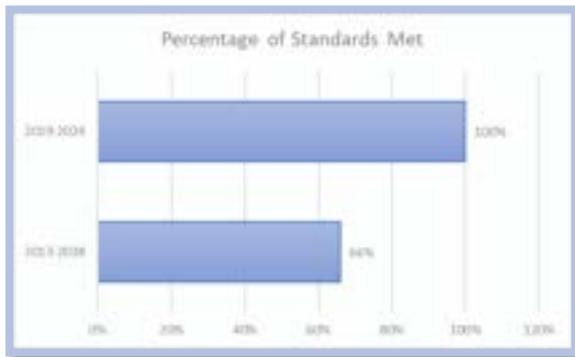
Richmond County enrolled in the Voluntary National Retail Program Standards in 2013, intending to meet all nine program standards. Within our first five years, our jurisdiction engaged in mentorships and collaborated with the network in North Carolina to develop policies and workbooks piloted throughout North Carolina. We also developed strategies to meet each standard, successfully implementing policies within our jurisdiction that met Standards 1, 3, 4, 5, 7, and 9.

RCEHS began with Standard 1, comparing North Carolina's Food Code to the FDA's. Richmond County does credit NCDHHS for pursuing the adoption of the Food Code. In the same year, RCEHS had Standard 5 audited after working with the NCDHHS Food Defense Coordinator to update procedures, protocols, and tabletop exercises. Our jurisdiction concentrated



Figure 10. Standard 5 Tabletop Exercise

its efforts on Standard 7 the following year, which presented a few challenges. Specifically, our website could have been more user-friendly, and we had to obtain approval from our IT department before publishing any content. Grant funding from FDA/AFDO allowed staff to become web content coordinators. This allowed RCEHS to edit the website content when required. Over the next few years, RCEHS worked on two standards per year until our new self-assessment was due. Although we only met 66% of the standards, we identified the needs required to be successful in the standards we did not meet.



Richmond County also has faced challenges due to limited staffing availability. When working with a small workforce, time becomes crucial in managing staff workload and meeting jurisdictional goals. Staff members must prioritize

their work, focusing on mandated tasks. Our program reviewed its staffing levels within the Program Standards and determined the need for additional staff. Having adequate staffing levels ensures EHSs can complete work within the required timeframes by prioritizing activities. Our director advocated to the Board of County Commissioners for additional staff to assist with the growing need for mandated work.

After completing our second self-assessment, our jurisdiction reevaluated the policies and procedures necessary for previously met standards. RCEHS began with the maintained Standards 3, 5, and 7 before proceeding to the risk factor study. In 2021, NCDHHS adopted the new 2017 Food Code, allowing our jurisdiction to meet Standard 1. We assessed each standard left and found that our jurisdiction met most of the elements within each standard. RCEHS initiated our process by focusing on Standards 2, 4, and 5 and then addressed Standards 6 and 8. With the addition of new staff, we trained to the expectations of elements in Standards 4 and 6. Training staff, part of Standard 2, helps achieve Standards 6 and 8, ultimately meeting all nine standards.

Part III: Challenges, Objectives, Measurements, & Achievements

Challenge 2: Reduce Risk Factor Violations and Increase AMC

Before 2008, RCEHS relied on paper forms and files for all inspections. However, our jurisdiction underwent a modernization process, which entailed transitioning to an electronic food inspection software known as the CDP. CDP is an information management system that facilitates data collection and recording, issues permits, and generates pre-defined or ad-hoc reports. The electronic food inspection software analyzed trend data over several years, revealing a significantly higher number of priority violations correlated with establishments not having a certified food protection manager.



RCEHS faced the challenge of reducing priority violations, particularly in the context of Richmond County's high poverty levels. Considering the financial limitations, RCEHS applied for an FDA/NEHA grant to offer ServSafe training to the establishment at no cost to assist owners with their financial constraints.

RCEHS implemented numerous measures to reduce risk factor violations and promote educational opportunities for

establishments. During inspections, staff members documented any observed violations and provided corrective actions in the documentation provided at the inspection's end. Additionally, RCEHS provided handouts or stickers to the Person in Charge (PIC) that focused on compliance with out-of-compliance risk factors (Appendix O and Appendix S). From the CDP database, staff developed an electronic approach to facilitate communication with establishments to send educational course invitations, information, announcements, newsletters, and surveys. RCEHS offered AMC training free to establishments, covering all risk factors every other month. This training provided a hands-on approach, including date marking, adequate holding (including thermometer calibration), contamination prevention, species storage, and approved sources. Establishments also received cooling training and cooling paddles. Quarterly PIC training provides in-class and virtual learning platforms in multiple ServSafe languages.

After implementing different options for educational training, RCEHS has observed an increase in the enrollment of ServSafe. Trained retail food establishments have started incorporating AMC into their food safety protocols, which has decreased violations by 74% related to the presence of the person in charge (PIC), their knowledge, and duties (Appendix T). Furthermore, inspections conducted after the educational implementation have found fewer priority violations on the establishment inspections.



Part III: Challenges, Objectives, Measurements, & Achievements

Challenge 3: Handwashing Intervention Strategy

The RCEHS 2020 Risk Factor Study revealed that personal hygiene poses the most significant risk to public health. Among the data analyzed, hand hygiene was the most frequently observed noncompliance issue, precisely, the inadequate washing of hands, with a noncompliance rate of 37%. These findings indicate a need for greater emphasis on personal hygiene practices among food handlers to ensure the safety and well-being of the public.



In 2021, staff members developed intervention strategies to promote proper handwashing practices based on the data collected during the risk factor study. The strategy included a one-hour educational training program explaining the handwashing procedures for all establishments. The training session design provided a hands-on experience for the participants. The session focused on the significance of proper handwashing and demonstrating its importance using Glo Germ. Glo Germ is a simulated product of plastic particles that glow when exposed to UV lighting. During the session, participants applied Glo Germ liquid or powder to their hands and washed them with soap and water before examining them under a UV flashlight. The level of exertion necessary to eliminate synthetic pathogens is commensurate with that required to eradicate most bacteria. The demonstration helped participants understand that the fewer glowing particles they observed after washing their hands, the better the handwashing. The efficacy of removing Glo Germ and bacteria through regular washing impedes the skin that is chapped or cracked, where most participants will have particles around nailbeds and cracked skin. Additionally, RCEHS discussed essential factors such as where and when to wash hands, training staff on proper handwashing, addressing barriers to handwashing, and ensuring sink accessibility. During routine inspections conducted in 2021, handwashing demonstrations and consequences for not washing hands were discussed. EHSs asked all PICs to emphasize handwashing daily to all staff members. All newly permitted establishments received handwashing cards and a link to training videos to promote proper handwashing practices. Grant funding received from the FDA/AFDO, the RCEHS was able to purchase educational handwashing stickers, distributed to all establishments, and the Glo Germ kits for the educational training. The handwashing stickers remind staff members to wash their hands regularly and correctly. In 2020, RCEHS proposed a poster initiative for school children to display at the county's agriculture fair. However, due to the COVID-19 pandemic, schools and all public events were closed, making it impossible to implement the initiative. RCEHS has continued to prioritize the promotion of proper handwashing techniques as a means of reducing



foodborne illness risk factors. Recent inspections have shown a notable decrease in out-of-compliance violations of 56%, indicating that existing efforts have been effective (Appendix T).

Part IV: Program Longevity

Improving our program to meet the Retail Program Standards has proved to be an advantageous undertaking. In working towards this objective, we identified gaps in our system and implemented appropriate measures to address them. The Retail Program Standards were established to enhance the operational and environmental prerequisite programs, particularly mitigating the risk factors contributing to foodborne illnesses. The enrollment of Richmond County in the program has resulted in a substantial reduction in out-of-compliance risk factors. This achievement has equipped us with the knowledge and resources to maintain an efficient retail food program. The experience garnered from this endeavor has transformed our approach to public health. This experience has altered our trajectory in the field of public health, as we have shifted our dedication towards delivering a high-quality service rather than prioritizing the volume of work accomplished.



Figure 11. 2023 FDA Seminar

Our Food Safety Program strategies aim to enhance public health by mitigating the risk of foodborne illness. This is accomplished by maintaining a highly trained staff with ongoing training, promoting and updating the RCEHS website for online payment and additional food safety training, expanding educational outreach to food industry partners and stakeholders, and actively engaging in the NC Food Task Force. Our commitment to public health and safety is evident in our comprehensive approach to food safety, which encompasses training, outreach, and collaboration with industry partners and government agencies. By implementing these strategies, we are confident in our ability to positively impact our community's health and safety.

Our next goal is re-accreditation from the NCLDA Board to ensure that Richmond County Health Department meets the basic capacity level and public health service (Appendix U). RCEHS will remain committed to maintaining compliance with the Retail Program Standards, including the NACCHO Mentorship Program, and pursuing all funding opportunities available through the FDA/NEHA grant program to enhance our jurisdiction. Regular evaluations and a culture of ongoing improvement are crucial for the sustainability of our program. RCEHS will start rotating responsibilities from the senior staff within the next five years and establish backup project leads to promote the longevity of the Program Standards. While RCEHS strives to meet all nine FDA Retail Program Standards again, we aim to reduce the risks associated with foodborne illnesses.



Figure 12. Richmond County Environmental Health Staff

Part V: Contact Information

Contact Information:

Holly K. Haire, MPA, REHS
Deputy Health Director

Contributor:

Holly Haire, Deputy Health Director
Traci Stevens, Registered Environmental Health Specialist

Organization:

Richmond County Health Department
127 Caroline Street
Rockingham, NC 28379
(o) 910-997-8323
(f) 910-997-8372

Email: holly.haire@richmondnc.com

Website: www.richmondnc.com/505

Permission:

The Richmond County Environmental Section grants the Foodservice Packing Institute permission to use this entry on its website at www.crumbineaward.com should it be selected as a winning entry.

Respectfully,



Holly K. Haire, MPA, REHS
Deputy Health Director

Donna M. Wanucha
207 S Madera Drive
Mocksville, NC 27028

February 9, 2024

Dear Crumbine Award Committee:

I am very pleased to provide this letter of support for Richmond County Health Department in North Carolina (NC) to receive the Samuel J. Crumbine Consumer Protection Award. It is with no hesitation that I can state that the local retail food program in Richmond County is the embodiment of what this prestigious award upholds and recognizes.

I have worked with Richmond County for over 20 years in my positions both as a regional food specialist with the NC Division of Environmental Health and as a retail food specialist with the FDA Retail Food Program. As the FDA retail food specialist assigned to NC, I worked closely with Richmond County retail program on their continual quality improvement plan.

Richmond County enrolled in the Voluntary National Retail Food Regulatory Program Standards (VNRFPS) in July of 2013. They completed their first self-assessment (which is a thorough and honest comparison of their retail program with the criteria within the nine standards) in only 1 year. At which point they created an action plan to improve their program accomplishing the following:

- Met and had audited the Program Standards (PS) criteria in Standards 1 and 3 for performing risk-based inspections based on rules that are focused on the 5 risk factors;
- Met and had audited the PS criteria for having uniformity of food inspectors in Standard 4;
- Met and had audited the PS criteria for foodborne illness investigation and food defense preparedness and response in Standard 5;
- Met and had audited the PS criteria for Standard 7 by reaching out with education and collaboration with their community and industry partners; and,
- Performed their first data collection using a statistically sound risk factor study to identify the baseline of the foodborne illness risk factors in all food facilities as required in Standard 9. This set up a plan to effectively create a measurable outcome of the effectiveness of their program on reducing the occurrence of out-of-compliance risk factors by identifying priority items in all facility types. Intervention strategies were created to address cold holding, datemarking and species storage which were the highest out-of-compliance risk factors identified by the data. The strategies included working with operators to create risk control plans, utilizing data loggers for demonstration and providing extensive training for operators on cold holding, datemarking and proper food storage order.

In August of 2019 Richmond County completed their second full self-assessment. By August of 2021 they met (and had verified by outside auditors) all nine standards. An outstanding achievement made by only very few state or local retail food programs in the nation! In addition to again meeting the same standards as in their first assessment, in their second self-assessment they met the remaining standards:

- Standard 2 by having well-trained and standardized regulatory staff;
- Standard 6 by having a sound compliance and enforcement program that focuses on control of out-of-compliance risk factors for both short and long-term;
- Standard 8 by having all the needed program resources of time and people to support an effective retail food program that reduces the 5 risk factors associated with foodborne-illness; and,
- Standard 9 by performing the second data collection their risk factor study thereby having data that prioritizes both risk factors and facility types most in need of attention. From this data they have created intervention strategies that target those priorities. Cooling and personal hygiene were identified as priority items from this data collection while there was improvement in cold hold holding, datemarking and food storage order (which were a concern in the first data collection). Intervention strategies included providing practical equipment such as cold paddles for operators to facilitate cooling. Extensive one-on-one hand-washing training was provided utilizing Glo-Germ at establishments. Several training reminders were provided all to support the building of robust food safety management systems within each establishment.

Their hard work and progress on the VNRFPS for the past 10 years has highlighted their dedicated commitment to continual quality improvement and sustained excellence. They freely share their work with other local county health departments through via the NC Retail Food Program Standards Network. As part of the core leadership within the network, they continue share, partner and mentor other jurisdictions.

I believe that because all of these tremendous achievements (especially with a very small staff), Richmond County NC is the model jurisdiction for which the Samuel J. Crumbine Consumer Protection Award was created. I highly recommend that they are recipients of this award.

Very kind regards,

Donna Wanucha, REHS
FDA Retail Food Specialist (retired)
dmwanucha@gmail.com



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

MARK BENTON • Deputy Secretary for Health

SUSAN KANSAGRA • Assistant Secretary for Public Health

Division of Public Health

December 14, 2023

The Samuel J. Crumbine Award Panel
c/o Foodservice Packaging Institute
201 Park Washington Court
Falls Church, VA 22046

Dear Panel Members:

It is with great enthusiasm that I recommend Richmond County Environmental Health Section for the 2024 Samuel J. Crumbine Consumer Protection Award for Excellence at the local level. I have worked closely with Richmond County staff for eight years, several of which I acted as their Food Protection Regional Specialist. Even though they have a very small staff in relation to their responsibilities, over the years, I have observed them working diligently towards the FDA's Voluntary National Retail Food Regulatory Program Standards in addition to their day-to-day work. They have also been successful at maintaining their mandated food service establishment inspection frequency at 100%, as well as managing frequent, large events that had the potential to greatly impact the public health of the community.

Richmond County stands out as an example of dedication and commitment to meet the needs of a growing community. Their accomplishments stand out even more with the consideration that the EH department has operated for most of this time with only two Environmental Health Specialists. Richmond County has also supported the entire state in many ways by spearheading workgroups and taking on projects that have benefited every jurisdiction. One major contribution by Richmond County that helps all EHS's in their daily work is a library of pre-defined comments for our food protection inspection form. The development of this library saves time and provides consistency between inspectors and counties. Another major accomplishment was the formation and direction of a workgroup to update the Compliance and Enforcement Manual for NC. Richmond County staff also revised NC's current Quality Assurance workbook to incorporate the 20 Quality Elements that jurisdictions currently use to meet Standard 4 of the FDA's Voluntary National Retail Food Regulatory Program Standards.

The entire state was thrilled to see Richmond County be honored by the FDA at the FDA Retail Food Safety Seminar in Asheville, NC this year for meeting all nine of the FDA Voluntary National Retail Regulatory Program Standards. Amazingly, this feat was accomplished in only five years with two staff members. Traci Stevens, EHS in Richmond County mentors (officially and unofficially) several counties within NC as they work to meet the program standards. I have sought her assistance on many occasions as NCDHHS works towards individual standards and audits other jurisdictions. Traci also assisted

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF PUBLIC HEALTH

LOCATION: 5605 Six Forks Road, Building 3, Raleigh, NC 27609
MAILING ADDRESS: 1632 Mail Service Center, Raleigh, NC 27699-1632
www.ncdhhs.gov • TEL: 919-707-5854 • FAX: 919-845-3972

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

NCDHHS with a side-by-side comparison of FDA's 2017 Food Code with the 2009 Food Code when the state was ready to re-adopt the new version.

The reasons above represent only a few of the many accomplishments that demonstrate why Richmond County Environmental Health would be a deserving recipient of the 2024 Crumbine Award. I cannot emphasize enough what their accomplishments and willingness to mentor others have meant to our entire state.

Sincerely,

A handwritten signature in black ink that reads "Terri C. Ritter". The signature is written in a cursive, flowing style.

Terri C. Ritter, REHS, LSS
Environmental Health Regional Specialist, Field Supervisor



Helene Edwards, MS, RD, LDN
Health Director

HOKE COUNTY
Department of Public Health

683 East Palmer Street
Raeford, North Carolina 28376



(910) 875-3717
FAX (910) 875-6351

December 15, 2023

Dear Samuel J Crumbine Award Panel,

I am excited to have this opportunity to share support for Richmond County, seeking the prestigious Samuel Crumbine Award. North Carolina has had and maintains an energized pack of Environmental Health Professionals. A great deal of the sustainability of progress and conformance with the FDA Retail Program Standards has been provided through leadership or collaboration from the Richmond County Environmental Health Section.

After almost two decades of working together, I can tell many tales of their progress. We have built relationships, solved problems, and created supporting policies and documents that have aided many North Carolina jurisdictions enrolled in the standards.

I was the North Carolina Regional Specialist assigned to Richmond County from 2007 until 2019. As the state program proceeded to work on elements in the standards, we recognized aligning mandated work procedures with Retail Program Standards was common sense. When we needed data to support our Staff Level Assessment in 2013, Richmond County already had been tracking activities and GPS data. When we required participants to fill in workgroups for a project on Quality Assurance to meet elements in Standard 4, their hands went up. They have actively engaged in two North Carolina Compliance and Enforcement Manual versions. Much of the credit lies with Richmond completing the most recent version that fostered jurisdictions conforming with Standard 6. Wake County recently audited and met Standard 6 due to this update.

The citizens, customers, and retail community benefit from their dedication to reducing risk factors and keeping people safe. They have leveled up inspections focusing on risks, staying with violations, and incorporating Food Safety Management Systems into their mandated inspections. They circulate their interventions from their 2020 Risk Factor Study in their establishments. Newly permitted establishments get a starter kit with supplies that help them keep risk factors under control. This group of visionaries always has chill wands, thin probe thermometers, clean-up procedures, and vomit clean-up kits readily available. This is not just a supply closet. All job aids are given out with educational guidance. They go the extra mile to bring Certified Food Protection Manager courses to their community, be it live, virtually, or proctoring in person.

In 2023, Hoke County was a mentee with Richmond County. Both counties are smaller and rural in North Carolina. This was a great partnership and benefited the employees in the county who are getting familiar with the Retail Program Standards. Hoke County completed its Comprehensive Strategic Improvement Plan, audited Standard One, and meets the standard. Being under an hour away, both counties took the opportunity to meet in person and discuss the elements of all nine standards. Richmond shared ideas for building options into the database Hoke County recently purchased to help sustain progress in the standards. Richmond guided the update for Hoke County's website. This will aid our citizens in finding restaurant information, recalling details, how to reach the county for complaints, benchmarks for outreach in standard 7, complaint trend analysis, and keeping our community safe.



Helene Edwards, MS, RD, LDN
Health Director

HOKE COUNTY
Department of Public Health

683 East Palmer Street
Raeford, North Carolina 28376



(910) 875-3717
FAX (910) 875-6351

Richmond County worked through both Staff Level Assessments in Standard 8 during the mentorship period. The details were shared with our program. Richmond walked us through the supporting reports and allowed us to track them in our database. We look forward to working on our own in the upcoming year.

There are benefits and shortfalls to being a smaller rural jurisdiction. You can turn a policy and revise it on a dime. You can get pulled into your community and be on the pulse of their needs. You also don't have too many employees to factor in during emergencies. When running data, every employee must get it right because you don't have the luxury of having an underperforming staff. Everyone must show up to run the show.

It is a privilege and honor to provide this support letter. Richmond County Environmental Health works daily for their community, contributes to and supports North Carolina, and will continue to mentor any jurisdiction that needs help, whether funded or unfunded nationally. Capacity and sustainability have been built here.

Sincerely,

Melissa Ham, REHS
Registered Environmental Health Specialist



MECKLENBURG COUNTY
North Carolina
Public Health

Mecklenburg County Public Health

Raynard Washington, PhD, MPH
Health Director

February 19, 2024

Samuel J. Crumbine Consumer Protection Award Jury
c/o The National Association of County and City Health Officials
1201 Eye Street, NW, 4th Floor
Washington, DC 20005

Dear Crumbine Award Jury Member:

It is with great enthusiasm and admiration that I write this testimonial letter for the Richmond County Health Department, Environmental Health Section, which is applying for the prestigious Samuel J. Crumbine Consumer Protection Award for excellence in food protection at the local level.

As a representative of Mecklenburg County Public Health (MCPH), Environmental Health Section, the largest local regulatory agency in North Carolina, I can attest to the outstanding achievements and contributions of Richmond County in advancing and improving food safety. MCPH enrolled in the Voluntary National Retail Food Regulatory Program Standards (VNRFRPS) in 2010 but more recently obtained a Retail Program Standards coordinator to lead the efforts of maintaining and advancing the Standards. Since obtaining this position, the Retail Program Standards coordinator has worked very closely with Richmond County Environmental Health Section (RCEHS) which has fostered a strong relationship with an end goal to ease and align the needs of all enrolled jurisdictions within the state.

RCEHS has demonstrated remarkable innovation and dedication in the development and progression of the Retail Program Standards, as evidenced by some of their accomplishments, such as:

- Standard 1: Actively engaged in several workgroups working towards adoption of the NC 2017 Food Code which assisted the entire state in achieving compliance with the standard
- Standard 4: Creating a comprehensive tool that integrates North Carolina Department of Health and Human Services (NCDHHS) expectations for quality assurance and Standard 4 requirements
- Standard 6: Led the development, updating, and maintenance of the NC Enforcement Manual
- Standard 8: Conducted training for enrolled jurisdictions to showcase the Alternative Standard 8 Workbook 2023
- Assists in the managing and maintaining the NC FoodSHIELD site
- Acts as an unofficial mentor to many jurisdictions within NC while actively participating in the Mentorship Program
- Assists with verification audits for enrolled jurisdictions throughout the country

The dedication of RCEHS to the advancement of the Retail Program Standards, not only within their jurisdiction but for all those enrolled in the standards, is unparalleled. This dedication is proven again by meeting and passing verification audits for all nine standards in 2023. They understand the importance of the Retail Program Standards and the deep connection to reducing the occurrence of foodborne illness. The contributions made by RCEHS go beyond their jurisdiction size, which makes their impact on food safety even greater.

MCPH strongly recommends RCEHS for the Crumbine Award, as they truly deserve this recognition for their excellence in food protection at the local level. If I can provide any additional information in support of RCEHS, please contact me at (980) 257-3999 or wendy.bell@mecklenburgcountync.gov.

Sincerely,

A handwritten signature in black ink that reads "Wendy Bell".

Wendy Bell, MPH, REHS
Environmental Health Supervisor and Retail Program Standards Lead

2024 Samuel J. Crumbine Consumer Protection Award

Appendix

*Richmond County Health Department
Environmental Health Section
127 Caroline Street
Rockingham, NC 28379*



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Appendix A: Richmond County Temporary Events



Richmond County hosts an assortment of Temporary Events in Richmond County and assists other jurisdictions within North Carolina with surveillance during events. Annually, the RCEHS oversees many events that involve overnight accommodation. Rock festivals of significant magnitude, including Epi Center, Lollapalooza, and Carolina Rebellion, feature performances on multiple stages. During large event preparations, RCEHS coordinates with the Event Coordinator, Sheriff's Department, School System, Fire and EMS, NCDHHS, Emergency Management, Zoning, Building Inspection,

Dot, and Highway Patrol for the planning process up to one year before the event. With an attendance of over 50,000, the Epi Center concert was the largest music festival Richmond County has had since the Peachtree Festival in 1972. The Epi Center Festival furnished camping accommodation for four days. As a result of the locations relying on well water, water samples had to be collected, and tanker vehicles were required to supply potable water for handwashing and food establishments. The National Weather Service detected rotation in the atmosphere during the event, where significant damage was inflicted upon the festival infrastructure, stages, and grounds, which compelled organizers to evacuate the location for safety reasons. Attendees had to be evacuated to their vehicles, as the high wind and hail destroyed the tent used for camping.

Rockingham Speedway, which was operational in Richmond County between 1968 and 2004, and Rockingham Dragway, which is still in operation, require extensive planning and coordination to safeguard the welfare of the attendees. Racing events were held twice yearly at Rockingham Speedway (NASCAR) and Rockingham Dragway (Dragsters), with additional events every weekend with less attendance. More than one hundred temporary food establishments were subjected to surveillance and permit processes throughout each event, with more than 60,000 in attendance.

With an attendance of 20,000, the Seaboard Festival is the most sizable municipal event in the county. It features over 200 vendors, cuisine reminiscent of a fair or carnival, dancing, entertainment, craft demonstrations, an auto show, a 5K run, and the Conductor's Call competition. Inspectors are presented with the distinctive challenge of having all vendors permitted within a few hours, as it is a one-day event, and the Department of Transportation only allows the road to be closed for a specific duration.



Richmond County assists other jurisdictions within North Carolina with surveillance during events. Staff members have assisted with the Democratic National Convention, the PGA US Open, and the FEI World Equestrian Games. Surveillance was conducted at least twice a day, with 50,000 to 72,000 in attendance. During the PGA US Open, RCEHS held training for all food establishments, as spectators for the event stayed in Richmond County.

Difficulties are generally correlated with the magnitude of such events. A significant challenge RCEHS faced was the staffing required for numerous vendors' inspection and permitting processes. Ensuring compliance with regulations while providing efficient services is crucial. Two REHS and a Director comprise the Food and Lodging Section staff of Richmond County. The organization had to allocate adequate resources to manage the staffing deficiency. Additional personnel were requested from NCDHHS during these large temporary events from Regional Environmental Health Specialists and REHS from other jurisdictions within NC.

Appendix A: Richmond County Temporary Events



NC DEPARTMENT OF
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MANDY COHEN, MD, MPH • Secretary

BETH LOVETTE, MPH, BSN, RN • Acting Director
Division of Public Health

Tommy Jarrell, PhD, Health Director
Richmond County Public Health Department
127 Caroline Street
Rockingham, NC 28379

Dear Dr. Jarrell,

I am writing to commend your Environmental Health staff for their exceptional work on the EpiCenter Festival held in Richmond County May 10-12. As you already know, much hard work was put into preparations to ensure the food was safe for patrons of the festival. Many hours were spent reviewing menus for the 80+ vendors for the festival and educating them on NC rules. Great care was taken to create a folder with specific information for each vendor so that the permitting and surveillance phases of the event would run smoothly. During the event, several visits were made to each vendor to guarantee compliance with the rules so that patrons could enjoy safe food while visiting Rockingham.

Personally, I am extremely proud of the Environmental Health Staff and feel very fortunate to have Richmond County in my territory. Your program is an outstanding example to others in the state!

Sincerely,

A handwritten signature in cursive script that reads "Terri Ritter".

Terri C. Ritter, REHS, LSS

Appendix A: Richmond County Temporary Events

Richmond County Health Department

127 Caroline Street
Rockingham, NC 28379
Phone: (910)997-8300



Richmond County Environmental Health

127 Caroline Street
Rockingham, NC 28379
Phone: (910)997-8320
Fax: (910)997-8372

To: Catering Managers/Permittees

From: Richmond County Health Department

RE: Food Protection/Security Training Materials

Large-scale, high-profile events such as conventions, conferences and sports events attract large numbers of people and create significant media attention. Well attended events, and the additional revenue that comes with them, are desirable. But the negative publicity that an illness outbreak could cause is not.

Moore County is hosting both the Men's and Women's US Opens June 11th-June 15th and June 15th-21st. Richmond County has been identified as a county that will be affected by the event. The Richmond County Environmental Health Division has created a training program to help caterers protect people from illness at these events. Illness at large events can be caused by unintentional contamination resulting from not following food safety guidelines, or by intentional poisoning by those who would use such an event to cause illness and create fear. Implementation of food defense practices helps protect guests from these threats, and may protect caterers from the fear, cost, and embarrassment of having to deal with such a situation.

Enclosed you will find a number of tools designed to help increase employee awareness of food defense practices. Our tool kit contains the following:

- Food protection informational sheets that food caterers can share with their employees;
- A brochure that emphasizes food safety and security guidelines;
- Contact information for agencies and organizations that can assist you during an emergency;
- A wallet card providing an overview of FDA's "ALERT" program.

We are pleased to share these tools with you. We encourage you to use them to educate your employees and to help stop the threat of illness during this large events. Please contact us at 910-997-8320 if you have any questions or concerns.

Appendix A: Richmond County Temporary Events

Catering – It's Your Job to Protect Your Food

Special events attract large numbers of people and can create much media attention. Protect your guests from illness caused by unintentional contamination – and from threats posed by those who would use such an event to intentionally cause illness and create fear – by following food-protection guidelines.

Personal hygiene

- No one can work while experiencing vomiting, diarrhea, high fever, or jaundice.
- Wash your hands.
- Wear clean clothes.
- Jewelry, nail polish and false nails are not allowed.
- Wear approved hair coverings, such as halmets or caps, when working with food or washing dishes.

Handwashing Steps

1. Wash hands for 20 seconds using warm running water and soap.
2. Wash under your fingernails using a nailbrush.
3. Wash the back of your hands, wrists, and between fingers.
4. Rinse your hands until all of the soap is removed. Lather a second time if especially soiled.
5. Dry hands with a single-use paper towel.
6. Use the paper towel – instead of your bare hands – to turn off the water.
7. Discard paper towel in trash.

When Do I Wash My Hands?

- Before handling food
- After handling raw meat
- After coughing or sneezing
- After eating, drinking, smoking, and using the bathroom
- After touching dirty utensils or equipment
- When changing gloves

Before you start cooking/preparing food

- All food must be cooked onsite or in a licensed kitchen only.
- Check the date labels on food containers to ensure that food has not expired or spoiled.
- Package raw animal foods for transport separate from other foods to prevent cross contamination.
- Transport all potentially hazardous foods in insulated covered containers.
- Maintain temperatures during transport.
- Check temperatures upon arrival at event.

Cooking or reheating food

- Cook food to the required internal temperature: whole beef 145° F for 3 minutes and seafood 145° F for 15 seconds; pork and ground beef 155° F for 15 seconds; poultry 165° F for 15 seconds.
- Use a calibrated thermometer to measure food temperatures during cooking, reheating and hot holding of food.
- For hot holding, reheat food within 2 hours to 165 °F for 15 seconds.

Do not smoke, drink, or eat when preparing or serving food.

Do not touch ready-to-eat food with your bare hands.

Use tissues to wipe your nose & cough into your elbow.

Wash your hands frequently.

Appendix A: Richmond County Temporary Events

Keeping food safe during the event

- Do not touch ready-to-eat food with your bare hands. Use disposable gloves, tongs, etc.
- Use separate storage containers for ice used for drinking vs. ice used for cooling cans and bottles.
- Use a scoop – not your hands or cups – for ice used in drinks.
- Never allow cans or bottles to be submerged in melted ice. Drain off the excess water.
- Keep hot foods at 140 °F or above.
- Keep cold foods at 41 °F or below.
- For events 4 hours or less use refrigeration, dry ice or ice packs to store foods until needed.
- For events 4 hours or more use a refrigerator.
- Store soap, sanitizer, and chemicals away from food to prevent contamination of food.
- Store all food, beverages, ice, utensils, and paper products, etc. 6" above the floor.

Cleaning work and serving surfaces

1. Wash surfaces with hot soapy water and rinse with clean water.
2. Prepare sanitizing solution.
3. Use test strips to ensure that sanitizing solutions are correctly prepared.
4. Sanitize the surface with the sanitizing solution and wiping cloth or paper towels.
5. When in use, store wiping cloths in a bucket of sanitizer.
6. Change the solution when it is dirty or becomes diluted.

How to Make Sanitizing Solution

Prepare chlorine sanitizer solution: 1 Tablespoon bleach to 1 gallon of water (target is 50-200 ppm).

Prepare Quat sanitizer to a concentration according to label directions.

Label sanitizer bucket or spray bottle.

Dishwashing on site

When you don't have access to a three compartment sink, on-site dish washing requires additional preparation to complete the required four-step process to ensure plates, silverware, and cooking utensils are properly sanitized.

1. Prepare the four-part set-up using buckets that are big enough to submerge all of the items you need to wash. You need to prepare the:
 - a. Wash bucket with dish soap and warm water.
 - b. Rinse bucket with clean warm water.
 - c. Sanitizer bucket containing sanitizer and warm water.
 - d. Dish rack that allows for air drying.
2. Clean the dishes and utensils by washing them in the wash bucket.
3. Rinse them in the rinse bucket.
4. Sanitize them in the sanitize bucket.
5. Air dry the items on a dish rack.



Appendix A: Richmond County Temporary Events

Ensuring Food Protection

Awareness of food protection practices protects your guests from intentional poisoning and other threats posed by those who would use large-scale events to cause harm, illness, and create fear. Following the checklist below is the first step to ensure safe food.

Food Protection Checklist: Manager

If you are in charge of the food operation:

- Do not leave the operation until your replacement has arrived and is ready to work.
- Ensure that the food delivery company and the driver delivering food or equipment are legitimate and approved by the food-supply company.
- Make sure that food has been protected by tamper-resistant and tamper-evident packaging.
- Make sure foods are delivered at the proper temperatures.
- Know the action plan to respond to incidents involving water interruptions, power outages, and adverse weather (who to call for help, when to stop service, how to shelter, backup to keep hot foods hot and cold foods cold, etc.).
- Make sure that the operation has effective security during non-operating hours.

Appendix A: Richmond County Temporary Events

Food Protection Checklist: Worker

If you are a worker in the food operation:

- Make sure you receive training for the job you are performing and on food safety and food security.
- Wear your identification badge and make sure it is visible while on duty.
- Ensure that boxes of food, food ingredients, and ice have not been opened or tampered with before you use them.
- During the event, keep food and supplies in a secured area.
- Do not allow non-employees and customers into your work area.
- Lock and secure food storage trucks or trailers.
- Report suspicious activity to the person in charge.
- Monitor self-serve hot- and cold-held food buffets to prevent tampering.

Appendix A: Richmond County Temporary Events

Checklist for Training Food Workers

This packet contains tips to help protect your guests from illnesses caused by unintentional contamination or food tampering at large-scale events. Share this information with all food workers who will be servicing your guests. If possible, hold a training session before the big event.

As you train your workers, keep the following in mind:

Prepare for Training

- Be ready to train your staff.
- Plan agenda. Include specific training points.
- Become familiar with materials so that you don't have to read them during the training.
- Assemble all of the training materials, job aids, chemicals, buckets, and any other equipment or tools ahead of time.
- Set up equipment before session or if conducting training on-site; utilize tools and equipment from your facility.
- Anticipate questions and incorporate the answers into your presentation.

Tell, Demonstrate, Show

Use model *Tell, Demonstrate, Show* when training new staff on procedures. You may also need to reinforce the skills of returning workers.

- First **Tell** staff about the new procedure, safety guideline, or information.
- Then **Demonstrate** the new procedure, while referring to any job aids that they may have available during their shift to remember the process.
- Finally, have staff **Show** you part or all of the new procedure. Correct any errors as they occur.
- Give examples of concepts whenever possible.
- Pause to ask for questions after each section. Answer questions to ensure that the workers understand all requirements, procedures, and guidelines.

On-the-Job Training

Continue to train your workers during their shift.

- Observe workers in the first hour of the event and check for errors.
- When rotations occur, be on alert for errors and fix them immediately.
- It is helpful to have new workers buddy-up with a more experienced worker.

Appendix A: Richmond County Temporary Events

Food Managers: It's Your Job to Protect Your Food

Special events attract large numbers of people and can create much media attention. Protect your guests from illness caused by unintentional contamination – and from threats posed by those who would use such an event to intentionally cause illness and create fear – by following food-protection guidelines.

Keep these risk factors in mind:

Personal hygiene

- No one can work while experiencing vomiting, diarrhea, high fever, or jaundice.
- Wash your hands.
- Wear clean clothes.
- Jewelry, nail polish and false nails are not allowed.
- Wear approved hair coverings, such as hairnets or caps, when working with food or washing dishes.



Handwashing Steps

1. Wash hands for 20 seconds using warm, running water and soap.
2. Wash under your fingernails using a nailbrush.
3. Wash the back of your hands, wrists, and between fingers
4. Rinse your hands until all of the soap is removed. Lather a second time if especially soiled.
5. Dry hands with a single-use paper towel.
6. Use the paper towel – instead of your bare hands – to turn off the water.
7. Discard paper towel in trash.

When Do I Wash My Hands?

- Before handling food
- After handling raw meat
- After coughing or sneezing
- After eating, drinking, smoking, and using the bathroom
- After touching dirty utensils or equipment
- When changing gloves

Unsafe food sources

- Use foods from approved suppliers.
- Use food prepared in a licensed facility – no home-prepared food.
- Do not use food from bulging or dented cans or from damaged packaging.

Inadequate cooking and reheating of food

- Cook food to the required internal temperature: whole beef 145° F for 3 minutes and seafood 145° F for 15 seconds; pork and ground beef 155° F for 15 seconds; poultry 165° F for 15 seconds.
- Use a calibrated thermometer to measure food temperatures during cooking, reheating and hot holding of food.
- For hot holding, reheat food within 2 hours to 165 °F for 15 seconds.

Appendix A: Richmond County Temporary Events

Holding and cooling temperatures

- Keep hot food at 140 °F or above.
- Keep cold foods at 41 °F or below.
- Cool foods in shallow containers (e.g., 2-4 inches), with an ice bath, or using other acceptable methods.
- Cool food from 140° to 70 °F in 2 hours and then in 4 hours cool from 70 °F to 41 °F.
- Potentially hazardous, ready-to-eat (RTE) food must be marked with the date prepared or opened, and use or discard within 7 days from that date.

Contamination:

- Separate raw animal foods (such as raw beef, chicken, seafood and eggs) from ready-to-eat foods (such as fruits, vegetables, luncheon meats and salads) during storage, preparation, holding and serving.
- Clean and sanitize food thermometers before and after each temperature check of raw and ready-to-eat foods.
- Clean and sanitize food contact equipment and utensils.

Cleaning work and serving surfaces

1. Wash surfaces with hot soapy water and rinse with clean water.
2. Prepare sanitizing solution.
3. Use test strips to ensure that sanitizing solutions are correctly prepared.
4. Sanitize the surface with the sanitizing solution and wiping cloth or paper towels.
5. Store wiping cloths in a bucket of sanitizer, when in use.
6. Change the sanitizing solution when it becomes dirty or diluted.

How to Make Sanitizing Solution

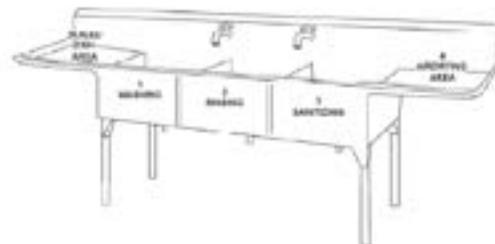
Prepare chlorine sanitizer solution: 1 Tablespoon bleach to 1 gallon of water (target is 50-200 ppm).

Prepare Quat sanitizer to a concentration according to label directions.

Label sanitizer bucket or spray bottle.

Manual dishwashing

1. Washing - Wash dishes in the first compartment with soap and warm water.
2. Rinsing - Rinse the dishes in the middle compartment with clean warm water.
3. Sanitizing - Sanitize the rinsed dishes in the third compartment which contains the sanitizer solution of proper strength. Allow the completely submerged dishes to remain in the solution for the required time.
4. Air drying - Set the dishes on the drain board to air dry. *Towel drying of dishes is prohibited.*



Appendix A: Richmond County Temporary Events

Ensuring Food Protection: Manager

Awareness of food-protection practices protects your guests from intentional poisoning and other threats posed by those who would use large-scale events to cause harm, illness, and create fear. Use this self-inspection checklist to help protect your employees and guests.

<p style="text-align: center;">MANAGEMENT</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish a food defense plan as an early warning against tampering. <input type="checkbox"/> Maintain employee illness reports. <input type="checkbox"/> Train personnel in food defense and what to do if they encounter a product-tampering incident. <input type="checkbox"/> Train employees to know who to contact in case of emergency: <ul style="list-style-type: none"> ○ Person in Charge ○ Police/Fire (911) ○ Utilities ○ Local Public Health Department 	<p style="text-align: center;">PERSONNEL</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check personnel references. <input type="checkbox"/> Prohibit employees from bringing personal items into food preparation areas. <input type="checkbox"/> Restrict customers to public areas. <input type="checkbox"/> Monitor contractors and vendors while they are at the food facility.
<p style="text-align: center;">PRODUCTS</p> <ul style="list-style-type: none"> <input type="checkbox"/> Purchase products from reputable commercial suppliers and maintain purchase records for product trace back and recalls. <input type="checkbox"/> Inspect products when received. <input type="checkbox"/> Ensure that food is received at the proper temperatures (either frozen, cold, room temperature, or hot) <input type="checkbox"/> Check that the packaging is intact, not broken or showing evidence of temperature violation. <input type="checkbox"/> Monitor self-serve food to prevent contamination and product tampering. 	<p style="text-align: center;">PROPERTY</p> <ul style="list-style-type: none"> <input type="checkbox"/> Lock loading dock and back door when not in use. <input type="checkbox"/> Install proper lighting for all areas at the facility. <input type="checkbox"/> Mark restricted areas as "Employees Only." <input type="checkbox"/> Restrict use of store keys to authorized personnel. <input type="checkbox"/> Monitor for unusual activity or packages.

Appendix A: Richmond County Temporary Events

Ensuring Food Protection: Food Worker

Here are some things to keep in mind if you are a worker in a food operation:

- Keep people out of places where they should not be:
 - Customers out of the kitchen
 - Suppliers and delivery people should be escorted if they enter the facility
- Be on the lookout for suspicious and out-of-the-ordinary activities:
 - One or more patrons becoming ill.
(Ill patrons should call the Foodborne Illness Hotline: 1-877-366-3455)
 - Suspicious powders or liquids
 - Unauthorized persons trying to go where they are not allowed
- Watch buffet tables and food carts; be on the lookout for someone trying to contaminate the food.
- Inspect deliveries from suppliers. Look for:
 - Suspicious powders or liquids
 - Unauthorized delivery
 - Delivery from an unfamiliar supplier
- Report suspicious activity or delivery to person in charge.
- Keep loading dock and food storage areas locked.

Appendix A: Richmond County Temporary Events

Checklist for Training Food Workers

This packet contains tips to help protect your guests from illnesses caused by unintentional contamination or food tampering at large-scale events. Share this information with all food workers who will be servicing your guests. If possible, hold a training session before the big event.

As you train your workers, keep the following in mind:

Prepare for Training

- Be ready to train your staff.
- Plan agenda. Include specific training points.
- Become familiar with materials so that you don't have to read them during the training.
- Assemble all of the training materials, job aids, chemicals, buckets, and any other equipment or tools ahead of time.
- Set up equipment before session or if conducting training on-site; utilize tools and equipment from your facility.
- Anticipate questions and incorporate the answers into your presentation.

Tell, Demonstrate, Show

Use model *Tell, Demonstrate, Show* when training new staff on procedures. You may also need to reinforce the skills of returning workers.

- First **Tell** staff about the new procedure, safety guideline, or information.
- Then **Demonstrate** the new procedure, while referring to any job aids that they may have available during their shift to remember the process.
- Finally, have staff **Show** you part or all of the new procedure. Correct any errors as they occur.
- Give examples of concepts whenever possible.
- Pause to ask for questions after each section. Answer questions to ensure that the workers understand all requirements, procedures, and guidelines.

On-the-Job Training

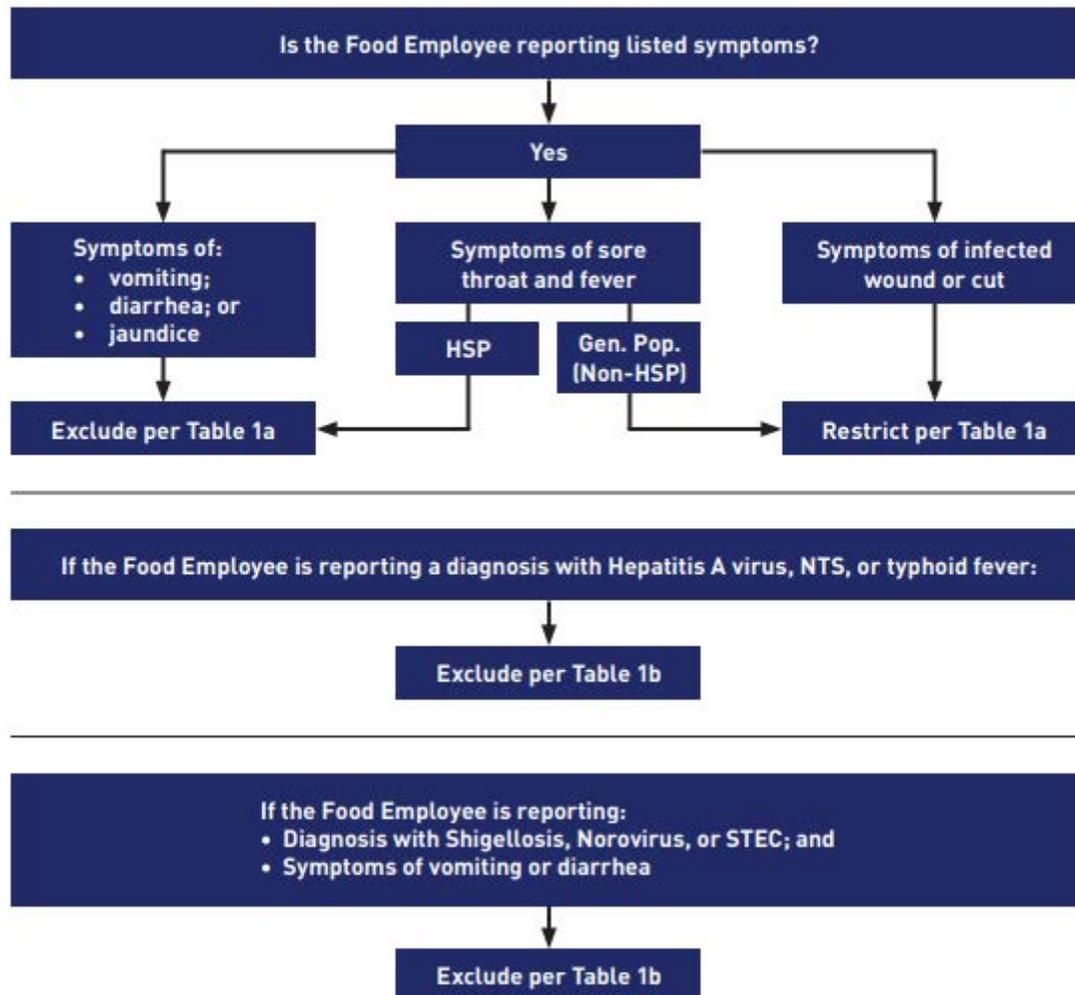
Continue to train your workers during their shift.

- Observe workers in the first hour of the event and check for errors.
- When rotations occur, be on alert for errors and fix them immediately.
- It is helpful to have new workers buddy-up with a more experienced worker.

Appendix A: Richmond County Temporary Events

2-201.11 / 2-201.12 Decision Tree 1

When to Exclude or Restrict a Food Employee Who Reports a Symptom and When to Exclude a Food Employee Who Reports a Diagnosis with Symptoms Under the Food Code



Key: Decision Tree 1

STEC = Shiga toxin-producing *Escherichia coli*

HSP = Highly Susceptible Population

NTS = Nontyphoidal *Salmonella*

Appendix A: Richmond County Temporary Events

Employee Health Management Responsibilities

What is a food establishment manager's responsibility for ensuring that food employees are trained on the reporting of symptoms and the diagnosis of foodborne illness?

The manager or PIC is to make certain that food employees are trained on the subject of the:

- Causes of foodborne illness;
- Relationship between the food employee's job task, personal hygiene, and foodborne illness;
- Requirements for reporting; and
- Specific symptoms, diagnoses, and exposures that must be reported to the PIC.

What is a manager's responsibility regarding informing food employees of their reporting requirements? (See Form 1-B and refer to Guide 3-C in Annex 7 of the *2017 Food Code*)

Management should explain to food employees the importance of reporting specific symptoms and any diagnoses or exposures to foodborne illness. Things to be reported to management include:

- Vomiting, diarrhea, jaundice, sore throat with fever, or any exposed boil or open, infected wounds or cuts on the hands or arms;
- An illness diagnosed by a health practitioner that was caused by: *Salmonella* Typhi or typhoid-like fever, *Shigella* spp., Norovirus, hepatitis A virus, nontyphoidal *Salmonella* or Shiga toxin-producing *Escherichia coli*;
- Past illnesses with typhoid-like fever within the past 3 months, unless treated with antibiotics; and
- Exposure to typhoid-like fever, shigellosis, Norovirus, hepatitis A virus, or Shiga toxin-producing *Escherichia coli*, by eating or serving food that was implicated in a foodborne illness outbreak or if residing with a diagnosed individual.

Appendix A: Richmond County Temporary Events

Food Employee Reporting Agreement

Reporting: Symptoms of Illness

I agree to report to the Person in Charge (PIC) when I have:

1. Diarrhea
2. Vomiting
3. Jaundice (yellowing of the skin and/or eyes)
4. Sore throat with fever
5. Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part (such as boils and infected wounds, however small).

Note: The PIC must report to the Health Department when an employee is jaundiced.

Reporting: Diagnosed Illnesses

I agree to report to the Person in Charge (PIC) when I have been diagnosed with:

1. Norovirus
2. Hepatitis A virus
3. *Shigella* spp. infection (shigellosis)
4. Shiga Toxin-Producing *Escherichia coli* (O157:H7 or other STEC infection)
5. Typhoid fever (caused by *Salmonella* Typhi)
6. *Salmonella* (nontyphoidal)

Note: The PIC must report to the Health Department when an employee has one of these illnesses.

Reporting: Exposure of Illness

I agree to report to the PIC when I have been exposed to any of the illnesses listed above through:

1. An outbreak of Norovirus, typhoid fever, shigellosis, *E. coli* O157:H7 or other STEC infection, or Hepatitis A.
2. A household member with Norovirus, typhoid fever, shigellosis, illness due to STEC, or Hepatitis A.
3. A household member attending or working in a setting experiencing a confirmed outbreak of Norovirus, typhoid fever, shigellosis, *E. coli* O157:H7 or other STEC infection, or Hepatitis A.

Exclusion and Restriction from Work

If you have any of the symptoms or illnesses listed above, you may be excluded* or restricted** from work.

*If you are excluded from work you are not allowed to come to work.

**If you are restricted from work you are allowed to come to work, but your duties may be limited.

Returning to Work

If you are excluded from work for having diarrhea and/or vomiting, you will not be able to return to work until: 1) more than 24 hours have passed since your last symptoms of diarrhea and/or vomiting, or 2) provide written medical documentation from a health practitioner indicating that the symptoms are from a noninfectious condition.

If you are excluded from work for exhibiting symptoms of Norovirus, *Salmonella* Typhi, nontyphoidal *Salmonella*, *Shigella* spp. infection, *E. coli* O157:H7 or other STEC infection, and/or Hepatitis A, you will not be able to return to work until approval from the Health Department is granted.

I have read (or had explained to me) and understand the requirements concerning my responsibilities under the Food Code and this agreement to comply with:

1. Reporting requirements specified above involving symptoms, diagnoses, and exposure specified;
2. Work restrictions or exclusions that are imposed upon me; and
3. Good hygienic practices.

I understand that failure to comply with the terms of this agreement could lead to action by the food establishment or the food Regulatory Authority that may jeopardize my employment and may involve legal action against me.

Employee Name (please print) _____ Signature of Employee _____ Date _____

PIC Name (please print) _____ Signature of PIC _____ Date _____

Appendix A: Richmond County Temporary Events

Common Foodborne Illnesses

Prevention of Contamination by Hands



1. Handwashing is the MOST CRITICAL control step in prevention of disease

Invest 20 seconds to follow these 6 simple steps:

1. Wet your hands and arms with warm running water.
2. Apply soap and bring to a good lather.
3. Scrub hands and arms vigorously for 10 to 15 seconds (clean under nails and between fingers).
4. Rinse hands and arms thoroughly under running water.
5. Dry hands and arms with a single-use paper towel or warm-air hand dryer.
6. Use the towel to turn off faucets and open door handles so you don't re-contaminate your hands

2. Don't go to work when you are sick

3. No bare hand contact with ready-to-eat foods.

E. Coli

Overview: A bacterium that can produce a deadly toxin and causes an estimated 70,000 cases of foodborne illnesses each year in the U.S.

Sources: Meat, especially undercooked or raw hamburger, produce and raw milk.

Incubation period: 2-10 days

Symptoms: Severe diarrhea, cramping, dehydration

Prevention: Cook implicated food to 155F, wash hands properly and frequently, correctly wash rinse and sanitize food contact surfaces.

Shigella

Overview: Shigella is a bacterium that causes an estimated 450,000 cases of diarrhea illnesses each year. Poor hygiene causes Shigella to be easily passed from person to person.

Sources: Salad, milk, dairy products, and unclean water.

Incubation period: 1-7 days

Symptoms: Diarrhea, stomach cramps, fever, chills and dehydration

Prevention: Wash hands properly and frequently, especially after using the restroom, wash vegetables thoroughly.

Salmonella (nontyphoidal)

Overview: Salmonella is a bacterium responsible for millions of cases of foodborne illnesses a year. The elderly, infants, and individuals with impaired immune systems are at risk for severe illness. Death can occur if the person is not treated promptly with antibiotics.

Sources: Raw and undercooked eggs, undercooked poultry and meat, dairy products, seafood, fruits and vegetables

Incubation period: 5-72 hours (up to 16 days has been documented for low doses)

Symptoms: Nausea, vomiting, cramps, and fever

Prevention: Cook all food to proper temperatures, chill food rapidly, and eliminate sources of cross-contamination (i.e. proper meat storage, proper washing, rinsing, and sanitizing procedures)

Salmonella Typhi (Typhoid fever)

Overview: Salmonella Typhi is the bacterium that causes Typhoid fever and is responsible for an estimated 430 cases each year. This illness is caused by eating or drinking food or water contaminated with feces from an infected person.

Incubation period: Generally 1 to 3 weeks, but may be as long as 2 months after exposure.

Sources: Ready to eat food, water, and beverages.

Symptoms: High fever, from 103°F to 104°F; lethargy; gastrointestinal symptoms, including abdominal pains and diarrhea or constipation; headache; achiness; loss of appetite. A rash of flat, rose-colored spots sometimes occurs. Symptoms typically last 2 to 4 weeks.

Prevention: Excluding sick food workers, practicing good personal hygiene, preventing cross-contamination, and cooking food to the required final cook temperatures.

Hepatitis A

Overview: Hepatitis A is a liver disease caused by the Hepatitis A virus. Hepatitis A can affect anyone. In the United States, Hepatitis A can occur in situations ranging from isolated cases of disease to widespread epidemics.

Incubation period: 15-50 days

Symptoms: Jaundice, nausea, diarrhea, fever, fatigue, loss of appetite, cramps

Prevention: Wash hands properly and frequently, especially after using the restroom.

Norovirus

Overview: This virus is the leading cause of diarrhea in the United States. Any food can be contaminated with norovirus if handled by someone who is infected with the virus. This virus is highly infectious.

Incubation period: 6-48 hours

Symptoms: Nausea, vomiting, diarrhea, and cramps

Prevention: Wash hands properly and frequently, especially after using the restroom; obtain food from a reputable food source; and wash vegetables thoroughly.

Appendix A: Richmond County Temporary Events

An **ALERT** for owners and operators of food establishments about the security of your facilities

In today's world it is important to be **ALERT** to protect your business.

A

How do you **ASSURE** that the supplies and ingredients you use are from safe and secure sources?

L

How do you **LOOK** after the security of the products and ingredients in your facility?

E

What do you know about your **EMPLOYEES** and people coming in and out of your facility?

R

Could you provide **REPORTS** about the security of your products while under your control?

T

What do you do and whom do you notify if you have a **THREAT** or issue at your facility, including suspicious behavior?

Can you answer these questions?

For help in answering these questions, check www.FDA.gov/FoodDefense



Appendix A: Richmond County Temporary Events

Foodborne Illness Complaint Form

Incident/Outbreak ID#: _____ Complainant ID #: _____

Origin of Complaint

Date Received: _____ Receiving Agency: _____ Call Received By: _____

Complainant Data

 Name: _____ DOB: _____ Gender: M F Race: W B H A Other: _____

Phone: (Work) _____ (Home) _____ (Cell) _____ (Email) _____

 Occupation(s): _____ Previous Illness or Chronic Condition: Y N Existing Medications: Y N

Comments: _____

Illness Data

Illness Onset: Date: _____ Time: _____ AM / PM Illness Stopped: Date: _____ Time: _____ AM / PM

 Illness Ongoing

Signs and Symptoms:

 Diarrhea ___ Watery ___ Bloody

 Headache

 Itching (location) _____

 Vomiting

 Myalgia (muscle ache)

 Numbness (location) _____

 Nausea

 Dizziness

 Tingling (location) _____

 Abdominal Pain

 Double Vision

 Edema (location) _____

 Fever _____ °F

 Jaundice

 Rash

 Chills

 Weakness

 Other: _____

Diarrhea Onset: Date: _____ Time: _____ AM / PM Diarrhea Stopped: Date: _____ Time: _____ AM / PM

 Illness Ongoing

Vomiting Onset: Date: _____ Time: _____ AM / PM Vomiting Stopped: Date: _____ Time: _____ AM / PM

 Illness Ongoing

Clinical Data

 Was a doctor or other healthcare provider visited? Y N

 Date Visited: _____ Time: _____ AM / PM Admitted: Y N Length of Stay: _____ (hrs)

Healthcare Facility: _____ Physician Name: _____ Phone: _____

 Were clinical specimens taken? Y N Blood Stool Diagnosis: _____

 Would you be willing to provide a stool sample? Y N N/A - Samples no longer available

Suspect Meal Data

Date: _____ Location: _____ Suspect Meal: _____

Time: _____ AM / PM _____

Number of people in party: _____ Number of people reportedly ill: _____ Group Contact: _____

(Use following page for additional contacts) (Phone): _____

List anything unusual about the meal (temperature, taste, color, etc.)? _____

Appendix A: Richmond County Temporary Events

Foodborne Illness Complaint Form

72-hr Food History	
Day of Illness Onset:	Date: _____
Breakfast: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No
_____	Contacts: _____
Lunch: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No
_____	Contacts: _____
Dinner: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No
_____	Contacts: _____
Other Foods/Water: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No

One Day Prior to Illness Onset:	Date: _____
Breakfast: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No
_____	Contacts: _____
Lunch: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No
_____	Contacts: _____
Dinner: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No
_____	Contacts: _____
Other Foods/Water: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No

Two Days Prior to Illness Onset:	Date: _____
Breakfast: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No
_____	Contacts: _____
Lunch: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No
_____	Contacts: _____
Dinner: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No
_____	Contacts: _____
Other Foods/Water: _____	Location: _____ Time: _____ AM / PM
_____	Suspect Meal? <input type="checkbox"/> Yes <input type="checkbox"/> No

Appendix A: Richmond County Temporary Events



Norovirus is a highly contagious virus that can make you very sick with diarrhea, vomiting, and stomach pain.

Foods Contaminated with Norovirus Can Make People Sick

Norovirus is a leading cause of illness from contaminated food in the United States.

The virus can easily contaminate food because it is very tiny and infective. It only takes a very small amount of virus particles (fewer than 100) to make someone sick.

Food can get contaminated with norovirus when:

- infected people who have stool or vomit on their hands touch the food,
- it is placed on counters or surfaces that have infectious stool or vomit on them, or
- tiny drops of vomit from an infected person spray through the air and land on the food.

Food Handlers with Norovirus Illness Can Spread the Virus to Others

People who have norovirus illness can shed billions of norovirus particles.

You are most contagious:

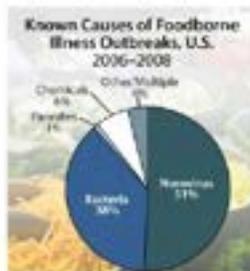
- when you are sick with norovirus illness, and
- during the first 3 days after you recover.

If you work with food when you have norovirus illness, you can spread the virus to others. You can easily contaminate food and drinks that you touch. People who consume the food or drinks can get norovirus and become sick. This can cause an outbreak.

It is your responsibility to inform the manager immediately if you are sick with norovirus!

Ways That Food Handlers Can Help Prevent Norovirus from Spreading

- Do not prepare food while you are sick
- Wash your hands carefully and frequently with soap and water
- Wash fruits and vegetables and cook shellfish thoroughly
- Clean and disinfect kitchen utensils, counters, and surfaces that may have norovirus on them
- Wash table linens, napkins, and other laundry thoroughly.



YOUR AGENCY
[Street Address]
[City], [State] [Postal Code]

PHONE
[Your Phone]

WEB
[Web Address]

Appendix A: Richmond County Temporary Events



What is Embargo?

An order from a public health official requiring a person to detain or hold food or drink that the official believes is either adulterated or misbranded

Once embargoed, the public health official must seek a condemnation order from district or superior court (G.S. 130A-21)

Embargo Contacts

Food Defense
Coordinator
Cris Harrelson
(919) 218-6943

EHRS
Judy Daye
(704) 645-0590

EHRS
Greg Yankee
(818) 493-3885

Program Head
Larry Michael
(919) 218-6729

Who can take embargo action?

- Regional EHS
- EHS Chief or designee
- Local health director, after consultation with an EHRS or EHS Chief/designee
- NCDA&CS

What criteria must a food meet before being considered for embargo action?

- Adulterated (G.S. 106-129): food or drink has been mixed or altered such that it may result in human illness and/or death if consumed
Examples: rodent droppings, insects, flooding, obviously spoiled or decomposed
- Misbranded (G.S. 106-130): Definition addresses a variety of labeling and other issues (not likely to be an issue for public health)

What should I do if I find adulterated or misbranded food?

- Contact your supervisor and/or health director *and*
- Contact your EHRS or the state food defense coordinator

A decision will be made together after examining the facts of the situation.

What supplies are needed to take embargo action?

- Embargo tags
- Product Disposition Forms
- Camera



Remember: Voluntary disposal of an adulterated product is always the best alternative to taking embargo action!

Appendix B: Richmond County Fee Schedule

RICHMOND COUNTY HEALTH DEPARTMENT ENVIRONMENTAL HEALTH FEES FY 2022-2023

ENVIRONMENTAL HEALTH SERVICES PLAN REVIEW FEES

- Food Service Establishment Plans
(Restaurant/Food Stand/Meat Market/Mobile Food Unit/Pushcart) \$300.00
- Limited Foodservice Establishments Plans \$75.00
- Annual Limited Foodservice Establishment Application \$75.00
- Temporary Food Service Establishment Plans \$75.00
- o Non-profit organizations may be waived provided tax-exempt status is established.
- o All Other Applications for Plan Review (not sited on schedule) \$100.00

PUBLIC SWIMMING POOLS FEES

- Plan review of Pool Construction \$300.00
- Annual application \$200.00
- o Municipally operated pools may be waived.

TATTOO ARTISTS FEES

- Initial Permit Application per Artist \$350.00
- Annual Renewal Application \$300.00
- Temporary Permit (less than 15 days) per Artist \$150.00

OTHER FEES

- Returned Check \$25.00
- Public Records Copies per Page \$0.10

ALL FEES ARE DUE AT TIME OF APPLICATION.

NO REFUNDS

Before filing any application and pursuing permits, please check with the applicable Zoning and Building Inspections for compliance.

Appendix C: Richmond County Grant Funding Summary

RCHD Grant Funding Summary of Activities

2014 NACCHO Mentorship Program \$9,999.00

- Mentored by Chatham County Health Department, North Carolina
- Completion of initial self-assessment of all nine standards
- Attended various trainings and conferences for staff, including North Carolina State of Practice and NEHA Annual Educational Conference

2014-2015 AFDO & FDA Retail Program Standards Grants \$15,588.00

- Completed side-by-side comparison of its prevailing statutes, regulations, rules, and other pertinent requirements against the 2009 edition of the FDA Food regarding Standard 1
- Conducted the Self-Assessment process for Standard 1 to identify gaps between the current resources and the standards to determine that RCHD was in conformance with the standard with at least 9 out of the 11 interventions/risk control categories
- Conformance with Standard 1 through a successful verification audit
- Attended various food safety trainings and conferences for staff, including the FDA Self-Assessment/Verification Audit Course and FDA Southeast Regional Seminar

2015 NACCHO Mentorship Program \$10,000.00

- Mentored by Wake County Health Department, North Carolina
- Developed policies and procedures to aid in the event of a foodborne outbreak
- Assembled Epi Kits to be used by food safety staff in the event of a foodborne outbreak
- Conformance with Standard 5 through successful verification audit
- Attended various food safety trainings and conferences for staff, including FDA Risk-Based Inspections Methods and NEHA Annual Educational Conference

Appendix C: Richmond County Grant Funding Summary

2015-2016 AFDO & FDA Retail Program Standards Grants \$5,000.00

- Collaborated with the North Carolina Department of Health and Human Services Food Protection Branch on a Quality Assurance pilot program for Standard 4
- Developed policies and procedures to adhere to objectives stated in Standard 4
- Conformance with Standard 4 through successful verification audit
- Attended various food safety trainings and conferences for staff, including the NEHA Annual Educational Conference

2016-2017 AFDO & FDA Retail Program Standards Grants \$19,000.00

- Staff trained by FDA Regional Retail Specialist to conduct risk factor surveys
- Initial baseline risk factor survey completed
- Partnered with NC State University for data analysis and reporting
- Conformance with Standard 9 through successful verification audit
- Attended various food safety training and conferences for staff, including FDA Southeast Regional Seminar

2017 NACCHO Mentorship Program \$8,000.00

- Mentored by Wilkes County Health Department, North Carolina
- Upgraded webpage to allow for easier access to food safety training and materials
- Attended various food safety trainings and conferences for staff, including NEHA HACCP Certification, FDA Specialized Processes, and NEHA Annual Educational Conference

2017-2018 AFDO & FDA Retail Program Standards Grants \$27,800.00

- Organized a statewide workgroup of food safety representatives to compile a comprehensive list of uniform inspection comments
- Partnered with the software vendor to integrate the comments into the NC standard inspection form
- Developed uniform inspection record commenting used in the electronic inspection process to aid in the ability to meet Elements 2. II, III, and IV of Standard 4 and Element 1. B of Standard 6

Appendix C: Richmond County Grant Funding Summary

- Attended various food safety trainings and conferences for staff, including FDA Southeast Regional Seminar and NC Food Safety and Defense Task Force Annual Conference

2018-2019 AFDO & FDA Retail Program Standards Grants \$5,000.00

- Conformance with Standard 3 through a successful verification audit
- Attended various food safety training and conferences for staff, including FDA Southeast Regional Seminar

2019 NACCHO Mentorship Program \$14,000.00

- Mentored Randolph County Health Department, North Carolina on Standard 9
- Developed online interactive food safety training videos and slides with a scoring component for food handlers and other customers

2019-2020 AFDO & FDA Retail Program Standards Grants \$17,500.00

- Conformance with Standard 7 through a successful verification audit
- Staff Standardization
- Attended various food safety training and conferences for staff, including FDA Southeast Regional Seminar

2020-2021 AFDO & FDA Retail Program Standards Grants \$17,500.00

- Conformance with Standard 3 through a successful verification audit
- Staff trained by FDA Regional Retail Specialist to conduct risk factor surveys
- Completed Risk Factor Study
- Staff Standardization
- Attended various food safety training and conferences for staff, including FDA Southeast Regional Seminar

2021-2022 AFDO & FDA Retail Program Standards Grants \$19,000.00

- Conformance with Standard 9 through a successful verification audit
- Attended various food safety training and conferences for staff, including FDA Southeast Regional Seminar
- Training developed for intervention strategies from risk factor study

Appendix C: Richmond County Grant Funding Summary

2022-2023 NEHA & FDA Retail Program Standards Grants \$31,764.00

- Conformance with Standard 1 through a successful verification audit
- Attended various food safety trainings and conferences for staff, including FDA Southeast Regional Seminar, NEHA, EH Symposium
- Partnered with the software vendor to update the comments into the NC standard inspection form
- Developed SOPs for Standard 2 and Standard 8

2023 NACCHO Mentorship Program \$12,000.00

- Mentored Hoke County Health Department, North Carolina, on CSIP
- Developed food safety brochures for risk factors

2023-2024 NEHA & FDA Retail Program Standards Grants \$31,264.00

- Conformance with Standard 2, Standard 4, Standard 5, Standard 6, and Standard 8 through a successful verification audit; Meeting all 9 Standards
- Updated Compliance and Enforcement Manual
- Developed a QA Workbook with 20 quality elements
- Attended various food safety trainings and conferences for staff, including FDA Southeast Regional Seminar, NEHA, EH Symposium, CFP

Appendix D: Certificate of Achievement

U.S. Department of Health and Human Services Public
Health Service
Food and Drug Administration

Certificate of Achievement

Presented to

Richmond County Health Department

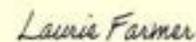
For outstanding commitment to retail food safety and the continuous improvement of the retail
food regulatory program as demonstrated by meeting

All Nine Standards

Of the FDA Voluntary National Retail Food Regulatory Program Standards



Cameron Wiggins, MPH
Retail Food Specialist



Laurie Farmer
Director, Office of State Cooperative Programs



Achieved on: July 14, 2023

Appendix E: 2017 NC Food Code Adoption



Richmond County Health Department

2017 NC Food Code Adoption-Summary of Changes

127 Caroline
Street
Rockingham, NC
28379

The purpose of this handout is to inform food service establishment owners and managers of the upcoming changes to the current *Rules Governing the Sanitation of Food Service Establishments* 15A NCAC 18A .2600. These revisions and additions were derived from the 2017 FDA model Food Code to allow for the most current science-based regulation for food service facilities in North Carolina. The following are just a few of the changes that will directly affect current food safety procedures.

DEMONSTRATION OF KNOWLEDGE FOR THE PERSON IN CHARGE (PIC)

A PIC can demonstrate food safety knowledge using *one* of the *three* following options:

- No violation of PRIORITY items during the current inspection
- Being a certified food protection manager
- Correctly respond to questions asked by the inspector

ADDITIONAL PIC DUTIES

The PIC has the following additional duties:

- Verify that foods delivered during non-operational times (key drop deliveries) are from approved sources, and stored to maintain temperature requirements and prevent contamination
- Verify that employees are maintaining and routinely monitoring food temperatures

CLEAN-UP OF VOMITING & DIARRHEAL EVENTS

All facilities are required to have *written procedures* to follow when responding to a vomiting or diarrheal event in the establishment. This plan should include:

- List of supplies in the clean-up kit
- Staff responsible for clean-up
- Procedures for cleaning specific surfaces
- Actions to minimize the spread of contamination and the exposure of employees, consumers, food, and surfaces to vomit or fecal matter

“BIG 6” REPORTABLE ILLNESSES

- *Salmonella* Typhi (Typhoid fever)
- *Salmonella* (nontyphoidal)
- *E. coli* (Shiga-toxin producing/STEC)
- *Shigella*

Appendix E: 2017 NC Food Code Adoption

- Hepatitis A
- Norovirus

TIMELY CORRECTION OF VIOLATIONS

Timely correction of violations that cannot be corrected during the inspection:

- PRIORITY items must be corrected within 72 hours
- PRIORITY FOUNDATION items must be corrected within 10 calendar days

DATE MARKING EXEMPTIONS

The following items are no longer required to be date marked:

- Raw in-shell molluscan shellfish
- Shelf-stable dry fermented sausages produced in USDA- regulated facilities

CHANGES TO FINAL COOK TIMES

The following changes were made to the time that a food must maintain the appropriate final cook temperature:

- 165°F instantaneous (foods such as poultry, baluts, stuffed meats & pasta)
- 155°F at least 17 seconds (foods such as meats that have been ground or injected/mechanically tenderized, raw eggs that will be hot held)

TESTING METHOD FOR HIGH-TEMPERATURE WAREWASHING

Facilities that use a high temperature dish machine as the method of sanitizing food contact surfaces must provide an irreversible registering temperature indicator for measuring the utensil surface temperature. This testing method should ensure that the surface of the utensil reaches at least 160°F. Recommended testing methods include Temperature labels or maximum registering thermometer/plate. Contact the dish machine service provider for available testing options.

EMERGENCY OPERATING PLANS

Depending on the potential hazard involved and the complexity of the corrective action needed, a facility may continue operations in the event of an extended interruption of electrical or water service if:

- A written emergency operating plan has been pre-approved by the Regulatory Authority
- Immediate corrective action is taken to eliminate, prevent, or control any food safety risk and imminent health hazard associated with the electrical or water service interruption
- The Regulatory Authority is informed when the written emergency operating plan is implemented

NON-CONTINUOUS COOKING

The final cook temperature and time requirement depends on the type of food being cooked.

Example: If raw ground beef is being cooked using non- continuous cooking procedures, the final cook temperature would be at least 155°F for 17 seconds, instead of 165°F.

**Existing procedures may need to be updated to reflect this change.*

Appendix E: 2017 NC Food Code Adoption

TIME AS A PUBLIC HEALTH CONTROL (TPHC)

TPHC can begin at 70°F and last for up to four hours for the following items:

- Canned TCS foods, once opened
- Ready to eat TCS produce, once cut or chopped

**These items no longer must be cooled to 41°F prior to beginning TPHC procedures.*

THAWING OF REDUCED OXYGEN PACKAGED (ROP) RAW FISH

Prior to thawing, frozen raw fish that bears a label indicating that it is to be kept frozen until time of use must be removed from the reduced oxygen environment.

PARASITE DESTRUCTION EXEMPTION

Parasite destruction requirements no longer apply to a scallop product consisting of only the shucked adductor muscle.

ROP WITHOUT A VARIANCE

RETURNING REFILLABLES

Facilities are allowed to refill containers with TCS foods if the containers are:

- Cleanable, in good repair, and inspected by an employee before reuse
- Washed, rinsed, and sanitized prior to refilling
- Initially provided by the food establishment to the customer

CONFORMANCE WITH HACCP PROCEDURES

The PIC must maintain the variance approval at the food establishment for the inspector to review.

If a facility wishes to use ROP without a variance, the permit applicant or holder must:

- Submit a properly prepared HACCP plan to the local Regulatory Authority for prior approval
 - *Cook-chill & sous vide:*
 - The products must be cooled to 41°F or below and held for a maximum of seven days
 - *For raw fish:*
 - The fish must be frozen before, during and after packaging, and labeled that it must remain frozen until time of use
- *HACCP plans are not required for ROP products that are:*
 - Labeled with the production date & time,
 - Held at 41°F or below, and
 - Removed from the packaging within 48 hours.

Appendix E: 2017 NC Food Code Adoption

Fiscal Note for Permanent Amendment of 15A NCAC 18A .2650-.2676

*Agency: North Carolina Commission for Public Health Department of Health and Human Services
Environmental Health Section*

Food Protection & Facilities Branch

*Rule Citations: 15A NCAC 18A .2650 General-Adoption by Reference (readoption)
15A NCAC 18A .2651 Definitions (amendment)
15A NCAC 18A .2652 Management and Personnel (amendment) 15A NCAC 18A .2653 Food
(amendment)
15A NCAC 18A .2654 Equipment, Utensils, and Linens (amendment) 15A NCAC 18A .2655 Water,
Plumbing, and Waste (amendment) 15A NCAC 18A .2661 Inspections and Re-inspections (amendment)
15A NCAC 18A .2670 General Requirements for Pushcarts and Mobile Food Units (readoption)
15A NCAC 18A .2674 Limited Food Establishments (readoption)*

*Agency Contacts: Shane Smith, Food Protection and Facilities Branch Head,
Environmental Health Section, NCDHHS, Division of Public Health (919) 707-5872*

*Virginia Niehaus
Rulemaking Coordinator, Commission for Public Health
Dir. of Regulatory and Legal Affairs, NCDHHS, Division of Public Health (919) 707-5006*

*Rulemaking Authority: S.L. 2019-129
G.S. 130A-248*

*Impact Summary: State Government: Yes Local Government: Yes Private Sector: Yes
Substantial Impact: Yes*

Introduction and Purpose

The Food Protection and Facilities Branch (FPFB), a branch of the Environmental Health Section within the North Carolina Division of Public Health, oversees the rules and regulations governing the protection of food and enforcement of sanitation requirements within food establishments, including restaurants, food stands, mobile food units and pushcarts, meat markets, school cafeterias, and food service facilities in hospitals, nursing homes, and childcare centers. Currently, food service establishments in North Carolina are regulated under Section .2600 of 15A NCAC 18A titled “Rules Governing the Food Protection and Sanitation of Food Establishments” and the 2009 United States

Appendix E: 2017 NC Food Code Adoption

Food and Drug Administration (FDA) Food Code, which was adopted by North Carolina through incorporation by reference in Rule 15A NCAC 18A .2650 in 2012.

The FDA Food Code is the national standard for state, local, and tribal food protection programs and has been adopted by 49 out of 50 states. It offers practical, science-based guidance that addresses the FDA risk factors known to cause foodborne illness outbreaks in retail food service settings. In addition, the FDA Food Code is uniquely qualified to address the food safety challenges of the twenty-first century, including an increasingly globalized food supply chain, the aging population, increased number of immune-compromised consumers, and the growing trend of consuming food prepared outside the home.

The FDA Food Code is updated and published every four years and amended every two years via the Conference for Food Protection, a national conference of food safety regulators, food scientists, industry representatives, and members of academia. In 2011, the North Carolina General Assembly determined that North Carolina should adopt the 2009 FDA Food Code, which led to the passage of S.L. 2011-394. In accordance with the language of S.L. 2011-394, the Section .2600 rules were amended to adopt the 2009 FDA Food Code by reference; however, pursuant to the session law, subsequent amendments or editions of the 2009 Food Code issued by the FDA could not be adopted by North Carolina and incorporated into the Administrative Code without prior legislative approval. Since 2011, the FDA has released new editions of the FDA Food Code, one in 2013 and one in 2017. Both editions had supplements added by the Conference for Food Protection. The most current edition is the 2017 FDA Food Code, with supplements added in 2019.

In 2019, the North Carolina General Assembly once again recognized the need to adopt the most current edition of the FDA Food Code and passed S.L. 2019-129. As a result, and in accordance with session law, the FPFB proposes to adopt and implement the most current version of the 2017 FDA Food Code to provide the food service industry, regulators, academia, consumer groups, and other stakeholders with the most current food safety standards available. Stakeholders will have access to new technologies and processes in food preparation, along with the most updated policies and procedures relating to food protection and employee health. Based on this, the adoption of the 2017 FDA Food Code will further the mission of protecting the public's health in North Carolina.

In addition to adopting the most recent edition of the FDA Food Code, three of the rules discussed in this fiscal note- .2650, .2670, and .2674- are proposed for readoption in accordance with G.S. 150B-21.3A.

Description of Proposed Rules:

As referenced earlier, the regulation of food service establishments in North Carolina is governed under 15A NCAC 18A .2600 rules, which incorporates by reference the 2009 Food Code. S.L. 2019-129 gives authority to the Commission of Public Health to update the .2600 rules to the most current edition of the FDA Food Code, which is the 2017 Food Code and Supplement. A workgroup comprised

Appendix E: 2017 NC Food Code Adoption

of State and local regulators as well as industry partnered to review and propose updates to the .2600 rules with the new language from the 2017 Food Code and Supplement. In some places in the current rules as well as the proposed updated rules covered in this fiscal note, the rule requirements vary from the Food Code to ensure alignment with North Carolina state law and practice.

For that reason, the 2017 Food Code and its Supplement are not simply incorporated by reference; instead, the rules described in this fiscal note are also being amended as necessary to ensure that the rules, in adopting of the 2017 Food Code and its Supplement, establish a comprehensive regulatory framework that is consistent with other areas of State law. The following narrative describes the proposed changes as well as adoption of the 2017 Food Code into the existing rules. The proposed rule language can also be found in Appendix 1 to this fiscal note.

***15A NCAC 18A .2650** will be changed from incorporating the 2009 Food Code by reference to incorporating the 2017 Food Code and Supplement by reference, which is the basis of 15A NCAC 18A.2651-.2655 in this Section. Changes to 15A NCAC 18A .2661, .2670, and .2674 do not correspond to Chapters in the Food Code and will be updated to reflect needed changes to the administrative code.*

***15A NCAC 18A .2651, "Definitions,"** which reflects Chapter 1 in the Food Code, includes any changes in definitions in the 2017 Food Code as well as further amendments, additions, and deletions to those definitions as made by the FPFB.*

Changes Not Resulting in an Economic Impact

In the definition in congregate nutrition sites in 1-201.10 (B), potentially hazardous food is changed to time/temperature control for safety food for consistency with language used throughout the Food Code. Also, in 1-102.10 under subsection (b), a definition of equipment has been amended to remove inclusion of the term "vending machine" because the FPFB and the Commission for Public Health do not have statutory authority to regulate vending machines.

The definition of Food Stand in 1-1201.10 (B) will be amended to reflect recent changes in N.C.G.S. 130A-248(a6), which now allows for limited seating at food stands. Imminent health hazard has been added back into the definition in 1-102.10 (B) to align with the language at N.C.G.S. 130A-2(3). A new definition for "intact meat" has been added in the 2017 Supplement which will be incorporated into the definition section, and which was not present in the 2009 NC Food Code. Under the definition for "Limited Food Establishment" the word "Services" has been added to make .2674 be consistent with General Statute language. A new definition has been added for "Mechanically tenderized meat" from the 2017 Supplement.

The definition of "Mobile Food Unit" has been amended to include clarifying language to be consistent with guidance from the Attorney General's Office, which explains that mobile food units must not connect to permanent utilities nor provide seats. A definition has been updated for "shiga-toxin-producing Escherichia coli" to reflect current language in the 2017 Food Code in 1-102.10 (B).

"Temporary Food Establishment (TFE)" and "Temporary Food Establishment Commissary" have

Appendix E: 2017 NC Food Code Adoption

been revised to reflect changes made pursuant to a legislative amendment of NC G.S. 130A-247. Farmer's markets will be removed from a list of ineligible businesses for TFE permits due to this statutory change,

The majority of the amendments to this Rule are technical in nature and align with existing North Carolina law and the 2017 Food Code. Therefore, no economic impact is expected as a result of these changes in the definitions and therefore is not explained further in the Impact Analysis section below.

15A NCAC 18A .2652, which reflects Chapter 2 in the Food Code, will include changes that amend the 2017 Food Code.

Changes Not Resulting in an Economic Impact

Beginning with 2-101.11 (A) of the Food Code, the reference to paragraph (C) of 2-101.11 will be removed from the rule language, as these rules do not regulate vending machines.

Additionally, the rule will add the word "or" to 2-102.11 of the Food Code to clarify that there are three separate options for industry to comply with demonstration of knowledge. This change was requested by industry in North Carolina to bring further clarity to this part of the Food Code. The references in the rule to paragraphs (A) and (C), which relate to 2-102.12 of the Food Code, have been deleted from the rule language because the topics addressed by the rule in those references to paragraphs (A) and (C) are now addressed in the Food Code.

In 2-102.20 of the Food Code, a previous deletion of 2-102.11 (B) of the Food Code will be rescinded and section 2-102.11 (B) will now be included in the rule language as written in the 2017 Food Code.

Duties have also been added to the Person in Charge requirements under 2-103.11 of the Food Code, which include monitoring after hours deliveries, employee monitoring of hot and cold temperatures, and maintenance of written documentation that is required by the 2017 Food Code.

The aforementioned changes are not expected to result in an economic impact and are therefore not discussed further in the Impact Analysis section below.

Changes Expected to Result in an Economic Impact

There are a few changes to this Rule that are expected to result in an economic impact. In the 2017 Food Code, 2-201.11, 2-201.12, and 2-201.13 add nontyphoidal Salmonella (NTS) as one of the reportable illnesses for action by the Person in Charge. Added 2017 Food Code language addresses employee health controls for the exclusion and restriction of nontyphoidal Salmonella. The 2017 Food Code also includes updated language in 2-301.14 (H) to clarify that the requirement to wash hands before donning gloves is specific to the beginning of a task involving working with food and not during the task.

Section 2-301.16 (A) (2) of the 2017 Food Code adds language to clarify which types of hand

Appendix E: 2017 NC Food Code Adoption

antiseptic are acceptable. Previous requirements for bandages, finger cots, or finger stalls that were listed under 2-201.13 will now be added by the addition of section 2-401.13. Section 2-501.11 will be added to require procedures for responding to contamination events involving vomit and/or diarrhea. This cohort of new requirements will be explained further below in the Impact Analysis section.

15A NCAC 18A .2653, which reflects Chapter 3 in the Food Code, will include changes that amend the 2017 Food Code.

Changes Not Resulting in an Economic Impact

The proposed rule language includes a new reference that will be added to 3-201.11 (A) of the Food Code that will clarify the permitting requirements set forth G.S. 130A-248(b). Changes to 3-201.16 of the Food Code were made to recognize a regulatory authority's ability to approve the sale of wild mushrooms within a food establishment in accordance with existing reporting policies. A change to 3-301.11 (D) of the Food Code will reduce the final cook temperature requirement from 165°F to 145°F when a ready-to-eat food has been touched with bare hands is added as an ingredient to another food that does not contain a raw animal food. In 3-302.11, additional language will be added to clarify that raw animal foods should be stored below or separate from washed or unwashed raw fruits and vegetables.

Provisions under 3-304.11 and 3-304.14 will be expanded to allow linens to be utilized as a food contact surface in 2017 Food Code. Under 3-304.17, language has been added to expand the use of returnable containers by the consumer to establishments that may now include refilling with time/temperature control for safety foods. These provisions may result in minor cost savings to industry; however, because we do not know the financial difference for establishments in using linens as a contact surface or refilling returnable containers with time/temperature control for safety foods, and because we cannot predict how many establishments will shift their practices in response to these provisions, the potential cost savings are challenging to quantify.

3-401.11 will now be revised to include the term “intact meat” which is defined in Chapter 1 and will also reflect new cooking time and temperature parameters for various raw animal products. Plant Foods will now replace “fruits and vegetables” in 3-401.13. Time/temperature changes will be updated in 3-401.11 as referenced in 3-401.14 to clarify specifications for “non-continuous cooking.” Text was italicized in 3-402.11 (B) (5) to indicate an exception to the code regarding parasite destruction. Paragraph 3-402.12 (C) will be amended to correctly cross reference methods of fish aquaculture found in 3-402.11 (B) (4). Hazard Analysis Critical Control Points (HACCP) plans for treating juice under 3-404.11 will now be required to include general information such as name of the permit holder, establishment address and contact information as well as any other information required by the regulatory authority. Under 3-501.13, the assigned risk designation will change from a core item to a priority foundation item which will require immediate correction or correction within 10 days. The ramifications of this re-designation will be explained further in the Impact Analysis.

Appendix E: 2017 NC Food Code Adoption

Additional exclusions from date marking, which now includes shellfish, will be added to extend the shelf life of some foods under 3-501.17. An amendment will also be made to clarify that the exemption for date marking for shelf stable dried fermented sausages produced in United States Department of Agriculture regulated facilities is not dependent on the product retaining the original casing. This change could lead to a possible cost savings for industry, but due to limited data available on the offering of these menu items at establishments across the state, the exact cost savings are challenging to estimate. Wording in 3-501.18 has been amended to appropriately indicate foods that must be disposed of in accordance with date marking requirements. A missing cross reference will be added to 3-501.19(A) (1) (a) which will now include subparagraphs 3-501.19 (B) (4). New subparagraphs will be added under 3-501.19 (B) (2) to address ready-to-eat produce or hermetically sealed food that is rendered time/temperature control for safety (TCS) upon cutting, chopping, or opening.

Paragraph 3-502.12 (B) and subparagraphs (B) (6) (C), (D) (1), and (E) (2) were amended to replace cross reference to paragraphs 8-201.14 (B) and (D) with a cross reference to paragraphs 8-201.14 (C) and (D) due to rearranging of paragraphs in Chapter 8. Requirements for HACCP plans for unpackaged juice in a highly susceptible population in 3-801.11 (A) (3) will be amended from 8-201.14 (B)-(E) to 8-201.14 (C)-(E). This change reduces the amount of information required for a HACCP plan for unpackaged juice in a highly susceptible population setting.

The aforementioned changes are not expected to result in an economic impact and are therefore not discussed further in the Impact Analysis section below.

Changes Expected to Result in an Economic Impact

A labeling requirement will be added to 3-502.12 (C) to indicate that fish in reduced oxygen packaging (ROP) is to be kept frozen until time of use. In paragraph 3-502.12 (D) (2) (e) (ii) food in ROP for sous vide will have a refrigerated storage time extended to seven days. This extension will be a cost savings to industry and will be further explained in the Impact Analysis. Clarifying language will be put in place where labeling is required in 3-602.11 (B) (2) by including sub-ingredients for all foods made from multiple ingredients. This change will be explained further in the Impact Analysis.

15A NCAC 18A .2654, which reflects Chapter 4 of the Food Code, will include changes that amend the 2017 Food Code.

Changes Not Resulting in an Economic Impact

A new subpart 4-303 and section 4-303.11 are added in the 2017 Food Code to clarify the requirement that equipment and utensil cleaning agents and sanitizers be provided and readily accessible for use. No anticipated economic impact is expected and is therefore not discussed further in the Impact Analysis section below. An additional paragraph (F) will be added to 4-501.114 to provide requirements for establishments that produce their own sanitizer through an onsite device. No impact is expected with this new option as well.

Additional language will be added to section 4-502.12 through this rule to reflect a change due to S.L. 2019-141, which allows the reuse of oyster shells. An amendment in 4-602.11(B) changes the cleaning

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and sanitizing frequency for food contact surfaces or utensils that are in contact with a raw animal food that is a major food allergen such as fish, followed by other types of raw animal foods. With this change, the exception to existing subparagraph (A)(1) found in paragraph (B) now applies only to raw meat and poultry. This will not result in an economic impact for industry. 4-603.17 is deleted and its requirements relocated to 3-304.17. An amendment in 4-802.11(C) was made to clarify that napkins in this section refers to cloth napkins and they are, by definition, considered linens as mentioned in 3-304.11(C) and 3-

304.13. These changes are not expected to result in an economic impact and are therefore not discussed further in the Impact Analysis section below.

Changes Expected to Result in an Economic Impact

Section 4-302.13 of the Food Code now requires the availability of irreversible registering temperature indicators. This change will be discussed further in the Impact Analysis.

15A NCAC 18A .2655, which reflects Chapter 5 in the Food Code, will include changes that amend the 2017 Food Code.

Changes Expected to Result in an Economic Impact

The risk designation of 5-202.12(A) will be changed from priority foundation to core to be consistent with current science. This savings will be discussed further in the Impact Analysis.

15A NCAC 18A .2661 describes the grading of food service establishments, the inspection form, and how points are assessed for violation of the rules.

Changes Not Resulting in an Economic Impact

The rule will be updated to reflect changes stemming from adoption of the 2017 Food Code. These changes to the grading and point value assessments are not expected to result in an economic impact. Additionally, this rule includes a change to Chapter 8 of the Food Code. Specifically, Paragraph (K) in 8-304.11 is a new requirement of the 2017 Food Code. This requirement did not appear in the 2009 Food Code and is being deleted from applying under the updated rules, following discussions with industry. Members of the public can still readily access copies of inspection reports, which are public records, through the county or state.

15A NCAC 18A .2670 describes general requirements for mobile food units and push carts. Changes Not Resulting in an Economic Impact

Paragraphs (e) through (l) have been struck from this rule. The requirements established in these paragraphs are now included in the 2017 Food Code and we have struck them from this rule to avoid duplicative language. These changes to the text of rule .2670 are not expected to result in an economic impact.

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15A NCAC 18A .2674 describes requirements for Limited Food Services Establishments. Changes Not Resulting in an Economic Impact

Paragraph (1) will be amended to change the expiration of permits from December 31 of each year to one year from the date of issuance. This change is necessary to coincide with other comparable permit renewals within the Section. This change is not expected to result in an economic impact and is therefore not discussed further in the Impact Analysis section below.

Impact Analysis:

State Government Impact

The impact on state government expected from the adoption of these rule amendments/readoptions and implementation of the 2017 FDA Food Code consists largely of training costs. The FPFB offers training to local health department registered environmental health specialists (REHS) as part of its agency mission. State regional staff will develop training for the updated rules and provide updates to county REHS. The average salary for the program staff involved in this work is \$56,452.¹ Using this figure, as well as an estimate of the value of fringe benefits, we have calculated the hourly rate of a State REHS staff member at \$37.50. The time spent by State-level REHS staff will be an opportunity cost, as we do not intend to hire any additional staff to help do this work.

Table 1: Average Hourly Pay Rate for State REHS

Salary and Fringe Benefits²		
<i>Salary/Benefit</i>	<i>% of Salary</i>	<i>Total Value</i>
<i>Salary</i>	<i>100</i>	<i>\$56,452</i>
<i>FICA</i>	<i>7.65</i>	<i>\$4,318.58</i>
<i>Retirement, Death, and Disability Benefit</i>	<i>19.70</i>	<i>\$11,121.04</i>
<i>Health Insurance</i>	<i>10.81</i>	<i>\$6,104</i>
Hourly Rate Calculation		
<i>Total Salary + Fringe</i>	<i>Hours Worked / Year</i>	<i>Hourly REHS Rate</i>
<i>\$77,995.62</i>	<i>2080</i>	<i>\$37.50</i>

State-level REHS staff will be responsible for developing training for the new rules and hosting virtual and/or in-person meetings to provide that training to county REHS staff and industry partners. State-level REHS staff can present these materials at regional or district education meetings. State-level REHS staff already host these meetings to provide updates and training to each of the territories, so travel to these meetings does not represent a new expense for state government. Based on our familiarity with the subject matter and past experiences, state-level REHS staff members will spend approximately 20 hours total (a one-time effort) developing training materials for the newly adopted

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rules and code. Additionally, we anticipate that each local REHS will require five hours of training to become proficient in administration of the new rules and code.

The State will not take in any new fees as part of the newly adopted rules or Food Code.

¹ This value was provided by the Division of Public Health, Environmental Health Section and was calculated using information available as of April 2, 2020.

² The benefits listed were identified using the North Carolina Office of State Human Resources "Total Compensation Calculator," which is available at <https://oshr.nc.gov/state-employee-resources/classification-compensation/total-compensation-calculator>.

Table 2: Impact on State Government (Opportunity Costs)		
REHS Staff Training Development (one time)		
Number of Hours to Complete	REHS Hourly Rate	Cost to State Government
20	\$37.50	\$750.00
REHS Staff Instructional Time		
Number of Hours to Complete	REHS Hourly Rate	Cost to State Government
20 hr. (5 hrs. x 4 meetings x 4 staff members)	\$37.50	\$3,000.00
TOTAL STATE GOVERNMENT IMPACT		\$3,750.00

Local Government Impact

Local and district health departments will be responsible for ensuring that their staff receive training on the amended rules and the 2017 Food Code following its adoption.

The average salary for a REHS employed by a local or district health department in North Carolina is \$48,057.³ Using this figure, as well as an estimate of the value of fringe benefits, we have calculated the hourly rate of a REHS at \$31.81. Although we cannot know for certain, we expect that the time spent by REHS staff will likely be an opportunity cost, as we do not expect that local and district health departments will hire additional staff to help do this work.

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Table 3: Average Hourly Pay Rate for Local REHS

Salary and Fringe Benefits⁴		
<i>Salary/Benefit</i>	<i>% of Salary</i>	<i>Total Value</i>
<i>Salary</i>	<i>100</i>	<i>\$48,057.00</i>
<i>All Benefits</i>	<i>37.7</i>	<i>\$18,117.49</i>
Hourly Rate Calculation		
<i>Total Salary + Fringe</i>	<i>Hours Worked / Year</i>	<i>Hourly REHS Rate</i>
<i>\$66,174.49</i>	<i>2080</i>	<i>\$31.81</i>

Based on our experience working with local and district health departments, we believe that a single REHS will need five hours of training to implement the new rules and the 2017 Food Code and Supplement. Trainings will be provided by state-level staff at the Division of Public Health and will be held virtually. Local REHS staff will receive continuing education credits toward their yearly requirement for credentialing. The North Carolina Board of Registered Environmental Health Specialists requires local health department environmental health staff members to maintain a minimum number of continuing.

³ The average REHS salary was estimated from the UNC School of Government's 2019 County Salary Survey, which is available at: <https://www.sog.unc.edu/publications/reports/county-salaries-north-carolina-2019>.

⁴ The value of benefits was identified using the U.S. Bureau of Labor Statistics' latest available figures from December 2019 on employer costs for employee compensation for state and local government workers, which is available at: <https://www.bls.gov/news.release/ecec.t03.htm>.

education training hours per year to maintain their registration as Environmental Health Specialists. The training is expected to be approved training per the Board and will count toward local REHS staffs' educational requirements. Mileage is not included as a cost because travel is expected to be unnecessary since the trainings will be held virtually. Similarly, costs for printed materials are not included because the new rules and the Food Code will be made available online at no cost. There are approximately 800 REHS staff employed at 85 local and district health departments across North Carolina who would each need to receive these five hours of training.

Additionally, after the 2017 Food Code is adopted, local REHS staff will incorporate a brief training on the new Food Code into their inspections of establishments. These inspections are already required and regularly scheduled. This additional time for training that will be tacked onto normal regulatory visits is estimated to add 30 minutes of time to the visit. The total number of permitted food establishments in 2019 was 39,914.

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As demonstrated by our calculations in Table 4 below, the total cost for this one-time training to county staff and the half-hour training that will be provided to each establishment will amount to a total cost of \$762,272.00 to local government. We expect that these costs will be opportunity costs, as participating in training and providing training to the industry is a regular part of REHS staff responsibilities and it is unlikely that local and district health departments will hire additional staff to do this work. It is challenging to know how this total cost to local government will translate to costs for each of the 85 local and district health departments, which employ different numbers of REHS staff and have different numbers of establishments under their jurisdiction to which they will need to provide training.

Table 4: Impact on Local Government (Opportunity Costs)

Training for Local REHS				
<i>Number of Hours to Complete Training</i>	<i>REHS Hourly Rate</i>	<i>Number of REHS to Receive Training</i>	<i>Cost to Local Government</i>	
5	\$31.81	800	\$127,240.00	
<i>Time Spent on Training for One (1) Establishment</i>	<i>REHS Hourly Rate</i>	<i>Number of Permitted Establishments in North Carolina</i>	<i>Cost to Local Government</i>	
0.5	\$31.81	39,914	\$635,032.00	
TOTAL LOCAL GOVERNMENT IMPACT		\$762,272.00		

Private Sector Impact

The first year of Food Code implementation will be a “transition period” in which local REHS staff will provide an in-service training to industry managers/supervisors during each establishment’s initial routine inspection. During the inspection, local REHS staff will review the changes in compliance expectations and the inspection process based on the adoption of the 2017 Food Code and its supplement. The FPPB estimates that this type of “one-on-one training” will take approximately a half an hour to conduct and will be added on to the regular visit.

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According to the U.S. Department of Labor, Bureau of Labor and Statistics, the average wage of a first line supervisor in a full-service restaurant is \$16.49. Based on our experience and expertise, we estimate that, on average, most establishments will need to receive approximately 30 minutes of training once the 2017 Food Code is adopted. Based on our own 2018-2019 data, there are approximately 39,914 establishments in North Carolina. We have calculated the total cost to the private sector in Table 3 below to be \$329,290.05. We expect these training-related costs to be one-time opportunity costs to the private sector, as this type of training is part of establishment employees' regular work and individual establishments are unlikely to hire additional staff to carry out this work.

Table 5: Impact to Private Sector

Cost per Establishment		
<i>Number of Hours to Complete Training</i>	<i>Industry First Line Supervisor Hourly Rate</i>	<i>Cost to Industry per Establishment</i>
0.5	\$16.49	\$ 8.25
Cost to Industry as a Whole		
<i>Total Number of Permitted Establishments</i>	<i>Industry First Line Supervisor Training Rate</i>	<i>Total Cost to Industry for All Establishments Statewide</i>
39,914	\$ 8.25	\$329,290.50
TOTAL COST TO PRIVATE SECTOR		\$329,290.50

The changes in 2-201.11, 2-201.12, and 2-201.13 update the list illnesses that must be reported by establishments to local and district health departments when a staff person at the establishment falls ill.

Specifically, these changes replace the term "Salmonella" in the Food Code with "Typhoid fever" (which is caused by *Salmonella typhi*) and add "Salmonella (non-typhoidal)." Salmonella (non-typhoidal) was already a reportable illness under existing North Carolina law and an average of 2,415 cases were reported per year between 2014 and 2018. In practice, the effect of this change to the list of reportable illnesses will be that employees who are sick with Typhoid fever will be required to be excluded from work to prevent further transmission of the illness to coworkers and customers. Although local and district health departments often already advise the exclusion of employees who have Typhoid fever, this change will now make exclusion of these employee's mandatory.

Establishments will need to update their own health policies to reflect this requirement. We do not know how many cases of Typhoid fever per year involve individuals employed at establishments,

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making it a challenge to estimate the economic impact caused by the exclusion of these employees when they are diagnosed, and management is required to exclude them from work. However, reporting of Typhoid fever and mandatory exclusion of sick employees from the workplace may reduce the risk of further transmission of the disease, thereby having a significant potential public health impact.

Looking to the next series of changes, the language that is amended in 2-301.14 (H) clarifies hand washing during glove use in processes that do not contaminate hands. This change will save facilities money on soap, water, and time spent by employee who to stop a task and wash hands; however, the total potential cost savings associated with these changes are challenging to pin down. Additionally, per changes to 2-501.11 in the Food Code, procedures will now be required to be kept on site for the cleanup of a vomit or diarrheal event. This will include a kit to be kept onsite with average cost ranging from \$12.00-\$23.00. This figure was reported by industry partners who were part of the rule rewrite committee and who already had this protocol in their establishments. Based on feedback from our industry partners, we believe that most establishments already satisfy this requirement and have a vomit or diarrheal kit on-site; however, the benefit of codifying this requirement is that the risk of food borne illnesses such as Norovirus will be reduced because establishments will have to have a verified plan and kit in place for clean-up of contamination events.

Provisions under 3-304.11 and 3-304.14 will be expanded to allow linens to be utilized as a food contact surface in 2017 Food Code. Under 3-304.17, language has been added to expand the use of returnable containers by the consumer to establishments that may now include refilling with time/temperature control for safety foods. These provisions may result in minor cost savings to industry; however, because we do not know the financial difference for establishments in using linens as a contact surface or refilling returnable containers with time/temperature control for safety foods, and because we cannot predict how many establishments will shift their practices in response to these provisions, the potential cost savings are challenging to quantify.

The rule change in 3-304.17 provides allowances for more use of returnable containers by consumers, which could lead to a reduction in the use of single service items by industry. The actual cost savings associated with increased use of returnable containers by customers is challenging to quantify, as we do not know how many restaurants, or their customers, would take advantage of this new option following the adoption of the 2017 Food Code. In addition to cost savings, there could also be positive environmental impact associated with increased use of returnable containers and decreased use of single service items, which are often plastic, paper, aluminum foil, or Styrofoam. For the same reasons noted above, the likely environmental impact is difficult to determine because we cannot easily predict how the adoption of the 2017 Food Code will translate to changes in customer and establishment practices in this area.

The amendment in 3-501.13 that re-designates thawing frozen TCS products from a core item to a priority foundation item will have an impact in multiple areas. The first change under this amendment will require violations to be immediately corrected. In 2019, this item was marked 3,305 times in approximately 100,000 inspections. Under the 2009 Food Code, core items would not require immediate correction; this change will have a positive impact on public health by faster remediation of a potential foodborne illness risk. The extension of shelf life that results from the exclusion of products

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in 3-501.17 could result in cost savings to industry, as establishments may be able to avoid throwing away partially used ingredients and may be able to keep some ingredients in the kitchen longer. The types of items that are affected by this change will not be used in all establishments, however, and it is therefore difficult to determine the overall economic impact caused by this change in the 2017 Food Code.

In 3-502.12, the impact of the extension of ROP products from 72 hours to 7 days will be challenging to quantify savings to industry who utilize this method of food storage and product preservation. The requiring of sub-ingredients in 3-602.11 may result in some food service establishments having to make changes to existing labels. Although this was not a pre-existing rule under the 2009 Food Code, previous guidance from the FDA regarding label and allergen concerns has been shared with industry since the release of the 2013 Food Code. This new requirement will allow individuals to make more informed decisions when purchasing food and may impact consumer behavior; however, the economic impact of these changes, which is so dependent on consumer action, is challenging to predict and estimate.

The new requirement in 4-302.13 necessitates that establishments have an irreversible registering temperature indicator if they utilize hot water mechanical ware washing equipment. There are two options available to establishments that need to fulfill this requirement: the use of T-strips (25 strips/pack at \$9.95/pack) or a thermometer-plate style device, which costs between at \$48.50 and \$65.00 and can be used repeatedly. We do not know the number of establishments that currently use hot water mechanical ware washing equipment and that would therefore be impacted by this change, making the economic impact challenging to quantify.

A change in the risk designation from priority foundation to core in 5-202.12 (A) will result in a savings to industry by making the repair costs associated with temperature adjustments unnecessary for hand washing facilities. The new allowance for facilities to operate under water or electrical emergencies as outlined in 8-404.11 (C) will be a savings to industry because it will no longer require a variance. This savings is difficult to assess because not all establishments will take advantage of this option. In 8-405.11, the change of priority violations to be corrected in 72 hours could result in rare additional emergency repair cost depending on nature of the violation, repair contract details, and day/time of inspection. Most priority violations can be corrected during the inspection. This change in the Food Code will be a benefit to North Carolina consumers because violations directly associated with increased risk of food borne illness will be corrected in a timelier manner, thereby reducing the risk of ongoing violations that could pose safety and health risks to consumers.

Summary

The proposed adoption of the 2017 FDA Food Code and Supplement and subsequent changes in the 15A NCAC 18A .2600 rules will help prevent food borne illness in North Carolina communities, expand options for industry partners engaging in specialized processes, and allow North Carolina to implement the most current Food Code, which is based on current science. According to FDA, 29 states have adopted a more current version of the FDA Food Code than the 2009 version that North Carolina utilizes presently. By updating to the newest version of the Food Code, North Carolina will remain a leader in protecting the residents of our state and continue to improve public health outcomes.

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As noted throughout this fiscal note, the adoption of the 2017 Food Code and its Supplement will result in many changes that are challenging to quantify in dollars but that will overwhelmingly result in greater safety and better protection of the public's health. These changes include:

- *Addition of non-Typhoidal Salmonella (NTS) as a reportable illness*
- *Clarification of handwashing requirements before donning gloves by food service workers*
- *Clarification of acceptable hand antiseptics*
- *Requirements for responding to contamination events involving vomit and/or diarrhea*
- *Labeling requirements for fish in reduce oxygen packaging (ROP)*
- *Shelf life extension of certain ROP foods*
- *Labeling requirement to include sub-ingredients*
- *Requirement to have an irreversible temperature indicator for hot temperature dish machines*
- *Change in risk designation of hand wash water temperature requirement*
- *Criteria for continuing operations during a water emergency or electrical outage*
- *Requirements to verify corrected Priority Foundation items within 72 hours*
- *Allowance of linens to be used as a food contact surface*
- *Expansion of the use of returnable containers by the consumer*
- *Redesignation of thawing TCS products from a core item to a Priority Foundation*

For those changes for which the impact can be quantified, the total cost to state government, local government, and the private sector that will result from the adoption of the 2017 Food Code and its Supplement is summarized in Table 6 below.

Table 6: Summary of Total Costs	
State Government	
	\$3,750.00
Local Government	
	\$762,272.00
Private Sector	
	\$329,292.50
NET TOTAL COST \$1,095,314.50	

Substantial Economic Impact: Alternatives

Pursuant to GS 150B-21.4(b2) (5), when an agency concludes its analysis and determines that the proposed rules will have a substantial economic impact⁵, the agency shall include in its fiscal note a

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description of at least two alternatives to the proposed rules that were considered by the agency and rejected.

S.L. 2019-129 permits, but does not require, the adoption of the 2017 Food Code. Therefore, one alternative approach would involve not adopting the 2017 Food Code and continuing to implement the 2009 version of the Food Code. In this case, North Carolina would be one of fewer than a dozen states that is still implementing the 2009 Food Code and would not be able to take action on the most up to date science and information that facilitates better protection of the public's health through food safety measures. For this reason, this alternative approach was not pursued.

A second alternative approach could have involved not providing training to local health department staff on the changes that would take effect upon adoption of these rules. As explained in this impact analysis, the costs of providing this training constitute that majority of the expenses that state and local government will incur as a result of these rules. If training were not provided, then local health department staff would have to read through the 2017 Food Code and the rules on their own to determine how to implement the new requirements. Having the state provide training to our partners in the local health departments, however, is important to ensuring consistency in how the new requirements are implemented statewide and also provides an important opportunity for local health department staff to ask questions. Given the length of the 2017 Food Code document, it would likely not save local health department staff time if they had to read through the entire Food Code on their own to determine how to implement its changes.

For these reasons, this alternative was not pursued.

“Substantial economic impact” is defined at GS 150B-21.4(b1) as “an aggregate financial impact on all persons affected of at least one million dollars (\$1,000,000) in a 12-month period.”

Appendix I

15A NCAC 18A .2650 is proposed for re Adoption with substantive changes as follows:

15A NCAC 18A .2650 GENERAL – ADOPTION BY REFERENCE

The 2009 2017 Food Code, Code, and the accompanying 2017 Food Code Supplement, not including subsequent amendments and editions, established by the U.S. Department of Health and Human Services, Food and Drug Administration (hereinafter referred to as the "Food Code") is hereby incorporated by reference. The A copy of the Food Code is available online and free of charge at: www.fda.gov/food/fda-food-code/food-code-2017. may be accessed from the internet at www.fda.gov/Food/FoodSafety/RetailFoodProtection/FoodCode/default.htm, or a copy can be obtained by contacting the U.S. Department of Commerce, National Technical Information Service, at (703) 605-6040, and is also available for inspection at the Division of Public Health, N.C. Department of Health and Human Services.

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History Note: Authority G.S. 130A-248; S.L. 2011-394, Section 15(a); 2019-129; Eff. September 1, 2012.

15A NCAC 18A .2651 is proposed for amendment as follows:

15A NCAC 18A .2651 DEFINITIONS

The provisions of this Rule make amendments, additions, and deletions to the Food Code incorporated by reference in Rule .2650 of this Section. In Chapter 1, the following apply:

- (1) In Paragraph 1-201.10(B), add: "'Commissary' means a food establishment that services a mobile food unit or a pushcart."*
- (2) In Paragraph 1-201.10(B), add: "'Congregate nutrition sites' means food establishments where food preparation is limited to same day service, reheating of potentially hazardous food (time/temperature control for safety food), time/temperature control for safety food, and operated under the rules of the Division of Aging and Adult Services, N.C. Department of Health and Human Services."*
- (3) In Paragraph 1-201.10(B), add: "'Department' means the N.C. Department of Health and Human Services."*
- (4) In Paragraph 1-201.10(B), "Equipment (1)" to read: "means an article that is used in the operation of a food establishment such as a freezer, grinder, hood, ice maker, meat block, mixer, oven, reach- in refrigerator, scale, sink, slicer, stove, table, temperature measuring device for ambient air, or warewashing machine."*
- (4)(5) In Paragraph 1-201.10(B), amend "Food establishment (2)(b)" to read: "An operation that is conducted in a mobile, stationary, temporary, or permanent facility or location and where consumption is on or off the premises."*
- (5)(6) In Paragraph 1-201.10(B), amend "Food establishment (3)" to read: "'Food establishment' does not include entities exempted as described in G.S. 130A-250 or establishments that only serve such items as dip ice cream, popcorn, candied apples, or cotton candy."*
- (6)(7) In Paragraph 1-201.10(B), add: "'Food stand' means a food establishment that prepares or serves food and that does not only provide provides seating facilities for customers to use while eating or drinking." as set forth in G.S. 130A-248(a6)."*
- (7)(8) In Paragraph 1-201.10(B), add: "'Good repair' means equipment and utensils shall be maintained in a state of repair and condition that meets the requirements specified under Parts 4-1 and 4-2 of the Food Code as amended by Rule .2654."*
- (8)(9) In Paragraph 1-201.10(B), amend "Imminent health hazard" to: to read: "'Imminent health hazard' means an imminent hazard as defined in G.S. 130A-2(3)."*
- (9)(10) In Paragraph 1-201.10(B), add: "'Limited food services establishment' means a food establishment as defined in G.S. 130A-247(7)."*
- (10)(11) In Paragraph 1-201.10(B), add: "'Local health director' means a local health director as defined in
G.S. 130A-2(6)."*
- (11)(12) In Paragraph 1-201.10(B), amend "Meat" to read: "'Meat' means the flesh of animals used as food including the dressed flesh of cattle, swine, sheep, or goat, other edible animals, and as defined in*

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G.S. 106-549.15(14), except fish, poultry, and wild game animals as specified under Subparagraphs 3-201.17(A)(3) and (4)."

(12)(13) In Paragraph 1-201.10(B), add: "Mobile food unit' means a food establishment or pushcart with no permanent utility connections, except for an onsite electrical connection, that is designed to be readily moved and vend food." food and that does not provide seating facilities for customers to use while eating or drinking."

(13)(14) In Paragraph 1-201.10(B), amend "Person" to: to read: "Person' means person as defined in G.S.

130A-2(7)."

(14)(15) In Paragraph 1-201.10(B), amend "Poultry (1)" to read: "Any domesticated bird (chickens, turkeys, ducks, geese, guineas, ratites, or squabs), whether live or dead, as defined in 9 CFR 381.1 Poultry Products Inspection Regulations Definitions, Poultry, and G.S. 106-549.51(26); and"

(15)(16) In Paragraph 1-201.10(B), add: "Pushcart' means a mobile piece of equipment or vehicle used to vend food."

(16)(17) In Paragraph 1-201.10(B), add: "Registered Environmental Health Specialist' means a Registered Environmental Health Specialist as defined in G.S. 90A-51(2b) and 90A-51(4) and authorized agent of the Department."

(17)(18) In Paragraph 1-201.10(B), add: amend "Regulatory Authority" to read: "Regulatory Authority' means the Department or authorized agent of the Department."

(18)(19) In Paragraph 1-201.10(B), add: "Restaurant' means a food establishment that prepares or serves food and provides seating."

(19)(20) In Paragraph 1-201.10(B), add: "Supplemental cooking room' means a separate attached or detached structure in that food is cooked on grills, pits, or fireplaces and no other processing occurs."

(20)(21) In Paragraph 1-201.10(B), amend "Temporary food establishment" to: to read: "(1) "Temporary 'Temporary food establishment' means a food establishment that operates for a period of time not to exceed 21 days in one location, affiliated with and endorsed by a transitory fair, carnival, circus, festival, or public exhibition. Food establishments that operate in the same event location for more than 21 days per calendar year are not eligible for a temporary food establishment permit. Domestic yard sales and businesses such as auctions, flea markets, or farmers' markets are not eligible for a temporary food establishment permit." as defined in G.S. 130A-247(8).

(2) 'Temporary food establishment' does not include domestic yard sales and businesses such as auctions and flea markets."

(21)(22) In Paragraph 1-201.10(B), add: "Temporary food establishment commissary' means a food establishment affiliated with a temporary food establishment that prepares food in advance of or off-site. off-site from the event. The temporary food establishment commissary permit shall be valid for no more than 21 consecutive days the time period described in G.S. 130A-247(8) and shall be permitted no more than 7 days prior to commencement of the event. Food establishments that operate in the same location for more than 21 days the time period described in G.S. 130A-247(8) per calendar year are not eligible for a temporary food establishment commissary permit. Food shall not be sold directly from the temporary food establishment commissary. The temporary food establishment commissary shall comply with all temporary food establishment requirements."

(22)(23) In Paragraph 1-201.10(B), add: "Transitional Permit' means a permit issued by the regulatory authority upon the transfer of ownership or lease of an existing food establishment to allow

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the correction of construction and equipment problems that do not represent an immediate threat to public health. as defined at G.S. 130A-248(c). The transitional permit shall expire 180 days after the date of issuance."

(23)(24) In Paragraph 1-201.10(B), delete the definition of "Vending machine." (24)(25) In Paragraph 1-201.10(B), delete the definition of "Vending machine location."

History Note: Authority G.S. 130A-248; S.L. 2011-394, Section 15(a); 2019-129; Eff. September 1, 2012. Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. July 20, 2019.

15A NCAC 18A .2652 is proposed for amendment as follows:

15A NCAC 18A .2652 MANAGEMENT AND PERSONNEL

The provisions of this Rule make amendments, additions, and deletions to the Food Code incorporated by reference in Rule .2650 of this Section. In Chapter 2, the following apply:

- (1) In Paragraph 2-101.11(B), amend to read: "In a food establishment with two or more separately permitted departments that are the legal responsibility of the same permit holder and that are located on the same premises, the permit holder may designate a single person in charge who is present on the premises during all hours of operation, and who is responsible for each separately permitted food establishment on the premises."*
- (2) In Section Paragraph 2-102.11, 2-102.11(A), amend the last sentence in the first paragraph to: to read: "The person in charge shall demonstrate this knowledge by being a certified food protection manager who has shown proficiency of required information through passing a test that is part of an accredited program. The person in charge is not required to be a certified food protection manager when the food establishment is not operating and food is not being prepared, packaged, or served for immediate consumption." "Complying with this code by having no violations of priority items during the current inspection; or"*
- (3) In Section 2-102.11, delete (A), (B), and (C).*
- (4) In Subpart 2-102, add Section 2-102.12, Certified Food Protection Manager, to read: "2-102.12 Certified Food Protection Manager.*
 - (A) At least one employee who has supervisory and management responsibility and the authority to direct and control food preparation and service shall be a certified food protection manager who has shown proficiency of required information through passing a test that is part of an American National Standards Institute (ANSI)-accredited program.*
 - (B) This section does not apply to congregate nutrition sites and Risk Category I food establishments as defined in 10A NCAC 46 .0213."*
 - (C) The requirements of this section are effective on January 1, 2014.*
- (5)(3) In Section 2-102.20, replace "Paragraph 2-102.11(B)" with "Section 2-102.11." In Paragraph 2-102.12(B), amend to read: "This section does not apply to congregate nutrition sites and Risk Category I food establishments as defined in 10A NCAC 46 .0213."*

History Note: Authority G.S. 130A-248; S.L. 2011-394, Section 15(a); 2019-129; Eff. September 1, 2012.

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Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. July 20, 2019.

15A NCAC 18A .2653 is proposed for amendment as follows:

15A NCAC 18A .2653 FOOD

The provisions of this Rule make amendments, additions, and deletions to the Food Code incorporated by reference in Rule .2650 of this Section. In Chapter 3, the following apply:

- (1) In Paragraph 3-201.11(A), add at the end: "Food from food establishments in states adjacent to North Carolina may be sold within North Carolina if the food establishments are under jurisdiction of the local or state enforcement body in that originating state and approved by the regulatory authority in North Carolina. Carolina in accordance with G.S. 130A-248(b). To determine the extent of compliance with this Code, the regulatory authority shall obtain reports regarding compliance and compliance history from responsible authorities in other jurisdictions where the food establishments are located."
- (2) In Paragraph 3-301.11(B), amend to read: "~~Except when washing fruits and vegetables as specified under Section 3-302.15 or as specified in Paragraphs (D) and (E) of this section, food employees may not contact exposed ready-to-eat food with their bare hands and shall use suitable utensils such as deli tissue, spatulas, tongs, single-use gloves, or dispensing equipment.~~"
- (3) In Paragraph 3-301.11(D), amend to read:
~~"Paragraph (B) of this section does not apply to a food employee who contacts exposed, ready-to-eat food with bare hands at the time the ready-to-eat food is being added as an ingredient to a food that is to be cooked in the food establishment to heat all parts of the food to a temperature of at least 74°C (165°F)."~~
- (4) In Section 3-301.11, redesignate existing Paragraph (D) as new Paragraph (E).
 - (5) In Subparagraph 3-301.11(D)(7), replace "(D)(1)-(6)" with "(E)(1)-(6)." (6)(2) Delete Section 3-305.13.
 - (7)(3) In Section 3-306.12, delete (B).
 - (8) ~~In Paragraph 3-403.11(D), amend to read: "Reheating for hot holding as specified under Paragraphs.~~
- (A) through (C) of this section shall be completed within 2 hours and the time the food is between 5°C (41°F) or 7°C (45°F) and the temperatures specified under Paragraphs (A) through (C) of this section may not exceed 2 hours."
 - (9) ~~In Paragraph 3-501.12(A), amend to read: "Under refrigeration that maintains the food temperature at 5°C (41°F) or less, or at 7°C (45°F) or less as specified under Subparagraph 3- 501.16(A)(2)(b)."~~
 - (10) ~~In Paragraph 3-501.13(A), amend to read: "Under refrigeration that maintains the food temperature at 5°C (41°F) or less, or at 7°C (45°F) or less as specified under Subparagraph 3-501.16(A)(2)(b)."~~
 - (11) In Paragraph 3-501.13(B), amend to read: "Completely submerged under running water:
 - (+) At a water temperature of 21°C (70°F) or below,
 - (=) With sufficient water velocity to agitate and float off loose particles in an overflow,

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(3) *Such that for ready-to-eat food, the temperature of thawed portions does not rise above 5°C (41°F), or 7°C (45°F) as specified under Subparagraph 3-501.16(A)(2)(b), and*

(4) *Such that for raw animal food requiring cooking as specified under Paragraph 3-401.11(A) or (B), thawed portions are not above 5°C (41°F), or 7°C (45°F) as specified under Subparagraph 3-501.16(A)(2)(b), for more than 4 hours including:*

(a) *The time the food is exposed to the running water and the time needed for preparation for cooking, or*

(b) *The time it takes under refrigeration to lower the food temperature to 5°C (41°F), or 7°C (45°F) as specified under Subparagraph 3-501.16(A)(2)(b);"*

(12) *In Subparagraph 3-501.14(A)(2), amend to read: "Within a total of 6 hours from 57°C (135°F) to 5°C (41°F) or less, or to 7°C (45°F) or less as specified under Subparagraph 3-501.16(A)(2)(b)."*

(13) *In Paragraph 3-501.14(B), amend to read: "Potentially hazardous food (time/temperature control for safety food) shall be cooled within 4 hours to 5°C (41°F) or less, or to 7°C (45°F) or less as specified under Subparagraph 3-501.16(A)(2)(b) if prepared from ingredients at ambient temperature such as reconstituted foods and canned tuna."*

(14) *In Subparagraph 3-501.16(A)(2), amend to read: "At a temperature specified in the following:*

~~(a)~~ *5°C (41°F) or less; or*

(b) 7°C (45°F) or between 5°C (41°F) and 7°C (45°F) in existing refrigeration equipment that is not capable of maintaining the food at 5°C (41°F) or less if:

~~(i)~~ *The equipment is in place and in use in the food establishment; and*

~~(ii)~~ *On or before, January 1, 2019, the equipment is upgraded or replaced to maintain food at a temperature of 5°C (41°F) or less."*

(15) *In Paragraph 3-501.17(A), amend to read:*

"(A) Except when packaging food using a reduced oxygen packaging method as specified under Section 3-502.12, and except as specified in Paragraphs (D) and (E) of this section, refrigerated, ready-to-eat, potentially hazardous food (time/temperature control for safety food) prepared and held in a food establishment for more than 24 hours shall be marked to indicate the date or day by which the food shall be consumed on the premises, sold, or discarded, based on the temperature and time combinations specified below. The day of preparation shall be counted as Day 1.

~~(a)~~ *5°C (41°F) or less for a maximum of 7 days; or*

(2) 7°C (45°F) or between 5°C (41°F) and 7°C (45°F) for a maximum of 4 days in existing refrigeration equipment that is not capable of maintaining the food at 5°C (41°F) or less if:

~~(a)~~ *The equipment is in place and in use in the food establishment, and*

~~(b)~~ *On or before, January 1, 2019, the equipment is upgraded or replaced to maintain food at a temperature of 5°C (41°F) or less."*

(16) *In Paragraph 3-501.19(B), amend to read: "If time without temperature control is used as the public health control up to a maximum of 4 hours:"*

(17) *In Subparagraph 3-501.19(B)(1), amend to read: "The food shall have an initial temperature of 5°C (41°F) or less, or 7°C (45°F) or less when removed from cold*

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holding temperature control, or 57 °C (135 °F) or greater when removed from hot holding temperature control;"

- (18) *In Paragraph 3-801.11(D), amend to read: "Food employees may not contact ready-to-eat food as specified under Paragraphs 3-301.11(B) and (E)."*

History Note: Authority G.S. 130A-248; S.L. 2011-394, Section 15(a); 2019-129; Eff. September 1, 2012. Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. July 20, 2019. 15A NCAC 18A .2654 is proposed for amendment as follows:

15A NCAC 18A .2654 EQUIPMENT, UTENSILS, AND LINENS

The provisions of this Rule make amendments, additions, and deletions to the Food Code incorporated by reference in Rule .2650 of this Section. In Chapter 4, the following apply:

- (1) *Delete Sections 4-204.14, 4-204.19, 4-204.111, 4-204.121, and 4-204.123.*
- (2) *In Section 4-205.10, amend to read: "Except for toasters, mixers, microwave ovens, water heaters, and hoods, food equipment shall be used in accordance with the manufacturer's intended use and certified or classified for sanitation by an American National Standards Institute (ANSI)-accredited certification program. If the equipment is not certified or classified for sanitation, the equipment shall meet comply with Parts 4-1 and 4-2 of the Food Code as amended by this Rule. Nonabsorbent wooden shelves that are in good repair may be used in dry storage areas."*
- (3) *In Section 4-301.14, amend to read: "Ventilation hood systems and devices shall prevent grease or condensation from collecting on equipment, walls, and ceilings."*
- (4) *In Section 4-502.14, amend to read: "Except as permitted under G.S. 130A-248(c3), mollusk and crustacea shells shall not be used more than once as serving containers."*

History Note: Authority G.S. 130A-248; S.L. 2011-394, Section 15(a); 2019-129; Eff. September 1, 2012. Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. July 20, 2019. 15A NCAC 18A .2655 is proposed for amendment as follows:

15A NCAC 18A .2655 WATER, PLUMBING, AND WASTE

The provisions of this Rule make amendments, additions, and deletions to the Food Code incorporated by reference in Rule .2650 of this Section. In Chapter 5, the following applies: Delete Paragraph 5-203.11(C) and Section 5-501.14.

- (1) *In Paragraph 5-202.12(A), change the risk designation from "priority foundation item" to "core item."*
- (2) *Delete Section 5-501.14.*

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History Note: Authority G.S. 130A-248; S.L. 2011-394, Section 15(a); 2019-129; Eff. September 1, 2012. Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. July 20, 2019. 15A NCAC 18A .2661 is proposed for amendment as follows:

15A NCAC 18A .2661 INSPECTIONS AND REINSPECTIONS

- (a) *Upon entry into a food establishment, the regulatory authority shall provide identification and the purpose in visiting that establishment. The regulatory authority shall inquire as to the identity of the person in charge and invite the person in charge to accompany the regulatory authority during the inspection. If no employee is identified as the person in charge, the regulatory authority shall invite an employee to accompany the regulatory authority on the inspection. Following the inspection, the regulatory authority shall offer to review the results of the inspection with the person in charge or employee, as applicable.*
- (b) *The grading of food establishments shall be conducted using an inspection form furnished by the regulatory authority. The form shall provide for the following information:*
 - (1) *The name and mailing address of the food establishment.*
 - (2) *The name of the permit holder;*
 - (3) *The permit status and score given;*
 - (4) *Standards of construction and operation as listed in .2651 through .2677 of this Section;*
 - (5) *An explanation for all points deducted;*
 - (6) *The signature of the regulatory authority; and*
 - (7) *The date.*
- (c) *The grading of food establishments shall be based on the standards of operation and construction as set forth in Rules .2650 through .2676 of this Section.*
- (d) *The Food Establishment Inspection form shall be used to document points assessed for violation of the rules of this Section as follows:*
 - (1) *Violation of Chapter 2 of the Food Code as amended by Rule .2652 of this Section related to person in charge present, demonstration of knowledge, certification by accredited program or performs duties shall equal no more than 2 points. 1 point.*
 - (2) *Violation of Chapter 2 of the Food Code as amended by Rule .2652 of this Section related to the person in charge being a certified food protection manager by having certification from an accredited program shall equal no more than 1 point.*
 - (2)(3) *Violation of Chapter 2 of the Food Code as amended by Rule .2652 of this Section related to management awareness, policy present, and allergy awareness shall equal no more than 3 points.*
 - (3)(4) *Violation of Chapter 2 of the Food Code as amended by Rule .2652 of this Section related to proper use of reporting, restriction, and exclusion shall equal no more than 3 points.*
 - (5) *Violation of Chapter 2 of the Food Code as amended by Rule .2652 of this Section related to procedures responding to vomiting and diarrheal events shall equal no more than 1 point.*
 - (4)(6) *Violation of Chapters 2 and 3 of the Food Code as amended by Rules .2652 and .2653 of*

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this Section related to proper eating, tasting, drinking, or tobacco use shall equal no more than 2 points. 1 point.

(5)(7) Violation of Chapter 2 of the Food Code as amended by Rule .2652 of this Section related to no discharge from eyes, nose, and mouth shall equal no more than 1 point.

(6)(8) Violation of Chapter 2 of the Food Code as amended by Rule .2652 of this Section related to hands clean and properly washed shall equal no more than 4 points.

(7)(9) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to no bare hand contact with ready-to-eat food or approved alternate method properly followed shall equal no more than 3 4 points.

(8)(10) Violation of Chapters 5 and 6 of the Food Code as amended by Rules .2655 and .2656 of this Section related to handwashing facilities supplied and accessible shall equal no more than 2 points.

(9)(11) Violation of Chapters 3 and 5 of the Food Code as amended by Rules .2653 and .2655 of this Section related to food obtained from an approved source shall equal no more than 2 points.

(10)(12) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to food received at proper temperature shall equal no more than 2 points.

(11)(13) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to food in good condition, safe, and unadulterated shall equal no more than 2 points.

(12)(14) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to required records available, shellstock tags, and parasite destruction shall equal no more than 2 points.

(13)(15) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to food separated and protected shall equal no more than 3 points.

(14)(16) Violation of Chapter 4 of the Food Code as amended by Rule .2654 of this Section related to food- contact surfaces cleaned and sanitized shall equal no more than 3 points.

(15)(17) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to disposition of returned, previously served, reconditioned, and unsafe food shall equal no more than 2 points.

(16)(18) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to cooking time and temperatures shall equal no more than 3 points.

(17)(19) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to reheating for hot holding shall equal no more than 3 points.

(18)(20) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to cooling time and temperatures shall equal no more than 3 points.

(19)(21) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to hot holding temperatures shall equal no more than 3 points.

(20)(22) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to cold holding temperatures shall equal no more than 3 points.

(21)(23) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to date marking and disposition shall equal no more than 3 points.

(22)(24) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section

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related to time as a public health control procedures and records shall equal no more than 2 3 points.

(23)(25) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to consumer advisory provided for raw or undercooked foods shall equal no more than 1 point.

(24)(26) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to pasteurized foods used and prohibited foods not offered shall equal no more than 3 points.

(25)(27) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to food additives approved and properly used shall equal no more than 1 point.

(26)(28) Violation of Chapter 7 of the Food Code as amended by Rule .2657 of this Section related to toxic substances properly identified, stored, and used shall equal no more than 2 points.

(27)(29) Violation of Chapters 3, 4 and 8 of the Food Code as amended by Rules .2653, .2654, and .2658 of this Section related to compliance with variance, specialized process, and HACCP plan shall equal no more than 2 points.

(28)(30) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to pasteurized eggs used where required shall equal no more than 1 point.

(29)(31) Violation of Chapters 3 and 5 of the Food Code as amended by Rules .2653 and .2655 of this Section related to water from an approved source shall equal no more than 2 points.

(30)(32) Violation of Chapter 8 of the Food Code as amended by Rule .2658 of this Section related to variance obtained for specialized processing methods shall equal no more than 1 point. 2 points.

(31)(33) Violation of Chapters 3 and 4 of the Food Code as amended by Rules .2653 and .2654 of this Section related to proper cooling methods used or adequate equipment for temperature control shall equal no more than 1 point.

(32)(34) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to plant food properly cooked for hot holding shall equal no more than 1 point.

(33)(35) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to approved thawing methods used shall equal no more than 1 point.

(34)(36) Violation of Chapter 4 of the Food Code as amended by Rule .2654 of this Section related to thermometers provided and accurate shall equal no more than 1 point.

(35)(37) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to food properly labeled or original container shall equal no more than 2 points.

(36)(38) Violation of Chapters 2 and 6 of the Food Code as amended by Rules .2652 and .2656 of this Section related to insects and rodents not present or no unauthorized animals or persons shall equal no more than 2 points.

(37)(39) Violation of Chapters 3 and 6 of the Food Code as amended by Rules .2653 and .2656 of this Section related to contamination prevented during food preparation, storage, and display shall equal no more than 2 points.

(38)(40) Violation of Chapter 2 of the Food Code as amended by Rule .2652 of this Section related to personal cleanliness shall equal no more than 1 point.

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- (39)(41) Violation of Chapters 3 and 4 of the Food Code as amended by Rules .2653 and .2654 of this Section related to wiping cloths properly used and stored shall equal no more than 1 point.*
- (40)(42) Violation of Chapters 3 and 7 of the Food Code as amended by Rules .2653 and .2657 of this Section related to washing fruits and vegetables shall equal no more than 1 point.*
- (41)(43) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to in-use utensils properly stored shall equal no more than 1 point.*
- (42)(44) Violation of Chapter 4 of the Food Code as amended by Rule .2654 of this Section related to utensils, equipment, and linens properly stored, dried, and handled shall equal no more than 1 point.*
- (43)(45) Violation of Chapter 4 of the Food Code as amended by Rule .2654 of this Section related to single- use and single-service articles properly stored and used shall equal no more than 1 point.*
- (44)(46) Violation of Chapter 3 of the Food Code as amended by Rule .2653 of this Section related to gloves used properly shall equal no more than 1 point.*
- (45)(47) Violation of Chapters 3 and 4 of the Food Code as amended by Rules .2653 and .2654 of this Section related to equipment, food and non-food contact surfaces approved, cleanable, properly designed, constructed, and used shall equal no more than 2 points. 1 point.*
- (46)(48) Violation of Chapter 4 of the Food Code as amended by Rule .2654 of this Section related to warewashing facilities installed, maintained, used, and test strips shall equal no more than 1 point.*
- (47)(49) Violation of Chapter 4 of the Food Code as amended by Rule .2654 of this Section related to non- food contact surfaces clean shall equal no more than 1 point.*
- (48)(50) Violation of Chapter 5 of the Food Code as amended by Rule .2655 of this Section related to hot and cold water available and adequate pressure shall equal no more than 2 points. 1 point.*
- (49)(51) Violation of Chapter 5 of the Food Code as amended by Rule .2655 of this Section related to plumbing installed and proper backflow devices shall equal no more than 2 points.*
- (50)(52) Violation of Chapter 5 of the Food Code as amended by Rule .2655 of this Section related to sewage and wastewater properly disposed shall equal no more than 2 points.*
- (51)(53) Violation of Chapters 5 and 6 of the Food Code as amended by Rules .2655 and .2656 of this Section related to toilet facilities properly constructed, supplied, and cleaned shall equal no more than 1 point.*
- (52)(54) Violation of Chapters 5 and 6 of the Food Code as amended by Rules .2655 and .2656 of this Section related to garbage and refuse properly disposed and facilities maintained shall equal no more than 1 point.*
- (53)(55) Violation of Chapters 4 and 6 of the Food Code as amended by Rules .2654 and .2656 of this Section related to physical facilities installed, maintained, and clean shall equal no more than 1 point.*
- (54)(56) Violation of Chapters 4 and 6 of the Food Code as amended by Rules .2654 and .2656 of this Section related to meets ventilation and lighting requirements and designated areas used shall equal no more than 1 point.*

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- (e) *In filling out the inspection form, points may be deducted only once for a single occurrence or condition existing within or outside of the food establishment. Deductions shall be based on actual violations of the rules of this Section observed during the inspection. The regulatory authority shall take zero, one-half, or a full deduction of points depending upon the severity or the recurring nature of the core item violations. Priority items or priority foundation items may be corrected during the inspection and no more than one-half of the total point value shall be deducted when the violation meets the following criteria:*
- (1) *The priority item or priority foundation item violation was not documented on the previous inspection; and*
 - (2) *Correction of the item is documented on the inspection form.*
- (f) *At the time of inspection, if a priority item or priority foundation item violation is observed and not corrected, the regulatory authority shall take one-half or a full deduction of points depending upon the severity or the recurring nature of the violation. The regulatory authority shall specify a time frame of no more than 10 calendar days to correct the priority items or priority foundation items.*
- (g) *In determining whether items or areas of a food establishment are clean for purposes of enforcing the rules set forth in this Section and grading a food establishment, the regulatory authority shall consider, among other things:*
- (1) *The age of the accumulated material;*
 - (2) *The relative percentage of items which are clean and not clean; (3)(2) The cleaning practices of the food establishment; and (4)(3) The health risk posed by the circumstances.*
- (h) *Upon request of the permit holder or his or her representative a reinspection shall be made. In the case of a food establishment that requests an inspection for the purpose of raising the alphabetical grade, and that holds an unrevoked permit, the regulatory authority shall make an unannounced inspection within 15 calendar days from the date of the request.*
- (i) *In the case of food establishments that have been closed for failure to comply with the rules of this Section, a reinspection to consider the issuance or reissuance of a permit shall be scheduled by made at the earliest convenience of the regulatory authority.*
- (j) *In Section 8-304.11 of the Food Code delete (K).*

History Note: Authority G.S. 130A-248; S.L. 2011-394, Section 15(a); 2019-129; Eff. September 1, 2012; Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. July 20, 2019. 15A NCAC 18A .2670 is proposed for readoption with substantive changes as follows:

15A NCAC 18A .2670 GENERAL REQUIREMENTS FOR PUSHCARTS AND MOBILE FOOD UNITS

Notwithstanding the provisions set forth in Rules .2671 and .2672, pushcarts and mobile food units shall comply with all requirements in this Section with the following exceptions:

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(a)(1) A permit shall be issued by the regulatory authority that inspects the commissary from which a pushcart or mobile food unit is to operate if the regulatory authority determines that the pushcart or mobile food unit complies with the rules of this Section. The permit shall be maintained on the pushcart or mobile food unit and made available to the regulatory authority upon request.

(b)(2) The regulatory authority that issues the permit shall be provided by the permit holder a list of counties and locations where each pushcart or mobile food unit will operate.

(c)(3) Prior to initiating food service operations in a particular county, the pushcart or mobile food unit permit holder shall provide the regulatory authority in each county in which food service operations are proposed a list of locations where they will operate. Such lists must be kept current.

(d)(4) Pushcarts or mobile food units shall operate in conjunction with a permitted commissary and shall report at least daily to the commissary for supplies, cleaning, and servicing. Facilities, in compliance with this Section, shall be provided at the commissary for storage of all supplies. The pushcart shall also be stored in an area that protects it from dirt, debris, vermin, and other contamination. Water faucets used to supply water for pushcarts or mobile food units shall be protected to prevent contact with chemicals, splash, and other sources of contamination. Solid waste storage and liquid waste disposal facilities must also be provided on the commissary premises.

(e) All food shall be obtained from sources that comply with Chapter 3 of the Food Code as amended by Rule .2653 of this Section.

(f) All potentially hazardous food (time/temperature control for safety food) shall be maintained at temperatures as required in Chapter 3 of the Food Code as amended by Rule .2653 of this Section. A metal stem-type thermometer accurate to 1°C (2°F) shall be available to check food temperatures.

(g)(5) Single service articles shall be used for serving customers. Single-service articles shall be purchased in sanitary containers, shall be stored therein in a clean, dry place until used, and shall be handled in a manner to prevent contamination.

(h) All garbage and other solid waste shall be stored and disposed in an approved manner.

(i) Employees shall wear effective hair restraints, clean outer clothing, and maintain good hygienic practices as specified in Part 2-4 of the Food Code as amended by Rule .2652 of this Section.

(j) Employees shall comply with the requirements in Subpart 2-201 of the Food Code as amended by Rule 2652. of this Section

(k) Equipment and utensils shall meet the requirements in Parts 4-1 and 4-2 of the Food Code as amended by Rule .2654 of this Section.

(l) The pushcart or mobile food unit shall be kept clean and free of flies, roaches, rodents, and other vermin.

History Note: Authority G.S. 130A-248; S.L. 2011-394, Section 15(a); 2019-129; Eff. September 1, 2012.

15A NCAC 18A .2674 is proposed for re Adoption with substantive changes as follows:

15A NCAC 18A .2674 LIMITED FOOD SERVICES ESTABLISHMENTS

Limited food services establishments shall comply with all the requirements in Rules .2650 through

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.2662 of this Section, except as follows: that the following provisions apply in lieu of Rules .2654(2) and .2659(a) and (b), Section 5-204.11(b) of the Food Code as amended by Rule .2655 of this Section, and Sections 8-201.11 and 8-201.12 of the Food Code as amended by Rule .2658 of this Section:

- (1) *The permit for a limited food services establishment shall be posted in a conspicuous place where it can be readily seen by the public at all times. Permits for limited food services establishments shall expire on December 31 of each year. one (1) year from the date of issuance. A new permit from the regulatory authority shall be obtained before the limited food services establishment shall be allowed to operate each year. Transitional permits shall not be issued.*
- (2) *The permit application shall be submitted to the local health department at least 30 days prior to construction or commencing operation. The permit application shall include a proposal for review and approval by the local health department that includes a menu, plans, and specifications for the proposed limited food services establishment, and location, hours, and dates of operation.*
- (3) *Limited food services establishments shall not prepare any potentially hazardous food (time/temperature control for safety food) time/temperature control for safety food prior to the day of sale.*
- (4) *Potentially hazardous food (time/temperature control for safety food) Time/temperature control for safety food that has been heated at the limited food services establishment and remains at the end of the day shall not be served or placed in refrigeration to be used another day.*
- (5) *All meats, poultry, and fish shall be purchased in a pre-portioned and ready-to-cook form.*
- (6) *Equipment in the limited food services establishment that is not certified or classified for sanitation by an ANSI-accredited certificate program that is in good repair and operating properly may be used. At least a two-compartment sink shall be provided. The sink shall be of sufficient size to submerge, wash, rinse, and sanitize utensils and shall have splash back protection. At least one drainboard, table, or counter space shall be provided for air-drying.*
- (7) *Only single-service articles shall be used. used as tableware as defined in Chapter 1 of the Food Code.*
- (8) *Limited food services establishments may prepare reheat pre-cooked and cook food in accordance with the overhead protection requirements set forth in Rule .2669(b) of this Section.*
- (9) *Floors, walls, and ceilings of limited food services establishments shall meet the requirements of this Section, except those limited food services establishments preparing food in accordance with Rule .2669(b) of this Section. Limited food establishments shall use dustless methods of floor cleaning and all, except emergency floor cleaning, shall be done during those periods when the least amount of food and drink is exposed, such as after closing, or between meals.*
- (10) *All areas in which food is handled, prepared, or in which utensils are washed, shall be provided with artificial lighting that complies with Section 6-202.11 of the Food Code as amended by Rule .2656 of this Section.*

Appendix E: 2017 NC Food Code Adoption

- (11) *A handwashing sink shall be provided in food service areas for use by employees only.*
- (12) *Toilet facilities shall be provided for use by employees. Public toilet facilities provided on the grounds of the facility where the associated amateur athletic event is taking place are acceptable. Toilet facilities for the public are not required.*

History Note: Authority G.S. 130A-248; S.L. 2011-394, Section 15(a); 2019-129; Eff. September 1, 2012.

Appendix F: Centralized Intern Training and Authorization

Welcome to the Environmental Health Section Centralized Intern Training and Authorization, which is located within the North Carolina Department of Health and Human Services, Division of Public Health. Centralized Intern Training and Authorization (CIT & Authorization) is comprised of two programs, Centralized Intern Training and Administration for Delegation of Authority.

Pursuant to N.C. General Statute 130A-4(b) and as codified in rules 15A NCAC 01O.010, CIT & Authorization provides education and training in order to authorize agents of the state to enforce sanitation laws and rules.

The CIT & Authorization mission is to promote and protect public health by:

- Managing Centralized Intern Training for new agents of the state to become authorized to enforce state sanitation laws and rules.
- Educating and evaluating specialists to ensure that established competency standards are met before they are delegated authority to enforce North Carolina Environmental Health related rules as Registered Environmental Health Specialists (REHS).
- Providing cross-training for the REHS.
- Coordinating and providing continuing education efforts for state and local employees in the field of environmental health.

Current Training and Events

Due to COVID-19, General and Food Modules will be held virtually via Microsoft Teams. The Onsite Wastewater Module will be held in person while following all guidelines to minimize the risk of exposure to those attending the training.

- 2023 CIT Training Schedule (PDF, 360 KB)
- CIT Registration Form

Resources

- House Bill 1031

Virtual Pool Plan Review Training

- Correspondence & VGB 7 2021
- Pool Equipment
- Reviewing Pool Plans
- Plan Review Calculations Component and Piping APRIL 2021
- Plan Review Checklist - July 2020
- Pool signs
- Pool plans scan
- Specs Fairfield Inn

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Centralized Intern Training Reimbursement

- Centralized Intern Training Funds Reimbursement Request Form (PDF, 100 KB) **Updated 12/09/22.**

Centralized Intern Training (CIT) Information

- Centralized Intern Training and Authorization Overview
- Centralized Intern Training
 - Distance Learning
- Delegation of Authority
 - Contract Authorizations
- State of Practice (SOP)

Appendix F: Centralized Intern Training and Authorization

POLICY AND PROCEDURES
CENTRALIZED TRAINING
ENVIRONMENTAL HEALTH SPECIALIST INTERN

Environmental
Health Section
Education &
Training Program
NC Department of Health and
Human Services

Revised January 16, 2018

Appendix F: Centralized Intern Training and Authorization

Statement of Purpose Centralized Training for Environmental Health Specialist Interns
Environmental Health Section, Department of Health, and Human Services

Centralized Training for Environmental Health Specialist Interns is required for all new environmental health specialist interns (**15A NCAC 10 .0102**).

The mission of centralized intern training is to support the goals of the Environmental Health Section, to protect the health of the public, and to preserve the environment by providing:

- 🕒 **Training based on scientific knowledge of public and environmental health principles and regulations.**
- 🕒 **Competency-based instruction leading to authorization to serve as an agent of the state.**
- 🕒 **Training to promote consistent rule interpretation and enforcement.**
- 🕒 **Skills for improving public education and communication; and**
- 🕒 **Orientation to people and program resources to improve camaraderie and professionalism.**

This training program is designed to develop professionals dedicated to the mission of protecting the public health. This broad perspective requires interns to develop a basic understanding of all the topics covered in this program.

GENERAL INFORMATION

DATES:

See Annual Schedule TRAINING

SITE: Raleigh, North Carolina

Appendix F: Centralized Intern Training and Authorization

DRESS: Professional attire is expected. Shirts and slacks/skirts. NO flip-flops. NO jeans, or T-shirts, except on On-site Wastewater field trips. Outdoor wear is necessary for field trips - boots or waterproof shoes, jackets, hats, etc.

INTERN REGISTRATION REQUIREMENTS

Environmental Health Section:

Complete and Return Registration Form to the Centralized Intern Training & Authorizations Programs. See posted [CIT Registration Form](#).

REGISTRATION AS RS INTERN

North Carolina Board of Sanitarian Examiners:

Prior to training, an application for registration as a Sanitarian Intern should be submitted to the Board of Sanitarian Examiners. For more information, please contact the REHS Board, Administrative Assistant at:

PO Box 238
Efland, NC 27243

Phone: 910-304-1168 Fax: 910-304-1165
Email (new): rehs.board@dhhs.nc.gov

TRAINING PROGRAM CURRICULUM

The curriculum covers six basic topics designed to provide an overview of public health and an introduction to professional skills needed for this position. In keeping with the mission for Centralized Training the focus of the curriculum is twelve technical topics, with the greatest number of hours in those areas where the intern will be enforcing state laws and rules.

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BASIC CURRICULUM TOPICS:

Overview of Public Health Mission
Principles of Prevention

Regulatory Law
Interpersonal Skills

Ethics
Program Administration

TECHNICAL TOPICS:

Each technical topic is taught using the following guidelines:

1. What public health laws apply to each technical area.
2. How to interpret the rules (primary focus).
3. How to apply the rules in each technical area.
4. How to handle technical aspects of “authorization requests for service and complaints”.
5. How to correctly use forms for each technical area.
6. How public health labs relate to the technical area, if at all.
7. Who to contact (person or agency) for assistance.
8. How to plan for disasters or emergency response.
9. Specific homework and tests are given for each technical area.
10. Post test is administered to students after each section.

CLASS FORMAT

DAILY SCHEDULE: (Generally)

Mondays - Thursdays

8:00 a.m. - 5:00 p.m.

Fridays or the last day of the week

8:00 a.m. - 3:00 p.m.

CLASS ATTENDANCE:

Attendance is mandatory for all classroom lectures and field experiences. The Education & Training Coordinator must approve all absences. Any missed classes are to be made up during the next training program at the expense of the health department! The intern must inform the training staff of all absences or intended late arrivals. If 20% of contact hours or more are missed in any one area authorizations will not be granted in that area.

HOMEWORK:

The training will require homework and self-study. This work will be necessary to successfully complete exams and to obtain sufficient knowledge to perform career-oriented tasks.

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DISCIPLINARY ACTION:

Environmental Health Specialist Interns are professionals and represent their county government during the training program and during their stay in Raleigh. Interns are expected to attend class, having prepared for class the night before. Any disciplinary action will be taken as follows:

_____ 1st occurrence: Informal meeting with the intern to discuss the issues and a verbal warning will be given. 2nd occurrence: Written warning, with a telephone call to the interns' supervisor

_____ 3rd occurrence: Dismissal from training program

BREAKS:

Are worked into the daily agenda.

LUNCHES:

Are worked into the daily agenda. Lunch is not provided. Each intern is responsible for their own lunch.

PHONE:

Interns need to bring their own cell phone.

EMERGENCIES:

In case of emergencies, a message can be left for the intern with a member of the Education & Training Program at 919.624.3110 or 919.707.5857

SMOKING:

Smoking breaks must be taken in designated smoking areas.

PARKING:

Parking is available at the training site.

TRAINING MANUALS:

Below is a list of manuals needed for CIT training:

General Module:

Manual provided by CIT Rules

Appendix F: Centralized Intern Training and Authorization

FPF Track:

Manual provided by CIT.

Control of Communicable Diseases in Man Food Code Rules

OSWP Track

Manual provided by CIT.

On-Site Wastewater Management: Guidance Manual Rules

Interns need a copy of all current rules from their supervisors. Read the rules before class.

****Always bring your copy of the rules being discussed to class with you! ****

HOUSEKEEPING:

Everyone is asked to contribute to the upkeep of the room. Keep your area clean!

EXAMS

Interns will be required to take a minimum of two-unit exams. Both the FPF track & OSWP track have Pre & Post- tests. The Pre-tests are administered on the first day of the FPF track and the OSWP track. The Post-tests are administered on the last day of the track. Each one of the tests will also include material from the General Module. All the training tests are closed book/note. The passing grade for the Post-test is 80%. If an intern does not pass the unit exams, he or she will be eligible to sit for the exam for a second time by appointment only. If the Post-test(s) are not passed on the second attempt with an 80% or better, then the intern will receive a non-satisfactory grade and will have to repeat that unit of training at the counties expense. Supervisors will receive intern grades for each unit upon request.

TEST EXEMPTIONS:

There are no exam exemptions.

ORIENTATION PRIOR TO TRAINING

To prepare for the training program, the intern is to complete a Local Health Department Orientation Checklist at his/her local health department. The checklist is to be completed during the three weeks prior to training with the Environmental Health Supervisor's review.

Appendix F: Centralized Intern Training and Authorization

The intern and the supervisor are to initial and date each activity completed. The Checklist is to be turned on the first day of training to the Education and Training Specialist.

Intern training is not completed until the checklist activities are complete and the training staff has received the paperwork. In addition to the Orientation checklist there is a checklist for each module that must be completed prior to attending CIT, and on-line training materials that will be tested on the first day of each training module.

EQUIPMENT

Interns will need the following equipment/materials during the training program. **If the intern does not have necessary equipment, participation in the activity will be denied.** The make-up work must be completed during the next training class session. The training schedule will list when items are needed for the various sections of the training. This will be provided to you approximately one week prior to the beginning of training.

Put health department name on all equipment!

Books & Materials
needed include: See
Training Manuals
Section

FOOD, LODGING AND INSTITUTIONAL SANITATION:

(Needed for Tier 4 Regional Field training only)

- _____ Thermometer 0-220° F Dial top w/ metal stem
- _____ Thermolabels or meltstick or maximum registry thermometer
- _____ Test kit or strips for chlorine (iodine and quaternary ammonium if available)
- _____ Flashlight
- _____ 12' measuring tape

PUBLIC SWIMMING POOLS (Needed for Tier 4 Regional Field training only)

- _____ A pool test kit if available

ON-SITE WASTEWATER PROGRAM:

(Needed for the In-Class portion & the Regional Field training)

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_____ Auger - Mudhead	_____ Munsell Color Chart
_____ Knife/rock hammer or pick	_____ Field Book for Describing and Sampling
Soils	
_____ Water bottle for wetting soil samples	_____ 12' measuring tape
_____ 100' measuring tape (fiberglass)	_____ 2" Ring Binder
_____ Engineer scale	
_____ Engineers level/tripod and measuring rod will be needed:	

Please bring if available. We need about 8 total to do our field exercise.

PERSONAL EQUIPMENT

_____ Clipboard, metal with cover	_____ Calculator
_____ Rain gear (if needed)	

MEAL AND MILEAGE REIMBURSEMENTS

1. The local Health Department will be reimbursed once at the completion of the general module and one full track. If the intern is going to attend both tracks consecutively, reimbursement will be processed after the completion of the entire training period. The counties will need to submit a standard DHHS form #4125 to the EH Section, DPH, DHHS. The reimbursement check will then be issued to the Health Department, if funds are available. Interns will not receive any payments directly from the EH Section.
2. It's the Health Departments' responsibility to provide monetary advance and/or reimbursement to their employees. Interns are encouraged to speak with their supervisors regarding reimbursement issues prior to training.
3. A local Health Department with an intern who does not complete training will be reimbursed for only those days that the intern was in attendance. The check will be issued as soon as possible after the course has ended if funds are available.
4. Should an intern change county of employment during training, it is the responsibility of the hiring Health Department to notify the Environmental Health Section of the date of transfer. The Section will prorate payments so that each Health Department will receive an appropriate portion of the reimbursement.

Appendix F: Centralized Intern Training and Authorization

5. Health Departments with interns staying in hotels will be reimbursed for lunch and dinner for only the days the intern attended. This will account for their meals for Monday through Thursday, provided that the course starts before noon. We do not pay for lunch or dinner on the last day of training during a week, or if the course starts after the noon hour; unless the last day of the weeks' training concludes after 1PM. The lodging facility will provide breakfast. The Section will pay for dinner on Sunday night if the local Health Department is more than 150 miles from the training site, if the course starts before noon.
6. Mileage for one roundtrip from the local Health Department will be included in the reimbursement for interns who stay in Raleigh in a hotel.
7. Commuters do not get reimbursed for meals or mileage.
8. Interns who are employed in a Health Department that is more than 35 miles away but choose to commute will be reimbursed for only one roundtrip mileage from the local Health Department to Raleigh.

Please know it is best to contact the Centralized Intern Training & Authorization Programs for the latest reimbursement allowances, and or refer to the annual consolidated agreement.

HOUSING

Interns whose duty station is 35 miles or more from the training site will be eligible for lodging paid for by the Environmental Health Section.

Interns whose duty station is more than <u>100 miles away from the training site</u> will be eligible to arrive the night prior to the training if the course starts before noon.
--

Intern will be responsible for paying for his/her own room, and any difference in the current reimbursement rate and actual charges.

The Environmental Health Section will not pay for unoccupied rooms. The hotel requires 24-hour notice for cancellation of the room. If the intern fails to notify the hotel, the local Health Department will be expected to pay costs for nights missed.
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Appendix F: Centralized Intern Training and Authorization

ROOM REGISTRATION:

Each intern must register individually when checking in on Monday (or Sunday).

Incidental Hotel Room Charges:

Each intern is responsible for paying his or her own phone bills, movies, etc. All incidental charges must be paid before 9:00 P.M. on Thursdays. Interns are encouraged to have a credit card and make all calls on the credit card.

WEEKENDS: The Environmental Health Section is not responsible for lodging

Appendix F: Centralized Intern Training and Authorization

Intern Supervision assigned to:

Supervisor/Health Director County (_____)_____
Phone

Intern Name Date

LOCAL HEALTH DEPARTMENT ADMINISTRATION ORIENTATION CHECKLIST

Preparing Environmental Health Specialist Interns for Initial Internship Training

INSTRUCTIONS

Before attending the Centralized Intern Training, each Environmental Health Specialist Intern must complete the following administrative orientation checklist at their local health department.

- It is ultimately the supervisor's responsibility to see that the initial orientation checklists are completed.
- The supervisor should review the checklist immediately and call if you identify areas of concern.
- Three, track specific initial orientation checklist exist for interns to complete before attending the tracks in CIT: an FPF checklist, an OSWP checklist, and an Administration checklist. The administrative checklist must be completed before the intern begins the General CIT module. In addition to the administrative checklist, the intern is responsible for completing the track specific checklist for whichever track they are attending in full. Once the first track is completed, if the intern will be attending the other track in full they will need to begin working to complete the appropriate checklist for the next CIT track. The intern should be given a minimum of two weeks to complete each checklist prior to attending each CIT track.

Note: All of the required checklist items must be completed before admission to CIT is granted. The intern can e-mail, fax, mail, or hand deliver their checklist on or prior to the first day of each track. Without a completed checklist, interns will not be permitted to participate in CIT.

- The supervisor (or health director) and the intern must initial and date each activity as it is completed.
- Maintain a copy of all checklists in your office and submit the original to Education and Training office.

**Environmental Health Section, 1632 Mail Service Center, Raleigh, NC 27699-1632
919/707-5858 or 707-5857 FAX 919/845-3972**

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General Comments

The goal of the local orientation is to prepare the interns for training. During this orientation, the interns will develop a broad understanding of the laws and rules enforced by the environmental health specialist in North Carolina. By completing the checklist items, when the interns participate in training, they will have some exposure to the laws and rules discussed within the training program.

Distance Learning Courses: A few courses from each module will be presented through distance learning. It is important to establish a quiet place for your interns to study. When they arrive in Raleigh to begin their in-class training, a short test will be administered to the individuals. A passing score of 70 is required before he or she can continue with the in-class training. Please note that the intern will be granted a second attempt should they not score a 70 on their initial attempt. Also, interns are encouraged to bring notes, handouts, or other materials used from their distance learning courses to use during the preliminary test.

Reading Assignments: Reading assignments are to be done throughout the week and as necessary at home, at nights, and on the weekends. The reading should be divided up throughout the week and not done all in one sitting.

Activities for the Environmental Health Specialist Intern: During the field trips, the supervising environmental health staff should discuss with the intern the rules, equipment, and procedures being observed. Some activities the intern may complete on his/her own, e.g. observe installation of a septic system. The supervisor should review the procedures to be observed with the intern prior to these activities but does not need to accompany the intern for the entire period.

Not all counties will have examples of all the inspection sites listed below. For this reason, as you and your Intern are working through the initial orientation checklists, you should look for three distinct categories of tasks. The first is the optional tasks. If you see the word “optional” associated with a task, you may elect to do this task if time permits, but it is not required. The second item is the highly recommended tasks. These items can be identified by the following “if available” phrase at the end of the task. These tasks are highly encouraged, but will not keep the intern from attending CIT if not completed. Finally, those tasks not identified by the words “optional” or “if available” are required items. These items must be completed in order for the intern to be eligible to attend CIT.

Supervision: If your county does not have an environmental health specialist supervisor, the health director should coordinate the orientation or make arrangements for such with another county.

Appendix F: Centralized Intern Training and Authorization

ADMINISTRATIVE ORIENTATION CHECKLIST

You are only responsible for completing the Administrative Checklist once per intern.

Date Completed	Intern & Supervisor Initials	Activity
		Read the instructions for the orientation checklist above.
		Distance learning courses: <ul style="list-style-type: none"> • Computer and/or Internet access is made available to the learner. • A Pre-test will be administered on the first day regarding the topics provided in on-line materials • Intern register with FDA-ORAU, if an intern is registered for FPF. • Complete the distance learning.
		Read Policy and Procedure Manual for Intern Training.
		Review Organization Charts: <ul style="list-style-type: none"> • Review your health department organization chart, if available • Review the Environment Section organization chart, if available <ul style="list-style-type: none"> • Discuss county implementation of state laws and rules; Commission for Health Services promulgation of the state rules.
		Meet All Department Supervisors: <ul style="list-style-type: none"> • Learn about services offered through the LHD, Environmental Health department • Meet animal control staff and/or other auxiliary services within Environmental Health but not stationed at the Environmental Health office.
		Meet Department EPI Team: <ul style="list-style-type: none"> • Learn about policies and procedures • Review EPI kit with EPI team nurse or EHS who does food sampling.
		Review office policy & procedures: <ul style="list-style-type: none"> • Discuss dress, phones, travel, reimbursement and personnel policies • Discuss daily/monthly record keeping • Vehicle responsibility, assignment, parking • Discuss teamwork and ethics.

Appendix F: Centralized Intern Training and Authorization

Date Completed	Intern & Supervisor Initials	Activity
		<ul style="list-style-type: none"> • Discuss policy on accepting gifts from regulated parties.
		<ul style="list-style-type: none"> • Review & discuss role of county organizations; • Board of Health: who, expertise, length of service, responsibilities; • County Commissioners: who, how elected, responsibilities, meetings; • Emergency Management Team: health department responsibilities; kinds of disasters in your county--hurricane, tornado, flash flood, chemical/oil spill, nuclear alarm, others; • Professional organizations: continuing education needs, membership, conferences. (National Environmental Health Association, NC Public Health Association, Environmental Health Section, Regional Districts, CAMFES & others); • Explain that EHS & interns must obtain 15 hours continuing education each year by Dec. 31, and that CIT counts toward their 15 hours; • Visit agencies involved in cooperative activities and introduce intern to key people. Examples: Soil Conservation Service, Cooperative Extension Service, county attorney, building inspectors, courthouse (magistrate's office, Registrar of Deeds, tax office), sewage treatment plant (supervisor and lab staff) school administration office, maintenance and Child Nutrition staff (cafeteria manager).
		<p>Any county employment requirements: • OSHA • TB test, drug test, etc.</p>

CIT ADMINISTRATIVE CHECKLIST IS COMPLETE

Appendix F: Centralized Intern Training and Authorization

Intern Supervision assigned to:

Supervisor/Health Director _____ County (____) _____
Phone

Intern Name _____
Date

The intern, prior to beginning the Food Protection & Facilities Track within the Centralized Intern Training program, must turn in an initialed, completed copy of this checklist. The intern can bring the checklist and turn it in on the first day of training. Keep a copy in the intern's county personnel file.

LOCAL HEALTH DEPARTMENT FOOD PROTECTION & FACILITIES ORIENTATION CHECKLIST

Date Completed	Intern & Supervisor Initials	Activity
		<p>Complete the FPF specific distance learning requirements prior to attending CIT</p> <p>Register with FDA-OTED and complete the following courses:</p> <ul style="list-style-type: none"> ○ Public Health Principles: General (FDA36) ○ Basics of Inspections: Beginning an Inspection (FDA38) ○ Basics of Inspections: Issues and Observations (FDA39) ○ Overview of Microbiology (MIC01) ○ Overview of HACCP (FDA16)
		<p><u>Review:</u></p> <ul style="list-style-type: none"> • Food Service Establishment Rules • Lodging Rules • Institution Rules • Visual Inspection of an On-site Wastewater System (PowerPoint) • Day Care Rules • School Rules • Lead Rules • Public, Private, and Religious School Rules • Private Water Supply Rules • .1700 Rules • Public Swimming Pool Rules • Tattooing Rules

Appendix F: Centralized Intern Training and Authorization

Date Completed	Intern & Supervisor Initials	Activity
		<p><u>View Presentations and Complete Learning Guide:</u></p> <ul style="list-style-type: none"> • NC General Statutes 130A-248 through 130A-250 • Local Confinement Rules • Residential Care Rules • Adult Day Care Rules • Summer Camp Rules • Primitive Experience Camp Rules • Resident Camp Rules • .1700 Rules • Foodborne Illnesses (PDF) • Migrant Housing Rules • Mass Gathering Rules (PDF) <ul style="list-style-type: none"> • Status Codes (PDF) • Introduction to Risk-based Inspections (PDF)
		<p><u>Equipment:</u> Assemble assigned equipment for module as directed in the Equipment section of the Centralized Intern Training Policy and Procedure manual.</p>
		<p><u>Food and Institutions:</u></p> <p>Accompany an EHS to inspect 1 meat market and 2 food service facilities.</p> <ul style="list-style-type: none"> • Discuss rules, equipment and procedures • Reinforce the need for verification visits to ensure corrections are made • Review permit suspension and revocation procedures • Review Food/Institution Authorization Procedure <ul style="list-style-type: none"> • Introduce concept of Plan Review, scale used, who does it and where to get more information. Counties with a Plan Review Program may use some of the time from week 1 for this activity. Intern should spend several hours with someone reviewing a set of plans for a new restaurant and inspect the progress of the new restaurant • Familiarize with policies and correspondence from EH Section <p><u>Transitional Permit</u></p> <ul style="list-style-type: none"> • Accompany EHS during 1 transitional permit
		<p><u>Accompany an EHS to inspect (if time allows):</u></p> <ul style="list-style-type: none"> • 1 institution: hospital, rest home or nursing home, if available (A small hospital can be done or if there is only a large hospital inspect a nursing home.) • 1 school cafeteria and school building • 1 local confinement • 1 lodging establishment • 1 adult day care • 1 summer camp, resident camp, primitive experience camp

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Date Completed	Intern & Supervisor Initials	Activity
		<p><u>Review:</u></p> <ul style="list-style-type: none"> • Past report of a suspected foodborne illness that was investigated by a county EHS staff person, if available • Procedural manual for foodborne illness, if available • Complaint investigations procedural manual for conducting illness outbreaks • Review food safety course materials, if available
		<p><u>Optional:</u></p> <p>Other :</p> <ul style="list-style-type: none"> • Attend food safety course • Meet the staff and review local insect and vector control program, if available
		<p><u>Accompany an EHS to inspect:</u></p> <p><u>Tattoo:</u></p> <ul style="list-style-type: none"> • Visit a tattoo parlor, if available • Discuss with EHS staff Tattooing in your county
		<p><u>Lead Investigation:</u></p> <ul style="list-style-type: none"> • Discuss with EHS the investigation and abatement process for lead. • Interview supervisor of Child Health Program about testing for blood lead levels
		<p><u>Swimming Pools:</u></p> <ul style="list-style-type: none"> • Accompany EHS to inspect at least 1 swimming pool, spa, and wading pool, if available. If none are operating in the winter, discuss the procedures. Spend time reading or add additional time to other activities. • Review safety rules and inspection procedures. •
		<p><u>Child Care:</u></p> <p>Accompany EHS to inspect 1 child care facilities. Review the child care process for licensing</p>

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Intern Supervision assigned to:

Supervisor/Health Director County (_____)_____
Phone

Intern Name Date

The intern, prior to beginning the Food Protection & Facilities Track within the Centralized Intern Training program, must turn in an initialed, completed copy of this checklist. The intern can bring the checklist and turn it in on the first day of training. Keep a copy in the intern's county personnel file.

LOCAL HEALTH DEPARTMENT FOOD PROTECTION & FACILITIES ORIENTATION CHECKLIST

Date Completed	Intern & Supervisor Initials	Activity
		<p>Complete the FPF specific distance learning requirements prior to attending CIT</p> <p>Register with FDA-OTED and complete the following courses:</p> <ol style="list-style-type: none"> 1) Public Health Principles: General (FDA36) 2) Basics of Inspections: Beginning an Inspection (FDA38) 3) Basics of Inspections: Issues and Observations (FDA39) 4) Overview of Microbiology (MIC01) 5) Overview of HACCP (FDA16)
		<p><u>Review:</u></p> <ul style="list-style-type: none"> • Food Service Establishment Rules • Lodging Rules • Institution Rules • Visual Inspection of an On-site Wastewater System (Powerpoint) • Day Care Rules • School Rules • Lead Rules • Public, Private, and Religious School Rules • Private Water Supply Rules • .1700 Rules • Public Swimming Pool Rules • Tattooing Rules

Appendix F: Centralized Intern Training and Authorization

Date Completed	Intern & Supervisor Initials	Activity
		<p><u>View Presentations and Complete Learning Guide:</u></p> <ol style="list-style-type: none"> 1) NC General Statutes 130A-248 through 130A-250 2) Local Confinement Rules 3) Residential Care Rules 4) Adult Day Care Rules 5) Summer Camp Rules 6) Primitive Experience Camp Rules 7) Resident Camp Rules 8) .1700 Rules 9) Foodborne Illnesses (PDF) 10) Migrant Housing Rules 11) Mass Gathering Rules (PDF) 12) Status Codes (PDF) 13) Introduction to Risk-based Inspections (PDF)
		<p><u>Equipment:</u> Assemble assigned equipment for module as directed in the Equipment section of the Centralized Intern Training Policy and Procedure manual.</p>
		<p><u>Food and Institutions:</u></p> <p>Accompany an EHS to inspect 1 meat market and 2 food service facilities.</p> <ol style="list-style-type: none"> 1) Discuss rules, equipment and procedures 2) Reinforce the need for verification visits to ensure corrections are made 3) Review permit suspension and revocation procedures 4) Review Food/Institution Authorization Procedure 5) Introduce concept of Plan Review, scale used, who does it and where to get more information. Counties with a Plan Review Program may use some of the time from week 1 for this activity. Intern should spend several hours with someone reviewing a set of plans for a new restaurant and inspect the progress of the new restaurant 6) Familiarize with policies and correspondence from EH <p><u>Section Transitional Permit</u></p> <ol style="list-style-type: none"> 7) Accompany EHS during 1 transitional permit
		<p><u>Accompany an EHS to inspect (if time allows):</u></p> <ul style="list-style-type: none"> • 1 institution: hospital, rest home or nursing home, if available (A small hospital can be done or if there is only a large hospital inspect a nursing home.) • 1 school cafeteria and school building • 1 local confinement • 1 lodging establishment • 1 adult day care • 1 summer camp, resident camp, primitive experience camp • 1 adult day care

Appendix F: Centralized Intern Training and Authorization

Date Completed	Intern & Supervisor Initials	Activity
		<p><u>Review:</u></p> <ol style="list-style-type: none"> 1) Past report of a suspected foodborne illness that was investigated by a county EHS staff person, if available 2) Procedural manual for foodborne illness, if available 3) Complaint investigations procedural manual for conducting illness outbreaks 4) Review food safety course materials, if available
		<p><u>Optional:</u></p> <p>Other :</p> <ol style="list-style-type: none"> 1) Attend food safety course 2) Meet the staff and review local insect and vector control program, if available
		<p><u>Accompany an EHS to inspect:</u></p> <p><u>Tattoo:</u></p> <ol style="list-style-type: none"> 1) Visit a tattoo parlor, if available 2) Discuss with EHS staff Tattooing in your county
		<p><u>Lead Investigation:</u></p> <ol style="list-style-type: none"> 1) Discuss with EHS the investigation and abatement process for lead. 2) Interview supervisor of Child Health Program about testing for blood lead levels
		<p><u>Swimming Pools:</u></p> <ul style="list-style-type: none"> • Accompany EHS to inspect at least 1 swimming pool, spa, and wading pool, if available. If none are operating in the winter, discuss the procedures. Spend time reading or add additional time to other activities. • Review safety rules and inspection procedures. •
		<p><u>Child Care:</u></p> <p>Accompany EHS to inspect 1 child care facilities. Review the child care process for licensing</p>

**Food, Lodging & Institutions
Authorization Procedures
Original Set
Authorization Procedures Revised
June 1, 2015**

Appendix F: Centralized Intern Training and Authorization

Food, Lodging & Institutions Authorization Procedures

Division of Environmental Health Environmental Health Services
Section

PRELIMINARY ACTIVITIES

Applicant & Supervisor Initial/Date Completed

- _____ 1. The applicant shall successfully complete Centralized Intern Training by NC DHHS, Division of Public Health, Environmental Health Services Section.
- _____ 2. The local health department shall train the applicant to keep daily records of time and activities, and to use forms properly.
- _____ 3. The supervisor shall assign the applicant to an authorized registered environmental health specialist (REHS) in the department to learn routine procedures of field work. If no authorized environmental health specialist is available in the applicants department the regional specialist shall find an alternate location for this training. The local health directors of both health departments will be involved in the negotiations concerning time and location for the training.
- _____ 4. The supervisor shall supply the applicant with the necessary equipment to enforce the laws and rules and assure that the applicant is familiar with the use of all equipment.
- _____ 5. The supervisor shall assign the applicant to an authorized REHS for practice of skills and knowledge in the following specific areas; inspections will be carried out at each of the following types of establishments:
 - 1) Food Service (30)* (5-10 applicant led, co-signed inspection forms)

Food Service	26
Meat Market (no more than 6)	4
 - Lodging (3)* (1-3 applicant let, cosigned inspection forms)
 - Institutions: (6)*

Local Confinement	1
Hospital/Nursing Home	3*
Residential Care	2
 - 1) Water Supply (3)* (for migrant housing)
- 2) On-Site Wastewater Facilities (3)* (for migrant housing if the applicant does not hold an Onsite Water Protection authorization)
- 3) Total of 45 Inspections

Establishment categories marked with an "*" must be inspected with these minimum numbers. The establishment types without an "*" are recommendations only.

For each establishment evaluated, the following file shall be developed for review and comments made by the supervisor. The file is to be forwarded to the regional specialist by the applicant when the request for delegation of authority is made. The file shall be organized. Inspection forms filled out by the applicant and the authorized REHS shall be together. It shall include:

- A copy of this document, Food, Lodging and Institutions Authorization Procedures.
- Each establishment inspection form as specified in PRELIMINARY ACTIVITIES #5 and FIELD PRACTICE AND REVIEW.

Appendix F: Centralized Intern Training and Authorization

FIELD PRACTICE & REVIEW

Applicant & Supervisor Initial/Date Completed

- _____ 1. The supervisor or their authorized designee will make the necessary number of inspections with the applicant.
In the beginning of the practice work, the applicant and the authorized REHS shall complete independent inspection forms. The applicant and the authorized REHS will discuss both inspection forms upon completion of each inspection in the absence of the operator.

- _____ 2. After at least 15-25 inspections (filled out separately from the authorized REHS), the applicant should take the lead role in conducting the inspections, writing up the inspection and discussing the findings with the operator.
The authorized REHS shall review and concur with the findings documented on the inspection form. The final score may be discussed and agreed upon by the authorized REHS and the applicant. The final determination of the score is made by the authorized REHS. The forms shall be signed by both the authorized REHS and the applicant.
The applicant should be able to discuss, explain and recommend the appropriate correction of violations.

- _____ 3. Joint inspections are continued until the applicant is comfortable conducting inspections. The applicant must be able to identify violations, discuss the needed corrections with the operator, complete an inspection form, and review the inspection form with the operator. Only one inspection form is completed at this point. The authorized REHS will provide assistance and guidance to the applicant as needed until satisfied that the applicant is proficient in conducting inspections in the various types of establishments.

- _____ 4. The supervisor will review the inspection forms completed by the applicant and the authorized REHS with both present and resolve any disagreements. The review should occur in progression with the applicants' work so that problems are corrected and learning takes place. The inspection forms shall be signed and dated by parties present during the review.

- _____ 5. During the necessary inspections, if at least one *intent to suspend* and one *transitional permit* are not issued, a mock notice of *intent to suspend* and a *mock transitional permit* shall be completed by the applicant. The mock permit action shall be done onsite at one of the 30 food service establishments or one of the three lodging establishments. If at least one Product Disposition Form is not filled out, a mock form shall be completed by the applicant.

For all Critical Violations deducted on the inspection forms there shall be documentation of the type of correction. If a CV Follow-up or Visit has taken place, it shall be documented and included with the inspection for review.

- _____ 6. Migrant Housing Delegation is required unless currently authorized in Onsite Water Protection. The applicant shall conduct evaluations of at least three existing on-site wastewater systems and three on-site water supplies for compliance with 15A NCAC 18A .1700 and .1900 rules in the presence of an REHS authorized in a program other than Childhood Lead Poisoning Prevention. The evaluations may be conducted at any location with an on- site water supply and wastewater system.

A review of the records on file and a site visit shall be made for each evaluation. A water sample shall be collected at each of the sites visited. An inspection form for each site visited shall be completed by the applicant and reviewed and co-signed in the field by the authorized REHS. Complete three of each form: Pre-occupancy Evaluation Report of Drinking Water Supply and Wastewater Facilities for Migrant Housing.

- _____ 7. When all requirements have been met and the supervisor determines the applicant has progressed sufficiently to work independently, the applicant may apply for authorization.

Appendix F: Centralized Intern Training and Authorization

DISCLAIMER: If upon reviewing the file, the regional specialist finds that the applicant needs additional practice, the evaluation for authorization may be postponed until that practice has taken place. To make the best use of everyone's time, it is the supervisor/health director's responsibility to see that the applicant has sufficient field practice to prepare the applicant for authorization. Inspections submitted for this review must have been completed within the last 12 months. Inspection forms beyond 12 months will not be considered by the regional specialist.

SCHEDULING THE EVALUATION FOR AUTHORIZATION

Applicant & Supervisor Initial/Date Completed

- _____ 1. When the applicant has completed the PRELIMINARY ACTIVITIES and FIELD PRACTICE & REVIEW, the applicant shall provide the following to the Division of Environmental Health:
- 1) A properly completed *Food, Lodging & Institutions Authorization Procedures* **AND** the Application for Authorization (DPH-EHS 1056)
 - 2) An authorization identification card will be issued by the division with the authorization letter if an applicant's photo is on file, unless the applicant is already authorized to administer another program. If a photograph is not on file, the applicant should submit a digital photograph by e-mail to the Office of Education and Training. Hard copy photographs will not be accepted.

Send to: ENVIRONMENTAL HEALTH SERVICES SECTION
OFFICE OF EDUCATION & TRAINING
1632 MAIL SERVICE CENTER
RALEIGH NC 27699-1632

- _____ 2. The applicant shall forward the practice files and copies of all corresponding official documentation generated to the regional specialist. Contact your regional specialist for current mailing information.
- _____ 3. The Environmental Health Services Section will contact the appropriate regional environmental health specialist who will set an appointment to work with the applicant as soon as possible. If the evaluation cannot begin within two months from receipt of completed files and the referral from the division, the regional specialist shall contact their supervisor to arrange for the evaluation to be conducted by another regional specialist. The supervisor will communicate with the education and training specialist when the application has been referred to another regional specialist. Evaluations for authorizations are top priority for the regional specialist.

EVALUATION PROCEDURES

The regional specialist shall spend a sufficient amount of time necessary to determine the applicant's knowledge and skills in the enforcement of laws and rules.

- 1) The regional specialist shall review the documents generated in the PRELIMINARY ACTIVITIES and FIELD PRACTICE & REVIEW prior to arriving at the local health department for field work with the applicant. The regional specialist shall discuss the documents with the applicant prior to field work.
- 2) The regional specialist shall coordinate the administration of a written test. The applicant must score at least 70% on the written examination prior to the field evaluation by the regional specialist. The regional specialist shall discuss the incorrect answers on the test with the applicant prior to continuing the evaluation. If the applicant fails the test, he/she will be denied authorization. The written exam may be repeated at a later date.
- 3) The applicant shall complete at least four independent inspections, but no more than eight establishments selected by the regional specialist.
- 4) The regional specialist shall observe the applicants' knowledge, skills, and ability to properly inspect the establishments selected. The intern will conduct the inspection, complete the inspection form, discuss findings with

Appendix F: Centralized Intern Training and Authorization

the regional specialist, discuss findings with the person in charge of the establishment and post the grade. The regional specialist will evaluate the intern by using the Authorization Checklist. If the establishment warrants a notice of suspension or revocation, the regional specialist will review the notice of suspension or revocation. The regional specialist and the applicant shall jointly sign the inspection form and any suspension or revocation forms.

- 1) For migrant housing/family foster home delegation, the regional specialist shall observe the applicants' evaluation of at least one existing on-site sewage system and on-site water supply for compliance with 15A NCAC 18A .1700 and .1900. A water sample shall be collected for the site evaluated. The evaluation shall be conducted at a site not previously visited by the applicant.
- 2) A conference will be held with the supervisor or designee to discuss the recommendations for authorization, which will be forwarded to the Environmental Health Services Section.
- 3) The regional specialist shall recommend granting or denying the applicant the authority to enforce specific laws and rules by completing a recommendation form and forwarding it to the Environmental Health Services Section as quickly as possible. If the regional specialist cannot recommend delegation be granted after the inspections have been conducted in Steps 3-5 EVALUATION PROCEDURES, the recommendation shall be to deny the authorization. If delegation is denied, the specific reasons for denial with recommendations for improvements shall be included.

DELEGATION OF AUTHORITY

- 1) Upon receipt of the recommendation from the regional specialist, a letter from the Environmental Health Services Section Chief will be sent to the applicant approving or denying the request for authorization. If approved, the *Identification Card* will be included as appropriate.
- 2) The authorized REHS shall carry the *Identification Card* while on duty.
- 3) The *Identification Card* is the property of the Environmental Health Services Section and must be immediately returned by the authorized agent to the division when he/she is no longer employed with the local health department.
- 4) The applicant may begin to enforce laws and rules when the letter of authorization is received in the local health department.

CHANGE OF EMPLOYMENT

- If the REHS becomes employed in another local health department, the individual must apply for authorization for the employee to enforce laws and rules. The following steps must be completed. See PRELIMINARY ACTIVITIES, Step 2 and Step 4; see SCHEDULING THE EVALUATION FOR AUTHORIZATION: Step 1 and Step 3.
- When an authorized REHS transfers from one local health department of the state to another, the regional specialist shall assess the need for additional training. This may include discussing the applicant's abilities with their current regional specialist, reviewing inspection forms from the previous county, a field visit with the new county's regional specialist, or attending initial internship training at the expense of the employing health department. If the authorizing regional is no longer employed by the state, field work will be required.

Appendix F: Centralized Intern Training and Authorization

APPLICATION FOR DELEGATION OF AUTHORITY

Initial Authorization Re-authorization Previous Identification Card attached or returned to

REGISTRATION NUMBER _____ DATE OF EMPLOYMENT: _____

NAME: _____ DATE OF BIRTH: _____

POSITION TITLE: _____ EMAIL: _____

COUNTY OF EMPLOYMENT: _____

COUNTY OF PREVIOUS EMPLOYMENT: _____ DATE LEFT: _____

PREVIOUS AUTHORIZATION:

() CCC () FLI () OSW () TATTOO

() CLPP () MH () POOLS () WELLS

INITIAL APPLICANT TRAINING LOCATION: _____ DATES: _____

TYPE OF AUTHORIZATION REQUESTED:

() CCC () FLI () OSW () TATTOO

() CLPP () MH () POOLS () WELLS

STATEMENT OF APPLICANT

I hereby request that I be authorized to enforce state laws and rules.

DATE: _____ SIGNATURE: _____

STATEMENT OF SUPERVISOR

I hereby certify that the applicant has successfully completed the Preliminary Duties and Field Practice and Review. The applicant is ready to be considered for authorization.

DATE: _____ SIGNATURE: _____

INSTRUCTIONS:

Purpose: To request authority to be delegated to an environmental health specialist to administer and enforce state environmental health laws and rules.

Preparation: This form shall be completed by the applicant when all Preliminary Activities and Field Practice and Review have been completed or when the applicant changes the county of employment. Each item preceded by a blank space must be initialed and dated by the applicant when the activity has been completed.

Distribution:

1. Original to: Education & Training, Environmental Health Services Section
1632 Mail Service Center, Raleigh, NC 27699-1632 (Courier 52-01-00)
2. Copy: Local health department files.

Disposition: This form may be destroyed in accordance with Standard 6, Personnel Records, *Records Disposition Schedule* published by the North Carolina Division of Archives and History.

Additional Forms: This form may be copied as needed.
DPH-EHS 1056 (REVISED 11/15/12)

ADB

Appendix G: Trained Regulatory Staff

Richmond County– Environmental Health

Standard 2: Trained Regulatory Staff Standard Operating Procedures

As an essential part of regulatory compliance, Standard Operating Procedure (SOP) plays a crucial role in ensuring that the organization meets Standard 2: Trained Regulatory Staff. To achieve this, the SOP aims to establish a strong connection between various prerequisites, including the FDA Standardization Procedures Manual, Richmond County Training, and the Standardization Process.

To comply with Standard 2, the organization must acquire additional resources and information to address various factors such as organizational size, position descriptions, and leadership expectations. The success of the SOP depends on its ability to provide clear guidelines and procedures for regulatory staff training and standardization. As an essential part of regulatory compliance, Standard Operating Procedure (SOP) plays a crucial role in ensuring that the organization meets Standard 2: Trained Regulatory Staff. To achieve this, the SOP aims to establish a strong connection between various prerequisites, including the FDA Standardization Procedures Manual, Richmond County Training, and the Standardization Process.

Richmond County's training manual provides detailed procedures that are specifically designed for the jurisdiction and comply with the Voluntary National Retail Food Regulatory Program Standards set by the United States Food and Drug Administration (FDA), as well as the Conference for Food Protection (CFP) Training Manual and the Standardization Procedures Manual.

Appendix G: Trained Regulatory Staff

5 Step Required Procedures for Trained Regulatory Staff

1. Completion of curriculum designated as Pre” in Appendix B-1 prior to conducting joint and independent routine inspection.

2. Completion of the following:
 - A minimum of 25 joint field training inspections (or a sufficient number of joint inspections determined by the trainer and verified through written documentation that the FSIO has demonstrated all performance elements and competencies to conduct independent inspections of retail food establishments); and

 - Successfully completing the jurisdiction’s FSIO Field Training Plan process outlined in Appendix B-2: Conference for Food Protection (CFP) Field Training Manual.

3. Completion of the following:
 - A minimum of 25 independent inspections; and

 - The remaining course curriculum designated as “Post” courses outlined in Appendix B-1.

4. Completion of a standardization process like the FDA standardization procedures.

5. Completion of 20 contact hours of continuing food safety education every 36 months after the initial training is completed. (Initial Training means completion of steps 1-4.)

Appendix G: Trained Regulatory Staff

The North Carolina Department of Health and Human Services (NCDHHS), Environmental Health Section delegates authority to local jurisdictions to enforce state rules and laws. This is granted by the North Carolina General Statute 130A-4(b) and 15A NCAC 01O .010.

The natural progression of an Environmental Health Specialist in North Carolina begins as a Registered Environmental Health Specialist (REHS) Intern. The requirements of a REHS in the State of North Carolina begins with an individual completing an application to the North Carolina State Board of Environmental Health Specialist Examiners (Board) as an Environmental Health Specialist Intern. To qualify for consideration, an individual must have a 4-year bachelor's degree and have completed at least 30 college semester hours in the physical/biological sciences.

Once the individual is registered as an Environmental Health Specialist Intern, they must complete specified training, continuing education, and must achieve a passing score on a comprehensive exam. This exam includes the National Environmental Health Association (NEHA) REHS exam, an oral interview conducted by board members, and a written essay. The NCREHS Exam is designed to ensure that Environmental Health Specialists are qualified, competent, and adequately prepared to perform the duties and responsibilities of the position.

Training, Coursework, and Field Activities:

In addition to the requirements stated above, an authorization process of education and training must be completed to ensure that the local agents of the state can satisfactorily enforce state rules and laws. The training provided to each Registered Environmental Health Specialist includes NCDHHS training and a tier training program at the county level.

Appendix G: Trained Regulatory Staff

NCDHHS Training Process:

Delegation Process (checklist found in *(Appendix A)*):

- 1) Tier I – Pre-Centralized Intern Training (CIT) work:
 - a) Local Health Department Food Protection and Facilities Orientation Checklist
 - b) Distance learning requirements
- 2) CIT Training: Successful completion of all the centralized intern training courses provided on this site
 - a) Tier II – General Module
 - b) Tier III – Food, Lodging, and Institution Module
- 3) Tier IV – Completion of one in-field inspection with a Regional Environmental Health Specialist
- 4) Authorization Process (ability to conduct independent inspections):
 - a) A passing grade on the specific test for each authorization area.
 - b) Field Assessment by a Regional Specialist.

Standardization and Re-standardization Procedures

Pre and Post Coursework Expectations:

All pre- and post-training requirements must be met by newly recruited personnel. After July 1, 2022, an affidavit will no longer be appropriate for staff hires. The curriculum must be provided to staff during Training 1.0, and coursework must commence 45 days prior to completion of CIT. Pre-coursework is expected to be performed by the staff under the supervision of Training 1.0, while post-coursework will be completed in Training 2.0.

Joint Inspection Requirements:

As part of the NCDHHS process, a minimum of 30 joint field training inspections are required for newly appointed employees requiring authorization. Prior to the completion of Richmond County Training 1.0, an additional number of inspections are required. Each trainee is evaluated individually to determine when trainee-led

Appendix G: Trained Regulatory Staff

inspections may commence. The trainee-led inspections can be determined by examining the joint inspection journal (Appendix F). These requirements transcend Standard 2's expectations.

Independent Inspections Requirements:

When Training 2.0 is assigned to EHS, independent inspections may commence. Independently led inspections can be determined by consulting the Independent Inspection Log (Appendix G).

Beginning on July 1, 2022, these independent inspection records will be maintained in personnel files.

Richmond County places great emphasis on maintaining high standards of environmental health. The County recognizes the importance of ensuring that all environmental health specialists follow the required standardization and re-standardization protocols. To achieve this goal, Richmond County has established a partnership with The North Carolina Department of Health and Human Services (NCDHHS) Standardized Staff. The NCDHHS Standardized Staff will employ the FDA Standardization Procedures to ensure that the Senior Training Officer is fully standardized and equipped with the necessary skills to provide training and guidance to other environmental health specialists. This will help to maintain and improve the overall quality of environmental health services provided within Richmond County. All staff that participate in the process as a Standard are required to complete six joint exercises during re-standardization while Standards that do not are only required to complete four.

Appendix G: Trained Regulatory Staff

Richmond County Health Department General Orientation Skills Checklist (Training 2.0)

Name: _____ Departmental Unit: _____

Human Resources
Meet with Human Resources
ID Badge and Departmental Access to Secured Areas
Meet with Direct Supervisor
Tour Health Department/Meet staff
Telephone/Mail/Email/Inter-office Communication/Copy and Fax
Machines/Supplies/Parking
Breaks/Lunch/Smoking
Job Description/Requirements of Employment Position
Patagonia/NCIR/Electronic Medical Records if Applicable
Other Information Management System used by Departmental Unit: _____
Access Shared Drive/Policy and Procedure Manuals
Program policies based on role in health department.
Performance Evaluations/ NeoGov
KRONOS/ Notification of Leave Requests to Supervisor
Litmos
Workshops/Continuing Education Requests
Other: _____
Departmental Meetings (Approx. 1 hour each)
Health Education Supervisor
Employee Handbook
Confidentiality Policy /Sign Acknowledgment Form
RCHD Compliance Plan/Sign Acknowledgment Form
Conflict of Interest Policy/Sign Acknowledgment Form
Harassment Policy/Sign Acknowledgment Form

Appendix G: Trained Regulatory Staff

Reporting of Child Abuse/ Neglect/Sign Acknowledgement
County Vehicle and GPS Policy/Sign Acknowledgement Form
Computer Policy/Security/Sign Acknowledgement Form
RCDSS Policy on Employee/Family Applications/Sign Acknowledgment Form
RCHHS Personnel Policies/Sign Acknowledgement Form
Richmond County Code of Conduct/Sign Acknowledgement Form
Richmond County Dress Code/Sign Acknowledgement Form
Social Media Policy/Sign Acknowledgement Form
Safety Data Sheet Manual
Health Director
RCHD Safety Action Plans/Codes/Whistle/First Responder
Code for Emergency/Emergencies Requiring EMS Transport
Non-Discrimination Policy
Title VI/Interpreter Services/Video Language Line
Bloodborne/Airborne Pathogens Training/Test
Financial Resources of the Health Department
County Commissioners/Responsibilities
Health and Human Services Advisory Board
Chain of Command
Submission of Information to County Commissioners
Community Health Assessment
Community Health Improvement Plan
State of the County's Health Report (SOTCH)
Strategic Plan
Access to County Data (annual reports, vital statistics, etc.)
Purpose of County Data Reports
Nursing Director/QI/AAC
Hepatitis B Immunization/Declination

Appendix G: Trained Regulatory Staff

Employee Wellness Clinic (How to get established as a client)
Exposure Control Book/Incident Reports/location
Quality Assurance
Agency Accreditation
Management Support Supervisor
Open Access Scheduling
Scheduling Appointments
Electronic Medical Records Policies and Procedures
Human Services Accounting Officer
Employee Travel
County Cars
Purchasing Supplies and Equipment
Environmental Health Director
Preparedness and Response
Social Work Supervisor
WIC Supervisor
Description of WIC services
Environmental Health Policy's and SOP's
Pharmacy Supervisor
Pharmacy Assistance Program
Eligibility Criteria
Health Educator
Description of Healthy Communities Program(s)
Dental Supervisor
Description of Eligibility Criteria for Dental Services

Direct Supervisor to ensure that these online courses are completed and give time for employee to complete courses and all ICS training applicable to the employee. Make sure

Appendix G: Trained Regulatory Staff

employee keeps a copy of course certificates and makes a copy for personnel file.

Program Description:

Website:
Register for FEMA Student Identification Number (SID) https://cdp.dhs.gov/femasid
Your health department email must be set up prior to log-in
https://training.fema.gov/emiweb/is/icsresource/TrainingMaterials.htm
ICS Training 100 (online)
ICS Training 200 (online)
ICS Training 700 (online)
ICS Training 800 (online)
ICS Training 300–if management
ICS Training 400–if management
ICS Training 2200-if management
HIPAA Training online:
https://sph.unc.edu/nciph/trainings-formerly-hosted-on-nciph-training-website/ *Scroll down to NC Public Health HIPAA Training – Do Module 1 only*
Public Health Law Training online:
https://sph.unc.edu/nciph/trainings-formerly-hosted-on-nciph-training-website/ *Scroll down to NC Communicable Disease Control Law Do Part 1 and Part 2*
Cultural Competency Training online: https://www.youtube.com/watch?v=ZsX0ha_rIBg
Becoming a Culturally Competent Nurse https://www.youtube.com/watch?v=r62Zp99U67Y
Becoming a Culturally Competent Nurse
https://www.youtube.com/watch?v=r62Zp99U67Y What is Public Health?
https://sph.unc.edu/nciph/trainings-formerly-hosted-on-nciph-training-website/

Appendix G: Trained Regulatory Staff

Carolina Training Series
Determinants of Health and Health Disparities https://sph.unc.edu/nciph/trainings-formerly-hosted-on-nciph-training-website/
Introduction to Public Health in North
Public Health Core Functions and Essential Services https://sph.unc.edu/nciph/trainings-formerly-hosted-on-nciph-training-website/
Public Health Infrastructure https://sph.unc.edu/nciph/trainings-formerly-hosted-on-nciph-training-website/
Public Health in North Carolina https://sph.unc.edu/nciph/trainings-formerly-hosted-on-nciph-training-website/
Public Health in the Context of the Broader Health Care
Delivery System
https://sph.unc.edu/nciph/trainings-formerly-hosted-on-nciph-training-website/
Title X Training Online: if applicable to employee
http://whb.ncpublichealth.com/provPart/training.htm
Title X Orientation
Mandatory Reporting of Child Abuse and Neglect Webinar
Human Trafficking: A Family Planning Perspective
Involving Family in Adolescent's Decisions to seek Family Planning Title X
Counseling Adolescents about Sexual Coercion
Title X

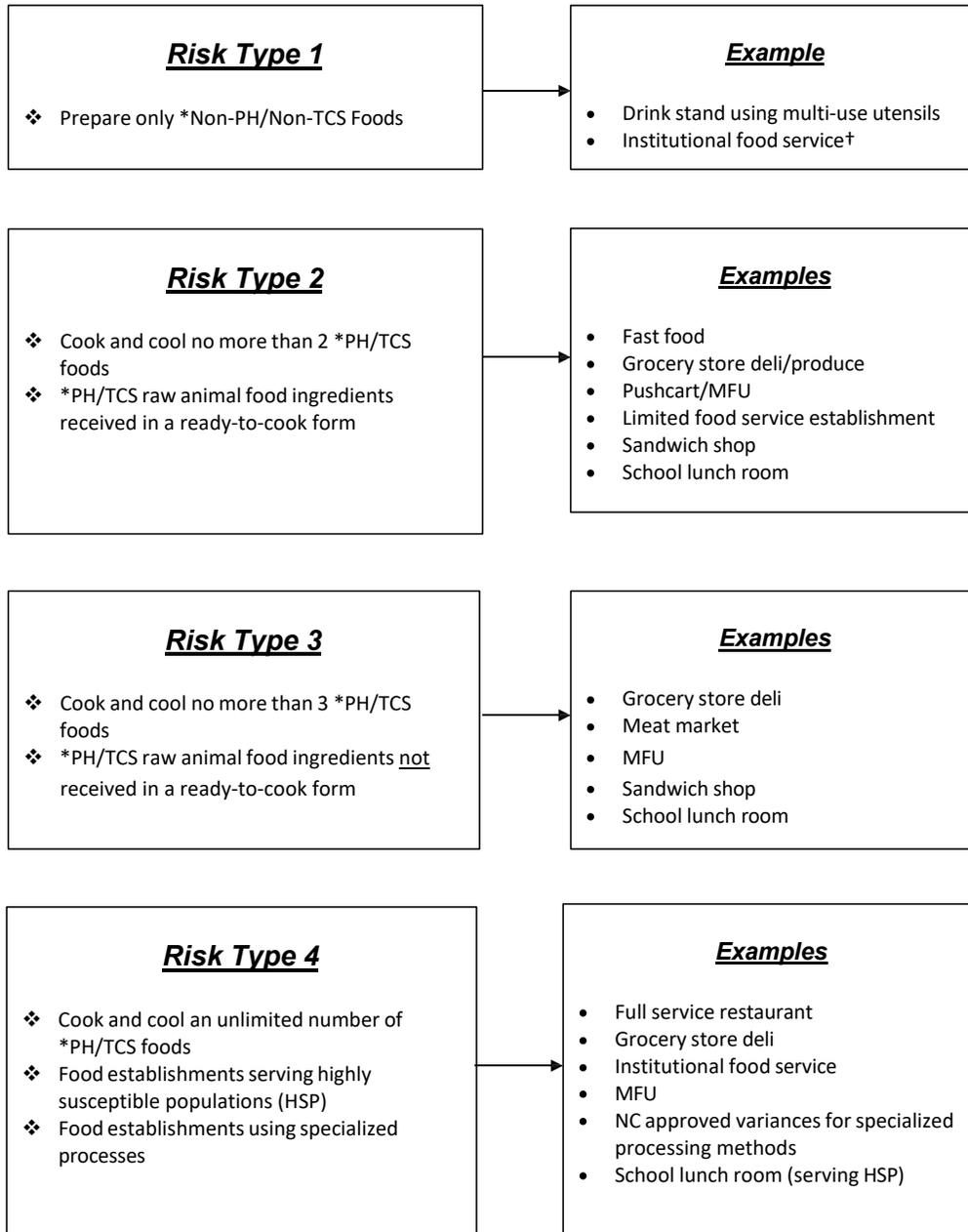
Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Appendix H: Risk Categorization

Risk Categorization of Food Establishments

North Carolina Administrative Code 10A NCAC 46 .0213



*Potentially hazardous food (time/temperature controlled for safety food)

†In accordance with § 130A-235 (does not exempt the CFPM requirement)

Revised: February 2018

Appendix I: HACCP Plan

RICHMOND COUNTY HEALTH DEPARTMENT

127 Caroline Street Rockingham, NC 28379



Environmental Health Section

Phone: (910) 997-8320

Fax: (910) 997-8372

Name of Establishment: Type establishment name here

Plan Date: Type most up-to-date submittal date here

Address of Establishment: Type address of establishment here

Name of Primary Contact: Type HACCP contact name here

Email of Primary Contact: Type HACCP contact email here

Phone Number of Primary Contact: Type HACCP contact phone number here

Signature of Primary Contact: _____

**This is intended to be tool/guide/template for creating your own, complete, HACCP plan.
Feel free to use any parts of this guide in your HACCP plan. Attach flowcharts, hazard
analyses, SOPs, and any other required components.**

Write name of establishment here

Name of Establishment(s)-If multiple locations, list all

Add facility ID number here (can be found on most recent inspection report)

Facility ID Number(s)-If multiple locations, list all

Write HACCP process here

HACCP Process(es)

Appendix I: HACCP Plan

Table of Contents (Must include all of these components with page numbers listed):

<i>Intent & Validation</i>	<i>Page</i>
<i>Overview of process(es)</i>	<i>Page</i>
<i>Process description(s) (for each process)</i>	<i>Page</i>
<i>Flow diagram(s) (for each process)</i>	<i>Page</i>
<i>Hazard Analysis(es) (for each process)</i>	<i>Page</i>
<i>Critical Control Point (CCP) Chart(s) (for each CCP)</i>	<i>Page</i>
<i>Sous-Vide or Cook Chill Process(es) (if applicable)</i>	<i>Page</i>
<i>Labeling</i>	<i>Page</i>
<i>Verification & Record Keeping Procedures</i>	<i>Page</i>
<i>Standard Operating Procedures (SOPs/SSOPs)</i>	<i>Page</i>
<i>Monitoring Logs</i>	<i>Page</i>
<i>Equipment specification sheets</i>	<i>Page</i>

Appendix I: HACCP Plan

Intent:

Explain the purpose for the process and why a HACCP plan is required. A HACCP plan is required when you are working outside of NC Food Code parameters (or within the parameters for Reduced Oxygen Packaging without a variance). The *intent* will always be to control potential hazards, but you must identify the potential hazards in your product and process. A common pathogen chart is included in this packet for guidance.

(Example)

The purpose of vacuum packaging raw meat is to extend the shelf life of our raw meats in refrigeration. In creating a packaging atmosphere with reduced oxygen, we limit the growth of spoilage bacteria which increases our quality but removes common indicators of time/temperature abuse in meat (off color; texture; odor). Reduced oxygen does NOT limit the growth of pathogens and creates an environment that allows for the growth of *Clostridium botulinum* which causes botulism. Refrigerated temperatures (41°F) will control the growth and/or toxin production of some pathogens but *Clostridium botulinum* and *Listeria monocytogenes* are able to multiply well in refrigeration. For this reason, *C. botulinum* and *L. monocytogenes* become the pathogens of concern for Reduced Oxygen Packaging (Food Code Annex 3, page 432).

Validation:

Validation is the process of demonstrating that the HACCP system as designed can adequately control potential hazards to produce a safe, unadulterated product. Explain how your HACCP plan will control for the potential hazards identified in your intent. You must include reference material. A validated recipe may be required. For Reduced Oxygen Packaging, you may use NC Food Code and Food Code Annex 3 for reference.

(Example)

In controlling for the growth of *Clostridium Botulinum* and *Listeria monocytogenes* we will control the growth of other foodborne pathogens as well. Raw meat has high levels of competing (spoilage) bacteria. This acts as a secondary barrier to pathogen growth as most foodborne pathogens don't compete well with other microorganisms. When followed as written, the ROP methods in NC Food Code all control for the growth and/or toxin production of *C. botulinum* and *L. monocytogenes*. (Food Code Annex 3, page 432). This HACCP plan follows all methods in NC Food Code Reduced Oxygen Packaging Without a Variance for foods with a high level of competing organisms.

Appendix I: HACCP Plan

INTENT

Type your intent in this box

Appendix I: HACCP Plan

VALIDATION

Type your validation in this box.

Overview of Processes

Example:

Menu Item	Process	Ingredients
Ex: Beef brisket	Cook sous vide	Beef brisket, water, cider, salt, sugar, peppercorns, and bay leaves

Menu Item	Process	Ingredients

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Describe the intended consumer (check all that apply) – Please note that food cooked using sous vide or cook-chill must be prepared and consumed on the premises or prepared and consumed off the premises but within the same business entity with no distribution or sale of the packaged product to another business entity or the consumer (3-502.12(D)(2)(a)).

- On-site consumption, general population
- Off-site consumption, general population
- Institutional
- Elderly adults, immunocompromised persons, or pre-school aged children
- Other: Insert intended consumer here if not listed above

Time/Shelf-Life:

*Must be 14 days or less for Raw MEAT, POULTRY, or Vegetables/30 days or less for Cheeses and held below 41°F at all times (3-501.12 (B)(4)). For Cook-Chill must be 72 hours or less (3-501.12 (D)(2)(e) (i-iv)). Raw FISH must be kept FROZEN before, during, and after packaging. **Refer to Shelf-Life Chart for further guidance.***

Vendor:

Equipment List (REQUIRED) (Check each piece of equipment below that you have in your facility. All equipment must be ANSI-certified. Attach specification sheets for all specialized equipment that will be used to the end of the application. Refrigeration specification sheets are not required.)

- Circulator (mandatory for Sous-Vide)
- Data Logger (mandatory for Cook Chill/Sous-Vide (3-501.12 (D)(f)))
- Refrigerator(s): (List refrigeration unit type i.e., walk-in cooler, prep refrigerators)
 -
 -
- Thermometer(s)
- Vacuum Packager(s)
- Vacuum Packaging Bags
- Other equipment: (List below and make sure to attach specification sheets for specialized equipment)

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HACCP Team Members (Ex: General Manager, Executive Chef, etc.)

-
-
-

Process Description(s) EXAMPLE (Each process should have a description page and a corresponding Flow Diagram, Hazard Analysis, and CCP Chart)-_____ **ROP of Raw MEATS** _____ (8-201.14(B) (1-2)

Ingredients (List all ingredients needed for HACCP process i.e., raw meats, spices, marinades): **Raw pork shoulder, raw beef ribs, spices, marinades.**

Materials (List all materials for HACCP process i.e., vacuum bags, food grade tape): **Vacuum sealer bags, labels**

Equipment (List all equipment used for HACCP process i.e., thermometer, vacuum sealer, circulator): **Vacuum sealer, walk-in cooler, walk-in freezer.**

Process: Describe each step of your HACCP process, step-by-step. From start to finish.

Example:

Process of **ROP of Raw MEATS**:

1. Receiving of Raw MEATS (1)

- *MEAT products to be vacuum packaged must be received at 41°F or below. If above 41°F it will not be accepted by restaurant operator.*

2. Cold Storage of Raw MEATS (2)

- *MEAT products will be stored at 41°F or below in the walk-in cooler.*

3. Preparation (3)

- *MEAT products will be prepared in small batches to assure temperatures don't exceed limits (41°F), keep items for vacuum sealing in the cooler as long as possible, removing for the shortest period possible for packaging (less than 30 minutes).*

4. Vacuum Packaging (4)

- *Once vacuum sealed, the temperature of the product being packaged must be verified at or below 41°F using properly calibrated thermometer at the time of packaging. Take a temperature reading between two packages, pressing them together on the thermometer probe and record temperature in the Cold Holding Log. If meat is above 41°F rapidly chill it to 41°F (within 30 minutes).*

5. Labeling (5)

- *After product temperature is measured, product is labeled. If product will be frozen the freeze date must be written on label.*

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6. Cold Holding (6)

- Once vacuum sealed temperature of product must not exceed 41°F.

7. Cooking (7)

- *Product pulled for thawing the day prior to cooking, the date the product is pulled from the freezer is written on label. (Pre-freeze and post-thaw dates may not exceed 14 days).*
- *Within 14 days product is cooked to at least 145°F/155°F. MEAT products that are vacuum sealed for storage CANNOT BE COOKED VIA SOUS-VIDE.*

8. Hot Holding (8)

- *Product is held hot at 135°F or above.*

9. Served To Customer (9)

- *Product is served directly to customer.*

*****Each process description MUST have a corresponding flow diagram.**

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Write Process Description here

Ingredients (List all ingredients needed for HACCP process i.e., raw meats, spices, marinades):

Materials (List all materials used for HACCP process i.e., vacuum bags, food grade tape):

Equipment (List all equipment used for HACCP process i.e., thermometer, vacuum sealer, circulator):

Process: Describe each step of the HACCP process, step-by-step. From start to finish.

Insert or attach FLOW DIAGRAMS by specific food /category type (Raw MEAT, Raw POULTRY, Raw Vegetables, Raw & Frozen FISH, Cheese, Cook-Chill Items, Sous-Vide Items) identifying CRITICAL CONTROL POINTS (CCPs). Start the flow diagram when the food is received into your facility and end when food is served to the consumer. Prefer simple

Appendix I: HACCP Plan

box diagrams; Number flow diagram boxes to correspond to subsequent charts (such as hazard analyses) or any other references.)

A **CCP** is a point, step or procedure at which controls can be applied and a food safety hazard can be prevented, eliminated, or reduced to acceptable (critical) levels. Determine if a step is a Critical Control Point (CCP) based on the following questions. If the answer is **YES** to all 3 questions below, it is a **CCP**.

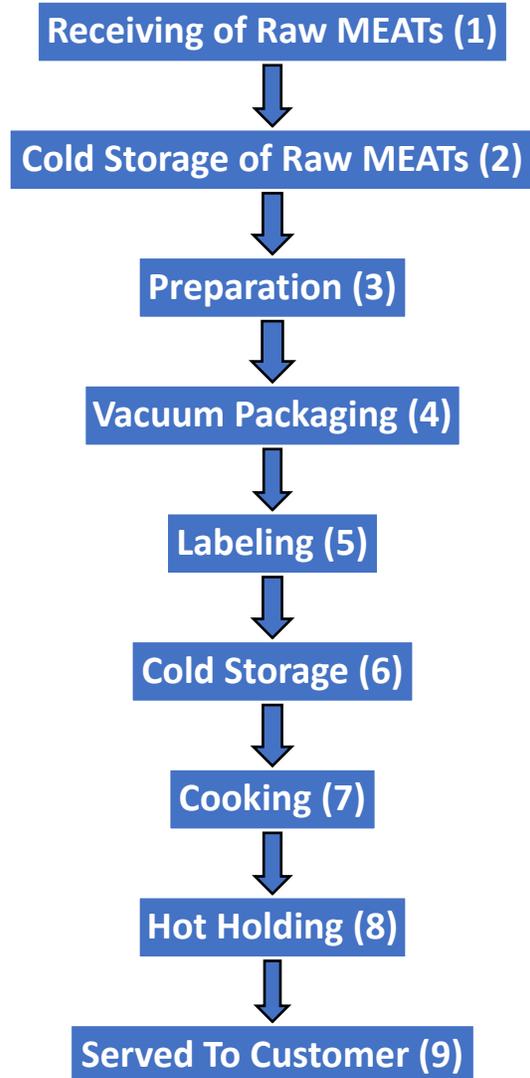
- Is the identified hazard likely to occur?
 - Are there preventive measures for each hazard?
 - Is this the last point in which control can be applied to prevent, reduce, or eliminate hazards?
- A **critical limit** is a maximum and/or minimum value to which a biological, chemical, or physical parameter must be controlled at a **critical control point (CCP)** to prevent, eliminate, or reduce to an acceptable level of occurrence of a food safety hazard. The critical limits for ROP of raw MEATs will be a combination of Cold Storage Temperature and Holding Time based on type of food and process.

Critical Limit Quick Reference Chart

Foods	41°F	38°F	34°F	frozen
MEATs	14 days	14 days	14 days	Indefinite
POULTRY	14 days	14 days	14 days	Indefinite
FISH	Not allowed	Not allowed	Not allowed	Indefinite
Cheese	30 days	30 days	30 days	Indefinite
Raw fruits and vegetables	14 days	14 days	14 days	Indefinite
Cook-chill and Sous-vide	(cooled to 34°F prior to holding) 72 hours	72 hours	30 days	Indefinite

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Example: ROP of Raw MEATs-Flow Diagram



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Insert your own **flow diagrams** here (Attach additional pages as needed) One flow diagram is required for each Raw MEAT, Raw & Frozen FISH, Raw POULTRY, Raw Vegetable, Cheese, Cook-Chill, or Sous-Vide product. If all Raw MEATs are prepared the same, only ONE flow diagram is needed for all Raw MEATs. The same applies to all other items. 8-201.14 (B (1-2)). **Make sure each Process Description, Flow Diagram, Hazard Analysis, and CCP Chart have matching titles.**

A great, free, software for building flow charts is Lucid Charts. However, you are welcome to use any software you would like. Here is a link to Lucid Chart's website:

https://www.lucidchart.com/?utm_source=bing&utm_medium=cpc&utm_campaign=lucidchart_unitedstates

Additionally, you can utilize Microsoft Word SmartArt to create flow charts you can easily edit in Microsoft Word.

Hazard Analyses Each flow diagram must have a corresponding Hazard Analysis Chart. An example of a Hazard Analysis is below. Blank charts are available for you to copy and use for EACH of your flow diagrams. Biological hazards must be specific. It is **REQUIRED** that each HACCP plan control for *Listeria monocytogenes*, and *Clostridium botulinum*. A common pathogen chart is available at the end of this packet. (8-201.14(B (1-2)) &(E))

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Process Step	Potential Hazards (B) Biological (C) Chemical (P) Physical	Is this hazard significant?	Justification of Decision	Preventative Measures	Is this step a Critical Control Point (CCP)?
Receiving Raw MEATs (1)	(B) <i>Clostridium botulinum</i> , <i>Listeria monocytogenes</i> , <i>Clostridium perfringens</i> , <i>Escherichia coli</i> <i>STEC/VTEC</i> , <i>Salmonella</i> <i>spp.</i> , <i>Staphylococcus aureus</i> , <i>Yersinia enterocolita</i>	Yes	Fresh meat and poultry are known to contain pathogens	Meat and poultry will be purchased from approved suppliers and received at proper temps.	No
Cold Storage of Raw MEATs (2)	(B) <i>Clostridium botulinum</i> , <i>Listeria monocytogenes</i> , <i>Clostridium perfringens</i> , <i>Escherichia coli</i> <i>STEC/VTEC</i> , <i>Salmonella</i> <i>spp.</i> , <i>Staphylococcus aureus</i> , <i>Yersinia enterocolita</i>	Yes	Potential Growth of Pathogens	All meat and poultry will be immediately stored in coolers and freezers.	No
Preparation (3)	(B) <i>Clostridium botulinum</i> , <i>Listeria monocytogenes</i> , <i>Clostridium perfringens</i> , <i>Escherichia coli</i> <i>STEC/VTEC</i> , <i>Salmonella</i> <i>spp.</i> , <i>Staphylococcus aureus</i> , <i>Yersinia enterocolita</i>	Yes	Potential Growth of Pathogens	ROP packaging will be opened prior to cooking and time product will be in the temp. danger zone during assembly - minimized and monitored.	No

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Vacuum Packing (4)	(B) <i>Clostridium botulinum</i> , <i>Listeria monocytogenes</i> , <i>Clostridium perfringens</i> , <i>Escherichia coli</i> STEC/VTEC, <i>Salmonella</i> spp., <i>Staphylococcus aureus</i> , <i>Yersinia enterocolita</i>	No	Potential Growth of Pathogens due to cross-contamination is likely.	Time product will be in the temp. danger zone during assembly will be minimized and monitored.	No
Labeling (5) CCP #1	(B) <i>Clostridium botulinum</i> , <i>Listeria monocytogenes</i> , <i>Clostridium perfringens</i> , <i>Escherichia coli</i> STEC/VTEC, <i>Salmonella</i> spp., <i>Staphylococcus aureus</i> , <i>Yersinia enterocolita</i>	Yes	Improperly Labeled Products Will Result in Outdated or Unsafe Products	Each bag with be properly labeled with product name, date packaged, and 'Use-By' date	Yes CCP #1
Cold Storage (6) CCP #2	(B) <i>Clostridium botulinum</i> , <i>Listeria monocytogenes</i> , <i>Clostridium perfringens</i> , <i>Escherichia coli</i> STEC/VTEC, <i>Salmonella</i> spp., <i>Staphylococcus aureus</i> , <i>Yersinia enterocolita</i>	Yes	Potential Growth of Pathogens if Proper Temperatures are Not Maintained.	ROP packaged and labeled products will be monitored for time and temperature control.	Yes CCP #2
Cooking (7)	(B) <i>Listeria monocytogenes</i> , <i>Escherichia coli</i> STEC/VTEC, <i>Salmonella</i> spp., <i>Staphylococcus aureus</i> , <i>Yersinia enterocolita</i> , <i>Taenia</i> spp., <i>Toxoplasma gondii</i> , <i>Trichenella spiralis</i> , <i>Hepatitis A</i>	Yes	Survival of Bacterial Spores if Products are not Properly Cooked to Correct Internal Temperatures.	Products will be cooked to the appropriate minimum internal temperatures	No
Served to Customer (8)	<i>Norovirus</i> , <i>Hepatitis A</i>	Yes	If food isn't handled properly after cooking contamination could occur	Gloves or utensils will be used a barrier. Bare hand contact will be prohibited.	No

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Blank Hazard Analysis Chart. One Hazard Analysis Chart per Flow Diagram. (8-201.14(B (1-2)) &(E)).

Process Step	Potential Hazards (B) Biological (C) Chemical (P) Physical	Is this hazard significant?	Justification of Decision	Preventative Measures	Is this step a Critical Control Point (CCP)?

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Critical Control Point Charts (If CCP column indicates ‘yes’ in Hazard Analysis Chart, then a CCP chart is required. The first two lines are completed in example chart. A blank chart follows. (8-201.14(D)).

CCP									
Critical Control Point (CCP)	Hazard Description	Critical Limits for Each Control Measure	Monitoring				Corrective Action	Verification Activities	Record-Keeping Procedures
			What	How	Frequency	Who			
Labeling (S) CCP#1	(E) Clostridium Botulinum, Listeria monocytogenes. Refer to chart for other pathogens.	Yes (package was labeled) or No (package was not labeled)	Check Each Meat Package for Label	By visually inspecting bags	Daily, after all vacuum packaging has been completed for the day	Manager on Duty	If not labeled, discard product, unless package date was earlier that day. In that case, label package and record corrective action	Labeling Logs will be reviewed monthly to ensure this is being completed	In Labeling Log
Cold Storage (E) CCP #2	(E) Clostridium Botulinum, Listeria monocytogenes. Refer to chart for other pathogens.	41 F or below	Storage and Meat Room Temperature	Temperature Monitoring Device	Daily	Manager on Duty	Identify problem, discard meats that were held above 41 F	Storage Logs will be reviewed monthly to ensure this is being completed	In Cold Storage Log
Name of Establishment: Example Wood Fired Grill Address: 123 Street Name Raleigh, NC 12345 Signature: John Smith, Executive Chef					Brief Product Description: ROP of Raw, Marinated, Beef Brisket Date: MM/DD/YYYY				

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Name of Establishment: Type establishment name here **Product Description:** Type brief product description here

Address: Type establishment address here

Date: Type date here MM/DD/YYYY **Signature:** _____

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For SOUS-VIDE and COOK-CHILL only (skip this step and go to labeling if you are not using sous-vide or cook-chill). (3-502.12(D) (1-4))

After food is cooked then rapidly cooled in the bag from 135°F to 70°F in 2 hours then from 70°F to 41°F in an additional 4 hours, choose your method of final cooling and cold storage (check one) (3-501.12 (D)(2)(e) (i-iv)):

Cooled to 34°F within 48 hours of reaching 41°F and held at **34°F** until consumed or discarded within **30 days** after the date of packaging.

Cooled to 34°F within 48 hours of reaching 41°F, removed from refrigeration equipment that maintains a 34°F food temperature and then held at 41°F or less for no more than **72 hours**, at which time the food must be consumed or discarded.

Cooled to 38°F or less within 24 hours of reaching 41°F and held there for no more than **72 hours** from packaging, at which time the food must be consumed or discarded.

Held frozen with no shelf-life restriction while frozen until consumed or used.

Describe how your facility will comply with the following requirements during cold storage after meeting cooling parameters.

1. Food must be held in a refrigeration unit that is equipped with an electronic system that continuously monitors time and temperature and is visually examined for proper operation twice daily (3-501.12 (D)(2)(f)). *Provide a sample of this log at the end with other log sheets:* Describe how your facility will accommodate this requirement

2. If transported off-site to a satellite location of the same business entity, verifiable electronic monitoring devices must be used to ensure that times and temperatures are monitored during transportation (3-501.12 (D)(2)(g)): Describe how your facility will accommodate this requirement

***Maintain the records required to confirm that cooling and cold holding refrigeration time/temperature parameters are required as part of the HACCP PLAN and: Make such records available to your Health Inspector upon request, and keep such records for **at least 6 months** (3-501.12 (D)(3)).

*****Additional Required Logs for Sous-Vide and/or Cook-Chill:** Cooling and cold holding logs (3-501.12 (D)(3)).

For SOUS-VIDE and COOK-CHILL only Provide signed statements stating:

- That food prepared by cook-chill and/or sous vide will be prepared and consumed on the premises or prepared and consumed off the premises but within the same business entity, and that no sale or distribution of the packaged product to another business entity or consumer will occur (3-501.12(D)(2)(a)).
- That one or both of the following statement(s) is/are true (3-501.12(D)(2)(d)):
 - (1) Food produced using a cook-chill system will be bagged while the food is above 135°F and/or
 - (2) Food produced using a sous vide process will be bagged immediately before cooking.

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These are the **labeling** requirements. (3-501.12(B)(3)):

- 1) Does your label have a packaging date on it? Choose an item.
- 2) Does your label have a 'use by' or discard date on it? Choose an item.
- 3) Does your label have the **required** instructions written on it? Choose an item.
 - a) **'Maintain the food at 41°F or below' (or as required based on shelf-life), and**
 - b) **'Discard the food if within 14 calendar days (or as required based on shelf-life) of its packaging' (if served for on-premises consumption), or 'Consume the food within 14 calendar days (or as required based on shelf-life) of its packaging' (if served or sold for off-premises consumption) (3-502.12(B)(3(a-b)))**.

This label would be appropriate for a restaurant that vacuum packages food and then cooks and serves it in-house.

Raw MEATS/POULTRY/Produce/Cheese
 Packed On: 06/23/2015
 Use By: 07/06/2015
 Maintain the food at 41°F or below
 Discard the food if within 14 calendar days of its packaging.

This label would be appropriate for a market that vacuum packages food and then sells those packages to consumers.

Raw MEATS/POULTRY/Produce/Cheese
 Packed On: 06/23/2015
 Use By: 07/06/2015
 Maintain the food at 41°F or below
 Consume the food if within 14 calendar days of its packaging.

This label would be appropriate for vacuum packaging frozen, raw, FISH products.

Frozen FISH
 Packed On: 06/23/2015
 Must remain frozen until use. Remove from packaging prior to thawing product.

This label would be appropriate for an item packaged via cook-chill.

French Onion Soup
 Prepared/Packed On: 06/23/2015
 Use By: 06/25/2015
 Maintain the food at 41°F or below

*****Attach sample label(s) on the next page for approval.**

*****You must print labels that are moisture resistant that will last 14 days. Weatherproof labels can accommodate this and can be printed using Microsoft Word.**

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Example Labels for approval:

Attach a label in this box for approval. Attach other labels as needed below.

Attach a label in this box for approval. Attach other labels as needed below.

Attach a label in this box for approval. Attach other labels as needed below.

Appendix I: HACCP Plan

Verification & Record Keeping (8-201.14 (D)(4) & (6))

HACCP **verification** is defined as those activities, other than monitoring, that ensure the HACCP system is operating according to the plan. Verification is done to determine:

- that the HACCP plan is being implemented properly.
- that practices used are consistent with the HACCP plan.
- that the HACCP system is working to control significant hazards; and
- whether or not modifications of the HACCP plan are required to reduce the risk of recurrence of deviations.

Verification procedures may include:

1. Establishment of appropriate verification schedules.
2. Review of the HACCP plan for completeness.
3. Confirmation of the accuracy of the flow diagram.
4. Review of the HACCP system to determine if the facility is operating according to the HACCP plan.
5. Review of CCP monitoring records.
6. Review of records for deviations and corrective actions.
7. Review of modifications of the HACCP plan.

Verification should be conducted:

8. Routinely, or on an unannounced basis, to assure CCPs are under control.
9. When there are emerging concerns about the safety of the product.
10. When foods have been implicated as a vehicle of foodborne disease.
11. To confirm that changes have been implemented correctly after a HACCP plan has been modified.
12. To assess whether a HACCP plan should be modified due to a change in the process, equipment, ingredients, etc.
13. Training and knowledge of individuals responsible for monitoring CCPs.

Provide the method and frequency for verification.

*****Must include notification of Richmond County Health Department if any changes are made to the HACCP plan.**

Record Keeping

Provide the method for record keeping.

*****Records must be held for six months and kept on site for review during inspection.**

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Example:

Verification & Record keeping Procedures:

- HACCP team members will verify that the HACCP protocols are being followed as required by routinely observing employees and confirming monitoring logs are being completed.
- Forms and logs will also be reviewed monthly to ensure they are being completed as required.
- HACCP team will review the HACCP plan to determine if modifications are needed:
 - Annually
 - When there are emerging concerns about the safety of the product.
 - When foods have been implicated as a vehicle of foodborne disease.
 - To confirm that changes have been implemented correctly after a HACCP plan has been modified.
 - To assess whether a HACCP plan should be modified due to a change in the process, equipment, ingredients, etc.
- Richmond County Environmental Health will be notified any time that there is a modification to the HACCP plan.
- All completed forms and logs will be maintained in the HACCP Binder for a minimum of six months, records will be purged as needed during the monthly review.

Write your own Verification & Record Keeping Procedures here.

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REQUIRED Standard Operating Procedures (SOPs): Attach ALL required SOPs:

- Prohibition of bare hand contact with ready-to-eat foods (3-502.12(B)(5)(a))
- Identification of a designated work area and the physical barriers or methods used to prevent cross-contamination and how access to the processing equipment is limited to responsible trained personnel familiar with the potential hazards of the operation (3-502.12(B)(5) (b(i-ii)))
- Delineation of cleaning and sanitation procedures for food contact surfaces (3-502.12(B)(5)(c))
- Training program that ensures that food employees and supervisors involved in the reduced oxygen packaging operation understand the concepts required for a safe operation, equipment and facilities, and any food safety issues of concern (3-502.12(B)(6))
- Monitoring procedures for Critical Control Points (8-201.14(D)(3))
- Approved Source SOPs
- Corrective Action/General Exception monitoring SOPs (8-201.14(D)(5))
- Employee Illness/Health Policy (8-201.12) & Employee Hygiene Policy
- SOPs detailing appropriate product rotation/FIFO (**F**irst **I**n, **F**irst **O**ut) procedures
- Handwashing SOPs (training, corrective action, proper handwashing procedure)
- Thermometer Calibration SOPs
- *For Sous-Vide Only:* SOPs describing circulating water bath use; detailing how temperatures will be monitored throughout cooking process
- *For Cook-Chill Only:* SOPs describing the hot-fill of bags and cooling processes that will take place to ensure appropriate cooling parameters are met
- Attach any other SSOPs/SOPs that are referenced in Hazard Analyses, Flow Diagrams, Critical Control Point Charts, or anywhere else in this document

*****All SSOPs & SOPs that aren't described above must be attached. Any SOPs or SSOPs referenced in HACCP plan *are required* be attached (8-201.14(D)).**

*****Monitoring Logs** that correspond to CCPs, SSOPs, and/or SOPs must be attached.

*****Attach Equipment specification sheets.** Often these can be easily found online at manufacturer's website.

Common Pathogens

(This chart is not inclusive, only common pathogens are listed. It is **REQUIRED** that each HACCP plan control for *Listeria monocytogenes*, and *Clostridium botulinum*. Those two species **MUST** be listed on your hazard analysis charts where appropriate (3-501.12(A))

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Food(s)	Common Pathogen(s)
Cereal Crops (Corn, Rice, Wheat, Barley, etc.)	<i>Bacillus cereus</i>
Dairy & Milk	<i>Salmonella spp.</i> , <i>Listeria monocytogenes</i> , <i>Shigella spp.</i> , <i>Staphylococcus aureus</i>
Eggs	<i>Salmonella spp.</i>
FISH (Fish, Crustaceans Alligator, Frog, Aquatic turtle, Jellyfish, Sea cucumber, Sea urchin, Roe, etc.)	<i>Bacillus cereus</i> , <i>Salmonella spp.</i> , <i>Listeria monocytogenes</i> , <i>Vibrio parahaemolyticus</i> , <i>Anisakis</i> , <i>Clostridium botulinum</i>
MEAT (Beef, Pork, Sheep, Goat, etc.)	<i>Salmonella spp.</i> , <i>Listeria monocytogenes</i> , <i>Bacillus cereus</i> , <i>Clostridium perfringens</i> , <i>Staphylococcus aureus</i> , <i>Escherichia coli</i> 0157:H7, <i>Clostridium botulinum</i> , <i>Trichinella</i> (pork only)
POULTRY (Chicken, Duck, Quail, etc.)	<i>Clostridium perfringens</i> , <i>Staphylococcus aureus</i> , <i>Salmonella spp.</i> , <i>Campylobacter jejuni</i> , <i>Listeria monocytogenes</i> , <i>Escherichia coli</i> 0157:H7, <i>Clostridium botulinum</i>
Fresh Produce	<i>Clostridium perfringens</i> , <i>Bacillus cereus</i> , <i>Listeria monocytogenes</i> , <i>Shigella spp.</i> , <i>Clostridium botulinum</i>
READY-TO-EAT Foods	<i>Staphylococcus aureus</i> , <i>Listeria monocytogenes</i> , <i>Shigella spp.</i> , <i>Salmonella spp.</i> , <i>Bacillus cereus</i> , <i>Clostridium botulinum</i>
MOLLUSCAN SHELLFISH	<i>Vibrio parahaemolyticus</i> , <i>Vibrio vulnificus</i> , <i>Vibrio cholerae</i> , <i>Yersinia spp.</i> , <i>Clostridium botulinum</i>

Please see the below link for a more complete list of pathogens:

<http://www.fda.gov/Food/FoodborneIllnessContaminants/CausesOfIllnessBadBugBook/>

Shelf-Life Chart:

Raw MEATs, POULTRY, fruits, and vegetables may be stored for up to 14 days at 41°F or below.

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Hard cheeses, pasteurized process cheeses, or semi-soft cheeses may be stored for up 30 days at 41°F or below.

FISH (alligator, shrimp, fish filets, etc.) must be frozen before during and after packaging.

Foods	41°F	38°F	34°F	Frozen
MEAT	14 days	14 days	14 days	Indefinite, label must include freezing and thaw dates
POULTRY	14 days	14 days	14 days	Indefinite, label must include freezing and thaw dates
FISH	Not allowed	Not allowed	Not allowed	Indefinite, label must include freezing and thaw dates
Cheese	30 days	30 days	30 days	Indefinite, label must include freezing and thaw dates
Raw fruits and vegetables	14 days	14 days	14 days	Indefinite, label must include freezing and thaw dates
Cook-chill and Sous-vide	(cooled to 34 prior to holding) 72 hours	72 hours	30 days	Indefinite, label must include freezing and thaw dates

Appendix J: Inspection Report and Marking Instructions

Food Establishment Inspection Report

Score: _____

Establishment Name: _____

Establishment ID: _____

Location Address: _____

City: _____ State: North Carolina

Zip: _____ County: _____

Permittee: _____

Telephone: _____

Inspection Re-inspection

Wastewater System:

Municipal/Community On-Site System

Water Supply:

Municipal/Community On-Site Supply

Date: _____ Status Code: _____

Time In: _____ Time Out: _____

Category#: _____

FDA Establishment Type: _____

No. of Risk Factor/Intervention Violations: _____

No. of Repeat Risk Factor/Intervention Violations: _____

Foodborne Illness Risk Factors and Public Health Interventions									
Risk factors: Contributing factors that increase the chance of developing foodborne illness.									
Public Health Interventions: Control measures to prevent foodborne illness or injury									
Compliance Status						OUT	CDI	R	VR
Supervision 2652									
1	in/out	FC: Present, demonstrates knowledge, & performs duties	1	0					
2	in/out	Certified Food Protection Manager	1	0					
Employee Health 2652									
3	in/out	Management, food & conditional employee, knowledge, responsibilities & reporting	2	1	0				
4	in/out	Proper use of reporting, restriction & exclusion	3	1	0				
5	in/out	Procedures for responding to vomiting & diarrheal events	1	0	0				
Good Hygienic Practices 2652, 2653									
6	in/out	Proper eating, tasting, drinking or tobacco use	1	0	0				
7	in/out	No discharge from eyes, nose, and mouth	1	0	0				
Preventing Contamination by Hands 2652, 2653, 2655, 2656									
8	in/out	Hands clean & properly washed	4	2	0				
9	in/out	No bare hand contact with RTE foods or pre-approved alternate procedure properly followed	4	2	0				
10	in/out	Handwashing sinks supplied & accessible	2	1	0				
Approved Source 2653, 2655									
11	in/out	Food obtained from approved source	2	1	0				
12	in/out	Food received at proper temperature	2	1	0				
13	in/out	Food in good condition, safe & unadulterated	2	1	0				
14	in/out	Required records available: shellstock tags, parasite destruction	2	1	0				
Protection from Contamination 2653, 2654									
15	in/out	Food separated & protected	3	1	0				
16	in/out	Food-contact surfaces: cleaned & sanitized	3	1	0				
17	in/out	Proper disposition of returned, previously served, reconditioned & unsafe food	2	1	0				
Potentially Hazardous Food Time/Temperature 2653									
18	in/out	Proper cooking time & temperatures	3	1	0				
19	in/out	Proper reheating procedures for hot holding	3	1	0				
20	in/out	Proper cooling time & temperatures	3	1	0				
21	in/out	Proper hot holding temperatures	3	1	0				
22	in/out	Proper cold holding temperatures	3	1	0				
23	in/out	Proper date marking & disposition	3	1	0				
24	in/out	Time as a Public Health Control; procedures & records	3	1	0				
Consumer Advisory 2653									
25	in/out	Consumer advisory provided for raw/ undercooked foods	1	0	0				
Highly Susceptible Populations 2653									
26	in/out	Pasteurized foods used; prohibited foods not offered	3	1	0				
Chemical 2653, 2657									
27	in/out	Food additives: approved & properly used	3	0	0				
28	in/out	Toxic substances properly identified stored & used	2	1	0				
Conformance with Approved Procedures 2651, 2654, 2658									
29	in/out	Compliance with variance, specialized process, reduced oxygen packaging criteria or HACCP plan	2	1	0				

Good Retail Practices									
Good Retail Practices: Preventative measures to control the addition of pathogens, chemicals, and physical objects into foods.									
Compliance Status						OUT	CDI	R	VR
Safe Food and Water 2653, 2654, 2656									
30	in/out	Pasteurized eggs used where required	1	0	0				
31	in/out	Water and ice from approved source	2	1	0				
32	in/out	Variance obtained for specialized processing methods	2	1	0				
Food Temperature Control 2653, 2654									
33	in/out	Proper cooling methods used: adequate equipment for temperature control	1	0	0				
34	in/out	Plant food properly cooked for hot holding	1	0	0				
35	in/out	Approved thawing methods used	1	0	0				
36	in/out	Thermometers provided & accurate	1	0	0				
Food Identification 2653									
37	in/out	Food properly labeled: original container	2	1	0				
Prevention of Food Contamination 2652, 2653, 2654, 2656, 2657									
38	in/out	Insects & rodents not present; no unauthorized animals	2	1	0				
39	in/out	Contamination prevented during food preparation, storage & display	2	1	0				
40	in/out	Personal cleanliness	1	0	0				
41	in/out	Wiping cloths: properly used & stored	1	0	0				
42	in/out	Washing fruits & vegetables	1	0	0				
Proper Use of Utensils 2653, 2654									
43	in/out	In-use utensils: properly stored	1	0	0				
44	in/out	Utensils, equipment & linens: properly stored, dried & handled	1	0	0				
45	in/out	Single-use & single-service articles: properly stored & used	1	0	0				
46	in/out	Gloves used properly	1	0	0				
Utensils and Equipment 2653, 2654, 2657									
47	in/out	Equipment, food & non-food contact surfaces approved, cleanable, properly designed, constructed & used	1	0	0				
48	in/out	Warewashing facilities: installed, maintained & used; test strips	1	0	0				
49	in/out	Non-food contact surfaces clean	1	0	0				
Physical Facilities 2654, 2655, 2656									
50	in/out	Hot & cold water available; adequate pressure	1	0	0				
51	in/out	Plumbing installed; proper backflow devices	2	1	0				
52	in/out	Sewage & wastewater properly disposed	2	1	0				
53	in/out	Toilet facilities: properly constructed, supplied & cleaned	1	0	0				
54	in/out	Garbage & refuse properly disposed; facilities maintained	1	0	0				
55	in/out	Physical facilities installed, maintained & clean	1	0	0				
56	in/out	Meets ventilation & lighting requirements; designated areas used	1	0	0				
TOTAL DEDUCTIONS:									



Appendix J: Inspection Report and Marking Instructions

Instructions for Marking the Food Establishment Inspection Report, Including Code References for Risk Factors/Interventions and Good Retail Practices

All references and code sections in these marking instructions are based on the Rules Governing the Food Protection and Sanitation of Food Establishments.

A. GENERAL MARKING INSTRUCTIONS

HEADER Information

Establishment Name	Complete this section using the "usual/common name" or "Doing Business As" name of the business. This information should be the same as the license/permit application completed at the initiation of the business.
Location Address	Street address of the actual business location
Zip Code	Actual business location
Telephone	Contact phone number for the establishment
Establishment ID#	Tracking number for Inspections, Statistics and Fees
County	Name the county where the establishment exists
Inspection Type	Mark the appropriate box
Wastewater Type	Mark the appropriate box
Water Supply	Mark the appropriate box
Permit Holder	Name of Owner or Operator as shown on application
Establishment Type	Establishment Types as defined by the FDA Standard: Institutions – Hospitals, Nursing Homes, Elementary Schools Restaurants – Fast Food, Full-Service Retail Food Services – Deli Departments, Meat & Poultry Departments, Produce Departments & Salad Bars, Seafood Departments
Risk Category	Designation of risk level for determining frequency of inspection Risk Category I applies to food service establishments that prepare only non-time/temperature control for safety(non-TCS)/non-potentially hazardous(non-PHF) foods. Risk Category II applies to food service establishments that cook and cool no more than two TCS/PHF foods. Raw animal foods shall be received in a ready-to-cook form. Risk Category III applies to food service establishments that cook and cool no more than three TCS/PHF foods. Risk Category IV applies to food service establishments that cook and cool an unlimited number of TCS/PHF foods. This category also includes those facilities using specialized processes or serving a highly susceptible population.
Number of Risk Factor/ Intervention Violations	The number of boxes marked OUT in items 1-29 should be counted and the total number placed here
Number of Repeat Risk Factor/Intervention Violations	The number of boxes marked R (repeat) in items 1-29 should be counted and the total number placed here
Score	A score earned by the establishment as a result of an inspection or reinspection
Date	The date of the inspection including month, day, and year
Time In	The actual time the inspection begins
Time Out	The actual time the inspection ends
Status Code	Designate the appropriate Status Code as defined by Inspections, Statistics and Fees Program
Contact Number	The Regulatory Authority Contact Number
Total Deductions	Total point deductions
Verification Date	The date the verification inspection will be conducted

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B. RISK FACTORS AND INTERVENTIONS

Risk factors are food preparation practices and employee behaviors most commonly reported to the Centers for Disease Control and Prevention (CDC) as contributing factors in foodborne illness outbreaks. Risk factors include: Food from Unsafe Sources, Improper Holding Temperatures, Inadequate Cooking, Contaminated Equipment, and Poor Personal Hygiene. These items are prominent on the Food Establishment Inspection Report because maintaining these items in compliance is vital to preventing foodborne illness. Additionally, five key public health interventions were introduced in the 1993 Food Code that supplemented the other interventions long-established by the Food and Drug Administration (FDA) model codes and guidances to protect consumer health. The five key interventions are: Demonstration of Knowledge, Employee Health Controls, Controlling Hands as a Vehicle of Contamination, Time and Temperature Parameters for Controlling Pathogens, and the Consumer Advisory.

Establishments should be inspected at the time processes are ongoing, food handling by employees, preparation, cooling, cooking, holding etc. Time of inspection should vary to capture the processes that occur at the onset or end of operation such as cooling, receiving of foods, etc.

For each item on the inspection report form in the Foodborne Illness Risk Factors and Public Health Interventions section, the inspector should indicate one of the following for **COMPLIANCE STATUS**: **"IN"** which means that the item is in compliance; **"OUT"** which means that the item is not in compliance; **"N.O."** which means that the item was not observed during the inspection; or **"N.A."** which means that the item is not applicable for the facility. If **N.A.** or **N.O.** is not listed as an option for a particular item, this means that this item must be evaluated during the inspection and a compliance status must be determined. **If the item is marked "OUT", document details of each violation for the item number in the "Observations and Corrective Actions" section on the second page of the inspection report.** Compliance status should be determined as a result of observations that establish a pattern of non-compliance. Consideration should be given to the seriousness of the observation with regard to prevention of foodborne illness.

For items marked **"OUT,"** further indicate the status of the violation by marking the corresponding box for Corrected During Inspection (**CDI**) and/or Repeat violation (**R**). Marking **CDI** indicates that all violations cited under that particular item number have been corrected and verified before completing the inspection. The actual corrective action taken for each violation should be documented in the "Observations and Corrective Actions" section of the inspection report. For example, Item #10 *Handwashing sink* is marked out of compliance because the establishment does not have soap and paper towels at the handwashing sink. The person in charge partially corrects the problem by putting soap at the sink but does not replace the paper towels or provide any other effective means for drying hands. The corrective action taken for the soap is documented in the narrative on the form, but **CDI** is **not** marked for Item #10 because all violations under that item were not corrected. Marking Verification Required (**VR**) indicates correction is warranted within the timeframe specified under 8-405.11. Marking **R** indicates that the same violation under a particular item number was cited on the last inspection report. Using the same scenario, on the subsequent inspection if the provision of soap and paper towels is not in violation, but the handwashing sink is blocked and inaccessible (which is also cited under Item #10 *Handwashing sink*), **R** would **not** be marked because this is a new violation which was not cited on the previous inspection report.

The purpose and objective of a Food Service Establishment inspection program is to assess the operation and ensure risk factors are in control. Reducing risk factors have a direct correlation in the reduction of foodborne illness. The goal is to observe processes and behaviors in retail food establishments. When (P) and (Pf) violations are observed, it is required to seek correction. For long term active managerial control of (P) and (Pf) violations, the REHS should engage in seeking compliance and develop Risk Control Plans (RCP) between the department and the establishment.

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C. MARKING INSTRUCTIONS FOR EACH RISK FACTOR AND INTERVENTION ON THE INSPECTION REPORT

Supervision

1. PIC present, demonstrates knowledge, and performs duties

- IN/OUT** This item should be marked IN or OUT of compliance. The person in charge (PIC) has three assigned responsibilities – Presence; Demonstration of Knowledge; and Duties. This item is marked OUT of compliance if any one of the responsibilities is not met.
- A.** Person in charge is present – This item is marked OUT of compliance if there is no PIC per 2-101.11(A) and (B).
 - B.** Demonstration of Knowledge – The PIC has three options for demonstrating knowledge. This item is marked IN compliance if the PIC meets at least one of the options. The three options for demonstration of knowledge allowed by the Food Code are:
 1. Certification by an ACCREDITED PROGRAM as specified in 2-102-20.
 2. Complying with this Code by having no violations of priority items during the current inspection; or
 3. Correct responses to the inspector's questions regarding public health practices and principles applicable to the operation. The inspector should assess this item by asking open-ended questions that would evaluate the PIC's knowledge in each of the areas enumerated in ¶ 2-102.11(C)(1), (4)-(16). Questions can be asked during the initial interview, menu review, or throughout the inspection as appropriate. The Inspector should ask a sufficient number of questions to enable the inspector to make an informed decision concerning the PIC's knowledge of the Code requirements and public health principles as they apply to the operation. The dialogue should be extensive enough to reveal whether or not that person is enabled by a clear understanding of the Code and its public health principles to follow sound food safety practices and to produce foods that are safe, wholesome, unadulterated, and accurately represented.
 - C.** Duties of the PIC – This item must be marked IN or OUT of compliance based on the interaction and observation with the PIC and food employee. The inspector needs to determine the systems or controls the PIC has put into practice regarding oversight and/or routine monitoring of the Duties listed in § 2-103.11. This is accomplished by 1) discussion with the PIC, and 2) verified through observation that the systems or controls are actually being implemented. This concept is commonly referred to as Active Managerial Control. This item must be marked OUT of compliance when there is a pattern of non-compliance and obvious failure by the PIC to ensure employees are complying with the duties listed in § 2-103.11. Since marking this item out of compliance requires judgment, it is important that this item not be marked for an isolated incident, but rather for an overall evaluation of the PIC's ability to ensure compliance with the duties described in § 2-103.11.

N.A. Do Not Mark this item N.A.

N.O. Do Not Mark this item N.O.

Applicable Code Section:

2-101.11	Assignment ^{¶¶}
2-102.11(A), (B) and (C)(1), (4)-(16)	Demonstration ^{¶¶}
2-103.11(A)-(P)	Person-In-Charge-Duties ^{¶¶}

2. Certified Food Protection Manager

- IN/OUT** This item must be marked IN or OUT of compliance. This item is marked IN compliance when it is observed that the person in charge is a certified food protection manager.

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This item is marked OUT when it is observed that there is no person in charge that is deemed a certified food protection manager or the certified food protection manager certificate is deemed not to be from an accredited program.

N.A. This item may be marked N.A. for Category I establishments and Congregate Nutrition Sites.
N.O. Do NOT MARK this item N.O.

Applicable Code Section:

2-102.12(A) Certified Food Protection Manager

Employee Health / Responding to Contamination Events

3. Management and food employee knowledge, and conditional employee; responsibilities and reporting.

IN/OUT This item must be marked IN or OUT of compliance. This item is marked IN compliance when the following criteria are met:

1. The PIC is aware of their responsibility to inform food employees and conditional employees of their responsibility to report certain symptoms or diagnosed diseases to the PIC and for the PIC to report to the RA as specified under Food Code ¶ 2-103.11(O) and ¶¶ 2-201.11 (A), (B), (C), and (E); **and**
2. The PIC provides documentation or otherwise satisfactorily demonstrates during the inspection, that all food employees and conditional employees are informed of their responsibility to report to management information about their health and activities as it relates to diseases that are transmissible through food, as specified under ¶ 2-201.11(A). Satisfactory compliance may be documented by completion of Form 1-B, Conditional Employees or Food Employees Reporting Agreement, in Annex 7 of the 2017 Food Code for each employee or other similar State or local form containing the same information; **or**
3. In lieu of a written policy, compliance may be demonstrated by:
 - a) Presenting evidence such as a curriculum and attendance rosters documenting that each employee has completed a training program which includes all the information required on Form 1-B regarding their reporting responsibilities; **or**
 - b) Implementation of an employee health policy which includes a system of employee notification using a combination of training, signs, pocket cards, or other means to convey all of the required information on Form 1-B to all food employees and conditional employees. A signed acknowledgement by the employee should be part of any employee health policy.

The regulatory authority is encouraged to establish a policy of selecting one employee at random during each inspection and requesting the PIC verify, by one of the previously listed methods, that the selected employee has been **informed** of his or her responsibility to report symptoms, exposures, and diagnosed illnesses to management. The PIC is not expected to quote symptoms and diseases from memory but should be able to locate that information on Form 1-B or similar documents used to demonstrate compliance.

Additional information is provided in Annex 3 of the Public Health Reasons for Subpart 2-201, including a number of questions, which may be used as a reference to assist the regulatory authority in determining compliance with this item.

N.A. Do Not Mark this item N.A.
N.O. Do Not Mark this item N.O.

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Applicable Code Sections:

2-102.11(C)(2), (3) and (17) Demonstration ^{PH}

2-103.11(O) Person in Charge-Duties ^{PH}

2-201.11(A), (B), (C), & (E) Responsibility of Permit Holder, Person in Charge, and Conditional Employees ^{P, PH}

4. Proper use of reporting, restriction, and exclusion

IN/OUT This item must be marked IN or OUT of compliance. Compliance must be based on firsthand observations or information and cannot be based solely on responses from the PIC to questions regarding hypothetical situations or knowledge of the Food Code. This item is marked IN when the following criteria are observed at the time of the inspection:

- There are no ill employees.
- There are no employees experiencing symptoms with or without a diagnosis that require reporting, or reason for the PIC to exclude or restrict an employee
- A food employee who works in a food establishment serving a HSP or non-HSP, is restricted due to diagnoses with an infection from nontyphoidal Salmonella and is asymptomatic

This item should be marked OUT of compliance when:

- Inspector observes a working employee with specific reportable symptoms (subparagraph 2-201.11 (A)(1)); or
- The inspector becomes aware that an employee has reported information about their health and activities as it relates to diseases that are transmissible through food and the PIC has not acted to restrict/exclude an employee as required by the Food Code (§2-201.12 & §2-201.13); or
- The inspector becomes aware that the PIC has not notified the Regulatory Authority that an employee is jaundiced or diagnosed with an illness due to a pathogen as specified under subparagraphs 2-201.11 (A)(2)(a)-(f) of the Food Code.
- There are food employees working in the food establishment that have been diagnosed with an illness as specified in paragraphs 2-201.11(A)(2-5); Additionally, in food establishments exclusively serving a highly susceptible population, there are to be no food employees with an active sore throat with a fever working in the food establishment.

N.A. Do Not Mark this item N.A.

N.O. Do Not Mark this item N.O.

Applicable Code Sections:

2-201.11 (D) and (F) Responsibility of Permit Holder, Person in Charge, and Conditional Employees
Responsibility of the PIC to Exclude or Restrict ^P

2-201.12 Exclusions & Restrictions ^P

2-201.13 Removal, Adjustment, or Retention of Exclusions & Restrictions ^P

5. Clean-up of Vomiting and Diarrheal Events

IN/OUT This item should be marked IN or OUT of compliance. This item is marked IN compliance when it is demonstrated that the food establishment has written procedures available for employees to follow when responding to vomiting or diarrheal events that involve the discharge of vomitus or fecal matter onto surfaces in the food establishment. Refer to the Public Health Reasons (§2-501.11 Clean-up of Vomiting and Diarrheal Events) for suggested recommendations as to what the food establishment can include within their plan (this is not an exhaustive list).

This item is marked OUT of compliance if the establishment does not demonstrate the ability to provide written procedures for employees to follow when responding to vomiting or diarrheal events that involve the discharge of vomitus or fecal matter onto surfaces in the food establishment.

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N.A. Do Not Mark this item N.A.
N.O. Do Not Mark this item N.O.

Applicable Code Section:
 2-501.11 Clean-up of Vomiting and Diarrheal Events ^{PH}

Good Hygienic Practices

6. Proper eating, tasting, drinking, or tobacco use

IN/OUT This item must be marked IN or OUT of compliance based on direct observations or discussions of the appropriate hygienic practices of food employees. This item should be marked IN compliance when a food employee is observed drinking from a closed beverage container subsequently stored on a nonfood-contact surface and separate from exposed food, clean equipment, and unwrapped single-service and single-use articles. This item should be marked OUT of compliance when food employees are observed improperly tasting food, eating, drinking, or smoking, or there is supporting evidence of these activities taking place in non-designated areas of the establishment. A beverage that is consumed in a designated area must still be stored in a manner to prevent the contamination of food, equipment, utensils, linens and single-service/single-use articles.

N.A. Do Not Mark this item N.A.
N.O. Do Not Mark this item N.O.

Applicable Code Sections:
 2-401.11 Eating, Drinking, or Using Tobacco
 3-301.12 Preventing Contamination When Tasting ^P

7. No discharge from eyes, nose, and mouth

IN/OUT This item must be marked IN or OUT of compliance based on direct observations of food employees. This item should be marked IN compliance when no food employees are observed having persistent coughing, sneezing, runny nose, or watery eyes. This item should be marked OUT of compliance when a food employee has persistent coughing, sneezing, runny nose, or watery eyes subjecting food and food-contact surfaces to potential contamination.

N.A. Do Not Mark this item N.A.
N.O. Do Not Mark this item N.O.

Applicable Code Sections:
 2-401.12 Discharges from the Eyes, Nose, and Mouth

Preventing Contamination by Hands

8. Hands clean and properly washed

IN/OUT This item must be marked IN or OUT of compliance. This item is marked IN compliance only when employees are observed using proper handwashing techniques at appropriate times and places. Hands are not required to be washed between each change of gloves, if it is observed that there was no change in the task being performed and no activities which could potentially result in cross contamination.

N.A. Do Not Mark this item N.A.
N.O. Do Not Mark this item N.O.

Applicable Code Sections:
 2-301.11 Clean condition – Hands and Arms ^P
 2-301.12 Cleaning Procedure ^P
 2-301.14 When to Wash ^P
 2-301.15 Where to Wash ^{PH}

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2-301.16 Hand Antiseptics ^{Pf}

9. No bare hand contact with RTE foods or pre-approved alternate properly followed

IN/OUT This item should be marked IN or OUT of compliance. This item is marked IN compliance only when food employees are observed using suitable utensils or gloves to prevent bare hand (or arm) contact with ready-to-eat foods or if the food employee contacts exposed RTE food with bare hands at the time the RTE food is being added as an ingredient to a food that:

- Contains a raw animal food and is to be cooked in the food establishment to heat all parts of the food to minimum temperatures specified in §§3-401.11(A)-(B) or §3-401.12; or
- Does not contain a raw animal food but is to be cooked in the food establishment to heat all parts of the food to a temperature of at least 63°C (145°F).

This item is also marked IN compliance when food employees are observed properly following a pre-approved alternative procedure to no bare hand contact. This item should be marked OUT of compliance if one food employee is observed handling ready-to-eat food with their bare hands in the absence of a prior approval and written procedures for bare hand contact. Refer to subparagraph 3-301.11 (E)(1)-(7) for a listing of conditions that must be met in order to receive prior approval by the Regulatory Authority. Bare hand contact by food employees serving a Highly Susceptible Population is prohibited and no alternative to bare hand contact is allowed. This item is also marked OUT when food employees contact exposed RTE food with bare hands that is to be added as ingredients to a food that is not properly heat treated as specified in Sub-§3-301.11(D)(1)-(2).

N.A. Do Not Mark this item N.A.

N.O. This item may be marked N.O. for establishments that prepare ready-to-eat foods only, but no food preparation is performed at the time of inspection.

Applicable Code Sections:

3-301.11 Preventing Contamination from Hands ^{P, Pf}

3-801.11(D) Pasteurized Foods, Prohibited Re-Service, and Prohibited Foods ^P

10. Adequate handwashing sinks, properly supplied and accessible

IN/OUT This item must be marked IN or OUT of compliance based on observations in determining that handwashing sinks are properly equipped and conveniently located for food employee use. This item must be marked OUT of compliance when the facility is not stocked with soap, hand drying provisions or equipped with the required signage. In addition, if the handwashing sink is not located to be available to food employees who are working in food preparation, food dispensing and warewashing areas, is blocked by portable equipment or stacked full of soiled utensils or other items, or the facility is unavailable for regular employee use, this item must be marked OUT of compliance.

N.A. Do Not Mark this item N.A.

N.O. Do Not Mark this item N.O.

Applicable Code Sections:

5-202.12 Handwashing Sinks, Installation

5-203.11 Handwashing Sinks-Numbers and Capacities ^{Pf}

5-204.11 Handwashing Sinks-Location and Placement ^{Pf}

5-205.11 Using a Handwashing Sink – Operation and Maintenance ^{Pf}

6-301.11 Handwashing Cleanser, Availability ^{Pf}

6-301.12 Hand Drying Provision ^{Pf}

6-301.13 Handwashing Aids and Devices, Use Restrictions

6-301.14 Handwashing Signage

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Approved Source

11. Food obtained from approved source

IN/OUT This item must be marked IN or OUT of compliance based on direct observations of food products, food labels and packaging, water analyses, and discussion with the PIC or other food employees. This item should be marked IN compliance when the regulatory authority is able to determine approved food sources. A review of supplier names, shipment invoices, buyer specification plans, molluscan shellfish tags, proof of regulatory permit/licensure of a food source, etc. can be used to document approved food sources. Milk and milk products must comply with Grade A Standards. This item should be marked OUT of compliance when an approved food source cannot be determined and if the RA did not approve the sale or service of wild harvested mushrooms and it is observed in the food establishment for sale and service.

N.A. Do Not Mark this item N.A.

N.O. Do Not Mark this item N.O.

Applicable Code Sections:

3-201.11	Compliance with Food Law ^{P, PF}
3-201.12	Food in a Hermetically Sealed Container ^P
3-201.13	Fluid Milk and Milk Products ^P
3-201.14	Fish ^P
3-201.15	Molluscan Shellfish ^P
3-201.16	Wild Mushrooms ^P
3-201.17	Game Animals ^P
3-202.13	Eggs ^P
3-202.14	Eggs and Milk Products, Pasteurized ^P
3-202.110	Juice Treated – Commercially Processed ^{P, PF}
5-101.13	Bottled Drinking Water ^P

12. Food received at proper temperature

IN/OUT This item should be marked IN or OUT of compliance based on actual food temperature measurements of TCS foods being received. This item should be marked IN compliance when food is received and found at proper temperatures during the inspection. This item should be marked OUT of compliance if food is received and accepted, but an actual food temperature measurement of a TCS food by the regulatory authority at the time of delivery exceeds the temperature specifications for receiving as prescribed by the Code.

N.A. Do Not Mark this item N.A.

N.O. This item may be marked N.O. if food is not received during the inspection.

Applicable Code Sections:

3-202.11	Temperature ^{P, PF}
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13. Food in good condition, safe and unadulterated

IN/OUT This item must be marked IN or OUT of compliance based on direct observations of the integrity of product packaging, wholesomeness, and signs of adulteration. This item must be marked IN compliance when a dent in a canned food has not compromised the hermetic seal; cuts made in outer cardboard packaging during opening of the case do not enter the inner product packaging; the true appearance, color, or quality of a food is not misrepresented; and food is honestly presented. This item must be marked OUT of compliance when the integrity of food packaging has been compromised or the true appearance, color, or quality of a food has been intentionally altered.

N.A. Do Not Mark this item N.A.

N.O. Do Not Mark this item N.O.

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Applicable Code Sections:

- 3-101.11 Safe, Unadulterated and Honestly Presented ^P
 3-202.15 Package Integrity ^{PF}

14. Required records available: shellstock tags, parasite destruction

IN/OUT This item should be marked IN or OUT of compliance based on direct observations of fish in storage, shellstock tags, and/or records of freezing of fish for parasite destruction. This item should be marked IN compliance if the permit holder provides a statement from supplier(s) identifying that fish sold as raw, raw-marinated or undercooked is frozen by supplier for parasite destruction; or there are freeze records maintained by the permit holder when fish are frozen for parasite destruction on the premises. This item should be marked OUT of compliance if there are no shellstock tags available, when the shellstock tags are incomplete, when there is evidence of commingling of shellstock, or when no records of freezing of fish for parasite destruction are available. Fish exempt from freezing requirements are found in paragraph 3-402.11(B).

N.A. This item may be marked N.A. when shellstock are not used in the establishment and the only fish sold as raw, raw-marinated or undercooked is the tuna species or aquacultured fish listed as exempted from freezing in the Food Code.

N.O. This item may be marked N.O. when shellstock or raw, raw-marinated and undercooked fish are sold periodically in the establishment but are not being sold at the time of inspection and prior compliance through tags, invoices, or purchase records cannot be verified.

Applicable Code Sections:

- 3-202.18 Shellstock Identification ^{PF}
 3-203.12 Shellstock, Maintain Identification ^{PF}
 3-402.11 Parasite Destruction ^P
 3-402.12 Records, Creation, & Retention ^{PF}

Protection from Contamination

15. Food separated and protected

IN/OUT This item should be marked IN or OUT of compliance based on direct observations of food storage and food handling practices. This item should be marked OUT of compliance when ready-to-eat foods are subject to potential contamination by raw animal foods; raw animal foods are observed not separated by type based on minimum cook temperatures by spacing or placing in separate containers; food is not packaged or covered during storage (unless in the process of cooling); or food is in contact with soiled equipment and utensils; or single-use gloves used for more than one task.

N.A. This item may be marked N.A. when there are no raw animal foods used in the facility and only packaged foods are sold.

N.O. This item is marked N.O. when raw animal foods are used or served seasonally and you are unable to determine compliance.

Applicable Code Sections:

- 3-302.11 Packaged and Unpackaged Food – Separation, Packaging, and Segregation ^{P, C}
 3-304.11 Food Contact with Equipment and Utensils ^P
 3-304.15(A) Gloves, Use Limitation ^P
 3-306.13(A) Consumer Self-Service Operations ^P

16. Food-contact surfaces: cleaned and sanitized

IN/OUT This item must be marked IN or OUT of compliance based on direct observations of food-contact surfaces of equipment and utensils; actual measurements/readings of chemical sanitizer concentration, hot water sanitizing temperature, pH, hardness, water pressure, etc. using test strips, thermometers, heat-sensitive tapes, and equipment gauges; observations of cleaning and sanitizing procedures; and discussion of cleaning and sanitizing procedures and frequency with the PIC or other food employees. This item must be marked IN compliance when manual and/or mechanical methods of cleaning and sanitizing are effective and performed at the prescribed

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frequency.

There should be an overall assessment of the food-contact surfaces of equipment and utensils in clean storage and in use to determine compliance. For example, this item is not marked OUT of compliance based on one visibly soiled utensil, such as a plate or knife. This item must be marked OUT of compliance when manual and/or mechanical methods of cleaning and sanitizing food-contact surfaces of equipment and utensils are ineffective, or if one multiuse piece of equipment such as a slicer or can opener is visibly soiled and being used at the time of the inspection. This item is also marked OUT if it is observed that equipment or utensils that have come into contact with a major food allergen such as fish were not cleaned and sanitized prior to use for other types of raw animal foods.

N.A. Do Not Mark this item N.A.
N.O. Do Not Mark this item N.O.

Applicable Code Sections:

- 4-501.111 Manual Warewashing Equipment, Hot Water Sanitization Temperatures ^P
- 4-501.112 Mechanical Warewashing Equipment, Hot Water Sanitization Temperatures ^{P†}
- 4-501.114 Manual and Mechanical Warewashing Equipment, Chemical Sanitization – Temperature, pH, Concentration and Hardness ^{P, P†}
- 4-501.115 Manual Warewashing Equipment, Chemical Sanitization Using Detergent-Sanitizers
- 4-601.11(A) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils ^{P†}
- 4-602.11 Equipment Food-Contact Surfaces and Utensils – Frequency ^{P, C}
- 4-602.12 Cooking and Baking Equipment
- 4-702.11 Before Use After Cleaning ^P
- 4-703.11 Hot Water and Chemical – Methods ^P

17. Proper disposition of returned, previously served, reconditioned, and unsafe food

IN/OUT This item must be marked IN or OUT of compliance. This item is marked OUT of compliance if food is found unsafe, adulterated, not honestly presented, from an unapproved source, or if ready-to-eat food is contaminated by employees and is not discarded or reconditioned according to an approved procedure, or if previously served unwrapped, unprotected food is observed being re-served.

N.A. Do Not Mark this item N.A.
N.O. Do Not Mark this item N.O.

Applicable Code Sections:

- 3-306.14 Returned Food and Re-service of Food ^P
- 3-701.11 Discarding or Reconditioning Unsafe, Adulterated, or Contaminated Food ^P

Time/Temperature Control for Safety Food

18. Proper cooking time and temperatures

NOTE: *The cooking temperatures of foods must be measured to determine compliance or noncompliance. Do not rely upon discussions with managers or cooks to make a determination of compliance or noncompliance. The temperature of raw animal foods in each species cooked during the inspection should be taken. For instance, if the facility fries chicken, scrambles eggs, bakes fish, grills hamburgers, and slow-roasts prime rib during the inspection – the cook temperatures of all of the products should be measured and recorded. Temperatures, both IN compliance and OUT of compliance, should be recorded in the “Temperature Observations” section of the inspection report. The time of inspections should be varied so that cooking can be observed.*

IN/OUT This item should be marked IN or OUT of compliance. This item should be marked OUT of compliance if the items checked do not meet the temperature requirements for cooking and the employee doing the cooking attempts to serve the product without returning the product to the cooking process. This item shall be marked OUT if the facility offers or serves undercooked comminuted meat on a children’s menu. If a food is cooked below the required temperature but

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the facility has an approved non-continuous cooking procedure, approved Consumer Advisory or an approved variance with HACCP plan for that food item, mark the item IN compliance, record the temperature and document the reason it is IN compliance. Foods cooked with a non-continuous cooking process are marked OUT of compliance if the food item does not meet the time/temperature requirements for cooking as specified in 3-401.11(A)-(C) and if written procedures describing how the foods are prepared and stored after initial heating but prior to cooking for sale or service are not available for review.

- N.A.** This item may be marked N.A. when no raw animal foods are cooked in the establishment.
N.O. This item may be marked N.O. when you are unable to determine the cooking temperature of any food. The inspection should be arranged at an optimum time for measuring at least one cooked item.

Internal Cooking Temperature Specifications

Internal Cooking Temperature	Raw Animal Foods
145°F for 15 seconds	<ul style="list-style-type: none"> • Raw eggs cooked for immediate service • Fish, except as listed below • Intact Meat • Commercially raised game animals, rabbits
155°F for 17 seconds:	<ul style="list-style-type: none"> • Ratites (Ostrich, Rhea and Emu) • Injected meats • Mechanically tenderized meats • Raw eggs not for immediate service • Comminuted meat, fish, or commercially raised game animals
165°F for <1 second (instantaneous):	<ul style="list-style-type: none"> • Wild game animals • Poultry • Stuffed fish, meat, pork, pasta, ratites & poultry • Stuffing containing fish, meat, ratites & poultry

**Whole Meat Roasts Refer to cooking charts in the Food Code ¶ 3-401.11(B)*

Applicable Code Sections:

- 3-401.11 Raw Animal Foods – Cooking ^{P, Pf}
 3-401.12 Microwave Cooking ^{P, C}
 3-401.14 Non-Continuous Cooking of Raw Animal Foods ^{P, Pf}

19. Proper reheating procedures for hot holding

NOTE: The reheating temperatures of foods must be taken to determine compliance or non-compliance. Use discussions with managers or cooks and your direct observations to determine compliance or non-compliance. Temperatures IN and OUT of compliance should be recorded in the "Temperature Observations" section of the inspection report.

IN/OUT This item should be marked IN or OUT of compliance based on actual temperature measurements of foods upon completion of the reheating process and prior to being placed in hot holding using a calibrated food temperature measuring device. This item should be marked OUT of compliance if the items checked are not reheated to the required temperatures or within 2 hours prior to hot holding.

N.A. This item may be marked N.A. when foods are **not** held over for a second service and/or reheating for hot holding is not performed in the establishment.

N.O. This item may be marked N.O. when foods are held over for a second service, but **no** foods are reheated for hot holding during the time of inspection.

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Applicable Code Sections:

3-403.11 Reheating for Hot Holding ^P

20. Proper cooling time and temperatures

NOTE: The requirement for cooling cooked TCS food is that the food must be cooled from 135°F to 41°F or less in 6 hours provided that the food is cooled from 135°F to 70°F within the first 2 hours. For example, if a facility cools chili from 135°F to 70°F in 1.5 hours; they then have 4.5 hours to get it from 70°F to 41°F or less. There are two critical limits that must be met with cooling. Discussions with the person in charge along with observations should be used to determine compliance. For instance, during discussion the person in charge says that a food product was cooled overnight in the walk-in cooler. The product is checked, and the temperature is 50°F. Eight hours have elapsed from closing to opening. This item should be marked OUT because the product did not cool from 135°F to 70°F within two hours and from 135°F to 41°F or less within a total of 6 hours. This item should also be marked OUT if the product did not cool from ambient temperatures to 41°F within 4 hours such as canned foods. Temperatures IN compliance and OUT of compliance should be recorded in the "Temperature Observations" section of the inspection report. Since the entire cooling process is difficult to observe during an inspection, a determination of whether foods are currently being cooled should be made at the onset of the inspection. If cooling is taking place, temperatures should be taken to make a determination of whether proper cooling is possible with procedures being used. The PIC must demonstrate that both critical limits have been met for the cooling process. Observations of methods and information provided from the operator shall demonstrate if the process is IN or OUT of compliance.

IN/OUT This item should be marked IN or OUT of compliance based on actual temperatures of TCS foods in the cooling process. The basis for determining IN or OUT of compliance can also be supported through discussion and/or record review which would provide the inspector reliable data of the "start time" for cooling from 135°F. See above NOTE for an example of using actual temperature and discussion with the PIC in determining OUT of compliance without actually being at the establishment during the entire cooling of TCS process, from start to finish.

N.A. This item may be marked N.A. when the establishment does **not** receive raw eggs, shellstock, or milk, prepares **no** TCS food from ambient temperature ingredients that require cooling, and does **not** cool cooked TCS food.

N.O. This item may be marked N.O. when the establishment does cool TCS food, but proper cooling per the prescribed temperature and time parameters cannot be determined during the length of the inspection.

Applicable Code Sections:

3-501.14 Cooling ^P

21. Proper hot holding temperatures

NOTE: Temperatures IN compliance and OUT of compliance should be recorded in the "Temperature Observations" section of the inspection report.

IN/OUT This item should be marked IN or OUT of compliance based on actual food temperature measurements using a calibrated food temperature measuring device. This item should be marked IN compliance when the regulatory authority determines that, of the TCS food temperature measurements taken during the inspection, no hot holding temperatures are less than prescribed by the Code. This item is marked OUT of compliance if one TCS food is found out of temperature unless Time as a Public Health Control (TPHC) is used for that TCS food.

N.A. This item may be marked N.A. when the establishment does **not** hot hold food.

N.O. This item may be marked N.O. when the establishment does hot hold food, but no foods are being held hot during the time of inspection. Inspections should be conducted during a time when hot holding temperatures can be taken.

Applicable Code Sections:

3-501.16(A)(1) Time/Temperature Control for Safety Food, Hot and Cold Holding ^P

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22. Proper cold holding temperatures

NOTE: Temperatures IN compliance and OUT of compliance should be recorded in the "Temperature Observations" section of the inspection report.

IN/OUT This item should be marked IN or OUT of compliance based on actual food temperature measurements using a calibrated food temperature measuring device. Discussions should be made with the PIC to determine if a food is in the process of cooling, TPHC is used, or there is an approved method to render a food so that it is not TCS food. This item should be marked IN compliance when the regulatory authority determines that, of the temperature measurements taken during the inspection, no cold holding temperatures are greater than prescribed by the Code. This item should be marked OUT of compliance if one TCS food is found out of temperature, with supportive evidence unless TPHC is used for that TCS food.

N.A. This item may be marked N.A. when the establishment does **not** cold hold food.

N.O. This item may be marked N.O. when the establishment does cold hold food, but no foods are being held cold during the time of inspection. Inspections should be conducted during a time when cold holding temperatures can be taken.

Applicable Code Sections:

3-501.16(A)(2) and (B) Time/Temperature Control for Safety Food, Hot and Cold Holding ^P

23. Proper date marking and disposition

IN/OUT This item should be marked IN or OUT of compliance. This item would be IN compliance when there is a system in place for date marking all foods that are required to be date marked and is verified through observation. If date marking applies to the establishment, the PIC should be asked to describe the methods used to identify product shelf-life or "consume-by" dating. The regulatory authority must be aware of food products that are listed as exempt from date marking and date marking time frames. For disposition, mark IN when foods are all within date marked time limits or food is observed being discarded within date marked time limits or OUT of compliance, such as when date marked food exceeds the time limit or date-marking is not done.

N.A. This item may be marked N.A. when there is **no** ready-to-eat, TCS food prepared on-premise and held, or commercial containers of ready-to-eat, TCS food opened and held, over 24 hours in the establishment.

N.O. This item may be marked N.O. when the establishment does handle foods requiring date marking, but there are no foods requiring date marking in the facility at the time of inspection.

Applicable Code Sections:

3-501.17 Ready-To-Eat Time/Temperature Control for Safety Food, Date Marking ^{PH}

3-501.18 Ready-To-Eat Time/Temperature Control for Safety Food, Disposition ^P

24. Time as a Public Health Control: procedures and records

IN/OUT This item should be marked IN or OUT of compliance based on direct observations, record review, a discussion with the PIC, and the review of any standard operating procedures to determine if the intent of the Code for use of TPHC is met. This provision only applies if it is the actual intention or conscious decision by the PIC to store TCS food out of temperature control using TPHC; otherwise, it may be a cold or hot holding issue. This item should be marked IN compliance if there is an approved written procedure at the food establishment that identifies the types of food products that will be held using time only, describes the procedure for how TPHC will be implemented, and if applicable delineates how food items, previously cooked and cooled before time is used, are properly cooled; and food items (marked or identified) do not exceed the 4-hour limit at any temperature or 6-hour limit at 70°F or less. This item should be marked OUT of compliance when the PIC implies the use of TPHC but does not have an effective mechanism for indicating the point in time when the food is removed from temperature control to the 4 or 6-hour discard time, or a written procedure or an effective mechanism for using TPHC is not present at the facility.

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- N.A.** This item may be marked N.A. when the establishment does not use time only as the public health control.
- N.O.** This item may be marked N.O. when the establishment uses time only as the public health control but is not using this practice at the time of inspection.

Applicable Code Sections:

3-501.19 Time as a Public Health Control ^{P, P†}

Consumer Advisory

25. Consumer advisory provided for raw or undercooked foods

IN/OUT This item should be marked IN or OUT of compliance based on a thorough review with the PIC of the posted, written, and special/daily menus, to determine if untreated shell eggs, meats, fish, or poultry are used as an ingredient or ordered as a raw, raw-marinated, partially cooked, or undercooked food. The advisory also applies to shellstock offered for sale from a retail service case. This item should be marked IN compliance if the establishment provides an advisory that meets the intent of the Food Code for both the disclosure and reminder components. This item should be marked OUT of compliance when raw or undercooked foods are served or sold and there is no consumer advisory, the food item is not **disclosed**, or there is no **reminder** statement. The consumer advisory does not exempt the requirement for freezing for parasite control, nor should it be used for foods that have only gone through the initial heating and cooling stages of a non-continuous cooking process.

- N.A.** This item may be marked N.A. when a food establishment does not serve a ready-to-eat food that necessitates an advisory, i.e., an animal food that is raw, undercooked, or not otherwise processed to eliminate pathogens.
- N.O.** **Do Not Mark** this item N.O.

Applicable Code Sections:

3-603.11 Consumption of Animal Foods that are Raw, Undercooked, or Not Otherwise Processed to Eliminate Pathogens ^{P†}

Highly Susceptible Populations

26. Pasteurized foods used; prohibited foods not offered

NOTE: Discussions with the PIC and employees regarding whether or not certain foods are served, or certain practices occur in the establishment, along with observations should be used to determine compliance.

IN/OUT This item should be marked IN or OUT of compliance based on direct observations and discussions with the PIC and food employees regarding whether or not certain foods are served, or certain practices occur in an establishment serving a highly susceptible population. Violations of bare hand contact by food employees serving a highly susceptible population ¶ 3-801.11(D) is marked under item #9. This item should be marked IN compliance if only treated/pasteurized juices/juice beverages are served; only pasteurized eggs are used in recipes if eggs are undercooked and if eggs are combined, unless there is a cook step or HACCP plan to control *Salmonella enteritidis*; no raw or partially cooked animal foods or raw seed sprouts are served; and no unopened packaged food is re-served following service to patients in medical isolation or quarantine.

- N.A.** This item may be marked N.A. if a highly susceptible population is not served.
- N.O.** **Do Not Mark** this item N.O.

Applicable Code Sections:

3-801.11(A), (B), (C), (E) and (G) Pasteurized Foods, Prohibited Re-Service, and Prohibited Food ^P

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Chemical

27. Food additives: approved and properly used

IN/OUT This item should be marked IN or OUT of compliance based on direct observations of food ingredients in storage and listed as product ingredients supplemented by discussion with the PIC. This item is marked IN compliance if approved food and color additives are on site and used properly or if sulfites are on the premises, and they are not applied to fresh fruits/vegetables for raw consumption. Approved food additives are listed and have threshold limits in accordance with the CFRs, and does not apply to food additives that are considered Generally Recognized as Safe (GRAS), such as salt, pepper, etc. This item is marked OUT of compliance if unapproved additives are found on the premises or approved additives are improperly used, such as sulfites being applied to fresh fruits or vegetables.

N.A. This item may be marked N.A. if the food establishment does not use any additives or sulfites on the premises.

N.O. **Do Not Mark** this item N.O.

Applicable Code Sections:

3-202.12 Additives ^P
3-302.14 Protection from Unapproved Additives ^P

28. Toxic substances properly identified, stored, and used

IN/OUT This item should be marked IN or OUT of compliance based on direct observations of chemical labeling, storage, reconstitution, and application of bulk and working containers of cleaning agents and sanitizers, personal care items, first aid supplies, medicines, pesticides, and potential toxic and poisonous substances. This item should be marked IN compliance when bulk and working containers of cleaning agents and sanitizers are labeled; sanitizing solutions are not exceeding the maximum concentrations; personal care items, first aid supplies, medicines, and chemicals are stored separate from and not above food, equipment, utensils, linens, and single-service and single-use articles; and restricted use pesticides are applied only by or under the supervision of a certified applicator. This item should be marked OUT of compliance if a cleaning agent or sanitizer is not properly identified and stored; if a sanitizing solution has a higher concentration than prescribed and medicines and first aid kits are improperly labeled and stored. Violations of solutions exceeding the recommended concentration in chemical washes for fruits and vegetables (§7-204.12) would be marked under Item #42.

N.A. **Do Not Mark** this item N.A.

N.O. **Do Not Mark** this item N.O.

Applicable Code Sections:

7-101.11 Identifying Information, Prominence-Original Containers ^{P†}
7-102.11 Common Name-Working Containers ^{P†}
7-201.11 Separation-Storage ^P
7-202.11 Restriction-Presence and Use ^{P†}
7-202.12 Conditions of Use ^{P, P†, C}
7-203.11 Poisonous or Toxic Material Containers-Container Prohibitions ^P
7-204.11 Sanitizers, Criteria-Chemicals ^P
7-204.12 Chemicals for Washing, Treatment, Storage and Processing Fruits and Vegetables, Criteria ^P
7-204.13 Boiler Water Additives, Criteria ^P
7-204.14 Drying Agents, Criteria ^P
7-205.11 Incidental Food Contact, Criteria-Lubricants ^P
7-206.11 Restricted Use Pesticides, Criteria ^P
7-206.12 Rodent Bait Stations ^P
7-206.13 Tracking Powders, Pest Control and Monitoring ^{P, C}
7-207.11 Restriction and Storage-Medicines ^{P, P†}
7-207.12 Refrigerated Medicines, Storage ^P
7-208.11 Storage-First Aid Supplies ^{P, P†}

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7-209.11	Storage-Other Personal Care Items
7-301.11	Separation-Storage and Display, Stock and Retail Sale ^P

Conformance with Approved Procedures

29. Compliance with variance, specialized process, reduced oxygen packaging criteria or HACCP plan

NOTE Except for fish a HACCP plan is not required when a TCS food is packaged using a reduced oxygen packaging method and is labeled with production time and date, held at required cold holding temperature, and removed from ROP packaging within 48 hours after packaging at the food establishment.

IN/OUT This item should be marked IN or OUT of compliance based on direct observations of food preparation and storage, a discussion with the PIC to determine if there are specialized food processes [i.e. smoking food, curing food, reduced oxygen packaging, using food additives to render a food so that it is not TCS food, cook chill, sous vide, etc.] and the record review of standard operating procedures and HACCP documentation. This item should be marked IN compliance when observations of food operations and review of available records indicate compliance is being met with regards to specialized food processes and HACCP plans were submitted to the regulatory authority prior to conducting a ROP operation that conforms to procedures within §3-502.12. This item should be marked OUT of compliance if the inspection reveals specialized food processes that are not approved by the regulatory authority are performed or not conducted in accordance with the approved variance or a HACCP plan was not submitted to the regulatory authority prior to engaging in a ROP operation without a variance. This item is also OUT when the approved variance as specified in §8-103.12(A) is not kept at the food establishment.

Note: *Do not mark items requiring a special approval due to variations such as 2-compartment sink use, lack of a dumpster pad, extended date-marking, extended TPHC, etc. These violations shall be marked under the citation from which it deviates.*

- a) **This item should be marked OUT of compliance if the inspection reveals specialized food processes that are not approved by the Regulatory Authority.** The specialized process must stop immediately, and no food involved in that process may be sold or served. Local EHS should contact their Health Director or Environmental Health Regional Specialist for embargo assistance. The regional staff will assist in determining if voluntary disposal should be requested. If the process is stopped immediately, mark the item OUT with 1/2 credit deducted for the original violation. Document CDI and include comments concerning the outcome of the food in question. The operator should be told the type of approval required and proper request form(s) should be provided. If, during the next inspection, it is determined that the specialized process is still being conducted, this item should be marked OUT with full credit deducted and an Intent to Suspend the permit should be issued. The operator should be told to stop the process immediately. If the operator continues the specialized process without regulatory approval, an Immediate Permit Suspension should be issued. The establishment would be allowed to resume operation after verification that the specialized process has stopped, and disposal of all food associated with that process.
- b) **This item should be marked OUT of compliance with ½ credit deduction if an establishment has received a Variance Approval and/or HACCP plan approval for a specialized process, but an inspection or verification visit reveals the operators are not in compliance with 8-103.12.** The specialized process should be stopped in order to assess severity and root cause of non-compliance. If food product is available, local EHS should contact regional staff for guidance on disposal or Embargo action. Operators should be reminded that non-compliance may result in loss of Variance and HACCP plan approvals. If an establishment continues to be non-compliant with their approval, local

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staff should mark this item OUT with full deductions and pursue suspension or revocation of the Variance and/or HACCP approvals. If a Variance Approval or HACCP plan approval is revoked and the operator wants to resume the specialized process, the request for an approval must start over. Completed applications and necessary documents must be resubmitted to the appropriate group.

N.A. This item may be marked N.A. if the establishment is not required by the regulatory authority to have a variance or HACCP plan for a specialized process listed in the citations below.

N.O. **Do Not Mark** this item N.O.

Applicable Code Sections:

3-404.11	Treating Juice ^{P,PF}
3-502.11	Variance Requirement ^{PF}
3-502.12	Reduced Oxygen Packaging, Criteria ^{P,PF}
4-204.110(B)	Molluscan Shellfish Tanks ^{P,PF}
8-103.12	Conformance with Approved Procedures ^{P,PF}
8-201.13	When a HACCP Plan is Required
8-201.14	Contents of a HACCP Plan ^{PF}

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Good Retail Practices (GRPs)

D. MARKING INSTRUCTIONS FOR EACH GOOD RETAIL PRACTICE (GRP) ON THE INSPECTION REPORT

Good Retail Practices (GRPs) are systems to control basic operational and sanitation conditions within a facility, and if not controlled, they could be contributing factors to foodborne illness by introducing hazards (biological, chemical and physical), into the end product, either directly or indirectly. For example, equipment in disrepair, such as a cutting board with deep grooves/cuts, makes effective cleaning difficult or impossible, and thereby could introduce a bacterial hazard onto food that comes into contact with the board. In addition, in assessing GRPs, it is important to make an overall assessment of the conditions by looking for trends versus an isolated incident; and the potential public health impact. For example, a few missing floor tiles in a dry area may not rise to the level of a "violation"; however, missing floor tiles in an area where equipment is subject to in-place manual cleaning without the use of an enclosed clean in place (CIP) system, i.e., using pressure hoses over band saws, slicers, or mixers, could create conditions whereby a bacterial hazard could be introduced on to the food equipment. These items usually require judgment, and if uncorrected, the regulatory authority must decide whether or not these conditions would lead to potential contamination.

GRPs are the methods used in, or the facilities or controls used for, the receiving, preparation, storage, serving, packaging or holding of food which are designed to assure unsanitary conditions do not lead to the introduction of hazards or unintentional substances into the end product. The intention of this inspection form is to focus the inspector's attention on those factors that have been shown to be most often linked with causing foodborne illness. For marking the GRPs section, indicate **IN** and **OUT** and the point value debited if a code provision under that item is **OUT** of compliance. Indicate **N.A.** and **N.O.**, where applicable. Document each violation of the code provision for the item number in the "Observations and Corrective Actions" section on the second page of the inspection report. For items marked **OUT** of compliance, further indicate the **VIOLATION STATUS** by marking the corresponding box: **CDI** = Corrected During Inspection, **R** = Repeat violation and **VR** = Verification Required per the same instructions as given in the Risk Factor section.

E. TEMPERATURE OBSERVATIONS

Item/location	Record the common name of the food as well as the condition, process, and location of the food at the time of monitoring e.g. hot holding, refrigerator, prep-table. Temperatures in compliance and out of compliance should be documented.
Food Temperature	Record the temperature indicated on the inspector's thermometer. Specify the measurement in °F or °C. <i>(Note: Food temperature measuring devices that are scaled only in Fahrenheit should be accurate to ±2°F in the intended range of use. Food temperature measuring devices that are scaled only in Celsius or dually scaled in Celsius and Fahrenheit should be accurate to ± 1°C in the intended range of use.)</i>

F. OBSERVATIONS AND CORRECTIVE ACTIONS

Include here specific descriptions of violations observed and recorded in the Risk Factors and Interventions section and Good Retail Practices section. Also include corrective actions for the noted violations and temperatures.

G. SIGNATURE BLOCK

Person in Charge	The PIC is the individual present at a food establishment who is responsible for the operation at the time of the inspection.
Regulatory Authority	The RA is the individual conducting the inspection.

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Safe Food and Water

30. Pasteurized eggs used where required

Certain menu items use eggs as an ingredient in the preparation of RTE foods, such as Caesar salad, Hollandaise sauce, etc. This is verified by discussion with the PIC and food employees regarding the substitution of pasteurized egg products for raw eggs in uncooked foods, unless allowed under ¶ 3-401.11(D)(2).

N.A. This item may be marked N.A. if the establishment does not serve RTE foods that include raw eggs as an ingredient or if the establishment properly uses a consumer advisory for RTE foods that are made with non-pasteurized raw/undercooked eggs.

Applicable Code Section:

3-302.13 Pasteurized Eggs Substituted for Raw Eggs for Certain Recipes ^P

31. Water and ice from approved source

There are two types of systems: Public Water System or Non-Public Water System. Regardless of its source, it must meet drinking water standards established by EPA and applicable state drinking water quality standards. If a non-public system is used as Drinking water, the water is sampled / tested at least yearly and records retained on file at the food establishment or per state regulations. Consideration must be given to the supply containers, piping, hoses, etc., connected to the APPROVED source when water is made available for mobile and/or temporary food establishment without a permanent supply.

Applicable Code Sections:

3-202.16 Ice ^P
 5-101.11 Approved System-Source ^P
 5-102.11 Standards-Quality ^P
 5-102.12 Nondrinking Water ^{Pf}
 5-102.13 Sampling ^{Pf}
 5-102.14 Sample Report
 5-104.12 Alternative Water Supply ^{Pf}

32. Variance obtained for specialized processing methods

When a Food Establishment wants to deviate from a requirement in the code, utilizes Specialized Processing Methods as specified in § 3-502.11 such as Smoking Food for Preservation, curing food etc. a variance must first be obtained from the regulatory authority. A HACCP plan may also be required as listed in ¶ 8-201.13(A) as part of the variance request.

Note: Do not mark items requiring a special approval due to variations such as 2-compartment sink use, lack of a dumpster pad, extended date-marking, extended TPHC, rendering a food non-TCS. These violations shall be marked under the citation from which it deviates.

- a) The specialized process must stop immediately, and no food involved in that process may be sold or served. Local EHS may request the Health Director or Environmental Health Regional Specialist to use their Embargo authority to detain food. The regional staff will assist in determining if voluntary disposal should be requested. If the process is stopped immediately, mark the item OUT with 1/2 credit deducted for the original violation. Document CDI and include comments concerning the outcome of the food in question. The operator should be told the type of approval required (local or state) and proper request form(s) should be provided. If, during the next inspection, it is determined that the specialized process is still being conducted, this item should be marked OUT with full credit deducted and an Intent to Suspend the permit should be issued. The operator should be told to stop the process immediately. If the operator continues the specialized process without regulatory approval, an Immediate Permit Suspension should be

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issued. The establishment would be allowed to resume operation after verification that the specialized process has stopped, and disposal of all food associated with that process.

- b) Failure to comply with Item #30 will mean Item #27 is out of compliance as well. Item #30 refers only to receiving variance and HACCP plan approvals, where required. Therefore, the local EHS will need to determine which approval is needed for the process in question. Once that determination has been made, the guidance in the previous paragraphs should be followed for point deductions and/or permit action.

N.A. This item may be marked N.A. if the establishment is not engaged in a specialized processing method, other operation requiring a variance and a HACCP plan, or a process or processing method determined by the regulatory authority to require a variance and a HACCP plan.

Applicable Code Section:

8-103.11 Documentation of Proposed Variance and Justification [¶]

Food Temperature Control

33. Proper cooling methods used; adequate equipment for temperature control

A determination must first be made that cooling food is part of the processing step. To assess whether or not the methods used facilitate the cooling criteria specified under § 3-501.14, a discussion with the PIC should support actual observations used in cooling foods. There should be enough equipment with sufficient capacity used for the cooling, heating and hot/cold holding of foods requiring temperature control as specified in Chapter 3 to meet the demands of the operation. Observations must support the determination of compliance status. Frozen food is solid to the touch.

Applicable Code Sections:

3-501.11 Frozen Food
3-501.15 Cooling Methods [¶]
4-301.11 Cooling, Heating, and Holding Capacities-Equipment [¶]

34. Plant food properly cooked for hot holding

In determining compliance, observation along with an actual cooking temperature must be obtained.

N.A. This item may be marked N.A. if vegetables and fruits are **not** cooked for hot holding in the establishment.

N.O. This item may be marked N.O. when plant foods are cooked for hot holding but are not available for observation during the inspection.

Applicable Code Section:

3-401.13 Plant Food Cooking for Hot Holding [¶]

35. Approved thawing methods used

Observing and then gaining an understanding of the establishment's thawing method(s) will help in determining whether a violation exists from the approved thawing methods found under § 3-501.13 as well as the level of risk imposed. Keep in mind that various food products especially those destined for deep-fat frying are often slacked (not thawed) prior to cooking.

Applicable Code Sections:

3-501.12 Time/Temperature Control for Safety Food, Slacking
3-501.13 Thawing ^{¶, c}

N.A. This item may be marked N.A. if TCS food are **not** thawed.

N.O. This item may be marked N.O. if this food is thawed, but thawing was not observed during the inspection.

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36. Thermometers provided and accurate

Thermometers provide a means for assessing active managerial control of TCS food temperatures. Determine compliance by observing the in-use storage location and verifying the scaling of the temperature measuring devices in the range of use to measure food, water, or ambient air temperatures. Food thermometers must be calibrated at a frequency to ensure accuracy. Food thermometers should be accessible for use by employees and have a probe size appropriate to the food item.

Applicable Code Sections:

4-203.11	Temperature Measuring Devices, Food-Accuracy ^{PI}
4-203.12	Temperature Measuring Devices, Ambient Air and Water-Accuracy ^{PI}
4-204.112	Temperature Measuring Devices-Functionality ^{PI}
4-302.12	Food Temperature Measuring Devices ^{PI}
4-502.11(B)	Good Repair and Calibration ^{PI}

Food Identification

37. Food properly labeled: original container

Packaged foods are required to conform to specific labeling laws. Foods packaged within the food establishment must also conform to the appropriate labeling laws, with considerations given to accuracy as well as not being misleading such as species substitutions, e.g. white tuna instead of Escolar. In addition, all major food allergens, if present, must be accurately declared on the package. Working containers and bulk foods removed from their original packaging require some level of assessment as to how recognizable the food is without labeling by its common name. Molluscan shellfish and vended TCS foods must specifically be assessed based on their specific packaging and labeling requirements.

Applicable Code Sections:

3-202.17	Shucked Shellfish, Packaging and Identification ^{PI, C}
3-203.11	Molluscan Shellfish, Original Container
3-302.12	Food Storage Containers Identified with Common Name of Food
3-601.11	Standards of Identity
3-601.12	Honestly Presented
3-602.11	Food Labels ^{PI, C}
3-602.12	Other Forms of Information

Prevention of Food Contamination

38. Insects and rodents not present; no unauthorized animals

An assessment is made through observation and discussion with the PIC for measures taken to control the presence of pests in the food establishment, including elimination of entry points and harborage areas, and removal of pests and its evidence. Insect trapping devices must not be located over food preparation areas. Animals must only be present as service animals or as approved in outdoor dining.

Applicable Code Sections:

2-403.11	Handling Prohibition-Animals ^{PI}
6-202.13	Insect Control Devices, Design and Installation
6-202.15	Outer Openings, Protected
6-202.16	Exterior Walls and Roofs, Protective Barrier
6-501.111	Controlling Pests ^{PI, C}
6-501.112	Removing Dead or Trapped Birds, Insects, Rodents and other Pest
6-501.115	Prohibiting Animals ^{PI}

39. Contamination prevented during food preparation, storage and display

The observation and understanding of the flow of food items from the point of receipt to the point of sale, service or distribution is necessary to determine whether a violation exists. Food is subject to direct and indirect sources of contamination in the establishment. Sources may be related to the working environment, packaging, adequacy of storage facilities, and exposure of food on display to contamination (i.e. salad bars).

Applicable Code Sections:

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3-202.19	Shellstock, Condition
3-303.11	Ice Used as Exterior Coolant, Prohibited as Ingredient ^P
3-303.12	Storage or Display of Food in Contact with Water or Ice
3-304.13	Linens and Napkins, Use Limitations
3-305.11	Food Storage-Preventing Contamination from the Premises
3-305.12	Food Storage, Prohibited Areas
3-305.14	Food Preparation
3-306.11	Food Display-Preventing Contamination by Consumers ^P
3-306.12	Condiments, Protection
3-306.13(B) and (C)	Consumer Self-Service Operations ^{PI}
3-307.11	Miscellaneous Sources of Contamination
6-404.11	Segregation and Location-Distressed Merchandise ^{PI}

40. Personal cleanliness

Observation of facility personnel for clean outer clothing, effective hair restraints, prohibited jewelry and the condition or protection of fingernails must be made. This includes the use of single-use gloves over an impermeable bandage, finger cot or finger stall.

Applicable Code Sections:

2-302.11	Maintenance-Fingernails ^{PI}
2-303.11	Prohibition-Jewelry
2-304.11	Clean Condition-Outer Clothing
2-401.13	Use of Bandages, Finger Cots, or Finger Stalls
2-402.11	Effectiveness-Hair Restraints

41. Wiping cloths: properly used and stored

Wiping cloths are to be used for a designated purpose. When stored in solution, the solutions should be visibly clean and maintained at the proper sanitizer concentration (§4-501.114). Solutions exceeding the recommended sanitizer concentrations would be marked on the Inspection Form under item #28, Toxic substances properly identified, stored, and used. Sponges, if present, are not to be used in contact with clean/sanitized food contact surfaces.

Applicable Code Sections:

3-304.14	Wiping Cloths, Use Limitation
4-101.16	Sponges Use Limitation
4-901.12	Wiping Cloths, Air Drying Location

42. Washing fruits and vegetables

Raw fruits and vegetables are to be washed prior to their preparation or offered as RTE. Chemicals are allowed for washing fruits and vegetables, along with simply washing them in water. Chemicals that are used in the wash water for fruits and vegetables must be listed and approved with threshold limits in accordance with the CFR's. Refer to the label or labeling of the additive for adequate directions and to assure safe use. Discussion with the PIC and food employees will help determine the establishment's practice.

N.A. This item may be marked N.A. if the establishment does not serve or process fruits and vegetables or if fruits and vegetables are pre-washed when received.

Applicable Code Sections:

3-302.15	Washing Fruits and Vegetables
7-204.12	Chemicals for Washing, Treatment, Storage and Processing Fruits and Vegetables, Criteria ^P

Proper Use of Utensils

43. In-use utensils: properly stored

Based on the type of operation, there are a number of methods available for storage of in-use utensils during pauses in food preparation or dispensing, such as in the food, clean and protected, or under running water to

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prevent bacterial growth. If stored in a container of water, the water temperature must be at least 135°F. In-use utensils may not be stored in chemical sanitizer or ice between uses. Ice scoops may be stored handles up in an ice bin.

Applicable Code Sections:

3-304.12 In-Use Utensils, Between-Use Storage

44. Utensils, equipment and linens: properly stored, dried & handled

An assessment is made of the overall storage practices and handling of clean equipment and utensils, including tableware located in the various areas within an establishment, including the basement, wait station and dining room. Equipment must be air dried prior to storage, and linens must be properly cleaned and stored.

Applicable Code Sections:

4-801.11 Clean Linens
 4-802.11 Specifications-Laundering Frequency
 4-803.11 Storage of Soiled Linens
 4-803.12 Mechanical Washing
 4-901.11 Equipment and Utensils, Air-Drying Required
 4-903.11(A), (B) and (D) Equipment, Utensils, Linens and Single-Service and Single-Use Articles Storing
 4-903.12 Prohibitions
 4-904.11 Kitchenware and Tableware-Preventing Contamination
 4-904.12 Soiled and Clean Tableware
 4-904.13 Preset Tableware
 4-904.14 Rinsing Equipment and Utensils after Cleaning and Sanitizing

45. Single-use and single-service articles; properly stored and used

These items are not designed to be cleaned and re-used; therefore, they must be properly stored and protected to prevent contamination. Food establishments without facilities for cleaning and sanitizing kitchenware and tableware shall provide only single-use and single-service articles.

Applicable Code Sections:

4-502.12 Single-Service and Single-Use Articles, Required Use ^P
 4-502.13 Single-Service and Single-Use Articles-Use Limitations
 4-502.14 Shells, Use Limitations
 4-903.11(A) and (C) Equipment, Utensils, Linens and Single-Service and Single-Use Articles-Storing
 4-903.12 Prohibitions
 4-904.11 Kitchenware and Tableware-Preventing Contamination

46. Gloves used properly

The observation of food preparation activities and glove-use by food employees is necessary. There should be a discussion with the PIC on how gloves are used, if applicable, in food preparation activities. Gloves may serve as a source of cross-contamination if misused. *Note: Single-use gloves used for more than one task should be marked under #15.*

Applicable Code Sections:

3-304.15(B)-(D) Gloves, Use Limitations

Utensils and Equipment

47. Equipment, food and non-food-contact surfaces approved; cleanable, properly designed, constructed and used

Equipment and utensils must be properly designed and constructed, and in good repair. Proper installation and location of equipment in the food establishment are important factors to consider for ease of cleaning in preventing accumulation of debris and attractants for insects and rodents. Equipment must be properly used and in proper adjustment, such as calibrated food thermometers.

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Applicable Code Sections:

3-304.16	Using Clean Tableware for Second Portions and Refills
3-304.17	Refilling Returnables ^P
4-101.11	Characteristics-Materials for Construction and Repair ^{P, C}
4-101.12	Cast Iron, Use Limitations
4-101.13	Lead, Use Limitation ^{P, C}
4-101.14	Copper Use Limitation ^P
4-101.15	Galvanized Metal, Use Limitation ^P
4-101.17	Wood, Use Limitation
4-101.18	Nonstick Coatings, Use Limitation
4-101.19	Nonfood-Contact Surfaces
4-102.11	Characteristics-Single-Service and Single-Use ^{P, C}
4-201.11	Equipment and Utensils-Durability and Strength
4-201.12	Food Temperature Measuring Devices ^P
4-202.11	Food-Contact Surfaces-Cleanability ^{PF}
4-202.12	CIP Equipment ^{PL, C}
4-202.13	"V" Threads, Use Limitation
4-202.14	Hot Oil Filtering Equipment
4-202.15	Can Openers
4-202.16	Nonfood-Contact Surfaces
4-202.17	Kick Plates Removable
4-204.12	Equipment Openings, Closures and Deflectors
4-204.13	Dispensing Equipment, Protection of Equipment and Food ^{P, C}
4-204.15	Bearings and Gear Boxes, Leakproof
4-204.16	Beverage Tubing, Separation
4-204.17	Ice Units, Separation of Drains
4-204.18	Condenser Unit, Separation
4-204.110(A)	Molluscan Shellfish Tanks ^P
4-204.120	Equipment Compartments, Drainage
4-204.122	Case Lot Handling Apparatuses, Movability
4-205.10	Food Equipment, Certification and Classification
4-302.11	Utensils, Consumer Self-Service ^{PF}
4-401.11	Equipment, Clothes Washers, Dryers and Storage Cabinets, Contamination Prevention-Location
4-402.11	Fixed Equipment, Spacing or Sealing-Installation
4-402.12	Fixed Equipment, Elevation or Sealing
4-501.11	Good Repair and Proper Adjustment-Equipment
4-501.12	Cutting Surfaces
4-501.13	Microwave Ovens
4-502.11(A) and (C)	Good Repair and Calibration-Utensils and Temperature and Pressure Measuring Devices
4-603.11	Dry Cleaning-Methods
4-902.11	Food-Contact Surfaces-Lubricating and Reassembling
4-902.12	Equipment-Lubricating and Reassembling
.2663	OUTDOOR DINING AND BEVERAGE FACILITIES

48. Warewashing facilities: installed, maintained and used; test strips

Adequate warewashing facilities must be available and used for the cleaning and sanitization of food-contact surfaces, including the availability of means to monitor its use and the effectiveness of sanitization. For example, an irreversible registering temperature indicator is provided and readily accessible for measuring the utensil surface temperature for establishments that have a hot water mechanical warewashing operation. Observation of manual and mechanical warewashing methods are made to assess the procedure for cleaning and sanitizing equipment and utensils. This item is marked OUT of compliance when cleaners and sanitizers are not available for use within the food establishment.

Applicable Code Sections:

4-203.13	Pressure Measuring Devices, Mechanical Warewashing Equipment
4-204.113	Warewashing Machine, Data Plate Operation Specifications
4-204.114	Warewashing Machines, Internal Baffles
4-204.115	Warewashing Machines, Temperature Measuring Devices ^{PF}
4-204.116	Manual Warewashing Equipment, Heaters and Baskets ^{PF}
4-204.117	Warewashing Machines, Automatic Dispensing of Detergents and Sanitizers ^{PF}
4-204.118	Warewashing Machines, Flow Pressure Device
4-204.119	Warewashing Sinks and Drainboards, Self-Draining
4-301.12	Manual Warewashing, Sink Compartment Requirements ^{PL, C}

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4-301.13	Drainboards
4-302.13	Temperature Measuring Devices, Manual and Mechanical Warewashing ^{Pf}
4-302.14	Sanitizing Solutions, Testing Devices ^{Pf}
4-303.11	Cleaning Agents and Sanitizers, Availability ^{Pf}
4-501.14	Warewashing Equipment, Cleaning Frequency
4-501.15	Warewashing Machines, Manufacturers' Operating Instructions
4-501.16	Warewashing Sinks, Use Limitation
4-501.17	Warewashing Equipment, Cleaning Agents ^{Pf}
4-501.18	Warewashing Equipment, Clean Solutions
4-501.19	Manual Warewashing Equipment, Wash Solution Temperature ^{Pf}
4-501.110	Mechanical Warewashing Equipment, Wash Solution Temperature ^{Pf}
4-501.113	Mechanical Warewashing Equipment, Sanitization Pressure
4-501.116	Warewashing Equipment, Determining Chemical Sanitizer Concentration ^{Pf}
4-603.12	Precleaning
4-603.13	Loading of Soiled Items, Warewashing Machines
4-603.14	Wet Cleaning
4-603.15	Washing, Procedures for Alternative Manual Warewashing Equipment
4-603.16	Rinsing Procedures

49. Non-food-contact surfaces clean

Observations should be made to determine if the frequency of cleaning is adequate to prevent soil accumulations on non-food-contact surfaces.

Applicable Code Sections:

4-601.11(B) and (C)	Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils
4-602.13	Nonfood Contact Surfaces

Physical Facilities

50. Hot and cold water available; adequate pressure

Regardless of the supply system, the distribution of water to the facility must be protected and operated according to law. Adequate pressure is to be maintained at all fixtures during peak demand including the capacity to provide hot water at peak hot water demand.

N.A. This item may be marked N.A. if the establishment is a hot dog push cart that does not require running water.

Applicable Code Sections:

5-103.11	Capacity-Quantity and Availability ^{Pf}
5-103.12	Pressure ^{Pf}
5-104.11	System ^{Pf}

51. Plumbing installed; proper backflow devices

The observation of an approved plumbing system, installed and maintained, including the equipment and devices connected to the potable water supply, is necessary to determine whether a violation exists. An assessment of the layout of the establishment and the water distribution system is made to determine if there are any points at which the potable water supply is subject to contamination or is in disrepair.

Applicable Code Sections:

5-101.12	System Flushing and Disinfection ^P
5-201.11	Approved-Materials ^P
5-202.11	Approved System and Cleanable Fixtures ^{P, C}
5-202.13	Backflow Prevention, Air Gap ^P
5-202.14	Backflow Prevention Device, Design Standard ^P
5-202.15	Conditioning Device, Design
5-203.13	Service Sink
5-203.14	Backflow Prevention Device, When Required ^P
5-203.15	Backflow Prevention Device, Carbonator ^P

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5-204.12	Backflow Prevention Device, Location
5-204.13	Conditioning Device, Location
5-205.12	Prohibiting a Cross Connection ^{P, PF}
5-205.13	Scheduling Inspection and Service for a Water System Device ^{PF}
5-205.14	Water Reservoir of Fogging Devices, Cleaning ^P
5-205.15	System Maintained in Good Repair ^{P, C}
5-301.11	Approved-Materials, Mobile Water Tank and Mobile Food Establishment Water Tank ^{P, C}
5-302.11	Enclosed System, Sloped to Drain
5-302.12	Inspection and Cleaning Port, Protected and Secured
5-302.13	"V" Type Threads, Use Limitation
5-302.14	Tank Vent, Protected
5-302.15	Inlet and Outlet, Sloped to Drain
5-302.16	Hose, Construction and Identification ^{P, C}
5-303.11	Filter, Compressed Air ^P
5-303.12	Protective Cover or Device
5-303.13	Mobile Food Establishment Tank Inlet
5-304.11	System Flushing and Sanitization-Operation and Maintenance ^P
5-304.12	Using a Pump and Hoses, Backflow Prevention
5-304.13	Protecting Inlet, Outlet and Hose Fitting
5-304.14	Tank, Pump and Hoses, Dedication ^P

52. Sewage and waste water properly disposed

There are two types of systems: public sewage treatment plant and an individual sewage disposal system. Observations of the facilities overall sewage and wastewater system is necessary to determine if a violation exists. Indications that a system is not functioning properly may include the presence of sewage back-up into the establishment or outdoors on the ground. Condensate drippage and other non-sewage wastes must be drained to a system in accordance to LAW, and backflow prevention, if required, installed between the sewage system and drain of equipment holding food or utensils. Mobile wastewater holding tanks must also be assessed for capacity and maintenance.

Applicable Code Sections:

5-401.11	Capacity and Drainage
5-402.11	Backflow Prevention ^P
5-402.12	Grease Trap
5-402.13	Conveying Sewage ^P
5-402.14	Removing Mobile Food Establishment Wastes ^{PF}
5-402.15	Flushing a Waste Retention Tank
5-403.11	Approved Sewage Disposal System ^P
5-403.12	Other Liquid Wastes and Rainwater

53. Toilet facilities: properly constructed, supplied and cleaned

A toilet facility should be assessed to determine if: it is not an attractant to insects; the number of fixtures are adequate; toilet tissue and a covered trash receptacle (ladies room only) are provided; fixtures are not being kept clean; and the door self-closes to prevent recontamination of hands.

N.A. This item may be marked N.A. if the establishment is a mobile food unit or a hot dog push cart that does not have toilet facilities.

Applicable Code Sections:

5-203.12	Toilets and Urinals
5-501.17	Toilet Room Receptacle, Covered
6-202.14	Toilet Rooms, Enclosed
6-302.11	Toilet Tissue, Availability ^{PF}
6-402.11	Conveniently Located
6-501.18	Cleaning of Plumbing Fixtures
6-501.19	Closing Toilet Room Doors

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54. Garbage and refuse properly disposed; facilities maintained

The assessment of the refuse collection and disposal areas for proper receptacles and maintenance is necessary to determine whether a violation exists. Since refuse areas may attract and harbor insects and pests, as well as create a public health nuisance, particular attention must be paid to the maintenance of the refuse facilities and area.

Applicable Code Sections:

5-501.11	Outdoor Storage Surface
5-501.12	Outdoor Enclosure
5-501.13	Receptacles
5-501.15	Outside Receptacles
5-501.16	Storage Areas, Rooms and Receptacles, Capacity and Availability
5-501.18	Cleaning Implements and Supplies
5-501.19	Storage Areas, Redeeming Machines, Receptacles and Waste Handling Units, Location
5-501.110	Storage Refuse, Recyclables and Returnables
5-501.111	Area, Enclosures and Receptacles, Good Repair
5-501.112	Outside Storage Prohibitions
5-501.113	Covering Receptacles
5-501.114	Using Drain Plugs
5-501.115	Maintaining Refuse Areas and Enclosures
5-501.116	Cleaning Receptacles
5-502.11	Frequency-Removal
5-502.12	Receptacles or Vehicles
5-503.11	Community or Individual Facility
6-202.110	Outdoor refuse Areas, Curbed and Graded to Drain

55. Physical facilities installed, maintained and clean

Observations are made of the overall conditions or practices related to the physical facility (e.g., materials used, good repair, and maintained). It is important to make an overall assessment of the physical facility conditions to determine the level of compliance and the potential public health impact involved if compliance is not met. Storage of maintenance tools, use of laundry facilities, if applicable, disposal of mop water and separate living/sleeping quarters are included in this section.

Applicable Code Sections:

4-301.15	Clothes Washers and Dryers
4-401.11(C)	Equipment, Clothes Washers and Dryers, and Storage Cabinets, Contamination Prevention
4-803.13	Use of Laundry Facilities
6-101.11	Surface Characteristics-Indoor Areas
6-102.11	Surface Characteristics-Outdoor Areas
6-201.11	Floors, Walls and Ceilings-Cleanability
6-201.12	Floors, Walls, and Ceilings, Utility Lines
6-201.13	Floor and Wall Junctions, Coved, and Enclosed or Sealed
6-201.14	Floor Carpeting, Restrictions and Installation
6-201.15	Floor Covering, Mats and Duckboards
6-201.16	Wall and Ceiling Coverings and Coatings
6-201.17	Walls and Ceilings, Attachments
6-201.18	Walls and Ceilings, Studs, Joists, and Rafters
6-202.19	Outdoor Walking and Driving Surfaces, Graded to Drain
6-202.111	Private Homes and Living or Sleeping Quarters, Use Prohibition ^P
6-202.112	Living or Sleeping Quarters, Separation
6-501.11	Repairing-Premises, Structures, Attachments, and Fixtures-Methods
6-501.12	Cleaning, Frequency and Restrictions
6-501.13	Cleaning Floors, Dustless Methods
6-501.15	Cleaning Maintenance Tools, Preventing Contamination ^{PT}
6-501.16	Drying Mops
6-501.17	Absorbent Materials on Floors, Use Limitation
6-501.113	Storing Maintenance Tools

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6-501.114 Maintaining Premises, Unnecessary Items and Litter

56. Meets ventilation and lighting requirements; designated areas used

Observations should be made to ensure that the ventilation is adequately preventing an accumulation of condensation, grease or other soil from potentially contaminating food and the surrounding environment and that lights are at an adequate light intensity, and personal belongings are properly stored to maintain clean and sanitary facility and protect food and equipment.

Applicable Code Sections:

- 4-202.18 Ventilation Hood Systems, Filters
- 4-204.11 Ventilation Hood Systems, Drip Prevention
- 4-301.14 Ventilation Hood Systems, Adequacy
- 6-202.11 Light Bulbs, Protective Shielding
- 6-202.12 Heating, Ventilation, Air Conditioning System Vents
- 6-303.11 Intensity-Lighting
- 6-304.11 Mechanical-Ventilation
- 6-305.11 Designation-Dressing Areas and Lockers
- 6-403.11 Designated Areas-Employee Accommodations for eating/drinking/smoking
- 6-501.14 Cleaning Ventilation Systems, Nuisance and Discharge Prohibition
- 6-501.110 Using Dressing Rooms and Lockers

Appendix K: Risk Control Plan

Risk Control Plan		
In Cooperation with the Division of Environmental Health		
¹ Establishment Name:		² Establishment Location:
³ Establishment Identification Number:	⁴ Establishment Type:	⁵ Risk Category
⁶ Date:	⁷ Person in Charge:	⁸ Supervising County Official:

Identified Risk Factor & Risk Factor Control

⁹ Identified Risk Factor:	¹⁰ Number of Times Risk Factor Identified in Last Fiscal	¹¹ Justification of Risk Control Plan:
Improper Holding		To reduce the potential for growth of pathogens by storing potentially hazardous foods at cooler temperatures of 41°F.
¹² Uncontrolled Process Step or CCP:	¹³ Hazard(s):	¹⁴ Critical Limit:
Cold Hold	Biological hazard: failure to prevent growth of pathogenic microorganisms	41F or less
¹⁵ Corrective Action(s):	¹⁶ Records:	¹⁷ Verification:
Rapid Chill	Refrigerator Temperature Log and Thermometer Calibration Log	Calibrate thermometers and reviewing of records to verify that monitoring and corrective actions are being conducted.

Monitoring

¹⁸ What	¹⁹ How	²⁰ Frequency	²¹ Who
Monitor air temperature of coolers	Using a calibrated food thermometer	Twice a day	Designated employee and Manager

Risk Control Plan

Purpose: To prevent foodborne illness by ensuring that all potentially hazardous foods are held at the proper temperature.

Instructions:

Appendix K: Risk Control Plan

Train food service employees who prepare or serve food about proper cold holding procedures. Include in the training a discussion of the temperature danger zone.

MONITORING:

1. Use a clean, sanitized, and calibrated probe thermometer to measure the temperature of the food.
2. Take the temperatures of foods by inserting the thermometer near the product's surface, at the thickest part, and in other various locations.
3. Take holding unit temperatures by placing a calibrated thermometer in the coolest part of a hot or warmest part of a cold holding unit.
4. For hot foods held for service:
 - A. Verify the unit's air/water temperature is 135 °F or above before use.
 - B. Reheat foods in accordance with the Reheating for Hot Holding SOP.
 - C. All hot, potentially hazardous foods should be 135 °F or above before placing the food out for display or service.
 - D. Take the internal temperature of food before placing it on a steam table or in a hot holding unit and at least every 2 hours after that.
5. For cold foods held for service:
 - A. Verify the unit's air/water temperature is 41 °F or below before use.
 - B. Chill foods, if applicable, in accordance with the cooling potentially hazardous foods SOP.
 - C. All cold, potentially hazardous foods should be 41 °F or below before placing the food out for display or service.
 - D. Take the internal temperature of the food before placing it onto any salad bar, display cooler, or cold serving line, and at least every 2 hours after that.
6. For cold foods in storage:
 - A. Take the internal temperature of the food before placing it into any walk-in cooler or reach-in cold holding unit.
 - B. Chill food in accordance with the cooling potentially hazardous foods SOP if the food is not 41 °F or below.
 - C. Verify that the air temperature of any cold holding unit is at 41 °F or below before use and at least every 4 hours after that during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any food service employee not following the procedures in this SOP.
2. For hot foods:
 - A. Reheat the food to 165 °F for 15 seconds if the temperature is below 135 °F and the last measurement was 135 °F or higher and taken within the previous 2 hours. If applicable, repair or reset holding equipment before returning the food to the unit.
 - B. Discard the food if it cannot be determined how long the food temperature was below 135 °F.
3. For cold foods:

Rapidly chill the food using an appropriate cooling method if the temperature is found to be above 41 °F and the last temperature measurement was 41 °F or below and taken within the last 2 hours:

 - Place food in shallow containers (no more than 4 inches deep) and uncovered on the top shelf in the back of the walk-in or reach-in cooler.
 - Use a quick-chill unit like a blast chiller.
 - Stir the food in a container placed in an ice water bath.
 - Add ice as an ingredient.
 - Separate food into smaller or thinner portions.
4. Repair or reset holding equipment before returning the food to the unit, if applicable.
5. Discard the food if it cannot be determined how long the food temperature was above 41 °F.

Appendix K: Risk Control Plan

VERIFICATION AND RECORD KEEPING:

Food service employees will record the temperatures of food items and document corrective actions taken on the hot and cold holding temperature log. A designated food service employee will record the air temperatures of coolers and cold holding units on the Refrigeration Logs. The food service manager will verify that food service employees have taken the required holding temperatures by visually monitoring food service employees during the shift and reviewing the temperature logs at the close of each day. The temperature logs must be kept on file for at least one month.

As the person in charge of the establishment listed above, I have reviewed and understand the provisions of this voluntary Risk Control Plan. This plan is valid from _____ to _____.

Establishment Manager

Regulatory Official

Date

Date

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STANDARD 6 COMPLIANCE AND ENFORCEMENT STRATEGIES



Food Lodging Institution Program

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COMPLIANCE AND ENFORCEMENT STRATEGIES

Section 1: PURPOSE

This manual provides guidance and assistance with the compliance and enforcement of North Carolina statutes and rules pertaining to Risk Factors and Interventions at regulated retail food and drink sales. Compliance and enforcement encompass all voluntary and regulatory actions taken to achieve compliance with regulations. Compliance and enforcement activities result in the timely correction of code violations. This collaborative process will enable the Environmental Health Specialist to ensure the facility complies with all applicable regulations. This manual supplements the current laws, rules, and marking instructions. For further clarification on any issue addressed within this manual, refer to the applicable statutes and regulations. The regulatory authority for inspections is from the NC General Statutes, NC Rules Governing Food Establishments, and NC Food Code Manual.

Section 2: ACRONYMS

This document uses the following acronyms.:

- AMC–Active Managerial Control
- CDI – Corrected During Inspection
- CIP – Cleaned in Place
- EHS – Environmental Health Specialist
- FCA– Follow-up Corrective Action
- HACCP – Hazard Analysis Critical Control Point
- HSP – Highly Susceptible Population
- PIC – Person in Charge
- RCP – Risk Control Plan
- RTE – Ready to Eat Food
- SOP – Standard Operating Procedure
- TCS – Time/Temperature Control for Safety
- TPHC – Time as a Public Health Control
- VR– Verification Required

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Section 3: DEFINITIONS

- **Active Managerial Control**- means the purposeful incorporation of specific actions or procedures by industry management into their businesses to attain control over foodborne illness risk factors.
- **Clean in Place**- clean in place by the circulation or flowing by mechanical means through a piping system of a detergent solution, water rinse, and sanitizing solution onto or over equipment surfaces that require cleaning, such as the method used, in part, to clean and sanitize a frozen dessert machine.
- **Corrected During Inspection**- an action taken to eliminate the causes of non-conformities or other undesirable situations to prevent a recurrence.
- **Follow-up Corrective Action**- occurs after the routine inspection, such as a re-inspection, training, risk control plan, and internal conferences.
- **Hazard Analysis Critical Control Point**- "HACCP plan" means a written document delineating the formal procedures for following the HAZARD Analysis and CRITICAL CONTROL POINT principles developed by The National Advisory Committee on Microbiological Criteria for Foods.
- **Person in Charge**- the individual present at a FOOD ESTABLISHMENT responsible for the operation at the time of inspection.
- **Ready to eat**- Is in a form that is edible without additional preparation to achieve FOOD safety, or Is a raw or partially cooked animal FOOD and the consumer is advised or Is prepared in accordance with a variance that is granted and may receive additional preparation for palatability or aesthetic, epicurean, gastronomic, or culinary purposes.
- **Repeat Risk Factor Violations**- the same risk factor violation under the same citation on the last inspection report that requires additional activities to obtain compliance. Options include the following: Risk Control Plans or Training.
- **Risk Control Plan**- a concisely written management plan developed by the retail or food service operator with input from the health inspector that describes a management system for controlling specific out-of-control risk factors.

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- **Standard Operating Procedures-** a written method of controlling a practice in accordance with predetermined specifications to obtain a desired outcome.
- **Time/Temperature Control for Safety-** means a FOOD that requires time/temperature control for safety (TCS) to limit pathogenic microorganism growth or toxin formation.
- **TPHC-** means using time (instead of temperature) to control the growth of microorganisms and ensure product safety. TPHC allows an establishment to hold time/temperature control for safety products (TCS) in the temperature danger zone for a maximum period of time only if the proper procedures are followed.
- **Verification Required-** shall be conducted for all Priority Items and Priority Foundation Items of this Code and implement corrective actions for a HACCP PLAN provision that is not in compliance with its critical limit.

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Section 4: FDA RISK FACTORS AND INTERVENTIONS

Epidemiological outbreak data repeatedly identify five major risk factors related to employee behaviors and preparation practices in retail and food service establishments contributing to foodborne illness.

Risk Factors

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

The Food Code addresses controls for risk factors and further establishes five key public health interventions to protect consumer health. Specifically, these interventions are:

Interventions

- Demonstration of Knowledge by the Person in Charge (PIC)
- Implementation of Employee Health Policies
- Bare Hand Contact
- Time/Temperature Relationships
- Consumer Advisory

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COMPLIANCE AND ENFORCEMENT STRATEGIES

Section 5: ENFORCEMENT ACTIONS

Regulatory and non-regulatory enforcement and actions are means to achieve the goal of reducing foodborne illness risk factors. They are reactive measures that respond to violations observed during inspections. Compliance with regulations is best achieved when operators are educated in the best practices of food safety, take ownership, and incorporate food safety concepts into their daily operations. This is known as Active Managerial Control (AMC), a proactive measure, and should be assessed by EHSs during routine inspections. During routine health inspections, EHSs observe facility operations and provide feedback to operators. Education and enforcement are both tools to encourage compliance; however, enforcement actions such as those listed call attention to violations and highlight areas that need immediate and long-term attention. Enforcement actions include:

- 1. Grading:** [NCGS 130A-248](#) requires the State to adopt rules [15A NCAC 18A .2661 \(e-f\)](#), which have a system for grading such as Grade A, Grade B, and Grade C. The rules require the grade/score to be posted at "a conspicuous place where the public may readily observe it upon entering the food establishment." Public notification of food establishment grades/scores provides consumers with information in making dining decisions and encourages operators to maintain a high level of performance. The state provides marking instructions ([Food Code Marking Instructions](#)) that offer guidance on how to mark the inspection sheet. "See [Section-10](#)".
- 2. Verification Visits:** Verification visits are required when priority and priority foundation items are not corrected during an inspection or when there is a deviation from a HACCP plan. (8-405.20) The EHS must ensure the correction of priority and priority foundation violations during the inspection or with a verification visit, which shall not exceed seventy-two hours for Priority Items or ten days for Priority Foundations items from the observation [8-405.11 Timely Correction](#).

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3. **Voluntary disposal:** When an EHS observes adulterated or misbranded foods, voluntary disposal is an option for correction. The EHS should use the [Product Disposition Form](#) or a comment addendum to document voluntary disposal and note it on the inspection. Discarded foods should be destroyed or denatured to be sure they are not sold later. The PIC and the EHS should sign and date the product disposition form.
 - **Embargo—GS 130A-21:** The purpose of embargo authority is to prevent adulterated or misbranded food or drink from being served to the public. Embargo is an order from a public health official requiring a person/establishment to detain or hold food that may be adulterated or misbranded. The embargoed item(s) may not be destroyed without a court order. The state Department of Agriculture and Consumer Services (DACS) has primary embargo authority in North Carolina. Public health's authority extends only to establishments regulated by state public health laws or the subject of a communicable disease investigation. The only public health officials who may order an embargo are state EH agency officials, regional specialists, or a local health director (who must consult with a regional specialist or other state EH agency official). Public health must notify DACS when the public health embargo authority is exercised. Link to [Embargo tags](#).
4. **Risk Control Plan:** A risk control plan is a mutually agreed upon plan written by the management of the food establishment and approved by the EHS to address chronic problems with risk factors and interventions. The plan describes the establishment's management system for controlling the chance of harm. Examples of appropriate RCPs are included in the appendices and the table in [Section 9: CORRECTIVE ACTION FOR PRIORITY, PRIORITY FOUNDATION, AND CORE CITATIONS](#) of this document. An RCP is an option to be considered when the same risk factor or intervention has been found out of compliance on

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multiple inspections (3 or more) and the EHS feels the risk factor or intervention is out of control.

- 5. Permit Actions – GS 130A-23:** A permit action is the process of suspending or revoking a permit. A permit may be suspended or revoked if the agency finds a violation of a provision of a state statute or rule that applies to the permit, a condition placed on the permit, or the permit was issued based upon incorrect or inadequate information that materially affected the decision to issue the permit. Suspension or revocation may be immediate if the violation presents an imminent hazard (as specified in applicable law). Otherwise, suspension or revocation requires notice of intent to suspend or revoke. The law does not prescribe when to suspend versus revoke, but in most situations, it is advisable to consider suspension if the problem can be fixed. If the grade/score drops below 70 (an imminent hazard exists), and the permit is revoked.
- A. Intent to Suspend – a tentative or provisional decision to cease permit operations if all identified rule violations have not been corrected within 30 days. If all identified rule violations have not been corrected during the prescribed time, the department must suspend the permit, as stated in the notice. Suspension disallows operations until all rule violations are corrected and verified by the EHS.
 - B. Intent to Revoke - a tentative or provisional decision to permanently cease permit operations if all identified rule violations have not been corrected within 30 days. Once revoked, the operator must apply for a new permit.
 - C. Immediate Suspension – a notice to cease facility operation immediately due to an imminent hazard. Once suspended, all identified rule violations must be corrected before the notice is lifted.
 - D. Immediate Revocation – a notice to cease facility operation immediately due to an imminent hazard. Once revoked, the operator must apply for a new permit. Note: The permit is immediately revoked if a score drops below 70.

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Section 6: LEGAL REMEDIES

1. Injunction – GS 130A-18

An injunction is a court order. In the public health context, an injunction orders a person to stop violating public health laws. The state or a local health director may seek an injunction for violating a public health statute, rule, or a local board of health rule. An action for an injunction must be filed in the county's superior court where the violation occurred. A person who fails to comply with an injunction may be held in contempt of court.

2. Abatement for Imminent Hazard – GS 130A-20

An imminent hazard is a situation that, if no immediate action is taken, is likely to cause an immediate threat to human life, an immediate threat of serious physical injury or serious adverse health effects, or a serious risk of irreparable damage to the environment. After determining an imminent hazard, a health director may either issue an abatement order or take direct action to abate the hazard. The health department will incur costs if the director elects to abate rather than order abatement. Ordinarily, the department will have a lien on the property for the costs, but the lien may be defeated in some circumstances.

3. Misdemeanor – GS 130A-25

A person may be charged with a misdemeanor for violating any public health statute or rule except those pertaining to smoking. The violation is a class 1 misdemeanor under GS 14-3. When a person is convicted of a misdemeanor for violating public health laws, they ordinarily are sentenced in accordance with North Carolina's Structured Sentencing laws.

There is an exception: if the conviction violates the communicable disease laws, the person may be sentenced to up to two years. The case is tried in district court. If the defendant is found guilty, they may appeal to the superior court for a new trial.

4. Right of Appeal – Review Process and Appeals Procedure

If a permit holder disagrees with a decision of the local health department on the interpretation, application, or enforcement of the rules, the permit holder may (1) Request a review per 15A NCAC 18A .2676 or (2) Initiate a contested case in accordance with GS 150B.

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Section 7: KEY OF NC VIOLATION CODES FOR FDA RISK FACTORS

The following key shows each Risk Factor and Intervention with the item number on the inspection sheet and each relevant violation code.

2017												
RISK FACTORS												
Unsafe Sources		Inadequate Cooking		Improper Holding Temperatures, Hot & Cold, Rapid cooling		Poor Personal Hygiene		Contaminated Food Contact Equipment/Protection from Contamination				
Item #	Food Code Citation	Item #	Food Code Citation	Item #	Food Code Citation	Item #	Food Code Citation	Item #	Food Code Citation	Item #	Food Code Citation	
11	3-201.11 P, PI	18	3-401.11 P, PI	20	3-501.14 P	5	2-401.11 C	15	3-302.11 P	28 cont.	7-203.11 P	
	3-201.12 P		3-401.12 P, C	21	3-501.16(A)(1) P		3-301.12 P		3-304.11 P		7-204.12 P	
	3-201.13 P		3-401.14 P, PI	22	3-501.16(A)(2) and (B) P	7	2-401.12 C		3-304.15(A) P		7-204.13 P	
	3-201.14 P	19	3-403.11 P			8	2-301.11 P		3-306.13(A) P		7-204.14 P	
	3-201.15 P						2-301.12 P	15	4-501.111 P		7-205.11 P	
	3-201.16 P						2-301.14 P		4-501.112 PI		7-206.11 P	
	3-201.17 P					2-301.15 PI	4-501.114 P, PI		7-206.12 P			
	3-202.13 P					2-301.16 PI	4-501.115 C		7-206.13 P, C			
	3-202.14 P					10	5-203.12 C	4-601.111(A) PI	7-207.11 P, PI			
	3-202.110 P, PI							4-602.11 P, C	7-207.12 P			
5-501.13 P	4-602.12 C	7-208.11 P, PI										
12	3-202.11 P, PI									4-702.11 P		7-209.11 C
13	3-301.11 P									4-703.11 P		7-301.11 P
	3-202.15 PI							17	3-306.14 P	42	7-204.12 P	
14	3-202.18 PI								3-701.11 P	48	4-501.113 C	
	3-203.12 PI							27	3-202.12 P			
	3-402.11 P								3-302.14 P			
	3-402.12 PI							28	7-101.11 PI			
25	3-801.11(A)(8)(C), and (E) P, C								7-102.11 PI			
	3-801.11(G) C								7-201.11 P			
									7-202.11 PI			
								7-202.12 P, PI, C				

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Section 8: KEY OF NC VIOLATION CODES FOR FDA INTERVENTIONS

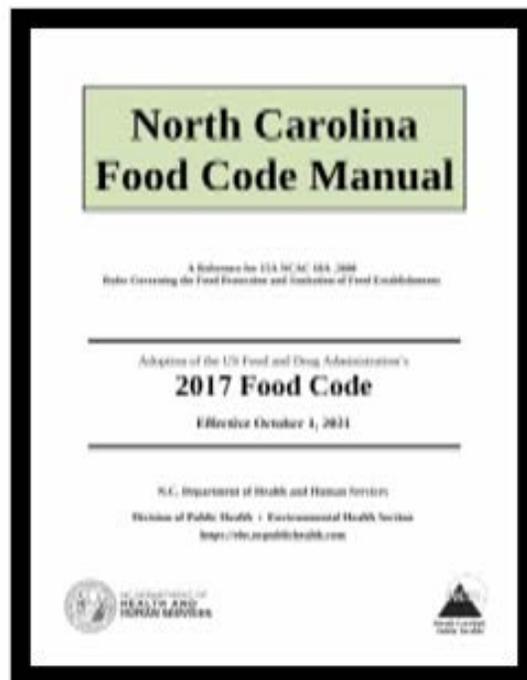
2017									
INTERVENTIONS									
Time/ Temperature Parameters not Met (Time as a Control, date marking)		Bare Hand Contact with Ready-to-Eat Food		Consumer Advisory (when required)		Demonstration of Knowledge by PIC		Employee Health Control system or policy implemented	
Item #	Food Code Citation	Item #	Food Code Citation	Item #	Food Code Citation	Item #	Food Code Citation	Item #	Food Code Citation
23	3-501.17 Pf	9	3-301.11 P, Pf, C	25	3-603.11 Pf	1	2-101.11 Pf	3	2-102.11 (C)(2)(3) and (17) Pf
	3-501.18 P		3-801.11(D) P				2-102.11 (A), (B) and (C)(1), (4)-(16) Pf		2-103.11(O) Pf
24	3-501.19 P, Pf, C								2-103.11 (A) (P) Pf
						2	2-102.12(A)C	4	2-201.11 (D) and (F) P
								5	2-201.12 P
									2-201.13 P
									2-501.11 Pf
						29	3-404.11 P, Pf		
							3-502.11 Pf		
							3-502.12 P, Pf		
							4-204.11(B) Pf		
							8-103.12 P, Pf		
							8-201.13 C		
							8-201.14 Pf		

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Section 9: CORRECTIVE ACTION FOR PRIORITY, PRIORITY FOUNDATION, AND CORE CITATIONS

The following chart provides acceptable corrective actions for FDA non-compliant Risk Factors and Interventions, both short and long term. This chart links the NC Food Code reference to the inspection form item number and the corrective action. The corrective action is chosen based on the severity and recurring nature of the violation. Long-term compliance options address the continuing control of risk factors and interventions.



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RISK FACTOR AND PUBLIC HEALTH INTERVENTIONS

Food Code Reference	Item No.	Foodborne Illness Risk Factors and Public Health Interventions	Short-Term Compliance	Long-term Compliance
2-101.11, Pf 2-102.11 (A), (B), (C) (1,4-16), Pf 2-103.11(A)-(P), Pf	1	Intervention: <u>Demonstration of Knowledge by PIC</u> * Assignment * Demonstration of Knowledge * Duties of PIC	2-101.11- PIC is designated. CDI or VR "Where possible". 2-102.11 (A), (B), (C) (1,4-16)- PIC is provided education during inspection to be able to answer the questions correctly. CDI or VR 2-103.11(A)-(P)-Violations that were allowed to occur are CDI or VR.	2-101.11 - An additional PIC is designated and trained to fill the role when one is absent. 2-102.11 (A), (B), (C) (1,4-16)- PIC is re-enrolled in an ANSI-accredited course as needed to maintain the credential. 2-103.11(A)-(P) - PIC receives additional training. A replacement PIC is chosen.
2-102.12 (A), C	2	Intervention: <u>Demonstration of Knowledge by PIC</u> * Certification by an accredited program	2-102.12(A)- Give information on where the course/exam is given. <u>ANSI Approved Courses</u>	2-102.12(A)- (A)-PIC passed an ANSI Accredited course. <u>ANSI Approved Courses</u>
2-102.11 (C) (2), (3) & (17), Pf 2-103.11(D), Pf 2-201.11(A)(B)(C)(E), P, Pf	3	Intervention: <u>Employee Health Control System or Policy Implemented</u> * PIC demonstration of knowledge about employee health. * PIC ensures employees are informed about the Employee Health Policy. * Responsibilities and reporting symptoms and diagnosis.	2-102.11 (C) (2), (3) & (17)-PIC provides additional training so staff can answer questions correctly. CDI or VR 2-103.11(D) - Health policy information is provided to PIC. Methods include Posting policy in employee areas, mailing/emailing policy to employees, scheduling educational meetings with employees, etc. EHS provides an approved health policy to PIC if the facility does not have one, along with training. CDI or VR 2-201.11(A)(B)(C)(E) - The employee is instructed on when and how to report. EHS provides an approved health policy to serve until PIC creates its own. CDI or VR	2-102.11 (C) (2), (3) & (17)- PIC retrained on areas of knowledge. 2-103.11(D) - PIC receives additional training and instruction. Approved health policy is made available to PIC. 2-201.11(A)(B)(C)(E) - Train new and existing employees to report. Provide health policy to employees by effective method. EHS provides PIC with educational material on requirements to aid in the development/update of health policy. <u>Employee Health Policy Examples</u>

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COMPLIANCE AND ENFORCEMENT STRATEGIES				
Food Code Reference	Item No.	Foodborne Illness Risk Factors and Public Health Interventions	Short-term Compliance	Long-term Compliance
2-201.11(D)(F), P 2-201.12, P 2-201.13, P	4	<p>Intervention: <u>Employee Health Control System or Policy Implemented</u></p> <p>* Responsibility of PIC to exclude/restrict sick employees and the responsibility of employees to comply.</p> <p>* Conditions of exclusion and restriction.</p> <p>* Managing exclusions and restrictions.</p>	<p>2-201.11(D) - Exclude or restrict employees. (F) - Comply with exclusion and restriction specifications. CDI Required</p> <p>2-201.12- Exclude or restrict employees based on specific symptoms, diagnoses, and exposures. Exclude or restrict employees if reinstatement requirements are not met. CDI Required</p> <p>2-201.13- Comply with removing, adjusting, and continuing exclusion conditions. CDI Required</p>	<p>2-201.11(D)(F) - PIC trained on exclusion and restriction policy.</p> <p>2-201.12 - PIC trained to recognize specific symptoms, diagnoses, and exposures that require exclusion and restriction of employees. PIC trained on reinstatement requirements.</p> <p>2-201.13- PIC trained to adhere to conditions.</p>
2-501.11, Pf	5	<p>Intervention: <u>Employee Health Control System or Policy Implemented</u></p> <p>* Proper Clean-up of vomit and diarrheal procedures</p>	<p>2-501.11- Written procedures are provided to PIC and made available for employees to follow when responding to vomiting or diarrheal events. EHS provides training when giving out educational materials. CDI Required</p>	<p>2-501.11- Employees trained on clean-up procedures.</p>
2-401.11, C 3-301.12, P	6	<p>Risk Factor: <u>Poor Personal Hygiene</u></p> <p>* Proper eating, tasting, drinking, or tobacco use.</p> <p>* Prevent Contamination while tasting</p>	<p>2-401.11- Clean and sanitize food contact surfaces. Discard portions of food contaminated by food employees. Store employees drink correctly or discard them. CDI Required</p> <p>3-301.12 - Discard utensils if single-use. Clean and sanitize utensils if multi-use. Discard portions of food contaminated by food employees. CDI Required</p>	<p>2-401.11- Train employees on the risk of contaminating food to be sold or served. Train employees on proper storage of personal food, drink, and tobacco.</p> <p>3-301.12 - Train employees on the risk of contaminating food to be sold or served. Train employees on the proper method of taste-testing food.</p>
2-401.12, C	7	<p>Risk Factor: <u>Poor Personal Hygiene</u></p> <p>* Poor Personal Hygiene Discharge from the eyes, nose, and mouth</p>	<p>2-401.12 Clean and sanitize food contact surfaces or utensils. Discard portions of food contaminated by food employees. Food employees are sent home or change the employee's task to a nonfood contact area. CDI Required</p>	<p>2-401.12- PIC trained to recognize specific symptoms; train employees on the risk of contaminating food to be sold or served.</p>

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Food Code Reference	Item No.	Foodborne Illness Risk Factors and Public Health Interventions	Short-term Compliance	Long-term Compliance
2-301.11, P 2-301.12, P 2-301.14, P 2-301.15, Pf 2-301.16, Pf	8	<p>Risk Factor: Poor Personal Hygiene</p> <p>* Clean condition of hands and arms</p> <p>* Cleaning procedure of hands and arms</p> <p>* When to wash hands and arms</p> <p>* Where to wash hands and arms</p> <p>* Hand Antiseptics</p>	<p>2-301.11 - Employee washes hands and exposed portions of arms. CDI</p> <p>2-301.12 - Employee rewashes hands and exposed portions of arms, including surrogate prosthetic devices for hands or arms with cleaning compound, for at least 20 seconds at a properly installed and equipped handwashing sink. CDI</p> <p>2-301.14 - Employee washes hands and exposed portions of arms. CDI</p> <p>2-301.15 - Employee washes hands and exposed portions of arms in a handwashing sink. If hands were washed in food preparation or warewashing sink, that sink is cleaned and sanitized before use. CDI</p> <p>2-301.16 - If hand antiseptic used was not compliant for use in the facility; the employee must rinse their hands to remove the unapproved hand antiseptic and remove the non-compliant hand antiseptic from the facility. If the hand antiseptic is not compliant for hands in direct contact with food, the employee must rinse hands in clean water or limit activity to no direct bare-hand contact with food. If the hand dip solution is not clean or weak, discard it. CDI</p>	<p>2-301.11 - Train employees on how often to wash hands and exposed portions of arms.</p> <p>2-301.12 - Train employees on how to clean their hands. Post instructional handwashing material at handwashing sinks.</p> <p>2-301.14 - Train employees on when to wash hands and exposed portions of arms. Post instructional hand contamination material in employee areas.</p> <p>2-301.15 - Train employees on where to wash their hands. Post signs that designate handwashing sinks.</p> <p>2-301.16 - Review specifications on hand antiseptics used in the facility. Remove unapproved hand antiseptics from the facility. Change to a different type of hand antiseptic. Train employees on how to use hand antiseptics. Post instructional hand antiseptic use material at handwashing sinks.</p> <p>Sample RCP - Personal Hygiene</p> <p>Handwashing Procedures</p> <p>Handwashing sign</p>

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COMPLIANCE AND ENFORCEMENT STRATEGIES

Food Code Reference	Item No.	Foodborne Illness Risk Factors and Public Health Interventions	Short-term Compliance	Long-term Compliance
3-301.11, P, Pf, C 3-801.11(D), P	9	<p><u>Intervention:</u> <u>Bare-Hand Contact with Ready-To-Eat Food</u></p> <p>* Bare-Hand Contact</p> <p>* Bare hand contact is prohibited in establishments that serve the HSP population.</p>	<p>3-301.11 (A) Have employees correctly wash their hands. CDI (B) – Discard or cooking food to at least 165F, etc. Educate on bare-hand contact. CDI or VR (C) - Change food contact method. Educate employees on bare-hand contact and how to minimize it. CDI or VR Required</p> <p>3-801.11(D) - If the facility serves an HSP, and food is contacted with bare hands, the food must be discarded. This includes produce with barehand contact during the washing procedure. CDI or VR Required</p>	<p>3-301.11(B) - Train employees on preventing bare-hand contact with exposed RTE food. Provide suitable utensils. (C) - Train employees on methods to minimize bare hand and arm contact with food not in ready to eat form. Provide suitable utensils.</p> <p>3-801.11 - Train employees on preventing all bare-hand contact with foods in a facility that serves an HSP. Provide suitable utensils.</p>
5-202.12, C 5-203.11, Pf	10	<p><u>Risk Factor:</u> <u>Poor Personal Hygiene</u></p> <p>* Handwash sink installation</p> <p>* Number of handwash sink</p>	<p>5-202.12- Adjust water heater. Verify temperature rise to at least 100F. CDI or VR</p> <p>Adjust the self-closing/ metering faucet to run for at least 15 seconds without reactivation. CDI or VR</p> <p>5-203.11 - Require installation of additional handwash sinks. Cease operation or install temporary handwash stations if there are no useable handwash sinks. CDI or VR</p>	<p>5-202.12 - Repair/Replace plumbing system components. Consult a licensed plumber.</p> <p>5-203.11 - Install handwash sinks. Consult a licensed plumber.</p>

Appendix L: Compliance and Enforcement Strategies

COMPLIANCE AND ENFORCEMENT STRATEGIES

Food Code Reference	Item No.	Foodborne Illness Risk Factors and Public Health Interventions	Short-term Compliance	Long-term Compliance
3-201.11, P, Pf 3-201.12, P 3-201.13, P 3-201.14, P 3-201.15, P 3-201.16, P 3-201.17, P 3-202.13, P 3-202.14, P 3-202.110, P, Pf 5-101.13, P	11	<p>Risk Factor: Unsafe Sources</p> <p>*Compliance with Food Law</p> <p>*Food in hermetically sealed containers</p> <p>* Fluid milk and milk products</p> <p>* Fish</p> <p>* Molluscan</p> <p>* Shellfish</p> <p>* Wild mushrooms</p> <p>*Game Animals</p> <p>* Eggs</p> <p>* Eggs and milk products pasteurized</p> <p>* Juice Treated</p> <p>* Bottled Drinking Water</p>	<p>3-201.11 - Discard/reject/return. Voluntary Disposal/Embargo. CDI Required</p> <p>3-201.11(E)(3)(c) - Assess risk and consider allowing PIC to add a label. Discard. Voluntary Disposal/Embargo. CDI Required</p> <p>3-201.12, 3-201.13, 3-201.14, 3-201.15, 3-201.16, 3-201.17, 3-202.13, 3-202.14, 3-202.110, 5-101.13 - Discard/reject/return. Voluntary Disposal/Embargo. CDI Required</p>	<p>3-201.11 - Train employees on approved sources of food. Change supplier to an approved vendor that provides supporting documents.</p> <p>3-201.11(E)(3)(c) - Train Employees on requirements for whole-muscle, intact beef.</p> <p>3-201.12, 3-201.13, 3-201.14, 3-201.15, 3-201.16, 3-201.17, 3-202.13, 3-202.14, 3-202.110, 5-101.13 - Train employees. Change supplier to an approved vendor that provides supporting documents.</p> <p>Sample RCP - Approved Source</p>
3-202.11, P, Pf	12	<p>Risk Factor: Unsafe Sources</p> <p>Food received at the proper temperature.</p>	<p>3-202.11 - Discard/reject/return. Voluntary Disposal/Embargo. CDI Required</p>	<p>3-202.11 - Train employees on how to receive food correctly. Change supplier. Verify that the supplier is an approved vendor and has proper equipment.</p> <p>Sample RCP - Approved Source</p>
3-101.11, P 3-202.15, P	13	<p>Risk Factor: Unsafe Sources</p> <p>* Safe, unadulterated, and honestly presented.</p> <p>* Package Integrity</p>	<p>3-101.11, 3-202.15 - Discard/reject/return. Voluntary Disposal/Embargo. CDI Required</p>	<p>3-101.11, 3-202.15 - Train Employees on how to check deliveries and do inventory. Change supplier if the problem continues.</p> <p>Sample RCP - Approved Source</p>

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COMPLIANCE AND ENFORCEMENT STRATEGIES

Food Code Reference	Item No.	Foodborne Illness Risk Factors and Public Health Interventions	Short-term Compliance	Long-term Compliance
3-202.18, PF 3-203.12, PF 3-402.11, P 3-402.12, PF	14	<p>Risk Factor: <u>Unsafe Sources</u></p> <ul style="list-style-type: none"> * Shellstock identification * Maintaining Identification of Shellstock * Parasite Destruction * Records, Creation, and Retention 	3-202.18, 3-203.12 - Discard/reject/return. Voluntary Disposal/Embargo. CDI or VR 3-402.11 - Discard/reject/return. Voluntary Disposal/Embargo. Cook food to the proper temperature. CDI or VR 3-402.12 - Discard/reject/return. Voluntary Disposal/Embargo. CDI or VR	3-202.18, 3-203.12 - Train employees. Change suppliers. Create a checklist to verify certifications and shellstock tags upon receiving. Develop RCP with a log for receiving stock. 3-402.11 - Train employees. Change suppliers. Modify the menu to exclude these items. 3-402.12 - Change record-keeping procedures.
3-302.11, P 3-304.11, P 3-304.15(A), P 3-306.13(A), P	15	<p>Risk Factor: <u>Contaminated Food</u> <u>Contact Equipment</u></p> <ul style="list-style-type: none"> * Packaged and Unpackaged Food Separation, Packaging, and Segregation * Food Contact with Equipment and Utensils * Glove Use Limitations (single-use gloves) * Consumer Self-Service Operations (Raw animal foods) 	3-302.11, 3-304.11 - PIC must relocate food items to minimize contamination. Rearrange storage of foods. CDI or VR Required Discard RTE foods contaminated from raw species foods. Discard the food if determined to be adulterated from contamination. Assess risk and consider the option of cooking the food to 165°F. CDI Required 3-304.15(A) - Discard gloves and wash hands. Discard contaminated food. Assess risk and consider cooking contaminated food to 165F. Clean and sanitize equipment/utensils determined to be contaminated. CDI Required 3-306.13(A) Remove from consumer self-service. CDI Required	3-302.11, 3-304.11 - Train employees. Acquire additional storage equipment. Label shelving and storage areas. Alter storage procedures. 3-304.15(A) - Train employees. 3-306.13(A) - Alter menu and/or presentation methods. Sample RCP - Species Storage Refrigerator and Freezer Storage Order

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Food Code Reference	Item No.	Foodborne Illness Risk Factors and Public Health Interventions	Short-term Compliance	Long-term Compliance
4-501.111, P 4-501.112, Pf 4-501.114, P, Pf 4-501.115, C 4-601.11(A), Pf 4-602.11, P, C 4-602.12, C 4-702.11, P 4-703.11, P	16	<p>Risk Factor: <u>Contaminated Food</u> <u>Contact Equipment</u></p> <p>* Manual and Mechanical Warewashing Equipment, Hot Water Sanitization temperatures</p> <p>* Manual and Mechanical Washing Temperature, PH, Concentration and Hardness</p> <p>* Manual Warewashing Equipment Chemical Sanitization</p> <p>* Equipment, Food contact surfaces, Nonfood Contact surfaces and Utensils cleaned and frequency</p> <p>* Cooking and Baking Equipment</p> <p>* Before Use After Cleaning</p> <p>* Hot Water and Chemical</p>	<p>4-501.111, 4-501.112, 4-501.114, 4-501.115 - Repair equipment and repeat the sanitization step during inspection. Switch to manual washing if capacity allows; rewash/sanitize utensils. Switch to single-use utensils. CDI or VR</p> <p>Begin using approved emergency SOPs. Contact vendor/contractor for emergency equipment repair. Assess risk and consider closure if the violation cannot be corrected during inspection (Correction includes effective sanitization method and sanitization of all utensils/equipment that were not subjected to effective/approved sanitization method).</p> <p>4-601.11(A) - Repeat cleaning procedure. CDI or VR</p> <p>4-602.11 - Clean the utensils or equipment. CDI or VR</p> <p>4-602.12 - Clean the cooking and baking equipment. CDI or VR</p> <p>4-702.11 - Sanitize the utensil or equipment. CDI or VR</p> <p>4-703.11 - Sanitize the utensils or equipment by a non-approved method. CDI or VR</p>	<p>4-501.111, 4-501.112, 4-501.114, 4-501.115 - Repair/Replace equipment. Re-supply chemical stock.</p> <p>Develop a log to verify that cleaning/sanitizing equipment works properly (test strips or the molabels). Develop an RCP with logs to ensure CIP equipment is cleaned and sanitized per required frequency. Create approved SOPs for emergencies. Sanitizing chemical.</p> <p>4-601.11(A) - Train employees.</p> <p>4-602.11 - Train employees.</p> <p>4-602.12 - Train employees.</p> <p>4-702.11 - Train employees.</p> <p>4-703.11 - Train employees. Repair/replace equipment. Change sanitization methods used in the facility.</p> <p>Sample RCP - Contaminated Equipment</p> <p>Prevent Cross-Contamination</p>
3-306.14, P 3-701.11, P	17	<p>Risk Factor: <u>Contaminated Food</u> <u>Contact Equipment</u></p> <p>* Proper disposition of returned, previously served, reconditioned, and unsafe food.</p> <p>* Discarding or Reconditioning Unsafe, Adulterated, or Contaminated Food</p>	<p>3-306.14 - Discard the food. CDI Required</p> <p>3-701.11 Discard the food. CDI Required</p>	<p>3-306.14(A) - Train employees.</p> <p>3-701.11 (A)(C)(D) - Train employees.</p> <p>3-701.11(B) - Train employees. Change source.</p>

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Food Code Reference	Item No.	Foodborne Illness Risk Factors and Public Health Interventions	Short-term Compliance	Long-term Compliance
3-401.11, P, Pf 3-401.12, P, C 3-401.14, P, Pf	18	<p>Risk Factor: <u>Inadequate Cooking</u></p> <p>Proper cooking time and temperatures:</p> <p>* Raw Animal Foods</p> <p>* Microwave Cooking</p> <p>* Non-Continuous Cooking of Raw Animal Foods</p>	3-401.11, 3-401.12, 3-401.14 - Continue cooking to the proper temperature. If the food is intended to be undercooked, provide a Consumer Advisory. Discard if non-continuous cooking intended cook temperature is not met. CDI or VR.	3-401.11, 3-401.12, 3-401.14- Train employees. Repair/Replace/Acquire food temperature measurement device. Create and adhere to RCP. Provide a Consumer Advisory. Sample RCP - Inadequate Cook
3-403.11, P	19	<p>Risk Factor: <u>Inadequate Cooking</u></p> <p>Proper reheating procedure for hot holding.</p>	3-403.11 - If the the reheating procedure did not exceed 2 hours, continue the reheating procedure within the remaining time-period without exceeding 2 hours. Discard the food. CDI Required	3-403.11 - Train employees. Repair/Replace/Acquire reheating equipment. Create and adhere to RCP. Sample RCP - Reheating Label
3-501.14, P	20	<p>Risk Factor: <u>Improper Holding Temperatures Hot & Cold</u></p> <p>Time/Temperature Control for Safety (TCS):</p> <p>Proper cooling time and temperature.</p> <p>Cooling Parameter Calculator</p>	3-501.14 - First cooling parameter: if it takes more than 2 hours from 135°F to 70°F; discard. Second cooling parameter: if it takes more than a total of 6 hours from 135°F to 41°F; discard. if it takes more than 4 hours to cool TIME/TEMPERATURE CONTROL FOR SAFETY FOOD prepared from ingredients at ambient temperatures to 41°F; discard. CDI Required	3-501.14 - Train employees. Repair/Replace/Acquire rapid cooling equipment. Begin or change the cooling monitoring procedure. Create and adhere to RCP. Sample RCP - Cooling Cooling Procedure

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Food Code Reference	Item No.	Foodborne Illness Risk Factors and Public Health Interventions	Short-term Compliance	Long-term Compliance
3-501.16(A)(1), P	21	<p>Risk Factor: <u>Improper Holding Temperatures Hot & Cold</u></p> <p>TCS Time/Temperature: *Proper hot holding temperatures.</p>	<p>3-501.16(A)(1) - Discard the food if temperature abused for more than 4 hours. Discard the food if it is unknown how long it was temperature abused.</p> <p>If EHS can verify the food was temperature abused less than 4 hours, consider the following options: Serve immediately.</p> <p>Rapidly reheat to 165°F and maintain 135°F or hotter or use for immediate serve.</p> <p>Cool and cold hold. CDI Required Verification (VR) if the violation was due to equipment failure – not enough to CDI and walk away.</p>	<p>3-501.16(A)(1) - Train employees. Repair/Replace/Acquire hot hold equipment.</p> <p>Begin or change the existing temperature monitoring procedure. Change hot holding to TPHC. Create and adhere to RCP.</p> <p>Sample RCP - Hot Holding Hot Holding Label</p>
3-501.16(A)(2) and (B), P	22	<p>Risk Factor: <u>Improper Holding Temperatures Hot & Cold</u></p> <p>Potentially Hazardous Food (PHF) Time/Temperature: *Proper cold holding temperatures.</p>	<p>3-501.16(A)(2) and (B) - Discard food if temperature abused for more than 4 hours. Discard food if it is unknown how long the food was temperature abused.</p> <p>If EHS can verify that food was temperature abused less than 4 hours, consider the following options: Serve immediately.</p> <p>Rapidly reheat to 165°F and maintain 135°F or hotter or serve immediately.</p> <p>Cool and cold hold. (If EHS can verify that the product did not exceed 70°F within 6 hours, consider the following options: Rapidly cool or cook. CDI Verification (VR) if the violation was due to equipment failure – not enough to CDI and walk away)</p>	<p>3-501.16(A)(2) and (B) - Train employees. Repair/Replace/Acquire cold hold equipment.</p> <p>Begin or change the existing temperature monitoring procedure. Change cold holding to TPHC. Create and adhere to RCP.</p> <p>Sample RCP - Cold Hold Cold Holding Label</p>
3-501.17, PF 3-501.18, P	23	<p>Intervention: <u>Time/Temperature Parameters Not Met</u></p> <p>*Time/Temperature Control for Safety Food. *Proper date marking and disposition.</p>	<p>3-501.17 - Discard the food if it exceeds the 7-day time requirement. If food is not labeled, consider adding labels (PIC demonstrates food preparation date) or discarding. CDI Required</p> <p>3-501.18 - Discard the food. CDI Required</p>	<p>3-501.17 - Train employees. Change in effective date marking procedures. Create and adhere to RCP.</p> <p>3-501.18 - Train employees. Change ineffective disposition date monitoring procedure. Create and adhere to RCP.</p> <p>Sample RCP - Date Marking Date Marking</p>

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Food Code Reference	Item No.	Foodborne Illness Risk Factors and Public Health Interventions	Short-term Compliance	Long-term Compliance
3-501.19, P, Pf, C	24	Intervention: <u>Time/Temperature Parameters Not Met</u> Time/Temperature Control for Safety Food: Time as a Public Health Control.	3-501.19 - Discard the food. (Written procedures available and accurate if food exceeds 4- or 6-hour holding time; Discard the food. If TPHC food doesn't have time recorded, Discard the food.) CDI Required	3-501.19 - Create approved written TPHC procedures. Discontinue TPHC and use temperature control. Install cold hold or hot hold equipment. Create and adhere to RCP.
3-603.11, Pf	25	Intervention: <u>Consumer Advisory</u> Consumer Advisory: Provided for raw or undercooked foods.	3-603.11 - Provide Consumer Advisory. Cook to the final temperature or add CA requirements to the menu. CDI or VR	3-603.11 - Train employees. Modify the menu. Modify recipes. 2017 Food Code Annex (3-603.11 pg. 480-485) Consumer Advisory - Shellfish
3-801.11(A)(B)(C)(E)(G), P, C	26	Risk Factor: <u>Unsafe Sources</u> Highly Susceptible Populations: Pasteurized foods are used; prohibited foods are not offered.	3-801.11(A) - Discard or remove prohibited juice from the HSP facility. CDI Required 3-801.11(B) - Discard the food or use the food in a recipe that cooks the eggs to at least 155F for at least 15 seconds. CDI Required 3-801.11(C) - Cease service of these foods to HSP or fully cook the food to the proper temperature. CDI Required 3-801.11(E) - Discard the eggs being held under time. CDI Required 3-801.11(G) - Discard the reserved food. CDI Required	3-801.11(A)(1)(2) - Remove prohibited juice from the menu. Change supplier to one that provides non-prohibited juices. (A)(3) Create and abide by the approved HACCP plan. 3-801.11(B) - Change ingredients to substitute pasteurized eggs for raw eggs. 3-801.11(C) - Remove undercooked items from the menu. 3-801.11(E) - Store raw eggs at 45F or colder. 3-801.11(G) - Train employees.
3-202.12, P 3-302.14, P	27	Risk Factor: <u>Contaminated Food Contact Equipment/Protection from Contamination</u> Food additive approved. Food additive properly used.	3-202.12 - Remove unapproved additives from premises. CDI Required 3-302.14 - Discard food containing unapproved additives or restricted levels of approved additives. CDI Required	3-302.12 - Train employees. Change food suppliers. 3-302.14 - Train employees. Re-evaluate storage procedures. Modify menu

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7-101.11, Pf	28	<u>Risk Factor: Contaminated Food Contact Equipment</u>	7-101.11 - Discard or remove the product from the facility. CDI Required	7-101.11 - Change product or source.
7-102.11, Pf		* Poisonous or toxic materials original containers	7-102.11 - Label the container or discard the product if the identity is unknown. CDI Required	7-102.11 - Train employees.
7-201.11, P		* Working containers common name	7-201.11 - Move material to a s approved location. (if contamination occurs, discard). CDI Required	7-201.11- Alter storage locations and methods. Train employees.
7-202.11, Pf		* Poisonous or toxic materials storage	7-202.11 - Remove material from facility. CDI or VR	7-202.11 - Train employees. 7-202.12- Train employees. (C) Use Certified Pesticide Applicator.
7-202.12 P, PF, C		* Poisonous or toxic restriction	7-202.12 - Decontaminate surfaces, discard food, and discard single-service and single-use articles that contain unapproved or improperly used poisonous or toxic material. CDI or VR	7-203.11 - Train employees.
7-203.11 (D), P		* Poisonous or toxic conditions of use	7-203.11 - Discard the container. CDI or VR	7-204.11 - Train employees. Change product.
7-204.12, P		* Poisonous or toxic container prohibitions	7-204.11 - Decontaminate or discard the contaminated food-contact surface. CDI or VR	7-204.12(A) - Train employees. Change product.
7-204.13, P		* Chemicals for washing, treatment, storage, and processing fruits and vegetables	7-204.12 - Provide documentation. Discard the food. CDI or VR	7-204.13- Train employees. Change product.
7-204.14, P		* Boiler water additives criteria	7-204.13 - Discard the food. CDI Required	7-204.14- Train employees. Change product.
7-205.11, P		* Drying Agents used with sanitization	7-204.14- Rewash the surface that contacted the unapproved drying agent. CDI or VR	7-205.11 - Train employees. Change product.
7-206.11, P		* Incidental food contact criteria	7-205.11 - Decontaminate the surfaces that contacted the unapproved lubricant. CDI or VR	
7-206.12, P		* Restricted use of pesticides		
7-206.13, P, C		* Rodent bait stations		
7-207.11, P, Pf		* Tracking powder used for pest control monitoring		
7-207.12, P				
7-208.11, P, Pf				
7-209.11, C				
7-301.11, P				

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	28 Cont'd	<p>Risk Factor: <u>Contaminated Food Contact Equipment</u></p> <p>* Restriction and storage of medicines</p> <p>* Refrigerated medicine storage</p> <p>* First aid storage</p> <p>* Personal care storage</p> <p>* Poisonous or toxic material separation</p>	<p>7-206.11 - Provide documentation. Remove pesticide from the facility. Decontaminate surfaces exposed to improperly used pesticides. CDI or VR</p> <p>7-206.12 - Move it to an approved bait station. CDI or VR</p> <p>7-206.13 - Decontaminate surfaces exposed to tracking powder pesticide. CDI or VR</p> <p>7-207.11 (A) - Remove from facility. (B) Label and locate properly. CDI or VR</p> <p>7-207.12 - Place into approved labeled container. (B) Relocate container. CDI or VR</p> <p>7-208.11 - (A) Properly label. (B) Place into an approved container. CDI or VR</p> <p>7-209.11 - Separate personal care items. CDI or VR</p> <p>7-301.11 - Separate the poisonous or toxic material by spacing or partitioning. (B) Relocate the poisonous or toxic material. CDI or VR</p>	<p>7-206.11 - Change product.</p> <p>7-206.12 - Train employees. Inform the Pest Control Operator.</p> <p>7-206.13 - Train employees. Inform the Pest Control Operator.</p> <p>7-207.11 - Train employees. Alter storage locations and methods.</p> <p>7-207.12 - Alter storage locations and methods. Train employees.</p> <p>7-208.11 - Alter storage locations and methods. Train employees.</p> <p>7-209.11 - Alter storage locations and methods. Train employees.</p> <p>7-301.11 - Alter storage locations and methods. Train employees.</p>

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3-404.11 (A)(B) 3-502.11 (A-H) 3-502.12 (A)(B)(C)(D)(E) 4-204.11 O(A)(B) 8-103.12 (A)(B) 8-201.14(A)(B)(C)(D)(E)	29	<p><u>Intervention:</u></p> <p><u>Restoration of Knowledge by PIC</u></p> <p>Conformance with Approved Procedures:</p> <p>Compliance with variance, special food process, reduced oxygen packaging criteria or Violation of #27 results in violation on this item and the HACCP process that is being violated.</p>	<p>3-404.11 (A) - PIC must provide documentation or discard the food.</p> <p>(B) - Properly label or discard the food.</p> <p>3-502.11 - (A)(B)(C)(D)(E)(F)(G)(H) - Discard the food</p> <p>3-502.12 (A)(B)(C)(D)(E) - Provide documentation or discard the food.</p> <p>4-204.110 (A) - Discontinue service of the food. Label tank properly.</p> <p>(B) - Discard the food</p> <p>8-103.12 (A) - Discard the food (B) - PIC must provide documentation or discard the food</p> <p>8-201.14 (A)(B)(C)(D)(E) - PIC must provide documentation or discard the food.</p>	<p>3-404.11 (A) - Contact local Environmental Health agency for guidance. Obtain approved HACCP plan.</p> <p>(B) - Train employees to label properly.</p> <p>3-502.11 (A)(B)(C)(D)(E)(F)(G)(H)</p> <p>Contact local Environmental Health agency for guidance. Obtain variance.</p> <p>3-502.12 (A) - Lab tests. Obtain documentation. (B) - Obtain approved HACCP plan. Obtain required documentation.</p> <p>(C) - Train employees. (D) - Obtain approved HACCP plan. Train employees. (E) - Change source. Obtain approved HACCP plan. Train employees to properly label and discard.</p> <p>4-204.11 O(A)(B) - Contact local Environmental Health Agency for guidance. Obtain approved HACCP plan.</p> <p>8-103.12 (A) - Train employees.</p> <p>(B) Make records available. Obtain additional copies of records.</p> <p>8-201.14 (A)(B)(C)(D)(E) - Obtain a HACCP plan. Alter existing HACCP plan.</p>
7-204.12 (A, B, C), P	42	<p><u>Risk Factor:</u></p> <p><u>Contaminated Food Equipment</u></p> <p>Chemicals for washing, treatment, storage, and processing fruits and vegetables.</p>	<p>7-204.12 - Provide documentation. Discard the food. CDI or VR</p>	<p>Train employees – change product.</p>
4-501.113, C	45	<p><u>Risk Factor:</u></p> <p><u>Contaminated Food Equipment</u></p> <p>Mechanical warewashing equipment sanitizer pressure</p>	<p>4-501.113 - Repair of equipment and repeat of sanitization step during inspection. Switch to manual washing if capacity allows; rewash/sanitize dishes and utensils. Switch to single-use utensils. CDI or VR</p>	<p>Repair/replace equipment. Re-supply chemical stock.</p> <p>Develop an ROP with logs to verify kilopascals of the warewashing machine to ensure equipment is working correctly. Create approved SOPs for emergencies.</p>

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Section 10: LINKS

[15A NCAC 18A .2600](#)

[2017 NC Food Code, Effective October 1, 2021](#)

[2017 NC Marking Instructions, Effective October 1, 2021](#)

[ANSI Approved Educational Courses](#)

[Cold Holding Label](#)

[Consumer Advisory - Shellfish](#)

[Cooling Procedure](#)

[Date Marking](#)

[Embargo Tag](#)

[Employee Health Policy](#)

[FDA Retail Food Regulatory Program Standards](#)

[Handwash Sign](#)

[Handwashing Procedures](#)

[Hot Holding Label](#)

[How to Pursue a Class I Misdemeanor](#)

[Illegal Food Vendor Example](#)

[Intent vs Immediate Suspensions Scenarios](#)

[Jurisdiction Chart](#)

[NC Food Establishment Inspection Report](#)

[Notice of Termination of Embargo](#)

[Prevent Cross-Contamination](#)

[Public Health Remedies at a Glance](#), Jill Moore, Institute of Government

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[Reciprocity Questionnaire](#)

[Refrigerator and Freezer Storage Order](#)

[Reheating Label](#)

[Standard 6 File Worksheet](#)

[Standardized Key Crosswalk to the 2017 FDA Food Code \(Standard 6\)](#)

[Voluntary Disposal Form \(Product Disposition Form\)](#)

[Vomit and Diarrhea Cleanup Policy](#)

[When to Escalate Points](#)

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Section 11: RISK CONTROL PLAN SAMPLES

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[Reheat](#)

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Section 12: VARIANCE AND HACCP

[Guidance for requesting a variance](#)

[Request for Variance](#)

[Variance Decision Tree](#)

Appendix M: Quality Assurance Review



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
HELEN WOLSTENHOLME • Interim Deputy Secretary for Health
MARK T. BENTON • Assistant Secretary for Public Health
Division of Public Health

Date: 29 April 2022

To: Holly Hair

From: Thomas Jumalon, Environmental Health Regional Specialist

Subject: File Review, Richmond County 26 April 2022

Dear Mrs. Haire:

On 26 April 2022 a file review of food service facilities was completed in Richmond County. A total of three establishment files were reviewed, with inspection in those files selected for one Registered Environmental Health Specialist (REHS), and one training intern actively working in the Food & Lodging Program.

Based on this file review, the following items were found **in compliance** and commendable:

- 1) Permit information, demographics, and inspection forms were properly completed
- 2) Establishment types, visit purposes, and signatures were captured

Based on this file review, the following items were found **out of compliance**:

- 1) Documenting "R" for repeat items establishments

At this time, the program has received a score of **98.6%** using the calculations in the Quality Assurance (QA) file review program. Congratulations! This is a satisfactory score. Please take a moment to review the spreadsheets that have been provided which detail the specific items noted during the file review. Please continue to work with staff to ensure that non-compliant items are addressed in the future. Lisa put a CAP in place to remedy this. Contact me with any questions regarding the information contained in this letter. Thank you for your assistance.

Sincerely,
Thomas Jumalon
Environmental Health Regional Specialist
NC DHHS Food Protection & Facilities Branch

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF PUBLIC HEALTH

LOCATION: 5805 Six Forks Road, Raleigh, NC 27609
MAILING ADDRESS: 1632 Mail Service Center, Raleigh, NC 27609-1632
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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
BETH LOVETTE, MPH, BSN, RN • Acting Director
Division of Public Health

February 12, 2019

Tommy Jarrell, PhD
Health and Human Services Director
Richmond County Public Health Department
127 South Caroline Street
Rockingham, NC 28379

Re: Food, Lodging and Institutions Program Compliance Summary for Richmond County
Public Health Department

Dear Dr. Jarrell:

The attached documents summarize information and reports from the most current monitoring or technical assistance visit by Terri Ritter, Regional Environmental Health Specialist in the Food Protection Program. Please contact the Regional Environmental Health Specialist (REHS) listed if you have any questions about this information.

Based on this information, Richmond County Public Health Department is in compliance with all programmatic requirements.

Sincerely,

Terri C. Ritter, REHS, LSS
Regional Environmental Health Specialist

cc:
Holly Haire, REHS, MPH, Environmental Health Director
Office of Education & Training
File

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES - DIVISION OF PUBLIC HEALTH

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**North Carolina Department of Health and Human Services
Division of Public Health**

Roy Cooper
Governor

Dempsey E. Benton
Interim Secretary

Beth Lovette
Acting Division Director

February 12, 2019

To: Tommy Jarrell, PhD
Health and Human Services Director
Richmond County Public Health Department
127 South Caroline Street
Rockingham, NC 28379

From: Terri Ritter, REHS, LSS
Regional Environmental Health Specialist
Food Protection and Facilities Branch
Division of Environmental Health

RE: Compliance with DHHS Standards and Practices – Food, Lodging, and Institutions Program

A program review was done on February 5th and 7th, 2019 in preparation for the Accreditation of the Richmond County Public Health Department. The Evaluation Procedures of Food, Lodging and Institutional Programs were used for this review. A joint inspection QA field review was made with Traci Stevens, EHS. A file review was also completed for this summary. Twelve files were randomly selected and reviewed. This standard review of files along with the QA field review will be used for accreditation assessments and to provide recommendations for program improvement.

During the field assessment, Traci Stevens conducted a thorough, risk-based inspection. She concentrated on the FDA's five risk factors that are directly linked to food borne illness. Food Code (2009) violations were documented accurately and appropriate public health intervention strategies were suggested to the operator. She communicated effectively with the operator and was very helpful. Traci reviewed the requirements for Employee Health in Food Service Establishments with the operator. She also asked questions in regard to the processing of menu items and shared educational materials with the operator during the exit interview.

Currently, there are two Environmental Health Specialists (EHS) authorized to work in the Food, Lodging and Institution Inspection Program (FLIP) and one Environmental Health Technician. These positions are supervised

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by the EH Director, Holly Haire who is also authorized in the FLI Program. One EHS position is vacant. All EHS's split their time between EH programs. The QA program includes two peer-review inspections per inspector every six months and random file review every month by the director. If discrepancies are noted office-wide, the director discusses corrective actions during the next staff meeting; otherwise, individual guidance is given to each staff member. Practice exercises are also provided by the director to sharpen inspection skills.

I have encouraged the staff to continue to participate in district education meetings, supervisor meetings and any SOP courses that may be more specific to their needs in the FLI program. I have also encouraged them to continue to participate regularly in our Regional FLI meetings and to attend one of the SOP classes being offered in 2019: FDA 218 Risk Based Inspection Methods at Retail, FDA312 Special Processes at Retail, the Mobile Food Unit SOP or EH Symposium.

The staff members are provided with the necessary equipment such as computers/printers, thermocouples, test strips, thermopens, chemical test kits, and light meters.

Complaints are entered in CDP and any follow-up records related to the complaint are kept in this data base. The director reviews each complaint and personally investigates the complaint or assigns it to an EHS. Complaints are tracked by the EH Technician for quality control. Complaint reports are generated at the end of each month to determine trends. The staff also has access to the EH Listserve and the DHHS website which contains all correspondence from the state and position statements.

An Epi-kit is available if needed. The kit is kept current with up to date supplies. There is an Epi team that meets quarterly. In the case of a suspected outbreak, the Leadership Team is notified. This team consists of the Health Director, the Director of Nursing and the Environmental Health Director.

The FLI staff currently provides educational classes and participates in health fair events as requested. ServSafe classes are provided by EH staff periodically and the local cable channel airs informational bits from the EH office.

The Richmond County Environmental Health Division has a written complaint policy. Complaints are entered into CDP and monitored by the supervisor. Richmond County policy indicates that the REHS responsible for the facility's inspection should respond to the complaint as soon as possible. General complaints are responded to within 3 to 7 business days. If the complaint involves a suspected food borne illness or poses a serious threat to public health, the EHS must respond within 24 hours. The resolution to the complaint is entered into the CDP database.

Specific details about the file review can be found in the spreadsheet provided with this letter. Summary details from the file and field reviews are as follows:

1. If a verification visit is required, staff should perform the visit within the ten-day time frame and document on a separate inspection form that the item has been corrected. The operator's signature should be obtained unless the verification could be made in the office using pictures, invoices or training logs sent by the operator. The necessity of a site visit should be made on a case-by-case basis. One file named a verification date with no evidence of a return trip or documentation showing that it had been corrected. Priority (P) and Priority foundation (PF) items either need to be corrected during the inspection or within the 10-day time frame for verification.
2. Repeat violations are not being tracked consistently. Field staff should be reviewing the past inspection reports to ensure that repeat violations are being followed and marked accordingly on the inspection report. In some instances, NA and NO were not being marked appropriately. Staff should make an assessment of the facility to determine whether or not certain processes such as reheating and cooling are actually occurring.
3. Efforts should be made to collect final cook temperatures for every species of raw animal food being offered in the establishment.

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4. Overall, the comments made on the inspection reports were detailed and adequate. However, in some instances, more detail is needed to be able to determine whether or not the corrective action recorded in the file was appropriate. Please document any times, temperatures or circumstances necessary to determine that an appropriate corrective action has been performed.

Recommendations:

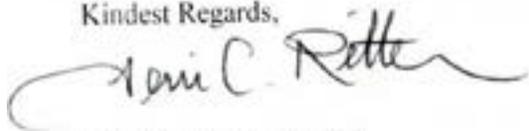
1. Inspection report comments are beneficial two ways. The PIC or Person in Charge can refer to them for understanding what was observed at the time of the inspection. The observation should be noted along with the Food Code citation, the requirement in the regulations (Critical Limits in the Food Code) and then the corrective action. When there is a CDI (corrected during inspection), it should be noted as to how the manager obtained correction, such as reheated, discarded, put back on grill, etc. The second benefit concerns record keeping for verification. Our reports are public record and may be used to defend actions by the department, verify conditions leading to food-borne illness or be used in legal records in proceedings. In the event there is legal action, the REHS will need this resource to recount what was actually occurring at the time of inspection. The PIC or manager's signature will verify that they received the inspection report and had an opportunity to question the EHS about its contents. There is always a need for thorough documentation and accountability for the time spent in each establishment.
2. Verification Required 10 Day Follow Up /CDI- Priority and Priority Foundation (P) and (PF) are defined in the Code and denoted with a P or PF. When possible, obtain correction of these violations during the inspection. This task is a requirement of the REHS. Correction during the inspection should be occurring on most P or PF violations observed. In the event CDI cannot be obtained (this would be something outside of control of the PIC such as behavior changes or an outside contractor or repair person must be hired), then a time not to exceed 10 days shall be issued and documented on the inspection report. Follow up shall be done to ensure the item has been corrected. Example: A dish machine is found to not being sanitizing utensils. First, address sanitizing the utensils they are using to obtain CDI (use three comp sink set up), then follow up would be required after the dish machine has been repaired.
3. Staff members should take advantage of the fact that when verification is required, creative ways such as pictures, faxed invoices, etc. may be used. Accepting these materials can suffice as verification to reduce the number of follow up visits needed. Any verification must be thoroughly documented with signatures if possible.
4. Quality Assurance should be an ongoing process to ensure that the REHS's are marking the form correctly, citing the correct citations and ensuring violations are being corrected. Supervisor review or peer review on joint inspection can be used successfully as well as file review. I observed the director and program staff to be committed to a strong QA program in which field review as well as office file review is utilized. Keep up the good work!
5. Continue to attend regional FLI Regional meetings, district meetings and other educational opportunities such as SOP courses.

Overall, the Richmond County Public Health Department's FLI Program staff members have a good understanding of Food Code principles and routinely conduct thorough, risk-based inspections. Staff members also show skill in leading operators into a better understanding of food safety principles and public health. Staff members are respectful and take time to answer the local operators' questions. Staff members are active in outside projects that help the state as a whole. I want to commend Traci Stevens for her work with CDP to improve the program's usefulness and expedite inspections across NC. Richmond County also participates in the FDA Voluntary Retail Program Standards which is the gold standard for an environmental health program.

I have enjoyed working with your staff and will forward my recommendation to the Office of Education and Training for the accreditation letter. Please let me know if you have any questions or concerns.

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Kindest Regards,

A handwritten signature in black ink that reads "Terri C. Ritter". The signature is fluid and cursive, with a large initial "T" and "R".

Terri Ritter, REHS, LSS
Regional Environmental Health Specialist

CC: Holly Haire, MPH, Health Director

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Version 1.1
July 1, 2020

NC QA Field Assessment MARKING INSTRUCTIONS

Uniform Retail Food Program Inspections

REHS Field Assessment

STATUS OF OBSERVATIONS:

- IN/OUT** Item is found in or out of compliance (**appropriate** compliance marking must be based on the description under each item number). This refers to the performance of the REHS during the inspection and is not related to the compliance status of the facility found during the inspection. The descriptions below should be used in conjunction with the NC Food Code marking instructions to determine performance compliance.
- NA** Not applicable (**NA** marking is made when the data item is **NOT** part of the REHS's assessment of the food service establishment.)
- REHS:** Registered Environmental Health Specialist (includes intern)

Prior to Inspection

1. Reviews (1-3) previous inspections

- IN/OUT** This item is marked **IN/OUT** based on the REHS's review of previous inspections prior to conducting the inspection. The review is to identify past risk factor violations, repeat violations and other items of concern such as use of TPHC, consumer advisory, variance and/or HACCP, and service to highly susceptible populations.
- NA** This item is marked **NA** if the REHS is doing an inspection on a newly permitted establishment that does not have previous inspections to review.

2. Awareness of permit conditions and supporting documents

- IN/OUT** This item is marked **IN/OUT** based on the REHS's awareness of the file documents including the permit, permit conditions, and other relevant documentation. If the REHS attempts to review file paperwork, regardless of what is available, this item should be marked **IN**. Items to review include, but are not limited to: the permit, permit conditions, menu, TPHC, variance and/or HACCP plans, non-continuous cooking processes, and onsite wastewater and water supply documentation.
- NA** Marking this is not an option for this item.

3. REHS properly equipped

- IN/OUT** This item is marked **IN/OUT** based on the REHS's access to equipment needed to conduct a risk-based inspection. To be marked **IN** compliance, the REHS must have: a calibrated thin-probe thermometer, chemical test strips, maximum-registering thermometer or temperature-indicating strips, alcohol swabs (or use facility sanitizer), and flashlight. The REHS must have access to applicable rules, marking instructions,

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inspection forms (or working field client), comment addenda, suspension/revocation forms, embargo/product disposition forms, and grade cards.

NA Marking this is not an option for this item.

Conducting the Inspection

4. Properly identifies themselves

IN/OUT This item is marked **IN/OUT** based on how the REHS provides identification when entering the facility. To be marked **IN** compliance, the REHS must state their name, name of their department, and purpose of the visit clearly **BEFORE** entering the kitchen or other non-public areas of facility. The REHS must gain consent from a food service employee before entry. There may be varying levels of formality to this, but if there is acknowledgement of consent, this item should be marked **IN**.

NA Marking this is not an option for this item.

5. Menu Review

IN/OUT This item is marked **IN/OUT** based on the adequacy of the REHS's review of the menu during the inspection. The REHS must review products or procedures, identify items that may be cooled, served raw/undercooked or prepared using a specialized process. The REHS must inquire about process changes and additional food items not listed within the menu.

NA Marking this is not an option for this item.

6. Ask PIC to accompany during inspection

IN/OUT This item is marked **IN/OUT** based on how the REHS asks the person in charge (PIC) to accompany them during the inspection. If no employee is identified as the person in charge, the REHS shall invite an employee to accompany them on the inspection. This item should **NOT** be marked **OUT** if the invitation is declined.

NA Marking this is not an option for this item.

7. Verifies ownership, demographics

IN/OUT This item is marked **IN/OUT** based on how the REHS verifies or updates (if necessary) the ownership and demographic information with the PIC or owner during the inspection.

NA This item would be marked **NA** if the facility is known to be owned by a government entity (catered elderly nutrition site, public school lunchrooms, etc.).

8. Surveys facility; prioritizing risk factors

IN/OUT This item is marked **IN/OUT** based on how the REHS initially surveys the food establishment to determine which of the 5 FDA foodborne illness risk factors (improper holding temperatures, inadequate cooking, contaminated equipment, food from unsafe

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sources, and poor personal hygiene) should be prioritized. The REHS should identify any active preparation and should give priority to: bare hand contact/handwashing violations, personal hygiene, receiving, reheating, cooking temperatures, and cooling items. This item shall be marked **OUT** if the REHS prioritizes static (not likely to change over time) over dynamic (likely to change quickly) processes or fails to ask open-ended questions regarding receiving, reheating, cooking and cooling during the survey.

NA Marking this is not an option for this item.

9. Appropriate Attire/Complies with facilities policies

IN/OUT This item is marked **IN/OUT** based on the REHS adhering to all applicable county or department dress codes and dressing in a professional manner. The REHS must meet the requirements of a food employee in Chapter 2 of the NC Food Code (i.e. not working when sick, clean outer clothing, effective hair restraint, no jewelry on hands or wrist except for a plain band, no artificial or painted fingernails unless single-use gloves are worn). If requested, the REHS must respectfully comply with additional policies/procedures required of the facility.

NA Marking this is not an option for this item.

10. Professional Rapport

IN/OUT This item is marked **IN/OUT** based on how the REHS maintains a professional demeanor throughout the inspection. The REHS must communicate in clear and effective language and provide reasonable solutions to violations observed. Examples of behaviors that would result in this item being marked **OUT** include, but are not limited to: using unprofessional language, speaking unprofessionally to the PIC or other staff, yelling or raising voice in a disrespectful manner, making derogatory remarks, or displaying cultural insensitivity.

NA Marking this is not an option for this item.

Risk Factors/Processes

11. Verifies Certified Food Manager, PIC Duties (Grade Sheet #1)

IN/OUT This item is marked **IN/OUT** based on how the REHS verifies the PIC is an ANSI-accredited Certified Food Protection Manager, assesses active managerial control (i.e. assesses food safety management systems through questioning, review of documentation, etc.), and evaluates compliance with PIC duties listed in 2-103.11 of the NC Food Code.

NA Marking this is not an option for this item.

12. Employee Health (Grade Sheet #2 & #3)

IN/OUT This item is marked **IN/OUT** based on how the REHS assesses the employee health policy of the facility. The REHS must ask questions about the policy (i.e. reportable symptoms/illnesses, reinstatement of restricted/excluded employees, etc.) to ensure completeness and correctness. The REHS must also verify that proper exclusion and

Appendix M: Quality Assurance Review

restriction are in place at the time of inspection (no visible infected cuts, no employees with active vomiting and/or diarrhea present at time of inspection). The REHS shall verify how employees are informed of the establishment's employee health policy (i.e. use of form 1-B, evidence of training, use of placards/training cards, etc.) and is encouraged to interview a random food employee to ensure they have been adequately informed of the requirements in the establishment's employee health policy. The REHS must communicate proper corrective actions when necessary.

NA Marking this is not an option for this item.

13. Good Hygienic Practices (Grade Sheet #4 & #5)

IN/OUT This item is marked **IN/OUT** based on the REHS's assessment of Food Employees' hygienic practices such as eating, tasting, drinking, or tobacco use in unapproved areas of the kitchen, and ensures no Food Employee is observed with eye, nose, and/or mouth discharge.

NA Marking this is not an option for this item.

14. Handwashing (Grade Sheet #6 & #8)

IN/OUT This item is marked **IN/OUT** based on how the REHS evaluates handwashing in the facility. The REHS must actively watch employees during preparation and cleaning activities, determine when handwashing is required by the rules, and seek correction when improper handwashing takes place. All handwashing sinks in the facility must be evaluated for proper use, soap/hand drying method availability and appropriate signage.

NA Marking this is not an option for this item.

15. No Bare Hand Contact (Grade Sheet #7)

IN/OUT This item is marked **IN/OUT** based on the REHS's interpretation and application of the rules that apply to bare hand contact of food. The REHS must determine if RTE food that was observed being touched with bare hands will be heated to $\geq 165^{\circ}\text{F}$, or served with no further processing. The REHS must seek correction from employees when improper bare hand contact of food is observed.

NA Marking this is not an option for this item.

16. Approved Sources (Grade Sheet #9, #10, #11, #12, & #15)

IN/OUT This item is marked **IN/OUT** based on how the REHS discusses/evaluates sources of food during the inspection, including receiving temperatures, shellstock identification requirements, parasite destruction record requirements, and the disposition of returned food by customers. The REHS is expected to verify invoices and/or take appropriate corrective action when food is suspected to be adulterated or unsafe.

NA Marking this is not an option for this item.

17. Food Storage and Protection (Grade Sheet #13 & #37)

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IN/OUT This item is marked **IN/OUT** based on how the REHS assesses cross contamination and food protection concerns during food handling, preparation, and storage (i.e. refrigeration, dry storage and other areas including customer self-service areas). The REHS must address and correct if necessary improper use of single-use gloves (i.e. change in task that results in contamination, gloves become torn or reused, etc.), and utensils/ equipment (i.e. from raw to RTE, use between different species of raw food, use between allergens, etc.) as vehicles of contamination. The REHS must recognize improperly stored food (i.e. raw food above RTE food, raw food stored without proper separation, unwashed produce over RTE food, foods uncovered except during cooling, unprotected food in customer self-service areas with no monitoring, etc.).

NA Marking this is not an option for this item.

18. Cleaning & Sanitizing Food Contact Surfaces (Grade Sheet #14)

IN/OUT This item is marked **IN/OUT** based on how the REHS evaluates the cleaning and sanitizing of utensils and food-contact surfaces. The REHS shall discuss/evaluate procedures (including frequency) for cleaning, check sanitizer concentrations and efficacies (hot water temperature/chemical concentration and pressure of sanitization cycles) of dish machines where applicable, and verify proper procedures for utensil and equipment cleaning and sanitizing operations. The REHS must communicate proper corrective actions when necessary.

NA Marking this is not an option for this item.

19. Cooking (Grade Sheet #16)

IN/OUT This item is marked **IN/OUT** based on how the REHS evaluates cooking processes during the inspection. If cooking is occurring, the REHS must return to the cook line to verify cook temperatures as they continue with other risk factors. To be marked **IN** compliance, the REHS is expected to measure a representative sample of foods that are in the process of cooking. The REHS must ask open-ended questions to determine cooking is occurring, communicate correct final cook temperatures to the employees and the PIC, and must follow through with providing information on proper corrective action when necessary. This item would be **OUT** if the REHS refers to a reheating temperature as a cooking temperature or assesses a cooked-to-order food for a final cook temperature and does not recognize the difference.

NA This item is marked **NA** when, during menu review, it is determined that no true cooking is occurring in the facility, OR, at the end of the inspection, there has been no cooking in the facility and no opportunity for the REHS to evaluate final cook temperatures.

20. Reheating (Grade Sheet #17)

IN/OUT This item is marked **IN/OUT** based on how the REHS assesses reheating of food for hot holding. The REHS must demonstrate knowledge of the proper critical limit based on the type (commercially packaged food vs. establishment pre-cooked/cooled food heated to hot hold) of reheating occurring. The REHS must demonstrate knowledge of the difference between cooking and reheating, ask open-ended questions to determine if reheating is occurring and determine the type of reheating taking place. The REHS must identify and communicate proper corrective actions when necessary. The REHS

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is OUT of compliance if they require an unnecessary corrective action on a food reheated for immediate service.

- NA** This item is marked **NA** when, during menu review, it is determined that no reheating is occurring in the facility OR, at the end of the inspection, there has been no reheating in the facility and no opportunity for the REHS to evaluate reheat temperatures.

21. Cooling Parameters (Grade Sheet #18)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS assesses and correctly interprets the cooling time and temperature parameters that lead to a temperature violation for cooling. The REHS, through questioning, must determine early in the inspection if cooling (i.e. cook/cool, ambient cooling, cooling after preparation) is taking place, so at least (2) temperatures of the food can be measured to calculate a cooling rate and determine cooling compliance. The cooling calculation(s) should be used as a tool to help the REHS determine compliance with cooling. The REHS, through questioning, must be able to determine when the time/temperature parameters of cooling have not been met to communicate appropriate corrective actions.

- NA** This item is marked **NA** when, during menu review, it is determined that no cooling is occurring in the facility OR, at the end of the inspection, there has been no cooling in the facility and no opportunity for the REHS to evaluate cooling temperatures.

22. Hot Holding (Grade Sheet #19)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS assesses hot holding temperatures in the facility. The REHS must demonstrate proper technique in assessing hot holding temperatures and must take temperatures of an appropriate representative sample of hot held foods during the inspection, accurately identify items that are out of compliance, and communicate appropriate corrective actions with the PIC when necessary.

- NA** This item is marked **NA** when, during menu review, it is determined that no hot holding is occurring in the facility OR, at the end of the inspection, there has been no hot holding in the facility and no opportunity for the REHS to evaluate hot holding temperatures.

23. Cold Holding (Grade Sheet #20)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS assesses cold holding temperatures in the facility. The REHS must demonstrate proper technique in assessing cold holding temperatures and must take temperatures of an appropriate representative sample of cold foods during the inspection, accurately identify items that are out of compliance, and communicate appropriate corrective actions with the PIC.

- NA** This item is marked **NA** when, during menu review, it is determined that no cold holding is occurring in the facility OR, at the end of the inspection, there has been no cold holding in the facility and no opportunity for the REHS to evaluate cold holding temperatures.

24. Date Marking (Grade Sheet #21)

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IN/OUT This item is marked **IN/OUT** based on how the REHS assesses the date marking system used in the facility. Through discussion of the establishment's date marking system, the REHS must be able to accurately identify foods that require date marking, preparation/expiration dates, length of time allowed for date marking, foods that are exempt from date marking, and be able to communicate appropriate corrective actions with the PIC when necessary.

NA This item is marked **NA** when, during menu review, it is determined that there are no items within the facility that require date marking.

25. TPHC (Grade Sheet #22)

IN/OUT This item is marked **IN/OUT** based on how the REHS identifies foods that are being held using time as a public health control. The REHS must ask appropriate questions to determine if foods are held using TPHC. The REHS must understand that written TPHC procedures do not need to be pre-approved. If TPHC is being utilized, the REHS must complete a field review of the written TPHC procedures provided. The REHS must also be able to communicate proper corrective actions when necessary.

NA This item is marked **NA** when, during menu review, it is determined that there are no items within the facility that are held using TPHC.

26. Consumer Advisory/Pasteurized Foods (Grade Sheet #23 & #28)

IN/OUT This item is marked **IN/OUT** based on how the REHS identifies foods that are being served raw or undercooked. The REHS is expected to ask open-ended questions to make sure the facility understands when a consumer advisory is required. The REHS must assess current consumer advisories that are present to ensure they are complete (disclosure/reminder). When menus do not include consumer advisories for items that are undercooked or contain raw ingredients, the REHS must be able to validate the presence of pasteurized foods and ensure that all requirements are met to serve these foods without a consumer advisory. The REHS must also be able to communicate proper corrective actions when necessary.

NA This item should not be marked **NA**. If the REHS asks appropriate questions and accurately determines that no consumer advisory is needed, the REHS should be marked **IN**.

27. Chemicals (Grade Sheet #25 & #26)

IN/OUT This item is marked **IN/OUT** based on how the REHS identifies and/or addresses food additives used in the facility, as well as assesses chemical use and storage during the inspection. The REHS must properly enforce rules regarding chemical bottle labels, storage to prevent contamination (including medications), and appropriately discuss sanitizers or other chemicals that exceed the tolerance levels allowed by the CFR. The REHS must also be able to communicate proper corrective actions when necessary. The REHS must inquire about the use of food additives (i.e. food colorings, sulfites, nitrites/nitrates, etc.) in the establishment to be considered **IN** compliance.

NA Marking this is not an option for this item.

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28. Recognizes HSP Requirements (Grade Sheet #24)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS identifies a highly susceptible population and properly applies the definition. The REHS must ask questions to determine if the HSP complies with provisions (i.e. juice, eggs, offering of raw/undercooked foods and raw seed sprouts, re-service of food) listed in 3-801.11. The REHS must also be able to communicate proper corrective actions when necessary.
- NA** This item is marked **NA** when, during menu review, it is determined this facility does not meet the definition of serving a highly susceptible population.

29. Recognizes Variance/HACCP (Grade Sheet #30)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS assesses whether specialized processes are occurring in the facility. The REHS is expected to ask open-ended questions and be able to identify equipment that is indicative of a specialized process (i.e. vacuum sealer, immersion circulator, pH meters, starter cultures, pink salt, etc.). The REHS must also be able to properly communicate when a HACCP plan without a variance is needed, when a variance is required, and communicate proper corrective actions when necessary.
- NA** This item should not be marked **NA**. If REHS asks appropriate questions and accurately determines that no specialized processes are taking place, the REHS should be marked **IN**.

30. Verifies HACCP Plan (Grade Sheet #27)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS determines the need of a HACCP plan for processes conducted in the facility and if the REHS properly reviews food operations and available records (i.e. HACCP plan components – CCPs, CLs, monitoring, corrective actions, etc.) for compliance. The REHS is expected to communicate proper corrective actions when necessary.
- NA** This item is marked **NA** when, during menu review, it is determined there is no HACCP plan implemented in this facility.

Food Temperature Control

31. Cooling Methods (Grade Sheet #31)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS evaluates cooling methods used in the facility, determines adequacy and communicates proper corrective actions (when necessary). The REHS must calculate cooling rates as part of their evaluation of cooling methods used in the establishment. The REHS must be able to determine if a facility's existing equipment provides adequate capacity for cooling, heating and holding.
- NA** This item should not be marked **NA**. If REHS asks appropriate questions and accurately determines that no cooling is taking place, the REHS should be marked **IN**.

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32. Recognizes plant food cooking (Grade Sheet #32)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS identifies and assesses plant food cooking in the facility. The REHS must communicate proper corrective actions when necessary.
- NA** This item is marked **NA** when, during menu review, it is determined there is no plant food cooking occurring in the facility **OR**, at the end of the inspection, there has been no plant food cooking in the facility and no opportunity for the REHS to evaluate.

33. Thawing Methods (Grade Sheet #33)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS evaluates methods of thawing used during the inspection. The REHS must provide clear information on approved thawing methods and communicate corrective actions when necessary. Adequate discussion of thawing practices when thawing is not occurring should result in the REHS being marked **IN**.
- NA** This item is marked **NA** when, during menu and facility review, it is determined there is no thawing occurring in the facility.

34. Thermometers available and accurate (Grade Sheet #34)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS evaluates thermometers in use at the time of inspection. The REHS is expected to check air temperature thermometers on holding units and assess the accuracy (i.e. ~ 32°F in ice bath or ~ 212°F in boiling water) and functionality (i.e. probe type based on type of food served, intended use, etc.) of thermometers provided. The REHS must communicate proper corrective actions when necessary.
- NA** Marking this is not an option for this item.

Good Retail Practices

35. Water and Ice From Approved Sources (Grade Sheet #29)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS assesses the water supply used in the facility. The REHS is expected to verify whether the water supply is a community or non-community system. If applicable, the REHS must verify that construction and sampling requirements have been met for wells being used by the facility. The REHS must communicate proper corrective actions when necessary.
- NA** Marking this is not an option for this item.

36. Food Identification (Grade Sheet #35)

- IN/OUT** This item is marked **IN/OUT** based on how the REHS identifies and verifies that required food labels are correct. The REHS must check bulk/working containers of food, customer self-service packaged foods, and "grab and go". When packaged foods require labeling, the REHS must follow State guidance regarding required ingredient and allergen information, understand which items require immediate correction or

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follow-up (items that are P, Pf) and provide accurate information on corrective actions for these items if found to be out of compliance. The REHS must verify that shellstock is being stored in its original container. The REHS must verify foods are accurately identified and honestly presented while in storage, display or service.

NA Marking this is not an option for this item.

37. Prevention of Contamination (Grade Sheet #36, #38, #39, & #40)

IN/OUT This item is marked **IN/OUT** based on how the REHS assesses pest control (i.e. discussion needed regarding application methods, frequency of use, contracts, etc.) and insects within the facility, personal cleanliness of employees, wiping cloth use/storage, and proper washing of fruits and vegetables.

NA Marking this is not an option for this item.

38. Proper Use of Utensils (Grade Sheet #41, #42, #43, & #44)

IN/OUT This item is marked **IN/OUT** based on how the REHS addresses the storage and handling of clean utensils including in-use utensils, air drying, linen, single-service and single-use articles. The REHS appropriately identifies the use-limitations of cloth and slash-resistant gloves.

NA Marking this is not an option for this item.

39. Utensils and Equipment (Grade Sheet #45, #46, & #47)

IN/OUT This item is marked **IN/OUT** based on how the REHS addresses repair, materials/design/construction (i.e. properly certified/classified or 4-1/4-2 or equivalent), and intended-use of utensils and equipment. The REHS must verify warewashing facilities are maintained and operational, test strips are present in the facility and cleanliness of non-food contact surfaces. The REHS must communicate proper corrective actions when necessary.

NA Marking this is not an option for this item.

40. Physical Facilities (Grade Sheet #48, #49, #50, #51, #52, #53, & #54)

IN/OUT This item is marked **IN/OUT** based on how the REHS addresses water availability, the plumbing system including backflow prevention devices, toilet facilities, refuse and waste disposal facilities, and physical facilities during an inspection. The REHS must address improper storage of employee belongings and lighting deficiencies.

NA Marking this is not an option for this item.

Setting Example

41. EHS washes hands as needed

IN/OUT This item is marked **IN/OUT** based on how the REHS washes their hands during the inspection, following the requirements of when to wash and how to wash as specified in Chapter 2 of the NC Food Code.

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NA Marking this is not an option for this item.

42. Properly Uses Equipment

IN/OUT This item is marked **IN/OUT** based on how the REHS uses equipment required to complete an inspection. The REHS must clean and sanitize their thermometer properly before use and between foods (where required) to prevent cross-contamination, use chemical test strips according to instructions, verify operation of a hot water sanitizing dish machine (when applicable) by use of a maximum-registering thermometer or temperature indicating strips, and use a flashlight and light meter when necessary.

NA Marking this is not an option for this item.

Paperwork

43. Proper Code Citation and Item Number Marked

IN/OUT This item is marked **IN/OUT** based on the violations that are observed during the inspection and how the REHS documents the code section that is violated on the inspection form. The REHS must use marking instructions to correctly identify corresponding items on the grade sheet and properly document all risk factor violations as either IN, OUT, NO, or NA. The REHS must record corresponding temperatures to support markings of the inspection report.

NA Marking this is not an option for this item.

44. Item properly marked as a repeat violation

IN/OUT This item is marked **IN/OUT** based on how the REHS uses the information in the previous inspection form to verify a violation as a repeat violation. The REHS must clearly communicate the implications of repeat violations to the PIC and properly document by marking the "R" column on the inspection report for that corresponding item number.

NA This item is marked **NA** when, after reviewing previous inspections, there are no repeat violations from the previous inspection.

45. Corrective Action Achieved, CDI noted

IN/OUT This item is marked **IN/OUT** based on how the REHS determines when corrective action is required (based on P or Pf designation). The REHS must recognize what qualifies as true correction during inspection, provide clear language explaining how correction was achieved, and mark the column for "CDI" on the inspection report for that corresponding item number.

NA This item is marked **NA** when, after completing the inspection, there are no violations which require verification of correction through CDI.

46. Verification required properly documented

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IN/OUT This item is marked **IN/OUT** based on how the REHS recognizes when corrective action has not been achieved during the inspection and is required based on the severity of the violation (P or Pf). The REHS must clearly communicate the expectations of correction with the PIC, both verbally and on the inspection report, document in the correct column on the inspection report that verification is required ("VR") and provide a follow-up date that is within 10 days of the inspection.

NA This item is marked **NA** when, after completing the inspection, there are no violations which require verification of correction with a return visit or VR.

47. Enforcement Action properly taken

IN/OUT This item is marked **IN/OUT** based on how the REHS recognizes a pattern of non-compliance of a risk factor violation within the facility. The REHS must use inspection history to determine which enforcement action is most appropriate. The REHS must choose whether it is appropriate to issue an intent to suspend or immediate suspension. The REHS must provide proper and clear documentation of enforcement action and must clearly communicate with the PIC what is being required and the consequences if compliance is not achieved.

NA This item is marked **NA** when, after completing the inspection, there are no violations which require enforcement action.

48. Options for long-term control of risk factors explored

IN/OUT This item is marked **IN/OUT** based on how the REHS recognizes a pattern of non-compliance of a risk factor violation within a facility. The REHS must use inspection history to determine which risk factor violations need to be brought into compliance. The REHS must discuss with the PIC these options, which may include, but are not limited to: risk control plans, standard operating procedures, changes to equipment and/or facility modification, menu modification, buyer specifications, remedial training, or HACCP Plans. The REHS must provide proper and clear documentation of risk factor violations needing long-term control and must clearly communicate with the PIC what options are most appropriate and a time frame for implementing the options chosen.

NA This item is marked **NA** when, after completing the inspection, there are no violations that demonstrate a history of non-compliance for risk factor violations.

49. Risk category and risk frequency verified

IN/OUT This item is marked **IN/OUT** based on how the REHS assesses the risk category of the facility as required by the rules and risk categorization chart. The risk category shall be determined by asking open-ended questions regarding menu and food preparation processes. When the risk category is not correct, the REHS must follow program policy to have risk category updated.

NA Marking this is not an option for this item.

50. Correction of previous risk factor violations achieved

IN/OUT This item is marked **IN/OUT** based on how the REHS determines which risk factor

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violations were previously out of compliance and checks to make sure that these violations have been corrected. The REHS must review the previous inspection report(s) and intentionally focus time on discussing previous out-of-control risk factors to be marked **IN**. The REHS must inform the PIC when any previous out-of-control risk factors have not been corrected.

NA Marking this is not an option for this item.

51. Exit interview conducted, and paperwork provided

IN/OUT This item is marked **IN/OUT** based on how the REHS conducts an exit interview and provides paperwork to the PIC. The REHS must invite the PIC to an exit interview to discuss inspection findings, including risk factors that were out of compliance, whether correction was achieved, and what the expectations are for verification visits, if applicable. The REHS is expected to communicate clearly, ask to make sure the PIC understands the inspection report and answer any questions raised by the PIC. The REHS must also provide either by paper copy or electronically, a copy of the inspection report before leaving the facility. If providing an electronic copy of the inspection report, the REHS must ensure that the PIC has received it and can view it before leaving the establishment to be marked **IN**. If an exit interview is requested and the PIC declines, the REHS should still be marked **IN**.

NA Marking this is not an option for this item.

52. Inspection documentation clear and complete

IN/OUT This item is marked **IN/OUT** based on the clarity and completion of the inspection form, including demographical information, risk category, time in/time out, temperatures observed and required signatures. The REHS must, for every violation, list the appropriate code citation, a short description of the rule, and a statement of what was observed. For risk factor violations, the REHS must also document what corrective action was taken, or whether a verification visit will be required. If the inspection is handwritten, it must be legible, and all inspection reports should be free of spelling errors to be marked **IN**.

NA Marking this is not an option for this item.

53. Paperwork filed properly and in a timely manner

IN/OUT This item is marked **IN/OUT** based on how the REHS files the inspection report into a database or filing system according to county or department policy. In absence of a county or department policy, they must be entered within 5 business days of the inspection.

NA Marking this is not an option for this item.

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20 Quality Elements Explanation

Uniform Retail Food Program Inspections

REHS Field Assessment

The 20 Quality Elements of an Inspection that are outlined in the FDA Retail Program Standards (Standard 4) are based on the observations made and documented on the field assessment form. These items will be auto-populated based on the observations made and will be determined by the following criteria:

I. Has required equipment and forms to conduct the inspection

IN This item is marked **IN** if #3 on the field assessment *REHS properly equipped* is marked **IN**

OUT This item is marked **OUT** if #3 on the field assessment is marked **OUT**

II. Reviews the contents of the establishment file, including the previous inspection report, reported complaints on file, and if applicable, required HACCP plans or documents supporting the issuance of a variance.

IN This item is marked **IN** if #1 on the field assessment *Reviews (1-3) previous inspections* and #2 *Reviews permit conditions, TPHS, variance/HACCP* are both marked **IN**

OUT This item is marked **OUT** if either #1 or #2 on the field assessment is marked **OUT**

III. Verifies that the establishment is in the proper risk category and that the required inspection frequency is being met. Informs the supervisor when the establishment is not in the proper risk category or when the required frequency is not met.

IN This item is marked **IN** if #49 on the field assessment *Risk category and risk frequency verified* is marked **IN**

OUT This item is marked **OUT** if #49 on the field assessment is marked **OUT**

IV. Provides identification as a regulatory official to the person in the charge and states the purpose of the visit

IN This item is marked **IN** if #4 on the field assessment *Properly Identifies himself/herself* is marked **IN**

OUT This item is marked **OUT** if #4 on the field assessment is marked **OUT**

V. Interprets and applies the jurisdiction's laws, rules, policies, procedures, and regulations

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required for conducting retail food establishment inspections

IN This item is marked **IN** if all the risk factor/processes and food temperature control items, #11 - #34 on the field assessment, are marked **IN**

OUT This item is marked **OUT** if any item #11 - #34 on the field assessment is marked **OUT**

VI. Uses a risk-based inspection methodology to conduct the inspection

IN This item is marked **IN** if #5 on the field assessment *Menu review* and #8 *Surveys facility; prioritizing risk factors* are both marked **IN**

OUT This item is marked **OUT** if either #5 or #8 on the field assessment is marked **OUT**

VII. Accurately determines the compliance status of each risk factor and Food Code intervention (i.e. **IN** compliance, **OUT** of compliance, **Not Observed**, or **Not Applicable**)

IN This item is marked **IN** if all the risk factor/processes and food temperature control items, #11 - #34 on the field assessment, are marked **IN**

OUT This item is marked **OUT** if any item #11 - #34 on the field assessment is marked **OUT**

VIII. Obtains corrective action for out of compliance risk factors and Food Code interventions in accordance with the jurisdiction's policies

IN This item is marked **IN** if #45 on the field assessment *Corrective action achieved, CDI noted* is marked **IN**

OUT This item is marked **OUT** if #45 on the field assessment is marked **OUT**

IX. Discusses options for the long-term controls of risk factors with establishment managers, when the same out of control risk factor occurs on consecutive inspections, in accordance with the jurisdiction's policies.

IN This item is marked **IN** if #48 on the field assessment *Options for long term control of risk factors explored* is marked **IN**

OUT This item is marked **OUT** if #48 on the field assessment is marked **OUT**

X. Verifies correction of out of compliance observations identified during the previous inspection. In addition, follows through with compliance and enforcement in accordance with the jurisdiction's policies.

IN This item is marked **IN** if #47 on the field assessment *Enforcement Action properly taken* and #50 *Correction of previous risk factor violations achieved* are both marked **IN**

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OUT This item is marked **OUT** if either #47 or #50 on the field assessment is marked **OUT**

XI. Conducts an exit interview that explains the out of compliance observations, corrective actions, and time frames for correction, in accordance with the jurisdictions policies

IN This item is marked **IN** if #51 on the field assessment *Exit interview conducted and paperwork provided* is marked **IN**

OUT This item is marked **OUT** if #51 on the field assessment is marked **OUT**

XII. Provides the inspection report and, when necessary, cross referenced documents to the person in charge or permit holder, in accordance with the jurisdiction's policies

IN This item is marked **IN** if #51 on the field assessment *Exit interview conducted and paperwork provided* is marked **IN**

OUT This item is marked **OUT** if #51 on the field assessment is marked **OUT**

XIII. Demonstrates proper sanitary practices as expected from a food service employee

IN This item is marked **IN** if #41 on the field assessment *EHS washes hands as needed* and #42 *Properly uses equipment* are both marked **IN**

OUT This item is marked **OUT** if either #41 or #42 on the field assessment is marked **OUT**

XIV. Completes the inspection form per the jurisdiction's policies (IE observations, public health reasons, applicable code reference, compliance dates.)

IN This item is marked **IN** if #52 on the field assessment *Inspection form documentation clear and complete* is marked **IN**

OUT This item is marked **OUT** if #52 on the field assessment is marked **OUT**

XV. Documents the compliance status of each risk factor and intervention (IN, OUT, NA, NO)

IN This item is marked **IN** if all the risk factor/processes and food temperature control items, #11 - #34, and #43 *Proper code citation and item number marked* on the field assessment, are marked **IN**

OUT This item is marked **OUT** if any item #11 - #34 or #43 on the field assessment is marked **OUT**

XVI. Cites the proper code provisions for risk factors and Food Code interventions in accordance with the jurisdiction's policies

IN This item is marked **IN** if #43 *Proper code citation and item number marked* on the field assessment is marked **IN**

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- OUT** This item is marked **OUT** if #43 on the field assessment is marked **OUT**
- XVII. Documents corrective action for out of compliance risk factors and Food Code interventions in accordance with the jurisdiction's policies.**
- IN** This item is marked **IN** if #45 *Corrective action achieved, CDI noted* on the field assessment is marked **IN**
- OUT** This item is marked **OUT** if #45 on the field assessment is marked **OUT**
- XVIII. Documents that options for the long-term control of risk factors were discussed with establishment managers when the same out of control risk factor occurs on consecutive inspections.**
- IN** This item is marked **IN** if #48 on the field assessment *Options for long term control of risk factors explored* is marked **IN**
- OUT** This item is marked **OUT** if #48 on the field assessment is marked **OUT**
- XIX. Compliance or regulatory documents (IE exhibits, attachments, sample forms) are accurately completed, appropriately cross-referenced within the inspection report, and included with the inspection report in accordance with the jurisdiction's policies.**
- IN** This item is marked **IN** if all the items, #43 - #46, on the field assessment are marked **IN**
- OUT** This item is marked **OUT** if any item #43 - #46 on the field assessment is marked **OUT**
- XX. Files reports and other documentation in a timely manner, in accordance with the jurisdiction's policies.**
- IN** This item is marked **IN** if #53 on the field assessment *Paperwork filed properly and in a timely manner* is marked **IN**
- OUT** This item is marked **OUT** if #53 on the field assessment is marked **OUT**

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<i>50. Correction of previous risk factor violations achieved</i>																	
<i>51. Exit interview conducted and paperwork provided</i>																	
<i>52. Inspection documentation clear and complete</i>																	
<i>53. Paperwork filed properly and in timely manner</i>																	
Inspection Competencies																	
Totals:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Establishment:																	
Evaluation Number:	1	2	3	4	5												
EHS Rating:	100%	100%	100%	100%	100%												
Unacceptable <70%																	
Needs improvement 70-84%																	
Acceptable ≥85%																	

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Compliance Totals				% In Compliance		
Items Evaluated	IN	OUT	NA	IN	OUT	NA
Prior to Inspection						
1. Reviews (1-3) previous inspections	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
2. Awareness of permit conditions and supporting documents	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
3. REHS properly equipped	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
Equipment/Supplies						
4. Properly identifies themselves	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
5. Menu review	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
6. Asks PIC to accompany during inspection	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
7. Verifies ownership, demographics	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
8. Surveys facility; prioritizing risk factors	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
9. Appropriate attire/Complies with facilities policies	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
10. Professional Rapport	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
Risk Factors/Processes						
11. Verifies Certified Food Manager; PIC duties 1, 2	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
12. Employee health; verifies vomit & diarrhea plan 3, 4, 5	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
13. Good Hygienic Practices 6, 7	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
14. Handwashing 8, 10	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
15. No bare hand contact 9	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
16. Approved Sources 11, 12, 13, 14, 17	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
17. Food storage and protection 15, 39	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
18. Cleaning & sanitizing food contact surfaces 16	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
19. Cooking 18	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
20. Reheating 19	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
21. Cooling Parameters 20	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
22. Hot Holding 21	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
23. Cold Holding 22	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
24. Date marking 23	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
25. TPHC 24	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
26. Consumer advisory/Pasteurized foods 25, 30	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
27. Additives/Chemicals 27, 28	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
28. Recognizes HSP requirements 26	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
29. Recognizes Variance/HACCP 32	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
30. Verifies HACCP plan 29	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
Food Temperature Control						
31. Cooling Methods 33	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
32. Recognizes plant food cooking 34	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
33. Thawing Methods 35	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
34. Thermometers available and accurate 36	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
Good Retail Practices						
35. Water and Ice From Approved Sources 31	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
36. Food Identification 37	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
37. Prevention of Contamination 38, 40, 41, 42	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
38. Proper Use of Utensils 43, 44, 45, 46	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
39. Utensils and Equipment 47, 48, 49	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
40. Physical Facilities 50, 51, 52, 53, 54, 55, 56	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
Setting example						
41. EHS washes hands as needed	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
42. Properly uses equipment	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
Paperwork and File Review						
43. Proper code citation and Item number marked	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
44. Item properly marked as a repeat violation	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
45. Corrective Action Achieved, CDI noted	0	0	0	#DIV/0!	#DIV/0!	0%
46. Verification Required properly documented	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
47. Enforcement Action properly taken	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
48. Options for long-term control of risk factors explored	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
49. Risk category and risk frequency verified	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
50. Correction of previous risk factor violations achieved	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
51. Exit interview conducted and paperwork provided	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
52. Inspection documentation clear and complete	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
53. Paperwork filed properly and in timely manner	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
Inspection Competencies						
Overall Total:	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!

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Quality Elements									
EHS #:	1			2			3		
Evaluation Number:	1			2			3		
Establishment:									
I. The jurisdiction's quality assurance program assures that each inspector has the required equipment and forms to conduct the inspection.	0	1		0	1		0	1	
II. The jurisdiction's quality assurance program assures that each inspector reviews the contents of the establishment file, including the previous inspection report, reported complaints on file, and, if applicable, required HACCP Plans or documents supporting the	0	1		0	1		0	1	
III. The jurisdiction's quality assurance program assures that each inspector verifies that the establishment is in the proper risk category and that the required inspection frequency is being met, Informs the supervisor when the establishment is not in the proper risk category	0	1		0	1		0	1	
IV. The jurisdiction's quality assurance program assures that each inspector provides identification as a regulatory official to the person in charge and states the purpose of the visit.	0	1		0	1		0	1	
V. The jurisdiction's quality assurance program assures that each inspector interprets and applies the jurisdiction's laws, rules, policies, procedures, and regulations required for conducting retail food inspections.	0	1		0	1		0	1	
VI. The jurisdiction's quality assurance program assures that each inspector uses a risk-based inspection methodology to conduct the inspection.	0	1		0	1		0	1	
VII. The jurisdiction's quality assurance program assures that each inspector accurately determines the compliance status of each risk factor and Food Code intervention (i.e., IN compliance, OUT of compliance, Not Observed, or Not Applicable).	0	1		0	1		0	1	
VIII. The jurisdiction's quality assurance program assures that each inspector obtains corrective action for out-of-compliance risk factors and Food Code interventions in accordance with the jurisdictions policies.	0	1		0	1		0	1	
IX. The jurisdiction's quality assurance program assures that each inspector discusses options for the long-term control of risk factors with establishment managers when the same out-of-control risk factor occurs on consecutive inspections, in accordance with the	0	1		0	1		0	1	
X. The jurisdiction's quality assurance program assures that each inspector verifies correction of out-of-compliance observations identified during the previous inspection. In addition, follows through with compliance and enforcement in accordance with	0	1		0	1		0	1	
XI. The jurisdiction's quality assurance program assures that each inspector conducts an exit interview that explains the out-of-compliance observations, corrective actions, and timeframes for correction in accordance with the jurisdiction's policies.	0	1		0	1		0	1	
XII. The jurisdiction's quality assurance program assures that each inspector provides the inspection report and, when necessary, cross-referenced documents, to the person in charge or permit holder, in accordance with the jurisdiction's policies.	0	1		0	1		0	1	
XIII. The jurisdiction's quality assurance program assures that each inspector demonstrates proper sanitary practices as expected from a food service employee.	0	1		0	1		0	1	
XIV. The jurisdiction's quality assurance program assures that each inspector completed the inspection form per the jurisdiction's policies (i.e., observations, public health reasons, applicable code reference, compliance dates).	0	1		0	1		0	1	
XV. The jurisdiction's quality assurance program assures that each inspector document the status of each risk factor and intervention (IN, OUT, NA, NO).	0	1		0	1		0	1	
XVI. The jurisdiction's quality assurance program assures that each inspector cites the proper code provisions for risk factors and Food Code interventions, in accordance with the jurisdiction's policies.	0	1		0	1		0	1	
XVII. The jurisdiction's quality assurance program assures that each inspector documents corrective action for out-of-compliance risk factors and Food Code interventions in accordance with the jurisdiction's policies.	0	1		0	1		0	1	
XVIII. The jurisdiction's quality assurance program assures that each inspector documents that options for the long-term control of risk factors were discussed with establishment managers when the same out-of-control risk factor occurs on consecutive inspections. Options	0	1		0	1		0	1	
XIX. The jurisdiction's quality assurance program assures that each inspector accurately completes compliance or regulatory documents (i.e., exhibits, attachments, sample forms), appropriately cross-references them within the inspection report, and includes them with	0	1		0	1		0	1	
XX. The jurisdiction's quality assurance program assures that each inspector files reports and other documentation in a timely manner, in accordance with the jurisdiction's policies.	0	1		0	1		0	1	
Totals:	0	20		0	20		0	20	
Establishment:	#REF!			#REF!			#REF!		
Evaluation Number:	1			1			3		
EHS Rating:	0%			0%			0%		

Appendix M: Quality Assurance Review

RICHMOND COUNTY HEALTH DEPARTMENT
Policy and Procedures
Section: Environmental Health
Title: Food Service Quality Assurance
Policy Number: EH-24

PURPOSE:

To ensure uniformity among regulatory staff in interpreting regulatory requirements, program policies, and compliance and enforcement procedures, it is essential to monitor and assess the training needs of the REHS routinely. This includes procedures for prioritizing workload, maintaining a staffing level assessment, and implementing a quality assurance plan.

Minimally, Richmond County Health Department Environmental Health Section should be assessed twice per 5-year period, with a corresponding file review of at least the three most recent inspection reports of the same inspected establishment conducted by the regional staff of the Food Protection Branch. In addition, the local program will conduct a file review monthly that will consist of a random selection of establishments to be reviewed by the Food and Lodging staff. The file review will follow the same guidelines as the state review by reviewing at least the three most recent inspection reports from the same facility. The file review will be conducted in a group setting. The quality assurance program must achieve an overall inspection program performance rating for each measured aspect (elements 1-20 denoted on the assessment tool) of at least 75% using the following self-assessment procedures and assessment tools.

Policy:

To account for consistency and quality within the local health department's FLI program, and as part of the Agreement Addendum, the local health department shall maintain an internal quality assurance plan.

Prioritizing Workload:

The NC Prioritization Policy Template (EH-32) verifies the following criteria:

All Category IV establishments, conducting a specialized food process or serving Highly Susceptible Populations, shall be inspected at 100% compliance. All other establishments shall miss no more than one grading period per fiscal year with category IV establishments taking priority. When missing only one inspection per FY is not possible, category IV establishments shall still be prioritized above category III; category III prioritized above category II; category I will take the lowest priority. Factors, such as risk factor violations documented on previous inspections, length of time since completion of the last inspection, and frequency of complaints from the public, shall be taken into consideration when determining the priority of inspections. Facilities of higher risk frequency or history of non-compliance should take priority over those of lower risk frequency or better compliance.

Appendix M: Quality Assurance Review

RICHMOND COUNTY HEALTH DEPARTMENT
Policy and Procedures
Section: Environmental Health
Title: Food Service Quality Assurance
Policy Number: EH-24

Staffing Level Assessments:

All activities and description found in the Food Lodging and Institution activity codes document is used daily to code data in Custom Data Processing (CBP) database under add Activities V2. Richmond County shall complete a Staffing Level Assessment at least once every accreditation renewal cycle beginning Spring of 2024. The staffing level assessment workbook will provide an inventory of all Food, Lodging, and Institution establishments only, inventory of Environmental Health Routine Activities, inventory for all Value-Added Activities, average working times including sick, vacation, paid holiday, education travel, and incidentals, and current job descriptions using the NC Staffing Level Assessment Job Description Workbook denoting percentages of time allocated for activities.

FREQUENCY:

When staffing is limited to one REHS authorized in Food, Lodging, and Institutions who is also actively working in such programs the REHS shall be reviewed by the Regional Environmental Health Specialist.

When staffing has between 2-4 REHS authorized in Food, Lodging, and Institutions who are actively working in such programs, the REHS shall conduct peer reviews at a frequency of at least 2 reviews per inspector per peer in a 6-month period.

INSTRUCTIONS:

The field assessment tool was developed to assess the abilities of the REHS to carry out their duties, consistently interpret regulations and the correct marking of the inspection report, track repeat violations, and the compliance and enforcement regulations. The tool is to be used for assessing the training needs of an individual; it is not to be punitive.

Appendix M: Quality Assurance Review

RICHMOND COUNTY HEALTH DEPARTMENT
Policy and Procedures
Section: Environmental Health
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THE FIELD ASSESSMENT FORM:

The Fieldwork Evaluation Assessment Worksheet should be taken out on each assessment inspection. (This form is not automated in the spreadsheet workbook. Paper copies should be used in the field.)

The candidate being evaluated is to conduct the inspection as they normally would with flow and assessment of processes occurring at the establishment at the time of inspection.

The assessor is to make observations related to the items on the field assessment tool. Notes may be taken while observing the REHS. The assessor's role is not to aid in the interpretation of regulations or with the inspection but to assess. In the event of an emergency requiring assistance, the assessor may assist the REHS in regard to abating a hazard.

The assessor evaluates the candidate on the ability to conduct the inspection. Each item evaluated is determined to be IN or OUT by denoting Y or N. If the candidate must be prompted to assess an area during the inspection, that is an OUT of compliance. The assessor may choose to write comments to denote observations that defend IN or OUT of compliance. After the candidate has reviewed the inspection report with the PIC of the establishment, the assessor may counsel the candidate on knowledge of areas missed to determine comprehension of specific areas of the regulations. Upon this review, the assessor may make recommendations for coursework consisting of online training or Centralized Intern Training. When a candidate does not have areas that need improvement, then no further training is prescribed from the assessment.

Post evaluation, the assessor will write up the findings noting the strengths and weaknesses of the candidate. Specific training may be prescribed in areas of the assessment noted as weak. Jurisdictions that possess strong quality assurance may be used as mentoring counties for newly hired REHS or REHS which need additional training or updated training.

THE SPREADSHEET:

After conducting the field assessment, the assessor should enter the data into the Field Assessment Data Table. This table will tabulate all of the assessments conducted in a jurisdiction. It will provide a percentage of compliance for the program. Once the data is entered, the tab labeled Field Assessment Summary will have the total % of compliance for each item.

Data from the Summary can be used to identify the Gap Analysis for the program. (EXCEL program will be provided to create a gap analysis chart.)

Appendix M: Quality Assurance Review

RICHMOND COUNTY HEALTH DEPARTMENT
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The total number of establishments is the number of establishments inspected during the field assessment either of a Food Protection Program or by the individual being assessed. This number is crucial in creating the percentages of IN and OUT of compliance.

ENTERING THE DATA INTO THE FIELD ASSESSMENT DATA TABLE:

The EHS# row is the RS number of the REHS being assessed. The evaluation number is a placeholder for the number of establishments assessed in an evaluation Establishment: Row is for the name of the establishments randomized for the evaluation. Place a Y or N in the corresponding column for each item evaluated when the activity or competency is verified. The value of Y and N are = 1. The assessment tool will calculate the number of Y's and N's to yield a % of compliance for jurisdictions that have >10 REHS. Each column must show at least a 75% In Compliance rate for the program to conform to the Standard. When Richmond County Health Department Environmental Health Section has less than 4 inspectors, additional inspections will need to be conducted with each inspector in order to reach a minimum total of 12 inspections. This is necessary in order to have a sample of inspections large enough to statistically measure the uniformity of your inspection program fairly. Therefore, do not calculate the "% compliance" row for each item at the bottom of Table 4-2. Instead, use Chart 4-1 and Table 4-1 to determine the program's rating.

Example: For 6 inspectors, there will be 2 field visits per inspector = 12 visits
 12 visits X 10 Items per visit = 120 Total Possible Items

Chart 4-1 Method of Calculation for Jurisdictions with Less Than Ten Inspectors

# of inspectors	# inspections needed	# of items needed to be marked IN compliance in order to meet Standard 4 criteria
<4	12 minimum	200 (out of 240 possible Items)
4-9	3 per inspector	4 inspectors = 200 (out of 240 possible Items) 5 inspectors = 252 (out of 300 possible Items) 6 inspectors = 303 (out of 360 possible Items) 7 inspectors = 355 (out of 420 possible Items) 8 inspectors = 407 (out of 480 possible Items) 9 inspectors = 459 (out of 540 possible Items)

Appendix M: Quality Assurance Review

RICHMOND COUNTY HEALTH DEPARTMENT
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Table 4-1 Calculation of Uniformity for Jurisdictions with Less Than Ten Inspectors

Period from _____ to _____
1.Number of inspectors in the jurisdiction
2.Number of inspections used in the calculation (minimum of 12)
3.Total number of items marked as correct during joint field visits and corresponding file reviews and recorded on Table 4-2.
4.Total number of possible items based on the number of inspections(20 items times the # of inspections – see Chart 4-1, column 3)
Determine conformance (YES or NO) using Chart 4-1, column 3

Scoring of Field Assessments and Use of Compliance Totals:

Scoring shall be documented on the Field Assessment form provided in the workbook. Additional criteria may be assessed separately if desired by the FLI program. The score of the field assessment is represented on the form as follows:

≥85%	Acceptable
70% - 84%	Needs Improvement
<70%	Unacceptable

Scoring will be used to identify training and remediation needs and summarize strengths and weaknesses of the program. Assessors shall identify gaps in training and indicate individual needs.

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RICHMOND COUNTY HEALTH DEPARTMENT
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Remediation:

When an individual's total QA assessments and/or a FLI program's compliance totals are:

< 70% - Immediate remediation is required and additional assessments shall be completed to verify improvement. Documentation of the remediation plan and results shall be provided to the Environmental Health Regional Specialist. 70% - 84% - Remediation may be required to improve weaknesses. Additional assessments may be performed if deemed necessary by the designated QA leader or Environmental Health Regional Specialist. Remediation shall be enacted through additional fieldwork and/or coursework, which includes, but is not limited to, fieldwork with the QA leader or training designee, Food Code Refresher/RBI Course, ORAU/IAFP listed courses, online courses, Centralized Intern Training, and Neighboring County Fieldwork.

****Note: Alternate training options can be discussed with the Environmental Health Regional Specialist to determine the equivalency of the previously listed options.*

QUALITY OF THE ASSESSOR:

Every two years the Regional Specialist will conduct an assessment for the designated REHS which conducts the assessment for Richmond County Health Department Environmental Health Section. Documentation from the assessment ride-along will be reviewed at this time. The Regional Team will continue to maintain their FDA Standardization to ensure consistency in field interpretations, knowledge of code, HACCP, Risk Based Inspections, proper marking of the form, and Risk Control Plans.

Criteria for courses to maintain Quality rating of a jurisdiction:

REHS which are authorized in FLI shall attend at least 7 hours CEU's annually to remain up to date with regulatory changes, rule interpretations, and issue resolution. These hours can be obtained by:

- Attending Regional meetings held by the Regional Specialist.
- Online ORAU courses
- SOP Food-related courses
- FDA-sponsored courses
- AFDO, NEHA sponsored courses or conferences
- Other professional conferences or courses may be used if agenda provided
- Other affiliated courses related to food science, food regulations, etc.

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RICHMOND COUNTY HEALTH DEPARTMENT
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Grievances:

An REHS may request a meeting to review any portion of the Quality Assurance assessment. This review should be done with the supervisor or director of the program and may include the Environmental Health Regional Specialist. A grievance may be requested for any area of disagreement related to the assessment.

Corrective Action Plans:

A Corrective Action Plan (CAP) may be required from the Environmental Health Regional Specialist for any deficiencies noted in this policy. A CAP for the FLI program, when required, shall be submitted by the Environmental Health Director and/or their designee.

Written: May 29, 2014
Reviewed: August 2019
Revised: April 2020
Reviewed: August 2020
Reviewed: August 2021
Reviewed: August 2022
Revised: May 2023

Appendix N: Outbreak Response

The screenshot displays the Richmond County North Carolina website's 'Form Center'. The page features a dark blue header with the county name and navigation links for Departments, Services, Business, Community, and How Do I. A search bar is located in the top right corner. On the left, a vertical menu lists various services such as Intranet, About Share, and Emergency Alert. The main content area is titled 'Form Center' and includes a search bar for forms, a 'Sign in to Save Progress' button, and a 'General Inquiry / Request for Service / Complaint Form'. The form contains several input fields for contact information, including First Name, Last Name, Address, City, State, Zip, Home Phone Number, Cell Phone Number, Daytime Phone Number, and Email Address. A reCAPTCHA security check is present, along with a checkbox for receiving a small copy of the form. At the bottom of the page, there are five circular icons representing Jobs, GIS, Online Bill Pay, Contact Us, and Meetings & Agendas. The footer includes the county seal, contact information, quick links to various services, and helpful links to boards and commissions.

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North Carolina Public Health
 Working for a healthier and safer North Carolina.
 Everywhere. Everyday. Everybody.

**HEALTH ALERT NETWORK
LOGIN**

Welcome to North Carolina Health Alert Network. This is a secure site for North Carolina Health Care Workers.

WARNING: Alerts retrieved from the North Carolina Health Alert Network (NC HAN) contain sensitive information related to local, state, and/or national health security. Do NOT share the contents of ANY NC HAN alerts with any unauthorized individuals, organizations, or platforms.

Login ID:

Password:

If you are experiencing problems using NCHAN, please call the DHHS Customer Support Center at (919) 855-3200 between 7:00 a.m. and 5:00 p.m. EST and choose option 2, or Email us at nchan_help@hhs.ncmail.net.

For after hours support, page the help desk at (919) 982-3840 and enter a 10-digit call back number. A support agent will return the call within 15 minutes.

Please be sure to include a description of the problem you are having and a phone number where we can reach you.

The North Carolina Health Alert Network (NCHAN) is part of the national health alert network funded by the Centers for Disease Control and Prevention. The Health Alert Network serves as a notification system that alerts key staff members about events that may pose a risk to community health.

In North Carolina, once an alert is issued, NCHAN's registered users from the state, regional, and local levels are contacted via email, pager, phone, and/or fax. Two types of notification are sent out on NCHAN: those that require user acknowledgement (for events that require an immediate response) and those that do not (for events that are less urgent). Receiving NCHAN alerts involve two steps: a general alert is sent to users indicating the alert priority level: high, medium, or low, then the user must log in to the system for the details of the alert, including the nature of the event and the affected areas.

Appendix N: Outbreak Response

Guidelines for Environmental Field Investigations of Foodborne Illness Outbreaks

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Executive Summary

Environmental field investigations are a necessary part of the investigation of a foodborne illness outbreak. A foodborne illness outbreak is defined by the U.S. Centers for Disease Control and Prevention as a cluster of two or more infections caused by the same agent (pathogen or toxin) which upon investigation are linked to the same food. Field investigations seek to identify the source of the outbreak by evaluating suspect foods and procedural issues utilized during the time period prior to the outbreak.

Environmental Health staff will best utilize their time and resources by focusing the investigation on the following areas:

- Inspection reports and complaint records
- Manager and employee interviews
- Menu and recipe review
- Flow diagrams
- Sampling
- Approved sources of food
- Food holding temperatures and the use of time as a control
- Final cooking temperatures
- Cross contamination
- Employee health
- Cleaning and sanitizing
- Records

By identifying the source of the outbreak, control measures can be implemented to prevent further spread of the illness. Proper documentation and after-action meetings can identify areas for improvement, enhance future interactions with the EPI team, and promote long-term compliance with risk factors.

Introduction

Environmental field investigations contribute to the overall investigation of a foodborne illness outbreak and are the responsibility of the Environmental Health component of the local EPI team. The following information will provide guidance in conducting an effective environmental field investigation. This document is intended for use in

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conjunction with “North Carolina’s Foodborne Illness Investigation Guidance and Tools” (http://www.deh.enr.state.nc.us/ehs/images/food/Foodborne_Outbreak_Investigation_Guidance.pdf).

Local Environmental Health Specialists (EHSs) are responsible for conducting field investigations associated with events regulated by G.S. §130A-144. This statute mandates an investigation and control of a communicable disease outbreak when reported. Local EHSs may contact their Regional Environmental Health Specialist (REHS) or the Food Defense Coordinator for assistance (see Appendix A for a complete list of contacts). If the source of contamination occurs prior to the point of retail food preparation (e.g. manufacturer, supplier, distributor, etc.), the North Carolina Department of Agriculture and Consumer Services (NCDA & CS) has investigative jurisdiction. The NCDA & CS may also collaborate with the US Department of Agriculture (USDA)-Food Safety and Inspection Services (FSIS) and/or the US Food and Drug Administration (FDA).

Purpose

An environmental field investigation is a comprehensive evaluation of the foodhandling practices that may have occurred at the suspected outbreak source during the hours (or days) leading up to the time of the potential exposure. The purpose of an environmental field investigation is to determine the contributing factors that may be the cause of the foodborne illness outbreak, whether it is improper food handling, ill food workers, or a contaminated ingredient. Whenever possible, the specific food item should also be identified. This information may be used to control the spread of the illness during the current outbreak. Information gathered during the investigation can also serve as an important educational tool to prevent similar outbreaks in the future.

Background

An environmental field investigation should be performed if the epidemiological investigation suggests a common source exposure such as consumption of food or water at a particular food service establishment or gathering. Information on symptoms, date of

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exposure, onset of symptoms, and risk factors associated with the illness and other known data, collected by the local EPI Team or Communicable Disease Nurse may help develop an initial hypothesis. The Communicable Disease Branch (CD Branch) of the North Carolina Division of Public Health may assist the local health department with the epidemiological investigation of the outbreak and conduct further studies if necessary. The State Laboratory of Public Health (SLPH) may test clinical samples from ill individuals associated with the outbreak for detection of suspected microorganisms.

Information collected from the epidemiological investigation and the laboratory analyses, can help refine the investigation and implicate suspected food items consumed at a common event or site. A field investigation can then be initiated at the suspected site to provide further information about the outbreak. Sites implicated in an outbreak may vary and include locations such as restaurants and other retail food service establishments, volunteer fire departments, churches, private clubs, civic groups and other organizations that serve meals or conduct fund-raising food sales.

Control Measures

Preventing the further spread of the illness should be the top priority of any investigation. Several measures can be taken early in the investigation that can reduce the possibility for new illnesses, regardless of the specific vehicle for proliferation. Any or all of these non-specific control measures can be implemented when a facility has been implicated in an outbreak but a specific food has not been identified. Pathogen-specific control measures should be taken once the pathogen has been identified.

- Personal Hygiene

Hands should be washed after visiting the restroom, before working with food, between working with raw and ready-to-eat foods, between raw species (e.g. pork, chicken, beef, seafood), and after engaging in other activities that contaminate hands. Food service employees should clean their hands and exposed portions of arms for at least 20 seconds using antibacterial soap in a handwashing sink.

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- Employee Exclusion/Restriction

Food service employees with gastrointestinal symptoms (e.g. nausea, vomiting, diarrhea, stomach cramps) should be excluded from the food service establishment until asymptomatic for at least 24 hours. Employees with gastrointestinal symptoms working within a facility that serves a highly susceptible population should be excluded from the establishment until asymptomatic for at least 48 hours. Asymptomatic employees that have been diagnosed with norovirus working within a facility that serves a highly susceptible population should be excluded until the employees have been cleared to return to work by a medical practitioner or the employees have been asymptomatic for at least 48 hours.

- Cleaning Measures

Unless environmental samples are need for laboratory testing, surfaces within the food service establishment should be cleaned and disinfected immediately to prevent the possibility of cross contamination. Special attention should be given to food contact surfaces and high hand contact surfaces, such as door handles, handwash stations, bathroom fixtures, and wait areas.

A chlorine bleach/water solution is effective for disinfection of a wide variety of surfaces. The following strengths should be used based upon the type of surface:

- For stainless steel, food/mouth contact items: 1 tablespoon of bleach in 1 gallon of water (1:256 or 200 ppm)
- For non-porous surfaces such as tile floors, counter-tops, sinks, etc.: a third (1/3) cup of bleach in 1 gallon of water (1:50 or 1000 ppm).
- For porous surfaces such as wooden floors: one and two-thirds (1 2/3) cups of bleach in 1 gallon of water (1:10 or 5000 ppm)

The chlorine bleach/water solution should remain on the surface for ten minutes and then rinsed with clean water.

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Note: Many quaternary ammonia disinfectants may be ineffective against norovirus. Only use EPA-registered disinfectants that have been validated to be effective against norovirus.

- **No Bare Hand Contact with Ready-to-Eat Food**
To help control foodborne illnesses transmitted via the fecal-oral route, employees should not handle foods that are ready-to-eat (require no further cooking, or “kill step”) with their bare hands. Instead, employees should use single-use gloves, deli tissue, or utensils, such as spatulas, tongs, or dispensing equipment.
- **No Raw or Undercooked Foods**
All animal foods, including shellfish, should be cooked to an internal temperature that will kill potential pathogens present in the food (as specified within 15A NCAC 18A .2600). Internal cooking temperature records should be kept by the responsible person within the establishment. Records should be made available for review by the local environmental health program at their request. The responsible person should ensure that the thermometer used for recording temperatures is accurate.
- **Hold all Leftover Foods for Laboratory Analysis**
All leftover foods present that may be needed for potential laboratory testing should be segregated from all other foods in the establishment. Leftover foods should not be served or used as ingredients in other food items. If laboratory analysis is not required, leftover foods suspected of being the vehicle of foodborne illnesses should be destroyed.
- **Monitoring Time/Temperature Control of Food**
Records of time/temperatures controls of potentially hazardous foods (as specified within 15A NCAC 18A .2600) should be kept by the responsible person within

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the establishment. Records should be made available for review by the local environmental health program at their request.

- Maintain Communication with State Epidemiologist and/or Epi-Team
As the outbreak investigation progresses, more information will be available regarding the suspected pathogen and vehicle of transmission. Alter the control measures as needed to reflect new and emerging information.

Conducting the Field Investigation

To determine the cause of the outbreak, it is necessary to examine all aspects of the food service operation with an emphasis on events leading up to the time of exposure to the suspected food items. An establishment's standard practices directly correlate with the establishment's control over pathogens that contribute to foodborne illness. Important measures such as the amount of food safety knowledge, the extent by which employees practice safe foodhandling methods, and the degree by which critical pathogen control steps are documented all reflect upon the establishment's ability to produce safe food. A comprehensive field investigation may provide an overall picture of the day-to-day activities that promote safe food production or contribute to an atmosphere that can lead to a foodborne illness outbreak.

In some cases, epidemiological study analyses will indicate consumption of one or more possible dishes associated with illness in the outbreak. In other cases, a pathogen may be isolated from clinical samples of ill persons or suspected based on clinical symptoms. To accurately assess the establishment's ability to control pathogens, the EHS should focus on foods and processes that could be the source of the suspected pathogen without forming biases. For instance, if the suspected pathogen is *Salmonella*, close scrutiny should be given to menu items involving chicken but other possible sources (such as eggs, raw and undercooked meat and poultry, and cross contamination) should not be ignored. The EHS should strive to gain an understanding of the many different practices that occurred during the time period prior to the outbreak that could have been the source

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of the exposure. The following important features should be included within the investigation.

Sampling

In certain cases it may be necessary to obtain samples of the suspected food or environmental samples from work surfaces for analysis. If sampling is appropriate, identify the suspected food item(s) and obtain the samples immediately. Sampling guidance can be obtained in Appendix B and from the State Laboratory of Public Health (<http://slph.state.nc.us/>). If samples are not warranted, the EHS should ensure that the contaminated food has been properly discarded to prevent further illness. The EHS should complete the "Product Disposition Form" as necessary (see Appendix C). If the source of the outbreak is determined to be due to the product itself (as opposed to the preparation of the product), then the samples will be collected by NCDA & CS.

Inspection Reports/Complaint records

Inspection reports and complaint records can provide valuable information regarding related illnesses and suspect foodhandling practices. The EHS should examine previous inspection reports for areas of habitual noncompliance with risk factors, with particular attention given to repeated critical violations. Deficient procedures relating to critical risk factors, such as inadequate cooling, noncompliant holding temperatures, and improper sanitizing, establishes a pattern of behavior of violations and behavior that may lead to foodborne illness outbreaks. Prioritize the investigation time by focusing upon the most recent inspection deficiencies first.

In addition to past inspection reports, the EHS should review the establishment file for past complaints. The types of complaints may offer insight into the processes or products that should be examined during the investigation. A large number of complaints may indicate frequent problems that may attributed to the outbreak.

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Manager & employee interviews

Open communication with the manager and key employees will help the EHS to gain a full understanding of the events leading up to the outbreak. The EHS should seek private interviews with each person, as employees may be reluctant to speak candidly in front of the manager. If not obtained prior to the field investigation, the EHS should obtain a list of event attendees or customers that may have been exposed to the suspect food by using means such as reservation lists, computer records, and credit or debit card receipts. The EHS should also require the manager to provide a complete list of menu items and the employees responsible for preparing the foods. Part-time, temporary, and employees who had been out sick within the incubation period of the disease should also be included.

The EHS should discuss with the manager and responsible employees the procedures used to prepare the menu items, specifically the typical work practices and routines. Focus on any unusual activity or periods of stress that may have occurred during the time period. Historically, many outbreaks have occurred due to circumstances that take the responsible employees out of their normal work routines. For example, preparing for large events may require larger batch preparation, significantly more preparation area, alternate cooling methods, and expanded refrigeration capacity. Poor planning, space limitations of the establishment, and a lack of employee training may lead to errors in food preparation. Items prepared in the days leading up to the event may also lead to pathogen growth due to improper cooling or storage temperatures. Other circumstances that tend to break the normal routine and add stress to the work environment include short staffing, illnesses, and malfunctioning equipment. By searching for anomalies in the processes prior to the outbreak, the EHS may obtain information that will be helpful to the investigation.

Menu and recipe review

A review of the menu items offered at the event or during the time period leading up to the exposure time will help determine the possible source of the outbreak. The EHS should scrutinize those menu items that are most capable of supporting the growth of the

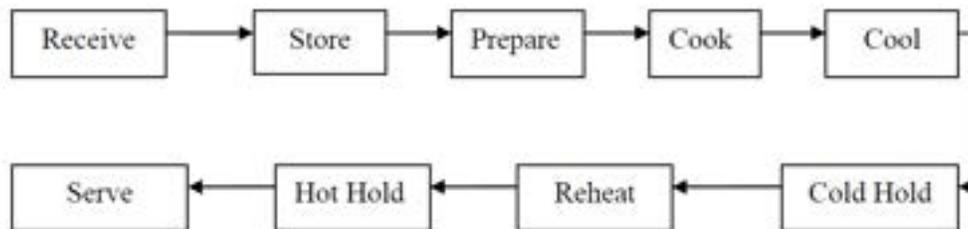
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suspected pathogen. A review of the recipes used to prepare the suspected menu items will provide important information that can be used to recreate the flow of food used when preparing the item.

Flow diagrams

Flow diagrams are valuable tools to analyze the process used to prepare a suspected menu item. Flow diagrams dissect the operational steps, starting from the time the recipe items are received and ending with the service of food. Each operational step is connected to the next step in sequential order.

For instance, a typical flow diagram of a complex menu item may appear as the following:



The EHS should develop flow diagrams for each food item suspected of causing the outbreak. Analyze the actions that constitute each step and discuss these with the responsible employee. Also take note of the physical locations of each food item and its process flow through the establishment during the preparation steps. Look for breakdowns in the food safety system that could lead to pathogen growth, cross contamination, or other sources of contamination. It may be helpful to ask the employee to recreate the process that was used. If the establishment uses standard operating procedures with each recipe, then look beyond the procedures to what may have actually happened on the day of preparation. Breakdowns in the system, such as employee oversight, occur within the most conscientious establishments.

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Approved sources of food

All food products used within permitted food service establishments must originate from sources that fall within the regulatory laws and rules of North Carolina. Food items from unapproved sources may be contaminated with foreign substances, such as chemicals, insect and animal debris, and pathogenic microorganisms. Examine product containers, labels, invoices, or bills of sale to assess food products used within the suspected menu item. Retain copies of records of any items found to be from an approved source. See *Records* section for more information on using records for source identification.

In some cases, products originating from an approved source can still be unapproved for use if they have been identified as being part of a Class 1 food product recall. Products identified in a Class 1 recall may have the potential to be contaminated with a harmful pathogen or cause illnesses. The use of recalled products can lead to a foodborne illness outbreak. Such products should be removed from the inventory and either segregated for supplier pick-up or properly discarded. A complete list of food product recalls can be found at <http://www.fda.gov/Safety/Recalls/> and <http://www.fsis.usda.gov/recalls/>.

Food holding temperatures and the use of time as a control

Time and temperature abuse while holding potentially hazardous foods is one of the leading causes of bacterial-related foodborne illness outbreaks. The EHS should speak with the employee(s) responsible for the preparation of the suspected food items regarding the steps used in the process. Use open-ended questions and inspection procedures to determine the following:

- receiving temperatures of raw potentially hazardous ingredients
- the availability of receiving temperature records
- the time period between receiving the raw potentially hazardous ingredients and placement within refrigerated storage
- compliance with cold holding temperature requirement (45°F or below)
- the availability of refrigerated storage temperature records
- the operation status of the refrigeration unit
- refrigerated food storage temperatures at the time of the investigation

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- the time period that potentially hazardous ingredients remained in the temperature danger zone during the preparation process (beyond four hours)
- the cooling methods used
- compliance with two-stage cooling parameters (135°F to 70°F within the first two hours, then 70°F to 45°F within a total of six hours)
- the availability of cooling temperature records
- compliance with reheating parameters (165°F within two hours)
- the availability of reheating temperature records
- compliance with hot holding temperature requirement (135°F or above)
- the availability of hot holding temperature records

Final cooking temperatures

Raw meats, poultry and seafood inherently contain pathogenic bacteria that must be killed during the cooking process. If the suspected food item was prepared using raw meat, poultry, or seafood, the EHS should consult with the manager and responsible employee(s) regarding the steps used in the process. Use open-ended questions and inspection procedures to obtain the following:

- the knowledge level of the manager and responsible employee(s) regarding final cooking temperature requirements
- method of final cooking temperature assessment
- the type of thermometer used on the suspected food item (e.g. needle probe for thin product)
- the calibration of the thermometer(s)
- compliance with final cooking temperature requirements
- the availability of final cooking temperature records

In addition to the menu review, ask the owner/operator if raw or undercooked dishes are offered. Sometimes, an establishment will offer specialty items that may not be reflected on the menu.

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Cross Contamination

Flow diagrams and employee interviews may also provide insight into preparation practices that lead to cross contamination. For instance, identifying the area where the suspected menu item was prepared and the utensils used during the preparation will provide key information that can be used to gauge the potential for cross contamination with raw products, cleaning chemicals, or other harmful substances. Standard procedures used to prevent cross contamination, such as the use of color-coded cutting boards and sanitizing between tasks, can provide insight into the establishment's amount of operational control. Assess the responsible employee's knowledge of such procedures and the events that occurred during the period leading to the outbreak using open ended questions to obtain the information.

Employee Health

Determine the policies (if any) that are in place regarding employee health status in the workplace. The level of knowledge and practical application of policies that address ill employees will directly impact the potential for employee health-related outbreaks. Establishments that practice a proactive approach that focuses upon open disclosure of illnesses and voluntary exclusion/restriction are better able to prevent employee health-related outbreaks. Proper handwashing and refraining from bare hand contact with ready-to-eat foods are also vitally important.

If the suspected pathogen is from a human source via the fecal-oral route (e.g. viral), such as norovirus or Hepatitis A, it is important to question the manager and employees about the health of the employees during the time prior to the outbreak. Employees with active diarrhea, vomiting, or sore throat with fever have the potential to contaminate food and environmental surfaces with bacteria and viral particles. Pay close attention to the employees present during the investigation and note signs of possible illness, such as jaundice, flushed appearance, and multiple trips to the restroom. Observe hygiene practices of the employees, such as handwashing, general appearance, and the handling of ready-to-eat foods with bare hands.

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If an employee is found to be ill, it is necessary to act immediately to prevent further spread of the illness. Determine whether the employee should be restricted from handling food or excluded from the establishment altogether. If restricted or excluded, the employee should not return to work until cleared by a physician or the EHS. The Regional EHS and/or the Food Defense Coordinator may assist in making decisions regarding restriction and exclusion based upon the suspected pathogen and guidance found within 2-201 of the USFDA Food Code.

If the interior of the establishment exhibits visible signs of contamination with vomitus or other bodily fluids, or an incident is known to have occurred, it must be cleaned and disinfected immediately. Disinfection should be conducted according to the guidance given within the "Control measures" section of this document.

If an ill employee has prepared food products, the food must not be served. If samples are not needed for analysis, then ask for the food to be discarded. Complete the voluntary disposal form (Appendix B) if appropriate. If the establishment owner or manager refuses to discard the food, it may be appropriate to consider embargo. Consult with the Regional EHS and/or Food Defense Coordinator for guidance.

Cleaning and sanitizing

How well and how often an establishment cleans and sanitizes work surfaces, equipment, and utensils will reveal a great deal about the potential for cross contamination. The use of improper chemicals on food contact surfaces can lead to chemical contamination of food products. The improper use of approved chemical cleaners and sanitizers may result in food contact surfaces that are not truly being protected from harmful pathogens. Ask the manager and employees about their cleaning and sanitizing schedule. Assess whether the responsible employee is appropriately cleaning and sanitizing between tasks, between raw and ready-to-eat items, etc. Examine the products used to clean and sanitize to ensure that they are approved for use on food contact surfaces. Verify the strength of sanitizing solutions and ensure that employees are knowledgeable on the proper strength and mixing ratio. Examine cleaning records and/or schedules if available.

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Records (including HACCP charts/logs)

Records can consist of such documentation as time/temperature logs, pH logs, the retention of invoice or manufacturer data, and lot identification. Records can provide critical insight into the day-to-day activities of the establishment, including practices that lead to “out of control” hazards. Establishments are most likely to maintain charts for such functions as cooking, cooling, reheating, and refrigeration temperatures. Records may also indicate that the operator has exercised the steps necessary to control the pathogen, and thus has demonstrated a “good faith effort” to produce a safe product.

Since record-keeping is not currently required for retail food establishments in North Carolina, a comprehensive supply of records may not be available. However, most establishments will have receipts, invoices, or other buyer documentation. Product invoices reveal the source of sale, manufacturer, lot and product codes, and other information that may be useful in determining the cause of the outbreak. For instance, manufacturer and product codes may indicate that the product has been recalled by the manufacturer or processor due to the potential risk of contamination by a known pathogen or from confirmed illnesses.

If an establishment serves shellfish, records must be retained for 90 days. Shellfish tags reveal whether the product originated from an approved source. Shellfish from unapproved waters may lead to outbreaks from *Vibrio Vulnificus*, Hepatitis A, and other pathogens that the shellfish obtained from exposure to a contaminated environment.

For any product, a product traceback may be necessary if the source of contamination is revealed to have occurred prior to its preparation in the facility. However, a traceback is only warranted if the contamination is proven not to have occurred at the establishment. Traceback investigations fall under the regulatory jurisdiction of NCDA & CS, USDA, and/or FDA.

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Media Communication

Timely and accurate information released to the public via press releases and media outlets can be advantageous to the investigation. Dispelling misinformation can also be the difference bankruptcy and economic survival for the business owner at the center of the outbreak. The Division of Public Health/NCDHHS has prepared a useful guidance document on communication during an outbreak investigation (Appendix D).

Concluding the Investigation

Control Measures

Once the source of the outbreak has been identified, the EHS must ensure that pathogen-specific control measures have been implemented to prevent further spread of the illness. All contaminated areas should be thoroughly cleaned and disinfected. Contaminated food not needed for sampling should be properly discarded or embargoed to prevent future service. Consult with the REHS or Food Defense Coordinator for guidance. Ensure that the manager and responsible employees thoroughly understand the reasons the outbreak may have occurred and that they have initiated preventive measures. The use of risk control plans or other written procedures is an excellent method by which to achieve compliance, accountability and long-term behavioral change.

Documentation

It is prudent to document the field investigation in as much detail as possible on a standardized report form. Appendix D is an example of a report form that may be used. The "Foodborne Illness Outbreak & Field Investigation Report Form" provides sections for the documentation of both the outbreak and field investigation. The first page of the report form is dedicated to general information regarding the outbreak, including demographic information on the establishment and/or event, symptoms, and onset times. The second page of the report form is dedicated to the field investigation. Sections for the listing of suspect food items, preparation dates and times, processes used, and food samples collected are included. Ample room for diagramming the flow of food for each suspected menu item is also available. EHSs should forward a final copy to their REHS and the CD Branch.

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After-Action Meeting

An after-action meeting is used to bring together the principle players in the investigation (Environmental Health staff, the EPI Team, the Board of Health, and restaurant staff) for a last review of the procedures, conclusions, control measures, and documentation. The Environmental Health staff can provide valuable input into the practicality of procedures used during the investigation and offer opportunities for improvements. Discussion of the investigation provides a learning opportunity for less experienced staff and can identify future educational needs for food service establishments.

A review of the field investigation with the EPI team can lead to improvements in team procedures that better utilize time and resources for future investigations. Also consider sharing the experience with the local Board of Health. Educating the Board on the efforts invested into the prevention and control of foodborne illnesses elevates the value of foodborne illness investigations and may result in future support in funding and resources.

Finally, meet with the manager and responsible employee(s) of the food service establishment to ensure that proper procedures are being followed. Address any concerns they may have with the implementation of the risk control plan or other procedures initiated earlier. Adjust the plan or procedures as necessary.

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Resources

- 2008 NC Division of Public Health Communicable Disease Manual (<http://www.epi.state.nc.us/epi/gcdc/manual/toc.html>)
- Council to Improve Foodborne Illness Response (CIFOR). *Guidelines for Foodborne Disease Outbreak Response*. 2008
- N.C. State Laboratory of Public Health (<http://slph.state.nc.us/>)
- N.C. Department of Agriculture & Consumer Services (<http://www.ncagr.com/index.htm>)
- U.S. Department of Agriculture (<http://www.usda.gov/>)
- U.S. Food and Drug Administration (<http://www.fda.gov/>)
- U.S. Centers for Disease Control and Prevention (<http://www.cdc.gov/>)

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Appendix B

Sampling Protocol for Foodborne Outbreak Field Investigations

The environmental health specialist (EHS) is an important part of the Epi Team at the local health department. There are times when the EHS will be expected to collect clinical samples from food service workers. For information on this process, please refer to the NC Communicable Disease Control Manual. The manual can be found at <http://www.epi.state.nc.us/epi/gcdc/manual/toc.html>. The EHS may also help with the development of the questionnaire, obtaining food histories, etc. For further information, consult the Epi Team website which may be accessed at www.epi.state.us/epi/gcdc.html.

If the outbreak is connected with a church supper, reunion, homecoming, etc, then getting food samples and determining who prepared what dish, how it was prepared and how it was stored prior to service may be difficult but well worth the effort. If food from the event is not available for sampling, then food from the same lot may be sampled. If there is no food to be sampled, determining who prepared the food and what steps they took in preparation is an important method of learning where there was a breakdown that could have caused the problem. This information can then be used to educate the manager and food service workers.

Preparing for Sampling

The NC State Laboratory of Public Health (SLPH) will not process food samples unless there are at least two people ill. It is important to remember that your Regional Environmental Health Specialist in the Food Protection Branch can be of great help to you. It is recommended to make them aware of the outbreak as soon as possible.

Before proceeding with the investigation, the EHS must call the SLPH at (919) 733-7367 and alert them to the possibility of incoming food samples. The SLPH can be a great resource for the-EHS. Sterile sample containers, mailing packages, etc., are available through the SLPH. If the pathogen is known through clinical samples, the SLPH may be able to offer guidance for collection of specific food items with a higher probability of containing the pathogen than others. The SLPH may not process the samples you submit, but they will be able to assist you in finding out where to send them. More information on the resources available and services provided by SLPH can be found at: http://slph.ncpublichealth.com/doc/administration/SCOPE_07.pdf

You will also need access to refrigeration for storage of the samples if it is necessary. Therefore, EHSs must create and maintain a list of weekend/after hours contacts to gain access to parts of the building where refrigeration is available.

Epi Kits

An Epi Kit is a collection of all the supplies you will need to do a field investigation. It should be stored in a place that is readily accessible to all personnel who may need to use it. This includes access to the kit on the weekends and in the evening. A checklist should be used prior to using the epi kit to ensure the necessary items are included. It is also a

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good idea to do this after the investigation is over to see what needs to be replaced. The following Epi Kit materials list can be used as a checklist. The minimal Epi Kit will contain the following items:

- A large cooler
- Ice packs
- Sterile containers (e.g., WhirlPak bags)
- Sterile sampling utensils
- Non-cotton swabs (resin in the cotton swab, it may affect the growth of microbes) or swab test kits.
- At least 15 sterile bags.
- At least 15 sterile spoons.
- Six sterile specimen collection containers or devices (e.g. WhirlPak bags).
- Non-sterile self-sealing plastic bags (e.g. unused Zip-Lock® bags)
- Properly calibrated temperature-measuring devices.
- Sterilizing equipment.
- One of each item listed under supporting equipment.

Supporting Equipment

- DHHS form #1814 (Copies can be printed off the SLPH Website.)
- Ballpoint pen with waterproof ink
- Fine point waterproof permanent marker such as a Sharpie
- Roll of adhesive or masking tape
- Labels and waterproof tags with eyelet and wire ties
- Tamper-evident seals*
- Matches
- Buffered distilled water or 0.1% peptone water (5 ml in screw capped tubes)
- Test tube rack
- Investigational forms

*Tamper-evident seals and labels can be obtained from laboratory supply companies or by searching for "tamper-evident seals (or labels)" online.

In addition to the items specified above, the following supplies may also be necessary to include in the Epi Kit.

Miscellaneous

- Sterile tubes

Sterilizing & Disinfecting Agents

- Ethyl alcohol 95% solution
- Propane torch
- Sodium or calcium hypochlorite

Refrigerants

- Ice

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- Blue ice packs
- Rubber or plastic bags which can be filled with water and frozen
- Heavy-duty plastic bags for ice

Media

- Tubes of transport media
- Pre-enrichment or enrichment broth as appropriate

Substitute Sample Containers

There are times when the EHS is not prepared to take food samples (e.g. out of the office or the Epi Kit may be inaccessible or the supplies depleted). The following is a list of articles that may be used instead of the items typically found in the Epi kit. It is important to call the SLPH to confirm that the sampling technique is adequate.

1. The SLPH has on its website copies of the collection form you can print out and is available at: <http://slph.ncpublichealth.com/Forms/DHHS-1814.pdf> . You will need DHHS form #1814 (use one form for each sample collected).
2. For sample containers, sterile urine collection cups from a local hospital lab or from the health department make excellent substitutes. In the event these are not available, use an unopened box of plastic storage bags such as Ziploc® gallon baggies.
3. The use of the ladle or spoon in the product for sampling can be substituted for using a sterile collection tool. A sanitized spoon or knife, sanitized in accordance with 15A NCAC 18A .2600, the *Rules Governing the Sanitation of Food Service Establishments*, is also acceptable.
4. On each sample collected label the primary container and outside bag with the product's name to match the form used when sampling.
5. For shipping, if ice packs are not available, pack collected samples in an insulated cooler/ box with bags of ice surrounding the zip locked bags.

Sample Collection

Proper food sample collection and handling techniques are very important to ensure accurate laboratory results. The following general guidelines should be kept in mind when sampling food:

- 1) Collect representative samples of all foods prior to sampling because non-uniform distribution of microorganisms can occur in any food item.
- 2) Use proper aseptic technique during sample collection.
- 3) Clearly label the primary container and seal it with tamper-evident tape.
- 4) Deliver or ship all samples to the SLPH as quickly as possible. Unless the food being sampled is already frozen, **do not freeze** food samples because certain foodborne bacteria (such as gram-negative bacteria and *Clostridium perfringens*)

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die off rapidly during frozen storage. All samples that are not frozen should be stored and shipped at 40°F. If possible, rapidly lower the temperature of the sample to 40°F before storing it prior to shipment. The procedure for proper collection and handling of a food sample depends on the physical state and packaging of the food item being sampled. The specific labeling and sampling procedures are described in the following sections.

Specimen Identification

Each sample should be clearly labeled. If sampling food, different batches should be individually identified. Required information for the label is as follows:

- Type of food,
- date and time sampled,
- name of sampler,
- name of county in which the investigation is being conducted, and
- sample source and location taken.

The source of environmental samples should be identified on the label. This should be specific, e.g. swab from prep surface A in main kitchen. Use a separate DHHS form #1814 for each food item. Multiple samples of the same food item may be listed on a single form. When this form is completed, it should be placed in a waterproof bag and placed in the secondary container with the sample. When submitting multiple samples, at least one form should be completed with all requested information. When including forms with samples, make sure the forms are enclosed in separate plastic bags to protect them.

Solid Food or Mixture of Two or More Food Items

This category includes all solid foods, such as turkeys or roasts. In addition, it includes mixtures of two or more food items such as casseroles (e.g. lasagna), meat in gravy, etc.

- 1) Cut or separate portions of food with a sterile knife or other sterile implement. For a solid uniform food (e.g. roast), whenever possible collect at least four samples of 0.875 ounces (for a total of 3.5 ounces) each from the center and other representative locations throughout the food item.
- 2) For food mixtures, collect at least four samples of 0.875 oz (25 grams) for a total of 3.5 oz (100 grams) each from the center and other representative locations throughout the food item.
- 3) Transfer the sample to a sterile primary container.
- 4) Label the primary container, taking care to identify food from different batches.
- 5) Seal the primary container with tamper-evident tape.
- 6) Place the primary container in a secondary self-closing plastic bag such as an unused Ziploc® bag.
- 7) Pack the secondary container in an insulated container (e.g. a cooler) with cold packs or other refrigerant around the sample containers. Do not freeze the sample or use dry ice in the cooler.
- 8) Take or ship all samples to the SLPH as quickly as possible.

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Liquid Food or Beverages

This category includes all beverages and liquid food such as gravy, soup, sauce, etc.

Stir or thoroughly shake the item to be sampled and collect the sample in one of the following ways:

- 1) Pour or ladle, with sterile utensil, at least 3.3 oz (100 ml) of the liquid into a sterile primary container; **OR**
Put a long sterile tube into the liquid and then cover the top with a gloved finger, transferring a 3.3 oz (100 ml) sample to a sterile primary container.
- 2) Label the primary container.
- 3) Seal the primary container with tamper-evident tape.
- 4) Place the primary container in a secondary self-closing plastic bag such as an unused Ziploc® bag.
- 5) Pack in an insulated container with cold packs or refrigerant around the sample container. Do not freeze or use dry ice.
- 6) Take or ship all samples to the SLPH as quickly as possible.

Raw/Cooked Meat or Poultry

There are several methods of collecting these samples depending on the type of sample being taken. Use **ONE** of the following methods:

- 1) Using a sterile utensil or sterile gloved hand, put at least 3.5 ounces (100 grams) of the chicken, poultry part or large cut of meat into a large sterile primary container; **OR**
For large cuts of meat, a sterile sponge should be wiped over a large area of the meat. Then put the sponge into a primary sterile container; **OR**
Using a sterile utensil(s), cut four 0.875 oz (25 gram) portions of meat or skin from different areas of the carcass or cut of meat and put it into a sterile container.
- 2) Label the primary container.
- 3) Seal the primary container with tamper-evident tape.
- 4) Place the primary container in a secondary self-closing plastic bag such as an unused Ziploc® bag.
- 5) Pack in an insulated container with cold packs or refrigerant around the sample container. Do not freeze or use dry ice.
- 6) Take or ship all samples to the laboratory as quickly as possible.

Frozen Foods

Use one of the following methods:

- 1) Place unopened packaged frozen food items in a sterile plastic bag (primary container). Call the SLPH for instructions if the sample is greater than one pound; **OR**
Use sterile utensils to chip unwrapped frozen material and transfer at least 0.875 oz (25 grams) of chips taken from each of four different locations for a total of 3.5 oz (100 grams) of the frozen food item or from each food item (e.g., all foods in a frozen dinner) into a sterile primary container.
- 2) Label the primary container.

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- 3) Seal the primary container with tamper-evident tape.
- 4) Place the primary container in a secondary self-closing plastic bag such as an unused Ziploc® bag.
- 5) Pack in an insulated container with cold packs or refrigerant around the sample container and ship or store on dry ice to maintain frozen state.
- 6) Take or ship all samples to the SLPH as quickly as possible.

Reduced Oxygen Packaging

One organism of concern when dealing with foods in reduced oxygen packaging (ROP) is *Clostridium botulinum*. This is the bacteria that cause botulism. As this is a rare occurrence in the United States, it takes only one case to be considered an outbreak. Testing for *C. botulinum* must be conducted at the Centers for Disease Control laboratories. This must be set up through the SLPH. The second organism of concern is *Listeria monocytogenes*. The SLPH does not test food samples for *Listeria monocytogenes*. For foods that have been packaged prior to preparation for service in ROP use the following method:

- 1) Obtain a sample of 3.5 oz (100 grams) of the suspected food from the same ROP.
- 2) If possible, submit an unopened package that was processed in the same lot as the suspect food.
- 3) Label the primary containers.
- 4) Seal the primary containers with tamper-evident tape.
- 5) Place the primary containers in secondary self-closing plastic bags such as an unused Ziploc® bag.
- 6) If testing for *C. botulinum*, package to transport to the CDC Lab as instructed by the SLPH.
- 7) Pack in an insulated container with cold packs or refrigerant around the sample container. Do not freeze or use dry ice.
- 8) Take or ship all samples to the SLPH as quickly as possible. If the sample is being tested for *C. botulinum*, ship to the CDC lab as instructed by the SLPH.

Environmental or Equipment Surface Samples

NOTE: Remember to contact the SLPH or your Regional Environmental Health Specialist before taking any environmental samples.

- 1) If available, use a commercial swab collection/transport system. Consult with SLPH for appropriate transport media if a commercial swab collection kit is unavailable. (A sterile non-cotton swab moistened with sterile 0.1% peptone water or buffered distilled water may be used.)
- 2) Swab the food contact surfaces of the equipment or environmental surfaces. Put swab in a sterile container with enrichment broth.
- 3) Label the primary container (container with swab) with the following:
 - date and time sampled
 - equipment or sample source and location sampled,
 - name of sampler, and

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- name of county in which the investigation is being conducted.
- 4) Seal the primary container with tamper-evident tape
- 5) Complete a DHHS Form #1814 and place with the primary container in a secondary self-closing plastic bag such as an unused Ziploc® bag.
- 6) Pack in an insulated container with cold packs or refrigerant around the sample container. Do not freeze or use dry ice.
- 7) Take or ship all samples to the SLPH as quickly as possible.

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Appendix C:

PRODUCT DISPOSITION FORM (DENR T6002)

1. Establishment Information.

Establishment Name:		Address:	
ID Number:			
Responsible Person:		Date:	
Title:		Facility Type (if any):	

2. Description of Product(s).

Type of Product(s):	Quantity:	Status: <input type="checkbox"/> Fresh <input type="checkbox"/> Frozen <input type="checkbox"/> Cooked <input type="checkbox"/> Raw
		Were photographs taken? <input type="checkbox"/> Yes <input type="checkbox"/> No

3. Description of Product(s) Conditions Requiring Action.

Product(s) was / were suspected of being: (check) **Adulterated** **Misbranded** as noted by the following conditions:

4. Disposition of Product(s) (check box by action taken).

VOLUNTARY DISPOSAL I do hereby agree to dispose of the product(s) specifically described in Section 2 of this form. I will dispose of the product(s) in the following manner:

Signature of Responsible Person:	Title:	
Disposal Observed By:	Title:	Date:

NOTICE OF EMBARGO You will take notice that the items specifically described in Section 2 of this form have been embargoed because the undersigned has probable cause to believe that they have been (check) **Adulterated** **Misbranded** as evidenced by the specific conditions noted in Section 3 of this form. This action is authorized by N.C.G.S. 130A-21. A petition will be filed in district or superior court requesting an order of condemnation in accordance with N.C.G.S. 106-125. The court will review and act on the request in accordance with that law. A tag is affixed to the product(s) embargoed. All persons are warned not to remove or dispose of the product(s) until permission for removal is given by the N.C. Department of Environment and Natural Resources, The N.C. Department of Agriculture and Consumer Services, or by the court in accordance with N.C.G.S. 106-125. It shall be unlawful for any person to remove or dispose of the embargoed product(s) without that permission.

Embargo Tag(s) Number(s):		
Signature of Official:	Title:	Date:

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Appendix D

Message Development for Environmental Field Investigations

Step 1: Verify situation.

Before you do anything else, you must determine the magnitude of the event as quickly as possible. It is important to know what type of event it is, and its scope and severity in order to begin formulating communication about its impact.

Verifying a situation is a collaborative function. It is not one that you, as an individual, do alone. No one person has the knowledge, perspective, nor ability to do this alone; it requires a lot of input from a variety of sources.

Sometimes public health people must act - and communicate - in response to a possible problem without obtaining all the checks and verifications possible. Still, it is best to try to verify from as many places as possible. Other times, you may have to make the decision to act, and yet still communicate when what you have to say is tentative.

Key Checkpoints

Verifying the Situation:

- | | |
|---|--|
| ✓ | 1. Get the facts. |
| ✓ | 2. Was information obtained from additional sources to put event in perspective? |
| ✓ | 3. Was the information's origin ascertained? |
| ✓ | 4. Was the information source's credibility ascertained? |
| ✓ | 5. Is the information consistent with other sources? |
| ✓ | 6. Is the characterization of the event plausible? |

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7. If necessary, was the information clarified through a SME?

Step 2: Conduct notifications.

At this point, those individuals who were identified during pre-event planning to be on the front lines are now called to duty. Your role is to be sure that those within and outside of your organization that need to know about the event are briefed and that you have secured easy access channels to communicate with those you need to reach.

Within your organization, there are those individuals that others will contact, and those that you need to contact personally. You always need to be in contact with your superiors and the key decision makers of your organization that have been designated as part of any crisis team.

The emergency risk communication/crisis plan should designate the function for making various contacts. For example: the Federal Government Communication function is the group responsible for contacts outside the agency; the manager/group leader of this function is the person who is responsible for ensuring this happens, but may delegate to another appropriate person(s).

When responding to a foodborne illness outbreak it is also essential to establish contact and share information with the establishment's owner/operator. When the environmental field investigators determine the contributing factors that caused the outbreak, both the responding agencies and the business involved will be able to use that information to control the spread of the illness during the outbreak. The better the relationship is between the responders and the owners/operators, the more successful the efforts to inform the public will be.

Key Checkpoints Conduct notifications:



1. Have notifications/contacts been made to the appropriate persons in your organization?



2. Has your core team been briefed?



3. Has your senior management group been notified?



4. Has your communication team been briefed?

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✓	5. Have the elected officials at all levels been notified?
✓	6. Have the appropriate local and county agencies been notified?
✓	7. Have the appropriate state agencies been notified?
✓	8. Have the appropriate federal agencies been notified?
✓	9. Have other groups (e.g., board members, clients, residents) been notified?

Step 3: Assess level of crisis.

Every emergency, disaster, or crisis evolves in phases and the communication must evolve along with it. The degree and intensity of the crisis and longevity will affect required resources and manpower. It is important to know the level of crisis intensity you are dealing with: the intensity of public reaction and media response.

As a result of completing this assessment, you should be able to answer the following questions:

1. Should the initial communication team hours of operation be 10, 12, 20, or 24 hours a day?
2. Should initial communication team days of operation be 5, 6, or 7 days a week?
3. Will communication staff be required to travel?
4. Will jurisdiction over the information to be released be shared?
5. When do state/federal agencies (e.g., CDC, FBI, SBI, FEMA) come in and what information will they release?

The intensity and longevity of an emergency, disaster, or crisis will affect the requirements for public information and media relations resources, staff, and hours of operation. The table below shows a recommended communication response according to the level of crisis.

Crisis Levels	
Crisis Level	Crisis Description
A	Need to disseminate information rapidly to the

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Highly intense in the initial phase	public and media is critical. Life and limb will be at risk if the public is not notified about the risk and public health recommendations.
B Intense	Need to directly provide public health recommendations to the public and media to save life or limb is not immediate. The public and media, however, believe their health and safety are or could soon be at risk. There is a high and growing demand for more information .
C Moderately intense	Media frenzy develops. Interest is generated because of the event novelty versus a legitimate and widespread or immediate public health concern . Interest could die suddenly if a "real" crisis occurred.
D Minimally intense	Builds slowly and may continue for weeks , depending on the outcome of further investigation. Requires monitoring and reassessments.

Key Checkpoints Assess level of crisis:	
✓	1. Has a crisis level (A,B,C,D) been identified that corresponds to the event characteristics?
✓	2. Have the hours of operation for the communication team been established?
✓	3. Has jurisdiction over information been established?
✓	4. Will federal agencies release information or will states?

Step 4: Organize and give assignments.

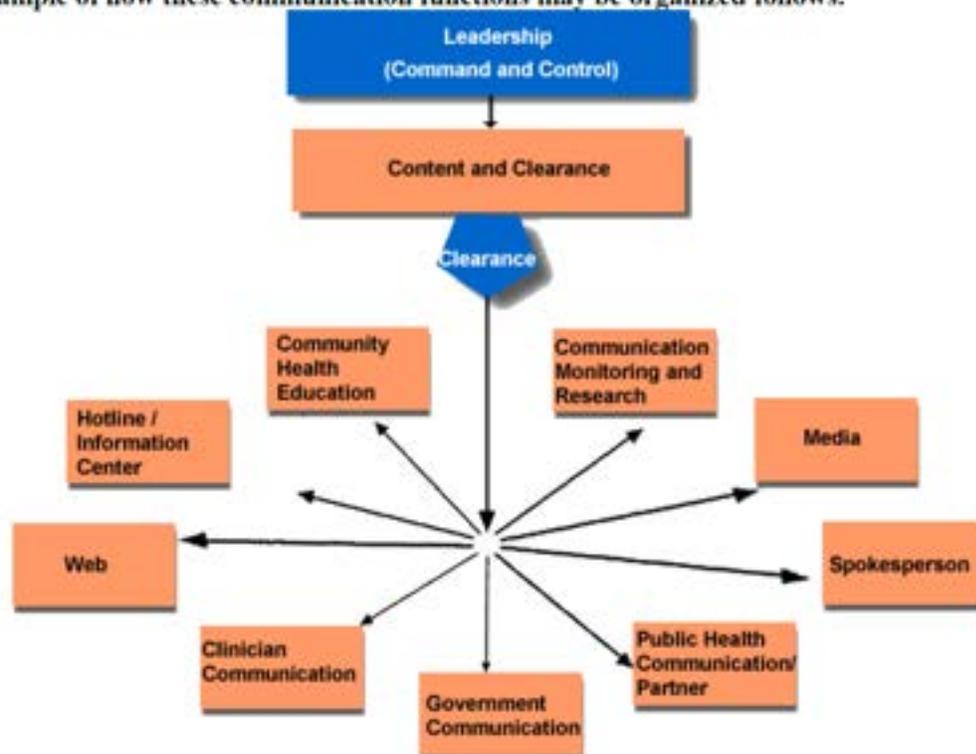
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During the event, the core team needs to contain the highest-level individuals from the areas of science, administration, and communication. Together, they will determine the daily requirements.

The functions needed on the communication team include:

- Director (or communication leadership team)
- Content and materials development
- Clearance
- Media relations
- Web management
- Public health communication
- Hotline/information center
- Federal government communication
- Health education
- Clinician communication
- Communications monitoring and research.

An example of how these communication functions may be organized follows.



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Step 5: Prepare information and obtain approvals.

The public's perception of government is heightened during a crisis and emergency risk event. You want to calm fears and enhance social unity by recognizing the possible audiences and what their concerns are, how the audience will judge the message and messenger, and in order to craft the best message possible.

Your audience will use three criteria to judge your communication:

- The speed of communication
- The accuracy of information
- How well the message conveys empathy and caring.

Speed of communication: The first message and its timing sets the stage for comparison of all future messages about the event.

Accuracy: The public listens not just for facts, but also for recommendations on what they should be doing next in response to the facts. Get the facts right, repeat them frequently, and speak in one voice.

Empathy and Caring: Both the message and the messenger must show empathy and caring. Audiences are looking at how the message is framed and delivered in addition to its speed and accuracy. The chart below (based on the research of Dr. Vincent T. Covello) defines this critical aspect in more concrete terms.

Your message must...	You can show this by . . .
show empathy and caring	<ul style="list-style-type: none"> • Acknowledging fear, pain, suffering, and uncertainty first
display competence and expertise	<ul style="list-style-type: none"> • Explaining organization's role and mission • Demonstrating previous experience • Using third-party recommendations
be honest and open	<ul style="list-style-type: none"> • Giving people enough information to make decisions that are appropriate to them • Being realistic • Being participatory and inclusive • Reducing jargon
show commitment and dedication	<ul style="list-style-type: none"> • Being clear about your objectives • Sharing in sacrifices and discomforts • Being present • Being there with everyone until it is resolved

Finished?

How do you know when you have completed this step? If you can answer "yes" to the key checkpoints below, in all likelihood, this step has been completed.

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Key Checkpoints Prepare information and obtain approvals:	
✓	1. Have you planned for a timely release?
✓	2. Has the accuracy of all information been checked?
✓	3. Does the message show compassion ?
✓	4. Were the specific audience concerns addressed?
✓	5. Does the message meet the criteria of good message development ? (see Message Development Checklist)
✓	6. Have you anticipated media questions and developed answers?
✓	7. Has the message been cleared for release ?

Step 6: Release information to the public.

The more channels you use to disseminate the information, the more likely it is to reach the public. For this reason you should plan to get your information out to all audiences, all venues, at the same time. In a coordinated fashion.

You should:

- Brief media,
- Publish information on your Web site,
- Give information to hotline team,
- Send information to employees,
- Send information to or brief partners, and
- Send information to legislators/special interest groups, even opponents.

It is wise to brief alternative sources so that when the media seeks them out for different viewpoints or perspectives, they will have the benefit of your information and perspective, too.

In this step you will:

- Release information to the public as quickly as possible.
- Give the same information to all media at the same time.
- Release information via an 800 phone number or the Web site, to your partners, to legislators/special interest groups, and to other agencies and organizations.

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The outcome of this step is the decision on how often to brief the media, who will speak for you, what methods of dissemination you will use, and how you will do it.

Information Release Tips: Regarding The Media	
1.	Put media information out via blast fax, newswire, and telephone. Let them know if you plan to do a briefing.
2.	Direct media arriving to your site to wait for briefings in the area you have arranged as your media center.
3.	Set up a media command post or a place where media can consolidate information (such as a JIC) to deliver to their viewers and listeners.
4.	Have areas for television media to do their "stand ups." If at your site, it will usually be where the building displays your organization's logo.
5.	Let the media know when updates will be given, and keep your word. If an update is promised in 45 minutes, give one, even if there is nothing new to say. Simply state that due to the rush of the emergency, new verifiable information has been unattainable. Let them know another update will follow in (hours/minutes).
6.	If the emergency or accident just happened, media are camped out at your door, and extra time is needed, start by saying, "An incident has just occurred and I don't have all the facts at this time. Please give me (minutes/hours) to collect whatever information I can."
7.	Don't be afraid to read from a prepared script to avoid getting off-message or ad-libbing. Distribute a copy of the official statement as well as a fact sheet on the situation and the organization.

Information Release Tips: Regarding Your Staff	
1.	Have staff assigned to answer calls from media ready to go before you release the information.
2.	Make certain all employees are informed so everyone speaks the same language. Keep them constantly updated. Even if you've told people not to speak to the media, everyone knows someone who knows someone. You want the word on the street to be same word inside the organization. Keep communication consistent by sharing information with everyone on staff.
3.	If the event is really big and has national media involved as well, you may want to segment staff to handle calls from broadcast or print media.
4.	Respond quickly to all press calls even if just to say you will get back to them as soon as additional information is available.
5.	Back brief those who come in to relieve the team as the shift changes on all communication efforts. Repeat as often as needed.

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Finished?

How do you know when you have completed this step? If you can answer "yes" to the key checkpoints below, in all likelihood, this step has been completed.

Key Checkpoints Release information to public:	
<input checked="" type="checkbox"/>	1. Have you released information as quickly as possible?
<input checked="" type="checkbox"/>	2. Was the same information given to all media at the same time ?
<input checked="" type="checkbox"/>	3. Was the information released to other groups as planned? (e.g., partners, legislators, special interest groups)
<input checked="" type="checkbox"/>	4. Was the information released through other channels as planned? (e.g., Web, 800 number, mailings, meetings)

Step 7: Monitor, Maintain, and Make Adjustments

After 48 hours into the crisis, the public and media will begin to focus harder on the question of why this event happened.

At the same time, coverage of the disaster starts to become more mixed – good news versus bad news. Hero stories start to emerge while "what ifs" and negative images from the event day start to compete for the public's imagination. This will also be fueled by what the medias' focus.

The media will begin more in-depth analysis of what happened and why. Media competition may intensify to keep the story going with new angles, and a few bad apples may emerge and try to defy the ground rules your crisis team has in place.

At this stage, it is important to stick to your plan, adjust your procedures as you need to, and get information out as you have it. Pay attention to local media. Once the dust starts to settle, you will be left with local media. If you ignore your local media they will be less receptive in the future.

Use the following questions to refresh your communication process continually. If you answer "yes" to any of the following, you may need to make adjustments or take additional action.

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Key Checkpoints Monitor, maintain, and make adjustments:	
<input checked="" type="checkbox"/>	1. Are investigators saying anything about the event potentially getting worse?
<input checked="" type="checkbox"/>	2. Are event changes resulting in more intense public/media interest?
<input checked="" type="checkbox"/>	3. Have rumors or points of conflict been identified? How should the organization respond to these issues?
<input checked="" type="checkbox"/>	4. Is it an appropriate time for some of the issues being addressed by your organization to be handled by other government entities?
<input checked="" type="checkbox"/>	5. Are the teams operating with more intensity? Are there ways to improve efficiency? Do we need to make reassignments?
<input checked="" type="checkbox"/>	6. Are additional resources needed?
<input checked="" type="checkbox"/>	7. Should the organization continue holding daily/weekly SME briefings?
<input checked="" type="checkbox"/>	8. Should detailed persons be extended and others tapped, or returned to normal duties?
<input checked="" type="checkbox"/>	9. Are supplemental funds needed to meet public/media demand for information?
<input checked="" type="checkbox"/>	10. Is your organization learning anything from the public inquiry and media that could be useful to investigators and policy managers?

Appendix N: Outbreak Response

Environmental Field Investigation Report

Investigation By:			Date:
Food Samples Collected: <input type="checkbox"/> Yes <input type="checkbox"/> No	Food Item(s)	Time Collected	Quantity
Suspected Food Item(s)	Preparation Date	Preparation Time	Processes Used: Cook (C); Hot Hold (HH); Cool (CL); cold hold (CH); Reheat (R)
<p>Complete a flow diagram for the process used for each suspected food item. Include all preparation steps, temperature, and time for each step (if appropriate). Include all records (e.g. temperature logs, cooling logs). <i>Example: Suspected Food-Chicken Salad</i></p> <pre> graph LR A["Cold hold raw chicken at 4°F"] --> B["Cook chicken to 165°F min"] B --> C["Debone chicken at room temp. (2 hrs.)"] C --> D["Dice & mix with mayo and spices at room temp"] D --> E["Hold at room temp. for 6 hours"] E --> F["Serve"] </pre>			
Suspected Food: Records Collected: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Suspected Food: Records Collected: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Suspected Food: Records Collected: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Suspected Food: Records Collected: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Suspected Food: Records Collected: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Additional Factors:			
<input type="checkbox"/> Employee health <input type="checkbox"/> Bare hand contact <input type="checkbox"/> Poor employee hygiene	<input type="checkbox"/> Cross contamination <input type="checkbox"/> Contaminated equipment <input type="checkbox"/> Unapproved source	<input type="checkbox"/> Specialized food processes <input type="checkbox"/> Chemical contamination <input type="checkbox"/> Other _____	

Appendix N: Outbreak Response

Environmental Health Services Section Emergency Recall Duties

In the event of a statewide Class 1 product recall, Environmental Health Services Section (EHSS) staff may be asked to assist the North Carolina Department of Agriculture and Consumer Services (NCDA CS) with effectiveness checks. Effectiveness checks consist of site visits to known points of distribution or sale to ensure that the recalled products have been removed from commerce or are no longer available for consumption. NCDA CS will be the lead agency and will coordinate all EHSS response through the EHSS Section Chief.

The following is a summary of the duties that each position will assume during an emergency recall situation. Duties are subject to change according to the specific needs of the situation.

Position	Responsibilities
EHSS Section Chief	<ul style="list-style-type: none"> ▪ Serve as primary representative of EHSS in coordinating response with NCDA CS ▪ Consolidate costs of recall efforts ▪ Monitor information released by DEH PIO
EHSS Branch Heads	<ul style="list-style-type: none"> ▪ Coordinate duties of branch regional personnel ▪ Monitor all personnel work hours, vehicle mileage and other costs of recall efforts
Food Defense Coordinator	<ul style="list-style-type: none"> ▪ Educate on all recall specifications (can sizes, lot numbers, product codes, distribution locations, etc.) ▪ Provide technical assistance to regional personnel (establish procedures, address questions, update information, etc.) ▪ Trouble-shoot problems ▪ Serve as liaison between regional staff and NCDA CS (prevent overlap of duties; ensure timely, accurate information is disseminated; ensure that EHSS duties are meeting the needs of NCDA CS) ▪ Consolidate daily reports of regional staff and disseminate info ▪ Provide Section Chief with timely, accurate info ▪ Monitor input of LHD data
EHSS Regional Staff	<ul style="list-style-type: none"> ▪ Ensure that LHD staff understand their roles (recall specifications, sites to visit, what to do with products if found, how to report data, etc.) ▪ Serve as liaison between LHD staff and EHSS ▪ Report updates daily by designated means to Food Defense Coordinator ▪ Participate in effectiveness checks as needed

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FDA Recall Classifications

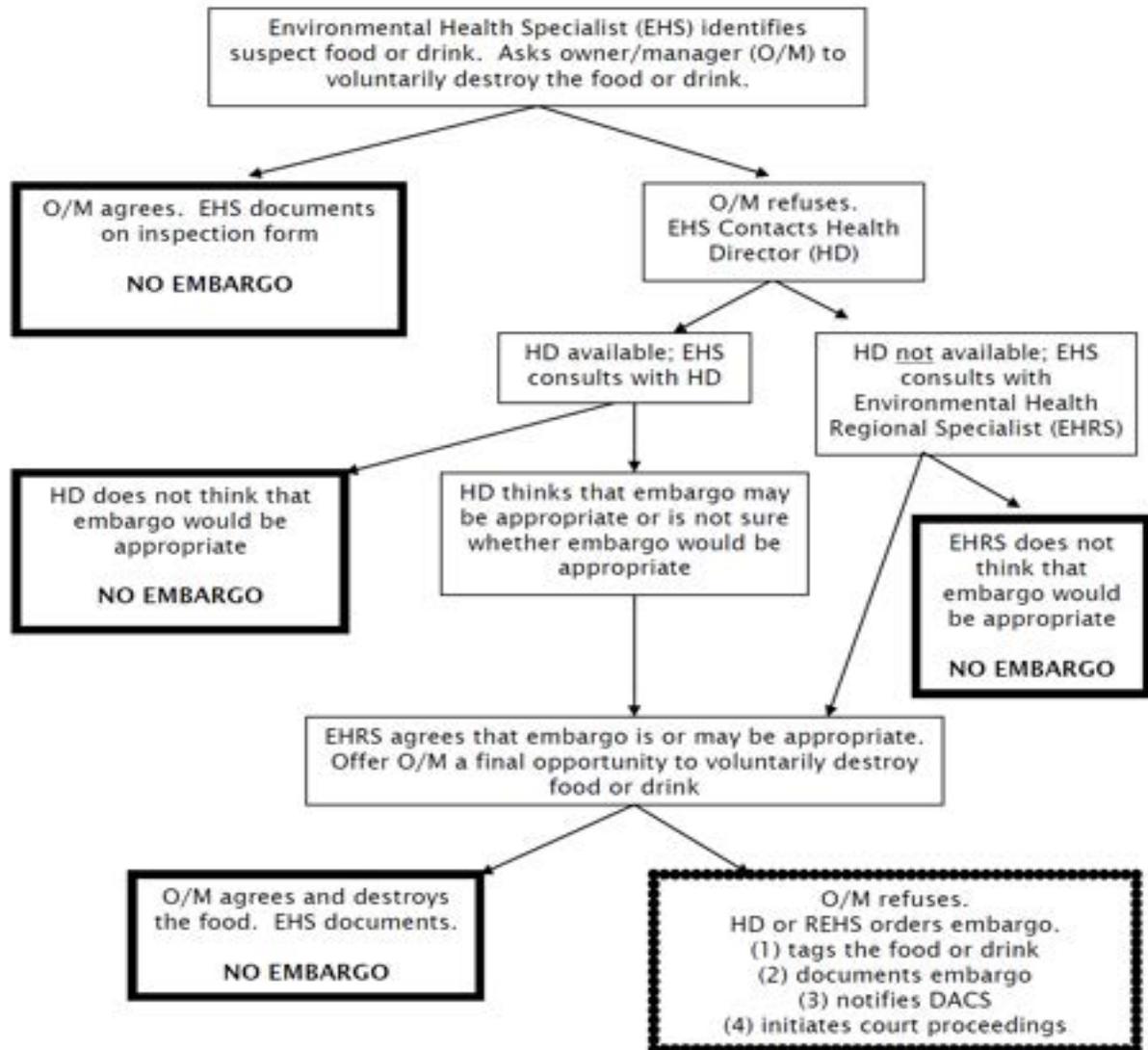
Class I: Dangerous or defective products that predictably could cause serious health problems or death. Examples include: food found to contain botulinum toxin, food with undeclared allergens, a label mix-up on a lifesaving drug, or a defective artificial heart valve.

Class II: Products that might cause a temporary health problem, or pose only a slight threat of a serious nature. Example: a drug that is under-strength but that is not used to treat life-threatening situations.

Class III: Products that are unlikely to cause any adverse health reaction, but that violate FDA labeling or manufacturing laws. Examples include: a minor container defect and lack of English labeling in a retail food.

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Public Health Embargo Process G.S. 130A-21(a)*



* Notes:

(1) The Department of Agriculture and Consumer Services (DACCS) retains full authority to embargo food and drink. Public health officials always have the option of contacting DACCS and requesting that a DACCS official embargo the item(s).

(2) The embargo process for milk and shellfish (G.S. 130A-21(b) & (c)) is different. Specifically, an EHS who is an authorized agent of the state may embargo milk and shellfish without consulting with the health director or regional specialist. DENR staff is always available to advise and work with an EHS in such situations, but consultation is not mandated by law.

Appendix N: Outbreak Response

Health Dept.: _____ Outbreak Name: _____
 Interviewer name: _____ Case Number: _____
 Interview date: ____/____/____

7. Were you taking any medications (prescription or over-the-counter) when you became ill?
 Yes 1 (Continue to question 7a)
 No 0 (Skip to Symptoms section, question 8)

7a. If YES, please list the medications you were taking: _____

The next section asks you about specific symptoms you may or may not have experienced during your illness. Note: Circle '1' for Yes, '0' for No, '9' for can't remember after the appropriate symptom. Every symptom should have a response circled.

Symptoms

In order to help us better identify your illness, it is helpful for us to know the order in which your first three symptoms occurred. Can you tell me...

8. What was your ... a. first symptom? _____
 b. second symptom? _____
 c. third symptom? _____

Now I will read a more complete list of symptoms. You may or may not have experienced these during your illness. Note: If one of the symptoms below was one of the respondent's first three symptoms, circle appropriate code and move on to the next symptom. Be sure to obtain additional information, if appropriate, for symptoms requiring more information, such as fever or diarrhea.

Did you have...?

	Yes	No	Can't remember
9. Fever	1	0	9
9a. If YES, what was your highest temperature? ____ F or C			
10. Diarrhea (unformed, loose, or liquid bowel movement)	1	0	9
If YES, was it:			
10a. bloody?	1	0	9
10b. watery?	1	0	9
10c. did it contain mucous?	1	0	9
10d. how many days did you have diarrhea? ____			
10e. how many times did you have diarrhea in 1 day? ____ (max # of times per day)			
11. Nausea	1	0	9
12. Vomiting	1	0	9
13. Bloating	1	0	9
14. Dehydration	1	0	9
15. Abdominal cramps	1	0	9
16. Chills	1	0	9
17. Cough	1	0	9
18. Headache	1	0	9
19. Lack of appetite	1	0	9
20. Malaise (general feeling of illness or sickness, run down)	1	0	9
21. Muscle aching	1	0	9
22. Weakness	1	0	9

Appendix N: Outbreak Response

Health Dept.: _____	Outbreak Name: _____
Interviewer name: _____	Case Number: _____
Interview date: ___/___/___	

23. Did you experience a metallic or chemical taste in your mouth? *(Circle appropriate code)*

Yes	1
No	0
Can't remember	9

24. Did you experience burning or itching in your eyes, mouth, or throat? *(Circle appropriate code)*

Yes	1
No	0
Can't remember	9

25. Did you experience any other symptoms not listed here? *(Circle appropriate code)*

Yes	1	<i>(Continue to question 25a)</i>
No	0	<i>(Skip to question 26)</i>
Can't remember	9	<i>(Skip to question 26)</i>

25a. If YES, please describe these other symptoms _____

26. When you were "very sick", were you able to perform your usual daily activities such as go to work, school, or do housework? *(Circle appropriate code)*

Yes	1
No	0
Can't remember	9

27. How much time did you miss from your usual activities because of this illness?

Hours: _____ Days: _____ None

28. Did you seek medical attention at a hospital, urgent care center, and/or from a provider? *(Circle appropriate code)*

Yes	1	<i>(Continue to question 28a)</i>
No	0	<i>(Skip to question 29)</i>
Can't remember	9	<i>(Skip to question 29)</i>

If YES,

28a. When did you seek medical attention?

Date: ___/___/___ Day of week: _____ Time: ___:___ AM/PM

28b. What was the name of the hospital or urgent care center? _____

28c. What was the name of the treating provider? _____

28d. What is the address of the place from which you sought care?

_____	_____	_____
Street		Suite No.
_____	_____	_____
City	State	Zip code

28e. What is the phone number of the hospital, urgent care center, or provider's office?

() _____ - _____

Appendix N: Outbreak Response

Health Dept.: _____	Outbreak Name: _____
Interviewer name: _____	Case Number: _____
Interview date: ___/___/___	

Note: Circle '1' for Yes, '0' for No, or '9' for can't remember and insert a date if known.

Did the physician...?	Yes	No	Can't remember	Date
28f. Draw blood?	1	0	9	___/___/___
28g. Get a urine sample?	1	0	9	___/___/___
28h. Get a stool sample?	1	0	9	___/___/___
28i. Do any other tests?	1	0	9	___/___/___
28j. If YES, what other tests did the provider do? _____				
28k. Did the provider tell you what your illness was?	1	0	9	___/___/___
28l. If YES, what was it? _____				
28m. Did the provider give or prescribe any medications?	1	0	9	
28n. If YES, what medications did the provider give or prescribe? _____				

Travel History

29. Did you travel anywhere during the past month (30 days) before your illness? *(Circle appropriate code)*

Yes	1	(Continue to question 29a)
No	0	(Skip to Water History section, question 30)
Can't remember	9	(Skip to Water History section, question 30)

29a. If YES, please tell me where and when you traveled:

From where	To where	Dates of travel	Airline/other	Hotel/Resort/other
		___/___/___ to		
1. _____	_____	___/___/___	_____	_____
		___/___/___ to		
2. _____	_____	___/___/___	_____	_____

Water History

30. From what sources of water did you drink during the seven days before your illness?

Note: Circle '1' for Yes, '0' for No, or '9' for can't remember and insert a date if known.

	Yes	No	Can't remember
30a. Bottled water	1	0	9
30b. Municipal tap water	1	0	9
30c. Private well water	1	0	9
30d. Untreated surface water (river, pond, lake)	1	0	9
30e. If yes, what is the location of the untreated water? _____			
30f. Other source of water	1	0	9
30g. If yes, what other sources of water? _____			

Appendix N: Outbreak Response

Health Dept.: _____	Outbreak Name: _____
Interviewer name: _____	Case Number: _____
Interview date: ___/___/___	

31. Did you swim or participate in other water-related activities during the seven days before your illness?

- Yes 1 *(Continue to question 31a)*
 No 0 *(Skip to question 32)*
 Can't remember 9 *(Skip to question 32)*

If YES, where

	Yes	If yes, specify location	No	Can't remember
31a. Ocean/sea	1	_____	0	9
31b. Pool	1	_____	0	9
31c. Lake	1	_____	0	9
31d. Pond	1	_____	0	9
31e. River	1	_____	0	9
31f. Other	1	_____	0	9

Family History

32. Has anyone else in your household, or among your friends or co-workers, been ill with similar symptoms? This includes *{insert predominant symptoms experienced by other attendees}*. Please consider the time before, during and after attending *{insert event/restaurant name}*.

(Circle appropriate code)

- Yes 1 *(Continue to question 32a)*
 No 0 *(Skip to Food History section)*
 Can't remember 9 *(Skip to Food History section)*

32a. If YES, could you tell us who they were and how to contact them?

Name	Relationship	Contact #	Onset date of symptoms	Duration of illness
1. _____	_____	() - _____	___/___/___	_____
2. _____	_____	() - _____	___/___/___	_____
3. _____	_____	() - _____	___/___/___	_____
4. _____	_____	() - _____	___/___/___	_____

Appendix N: Outbreak Response

Health Dept.: _____	Outbreak Name: _____
Interviewer name: _____	Case Number: _____
Interview date: ____/____/____	

Food History – no menu

**Note: If a menu is provided, skip to Food History – menu section*

This section asks you about foods you have eaten recently. It may be helpful to have a calendar to refer to for this section. I understand you may not remember everything that you ate for each meal, but please take your time and list the items to the best of your ability. Remember to include condiments such as ketchup, mustard, relish, cream, sugar, etc. and if you added ice to your beverages.

Note: Ask about the day of illness and the four days before the illness. Incubation periods for select diseases can be found in Appendix A should you need them.

**If the respondent cannot recall what he/she ate for a particular meal, ask what he/she would usually eat for that meal.*

I'll begin with (insert day) and work back from there.

Day of week:	Meal	Ate at home?		If ate outside home, specify location	Food eaten (include condiments, ice, etc)
		Yes	No		
Date: ____/____/____	<input type="checkbox"/> Breakfast	Yes 1	No 0	_____	_____
	<input type="checkbox"/> Lunch	Yes 1	No 0	_____	_____
	<input type="checkbox"/> Dinner	Yes 1	No 0	_____	_____
	<input type="checkbox"/> Other	Yes 1	No 0	_____	_____
		No 0			
Day of week:		Yes 1	No 0		
Date: ____/____/____	<input type="checkbox"/> Breakfast	Yes 1	No 0	_____	_____
	<input type="checkbox"/> Lunch	Yes 1	No 0	_____	_____
	<input type="checkbox"/> Dinner	Yes 1	No 0	_____	_____
	<input type="checkbox"/> Other	Yes 1	No 0	_____	_____
		No 0			

Appendix N: Outbreak Response

Health Dept.: _____	Outbreak Name: _____
Interviewer name: _____	Case Number: _____
Interview date: ____/____/____	

	Meal	Ate at home?	If ate outside home, specify location	Food eaten (include condiments, ice, etc)
Day of week: _____	<input type="checkbox"/> Breakfast	Yes 1	_____	_____
Date: ____/____/____		No 0		
	<input type="checkbox"/> Lunch	Yes 1	_____	_____
		No 0		
	<input type="checkbox"/> Dinner	Yes 1	_____	_____
		No 0		
	<input type="checkbox"/> Other	Yes 1	_____	_____
		No 0		
Day of week: _____	<input type="checkbox"/> Breakfast	Yes 1	_____	_____
Date: ____/____/____		No 0		
	<input type="checkbox"/> Lunch	Yes 1	_____	_____
		No 0		
	<input type="checkbox"/> Dinner	Yes 1	_____	_____
		No 0		
	<input type="checkbox"/> Other	Yes 1	_____	_____
		No 0		
Day of week: _____	<input type="checkbox"/> Breakfast	Yes 1	_____	_____
Date: ____/____/____		No 0		
	<input type="checkbox"/> Lunch	Yes 1	_____	_____
		No 0		
	<input type="checkbox"/> Dinner	Yes 1	_____	_____
		No 0		
	<input type="checkbox"/> Other	Yes 1	_____	_____
		No 0		

Appendix N: Outbreak Response

Health Dept.: _____	Outbreak Name: _____
Interviewer name: _____	Case Number: _____
Interview date: ____/____/____	

Food Handlers

33. Are you involved in any type of food handling preparation for {insert event/restaurant name}?

Yes 1 (Continue to question 33a)
 No 0 (Skip to Stool Specimen section)
 Can't remember 9 (Skip to Stool Specimen section)

33a. If YES, in which type of food handling or preparation are you involved and when was your participation?

Note: Circle '1' for Yes, '0' for No, or '9' for can't remember.

	Yes	No	Can't remember	If yes, please describe	Date
Hot food preparation	1	0	9	_____	____/____/____
Cold food preparation	1	0	9	_____	____/____/____
As server or waiter	1	0	9	_____	____/____/____
As bartender	1	0	9	_____	____/____/____
As salad bar/ buffet organizer	1	0	9	_____	____/____/____
Other	1	0	9	_____	____/____/____

33b. If you were ill, did you notify management that you were ill?

Yes 1 Was ill and notified management
 No 0 Was ill and did NOT notify management
 Not ill, N/A 2 Was not ill, not applicable
 Can't remember 9

Stool Specimen

Note: If the respondent did not experience any gastrointestinal symptoms such as nausea, vomiting, or diarrhea, please do not ask for a stool specimen. Instead, proceed to the Demographics Section. If the respondent has already provided a stool sample to his/her health care provider (see question 28b) be sure to get contact information of the provider so that we can have the sample forwarded to the state lab. Please use whatever methods your agency normally uses to collect specimens. If your agency has decided not to collect specimens please skip this section.

In order to help identify the cause of your illness, it would be helpful if we could get a stool sample from you.

34. Would you be willing to provide a stool specimen for testing? (Circle appropriate code)

Yes 1 (Continue to question 34a)
 No 0 (Skip to Demographic section, question 35)

34a. If YES, when and where should we drop off the kit with instructions for the specimen collection?

Instructions will be included in the kit on how to properly collect and store the sample. Once you have obtained the stool sample, please call XXXXXX at (XXX) XXX-XXXX during regular business hours. Please remember to keep the sample in the refrigerator, not the freezer.

Appendix N: Outbreak Response

Health Dept.: _____	Outbreak Name: _____
Interviewer name: _____	Case Number: _____
Interview date: ____/____/____	

Educational Information:

If you are ill with diarrhea or vomiting drink plenty of fluids. If you feel that it is necessary, please visit your physician.

Please remember to wash your hands thoroughly and often during and following your illness, especially after going to the bathroom and before preparing any food. Hand washing is the most effective way to stop the spread of illness.

Bleach solution is the most effective cleaning agent for surfaces possibly contaminated with vomit or stool. You can mix an appropriate bleach solution by combining $\frac{1}{2}$ cup bleach with one gallon water. For surfaces contaminated with vomit or stool use bleach solution made by combining $2\frac{1}{2}$ cups of bleach with one gallon of water.

If your child is ill with diarrhea or vomiting, we recommend that the child not attend daycare or school until the symptoms have resolved.

If you, or anyone in your household, works with food, is a worker at a daycare facility and/or involved with direct patient care, we recommend that you not attend work until your symptoms have resolved.

Additional Questions or Comments

45. Is there anything else you would like to add that I haven't asked you about?

Questions or concerns?

If you have additional questions or concerns regarding the investigation, please call XXXXXX at (XXX) XXX-XXXX, during regular business hours. Thank you for taking the time today to answer our questions, the information you provided will be used to help us in the investigation.

Appendix N: Outbreak Response

Health Dept.: _____	Outbreak Name: _____
Interviewer name: _____	Case Number: _____
Interview date: ___/___/___	

Appendix A

Incubation period for select etiologic agents as stated in the "Guide to Confirming the Diagnosis in Foodborne Diseases" from the ADHS Infectious Disease Manual, Dec. 2003.

<u>Bacterial</u>	<u>Incubation period</u>
<i>Bacillus cereus</i>	1-24 hours
<i>Campylobacter</i>	2-10 days; usu. 2-5 days
<i>E. coli O157:H7</i>	1-10 days; usu. 3-4 days
Nontyphoidal <i>Salmonella</i>	6 hrs-10 days; usu. 6-48 hrs
<i>Salmonella</i> Typhi	3-60 days; usu. 7-14 days
<i>Shigella</i> spp.	12 hrs-6 days; usu. 2-4 days
<i>Staphylococcus aureus</i>	30 min-8 hours; usu. 2-4 hrs
<i>Vibrio parahaemolyticus</i>	4-30 hours
<u>Chemical</u>	
<i>Monosodium glutamate (MSG)</i>	3min-2hrs; usu. <1hr
<i>Puffer fish, tetrodotoxin</i>	10min-3 hrs; usu. 10-45min
<i>Scombroid toxin (histamine)</i>	1min-3hrs; usu. <1 hr
<u>Parasitic</u>	
<i>Cryptosporidium</i>	2-28 days; median 7 days
<i>Giardia</i>	3-25 days; median 7 days
<u>Viral</u>	
<i>Hepatitis A</i>	15-50 days; median 28 days
<i>Norovirus</i>	15-77 hrs; usu. 24-48 hours

Appendix N: Outbreak Response

Health Dept.: _____	Outbreak Name: _____
Interviewer name: _____	Case Number: _____
Interview date: ____/____/____	

Additional modules:

Exposure to Childcare Setting History

Have you had contact with children in a childcare setting during the seven days before your illness?

Yes 1
No 0
Can't remember 9

If YES, when were you in the childcare setting?

Date: ____/____/____ Day of week: _____ Time: ____:____ AM/PM

What was the name of the facility? _____

What is the address of the facility? _____

	Street	Suite No.
City	State	Zip code

What is the phone number of the facility? (____) ____ - ____

Are you aware of any other illnesses in the childcare facility?

Yes 1
No 0
Can't remember 9

Animal Contact History

Did you have pets at home, have contact with household pets elsewhere, or visit a household with pets (including reptiles) in the seven days before your illness?

Yes 1
No 0
Can't remember 9

If YES, what type of pets? _____

Did you live on a farm, visit a farm, or visit a petting zoo in the seven days before your illness?

Yes 1
No 0
Can't remember 9

If YES, when were at the farm or petting zoo?

Date: ____/____/____ Day of week: _____ Time: ____:____ AM/PM

With what type of animal(s) did you have contact? _____

What is the address of the farm or petting zoo?

	Street	Suite No.
City	State	Zip code

Appendix N: Outbreak Response

EPI Kits

The minimal Epi Kit will contain the following items:

- A large cooler
- Ice packs
- Sterile containers
- Sterile sampling utensils
- Non-cotton swabs (Cotton swabs are more absorbent and can affect the test results)
- At least 15 sterile bags.
- At least 15 sterile spoons.
- 6 specimen collection containers or devices.
- Non-sterile self-sealing plastic bags (e.g. unused Zip-Lock® bags)
- Properly calibrated temperature-measuring devices.
- Sterilizing equipment.
- One of each item listed under supporting equipment.

Supporting Equipment

- Ball point pen with waterproof ink
- Fine point waterproof permanent marker such as a Sharpie
- Roll of adhesive or masking tape
- Labels and waterproof tags with eyelet and wire ties
- Tamper-evident seals*
- Matches
- Buffered distilled water or 0.1% peptone water (5 ml in screw capped tubes)
- Test tube rack
- Investigational forms

*Tamper-evident seals can be obtained from Lab Safety Supply Inc., P.O. Box 1368, Janesville, WI 53547-1368; phone number 1-800-356-0783; contact Andrea Severt, Name of Product: Tamper-Evident Labels, 5/8"x 4", Item #4CB-109147; Cost – Unit Price \$4.20, 25 sheets, 25 labels per sheet.

The ideal epi kit will include all of the above plus the following items:

Miscellaneous

- Sterile tubes

Sterilizing & Disinfecting Agents

- Ethyl alcohol 95% solution
- Propane torch
- Sodium or calcium hypochlorite

Refrigerants

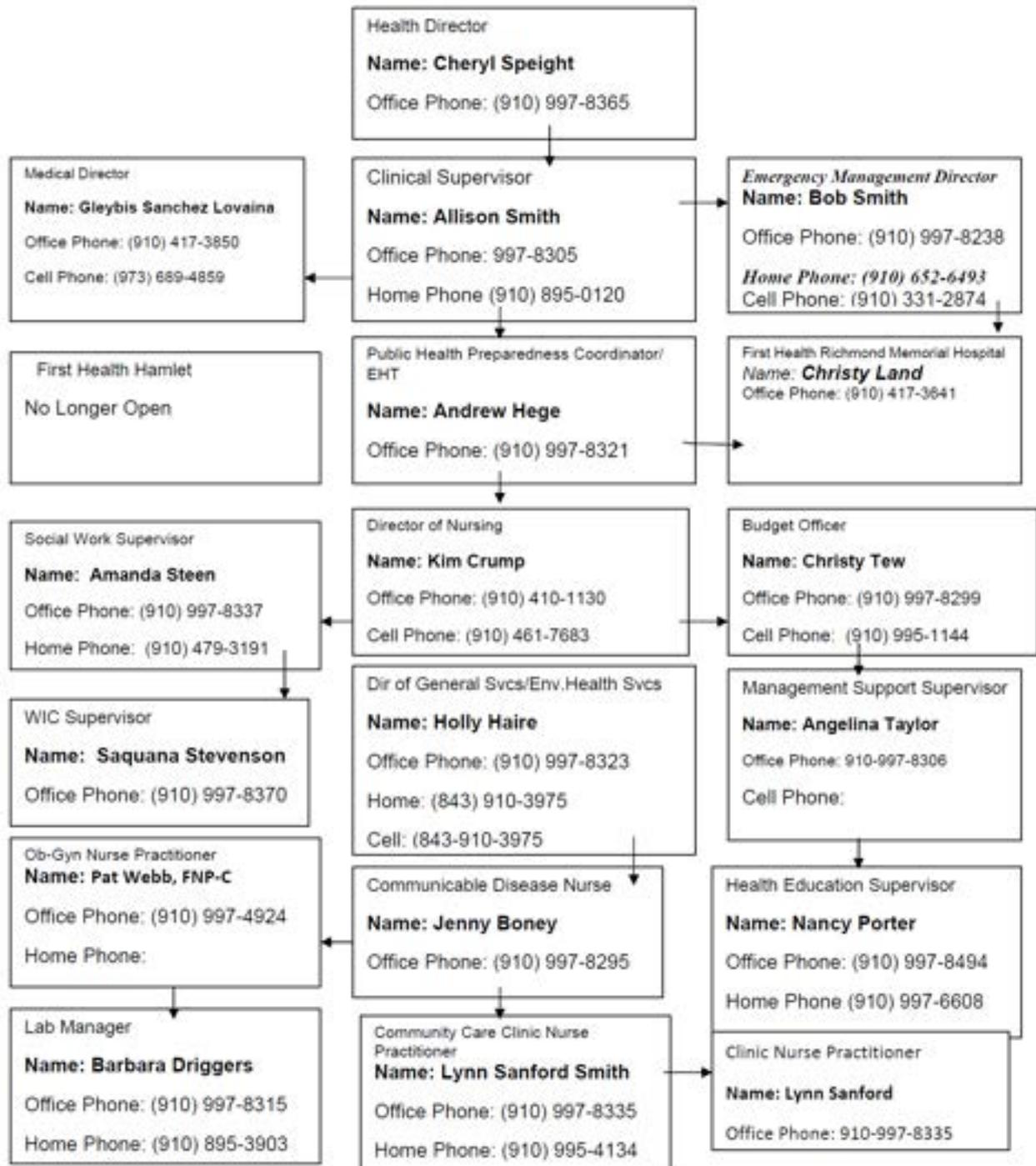
- Ice
- Blue ice packs
- Rubber or plastic bags which can be filled with water and frozen
- Heavy-duty plastic bags for ice

Media

- Tubes of transport media
- Pre-enrichment or enrichment broth as appropriate

Appendix N: Outbreak Response

Richmond County Health Department Emergency Call Down Roster



Appendix N: Outbreak Response



CONTACT LIST BY AREA
 NC State Laboratory of Public Health
 4312 District Drive P.O. Box 28047
 Mail Service Center 1918
 Raleigh, NC 27611-8047
 Website: <https://slph.ncpublichealth.com/>



LAB DIRECTOR'S OFFICE

Phone: 919-733-7834
Fax: 919-733-8695

QUALITY ASSURANCE

Phone: 919-733-7834

LABORATORY IMPROVEMENT

Training, Consultation, Control Cultures
Phone: 919-733-7186
Fax: 919-715-9243

ENVIRONMENTAL SCIENCES

Phone: 919-733-7308
Fax: 919-715-8611
 Environmental Microbiology
 Inorganic Chemistry
 Lab Certification **Fax:** 919-715-9243
 Organic Chemistry
 Radiochemistry

HEMACHEMISTRY (Blood Lead)

Phone: 919-733-3937
Fax: 919-715-8611

LABORATORY PREPAREDNESS

Bioterrorism and Emerging Pathogens
Phone: 919-807-8765 **Fax:** 919-715-1840
 24/7 Emergency Phone: 919-807-8600
 24/7 Emergency Pager: 919-310-4243

Laboratory Outreach Consultant
 Western Region: 828-772-9372
 Eastern Region: 252-714-0184

CHEMICAL TERRORISM

Phone: 919-807-8571
Fax: 919-715-7787
Office: 919-807-8878
 24/7 Emergency: 919-602-2481

CUSTOMER SERVICES

Serving Newborn Screening, Hemachemistry, and
 Virology/Serology areas
Phone: 919-733-3937 **Fax:** 919-715-8610

MAILROOM

Orders for mailers, supplies, and influenza kits
Phone: 919-733-7656

CENTRAL ACCESSIONING

Specimen Processing
Phone: 919-807-8749
Fax: 919-715-0590

MICROBIOLOGY

Phone: 919-733-7367 **Fax:** 919-715-9245
 Atypical Bacteriology: 919-807-8606
 Enteric Bacteriology and Foodborne Illness: 919-807-8608
 Mycology: 919-807-8605
 Parasitology: 919-807-8609
 Special Bacteriology: 919-807-8603
 Tuberculosis: 919-807-8620

NEWBORN SCREENING

Phone: 919-733-3937 **Fax:** 919-715-8610
 Biotinidase Deficiency, Galactosemia, Hypothyroidism,
 Congenital Adrenal Hyperplasia, Sickle Cell, Cystic
 Fibrosis, Severe Combined Immunodeficiency,
 Hemoglobinopathies, and Tandem Mass Spectrometry
 screening

VIROLOGY/SEROLOGY

Phone: 919-733-3937 **Fax:** 919-715-7700
 Bacterial STD
 Special Serology
 Serology
 Viral Culture/Rabies

MOLECULAR DIAGNOSTICS/EPIDEMIOLOGY

Phone: 919-807-8607 **Fax:** 919-715-9245
Office: 919-807-8978

INFORMATION TECHNOLOGY

Web Reporting Helpdesk Phone: 919-733-7837

Appendix N: Outbreak Response

DO YOU KNOW WHO TO CALL?

By Commodity

NCDHSS/DPH/EH

Packaged Processed Food—canned, vacuum packed, jarred

North Carolina Department of Agriculture
Consumer Services

984-236-4820

<http://www.ncagr.gov/fooddrug/food/index.htm>

Shellfish

Shellfish Sanitation-252-726-6827

<https://dep.nc.gov/about/divisions/marine-fisheries/shellfish-sanitation-and-recreational-water-quality>

Grade A Milk Products, Dairy Operations, Milk Plants

NCDENR-Dairy Protection

984-236-4820

<http://ncagr.gov/fooddrug/food/milk/index.htm>

Meat and Poultry North Carolina

Department of Agriculture Meat and Poultry

919-707-3195

<http://www.ncagr.gov/meatpoultry/>

Retail Fish Markets

North Carolina Department of Agriculture

Consumer Services

984-236-4820

<http://www.ncagr.gov/markets/seafood/index.htm>

Produce Safety

North Carolina Department of Agriculture

Consumer Services

984-236-4820

<http://www.ncagr.gov/fooddrug/food/ProduceSafetyProgram.htm>

Commercially Processed Food within a .2600 permitted establishment

Food Defense Coordinator 919-218-6943 OR

Regional Environmental Health Specialist

<http://ehs.dph.ncdhhs.gov/contacts.htm>

Other Dairy Products-Yogurt, Ice Cream, Cheeses, etc.

North Carolina Department of Agriculture

Consumer Services-984-236-4820

<http://www.ncagr.gov/fooddrug/food/index.htm>

Suspicious Intentional Contamination Local Law Enforcement- AND

Food Defense Coordinator 919-218-6943

Appendix N: Outbreak Response

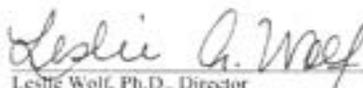
**Memorandum of Understanding – Laboratory Support
Between the
Tennessee Public Health Laboratory
Tennessee Department of Health
And the
North Carolina Public Health Laboratory
North Carolina Department of Public Health**

WHEREAS, State Public Health Laboratories have multi-functional roles in providing analytical support to a variety of environmental and clinical programs, and sharing a common mission, a working relationship and mutual support in times of need between the Tennessee Public Health Laboratory and other public health laboratories is crucial;

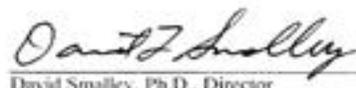
WHEREAS, with added concerns for Homeland Security it is clear that an event of crisis proportions could occur that would require the combined capability and capacity found within both states;

WHEREAS, this Memorandum of Understanding (MOU) between the Tennessee Public Health Laboratory and the North Carolina Public Health Laboratory is designed to affirm a more formal assurance of mutual support and partnership in the event such a crisis should occur. This agreement provides for sample analysis support of clinical and environmental samples of suspect organisms and/or scientific expertise as capabilities and capacities allow;

THEREFORE, these premises considered, the parties hereto agree to be bound as follows: a) in the event of a severe disruption of analytical services or an emergency situation such as a Biological or Chemical Terrorism Event, either party may request specific support as needed; b) the partner Public Health Laboratory will offer assistance within its capacity and continue this support until the need is no longer present; c) the parties to this MOU agree that no compensation will be paid or required for any services rendered pursuant to this MOU; and d) nothing in this agreement requires either the North Carolina Public Health Laboratory or the Tennessee Public Health Laboratory to enter into a contract, assistance agreement, or cooperative agreement.


Leslie Wolf, Ph.D., Director
North Carolina Public Health Laboratory

10/16/06
Date


David Smalley, Ph.D., Director
Tennessee Laboratory Services

10/24/2006
Date


State Health Officer for North Carolina

10/17/06
Date


Kenneth S. Robinson, M.D., Commissioner
Tennessee Department of Health

11/2/06
Date

Appendix N: Outbreak Response



Steve Troxler
Commissioner

North Carolina Department of Agriculture
and Consumer Services
Food and Drug Protection Division

Audrey Pilkington
Director

**MEMORANDUM OF UNDERSTANDING
BETWEEN**

**N.C. Department of Agriculture and Consumer Services
AND**

**N.C. Department of Health and Human Services, Division of Public Health for its
State Laboratory of Public Health**

I. GENERAL

This Memorandum of Understanding (MOU) is between the North Carolina Department of Health and Human Services, Division of Public Health (NCDHHS DPH) and the North Carolina Department of Agriculture and Consumer Services (NCDA&CS).

The purpose of this MOU is to clarify the respective laboratory testing responsibilities of NCDA&CS and NCDHHS DPH in the investigation of foodborne illness outbreaks associated with food service establishments and food plants, and in furtherance of such purpose, to broaden cooperative efforts between the two agencies.

Responsible Agencies

NCDA&CS and NCDHHS DPH are the responsible agencies for the implementation of this MOU. The authority of the Secretary of Health and Human Services to investigate outbreaks of communicable disease is established under NCGS § 130A-5 (Duties and Powers of the Secretary of Health and Human Services), and to regulate food and lodging establishments is established under NCGS § 130A-248 and § 130A-227 (Food and Lodging Establishments). The authority for the Commissioner of Agriculture to regulate the misbranding and adulteration of any food, drug, device, cosmetic or consumer commodity is established under NCGS § 106-120 et. sec. (Food, Drugs, and Cosmetics).

Jurisdiction

This MOU applies throughout the State of North Carolina.

Effective Date

This agreement will be effective upon approval of both agencies and will remain in effect indefinitely until superseded, rescinded, or modified by written, mutual agreement of both parties.

Amendment, Modification and Termination

This MOU may be amended or modified only by written, mutual agreement of the parties. Either party may terminate this MOU by providing written notice to the other party. The termination shall be effective upon the sixtieth calendar day following notice, unless a later date is set forth.

Appendix N: Outbreak Response

Agreement Administrators

The administrator of this MOU for NCDA&CS is the Director of NCDA&CS Food and Drug Protection Division, 4000 Reedy Creek Rd., Raleigh, NC 27607-6465, (919)-733-7366 and the administrator for NCDHHS DPH is the Director of the North Carolina State Laboratory of Public Health, 4312 District Drive, Raleigh, NC 27607, (919)-807-8980.

Legal Authority

NCGS § 130A-481 (Food Defense) provides requisite authority for NCDA&CS and NCDHHS DPH to enter into this MOU. The authority of the Secretary of Health and Human Services and its delegates to enter into this agreement is also established under NCGS § 130A-6 (DHHS Delegation of Authority). NCGS § 106-141 (Food and Drug Examinations and Investigations) also authorizes this MOU.

II. RESPONSIBILITIES AND IMPLEMENTATION

Determination of Responsibility

When a reported case of foodborne illness is determined to be caused by a food product regulated by NCDA&CS, NCDHHS DPH will collaborate with NCDA&CS on the investigation. NCDHHS DPH will be responsible for the laboratory analysis of human clinical samples collected during the investigation. NCDA&CS will be responsible for the laboratory analysis of food and/or environmental samples collected during the investigation. NCDHHS DPH will perform serotyping and molecular subtyping on both clinical isolates and food/environmental isolates collected during the course of an investigation, as approved by the Director of the North Carolina State Laboratory of Public Health or designee. Both agencies will submit a copy of laboratory results to the partner agency.

Shared information may be designated as confidential, privileged or otherwise protected and all agencies will handle such information in a manner that will continue to protect such information. Any reports containing proprietary business information will continue to be exempt from the Public Records Law when shared outside of NCDA&CS. NCDA&CS will provide notification when sharing records that may contain privileged information and such documents will be conspicuously marked as such.

III. MECHANISMS FOR INFORMATION EXCHANGE

Reports detailing laboratory analysis related to foodborne illness outbreak investigations or cases will be shared between the agencies through the most efficient means such as telephone, email, or fax.

IV. LABORATORY FINDINGS

NCDA&CS will test food and/or environmental samples collected during investigations. NCDHHS DPH will perform serotyping and molecular subtyping on both clinical isolates and food/environmental isolates collected during the course of an investigation, as approved by the Director of the North Carolina State Laboratory of Public Health or designee. If a laboratory analyses requires Biosafety Level 3 (BSL-3), the specimen will be transferred to the State Laboratory of Public Health.

Director of the North Carolina State Laboratory of Public Health or designee and/or NCDA&CS Food & Drug Protection Division Director or designee will notify the other agency of all on-going laboratory investigations where a contaminated food source is the suspected cause of a foodborne illness outbreak.

Appendix N: Outbreak Response

Acceptance of Agreement

For the North Carolina Department of Agriculture and Consumer Services

Signature: Audrey Pilkington

Title: Director, Food and Drug Protection Division

Date: 5-24-2017

For the North Carolina Department of Health and Human Services
Division of Public Health

Signature: [Signature]

Title: Director, Division of Public Health

Date: 5/17/17

Appendix N: Outbreak Response

Request Complaint

[Return](#)

Request #	Request Date	Request Type	Person / Premises	Complainant First/Last Name	Address
120476	4/26/2021	COMPLAINT	LA CABANA HAMLET	Ricky Bosick	522 WEST HAMLET AVE HAMLET, NC 28345

Add Foodborne Illness Record

[Cancel](#)

*** Indicates a Required Field**

Interviewed By Last Name First Name Request Number
 Individual Report ID?
 Reporting For Self? If No, Relationship
 Subject Last Name First Name
 Address 1
 Address 2
 City State ZIP
 Home Phone Work Phone Cell Phone
Subject Information
 Birth Date Sex
 Place of Employment
 Employee Phone
 Employee Position
 School/Daycare Center
 Grade
Symptom Information
 First Symptom Date Time
 Nausea? Duration Vomiting? Duration
 Diarrhea? Duration Fever? Duration Temp
 Abdominal Cramps? Duration Bodyache? Duration
 Headache? Duration Prostration? Duration
 Other Symptom Description Duration
 Call or See a Physician? Diagnose
 Physician Last Name First Name
 Hospitalized?

Hospital Name Duration
 Stool Culture Done?
 Laboratory Result
Food Information
 Food Eaten Date Time

72 Hour Food History

Others Eating Suspect Meal

Last Name	Address/City/State/Zip	Home/Work/Cell Phone	Is ILL
First Name			

[Save](#) [Cancel](#)

Appendix O: Food Defense

NC Governor's Food Safety and Defense Task Force Conference
 May 10, 2023 8:30am – 4:30pm
 NC A&T State University Agriculture Pavilion
 3020 McConnell Road Greensboro, NC 27401



**Vulnerabilities of the NC Food Supply:
 A review of recent events and industry perspectives**



TOPICS and SPEAKERS

WELCOME	
NC A&T State University	Dr. Ray McKinnie, Extension Associate Dean
NCDA & CS	Chrissy Waggett, Assistant Commissioner
NC DHHS Food Protection & Facilities Branch	Shane Smith, Branch Head
RECENT EVENTS	
The Night the Lights Went Out in Moore County	Scot Brooks, Moore County Emergency Management
	Samuel Levinson, Sandhills Food Bank
Tapping Into Water Resources (Buncombe County Water Outage)	Jessica Silver, Environmental Health Administrator
Multi-State Oyster Recall: Discussion Panel	Roger Mozingo, Cabarrus County
	Veronica Bryant, NC DHHS
	Shawn Nelson, NC Shellfish Sanitation
	Irina Cody, TX Department of State Health Services
	Kirk Wiles, TX Seafood and Aquatic Life Operations Branch
	Bess Ormond, Director of Shellfish Branch 1, FDA
INDUSTRY PERSPECTIVES	
The Waffle House Index	Larry Sigler, Director of Food Safety, Waffle House
Meat and Poultry: Butterball	Dr. Molly Parker, Director of Food Safety & Animal Care
Fresh Produce: Dole Food	Luciana Soler-Smith, Director of FSQA Operations

Scan the QR code to register.
 We look forward to seeing you!



Appendix O: Food Defense



North Carolina Food Safety and Defense Task Force

www.ncfoodsafetytaskforce.com

Established 2003

Wednesday, March 8, 2023 - 9:30AM (EST)

**Steve Troxler Agricultural Sciences Center
4400 Reedy Creek Road
Raleigh, NC 27607
Training Room A206 East & West**

Zoom information:

<https://ncsu.zoom.us/j/94313227881?pwd=aD5MNG0xR3huQXp6Yz80YmNlUDBZQT09>

Meeting ID: 943 1322 7881

Passcode: 619614

- I. **Welcome, Introductions, & Membership Engagement- Sarah Cope, Chair**
 - New attendee introductions
 -
 - "Meet me in 3" member introduction
 - Daniel Gaines, Food Administrator, Food & Drug Protection Division, North Carolina Department of Agriculture and Consumer Services

- II. **Minutes Approval**
 - January 11, 2023 meeting minutes approval
 - Motion:
 - Second:

- III. **Outbreak Update**
 -

- IV. **Business**
 - Committee reports:
 - a. Executive Committee- Sarah Cope, NCDA&CS
 - i.
 - b. Food Emergency Response and Communication (FERC)- Sean Silva, NCDA&CS
 - i.
 - c. Crop/Produce- Chris Harris, NCDA&CS
 - i.
 - d. Conference Planning Committee 2023- Lynette Johnston, NCSU
 - i. Date: Wednesday, May 10, 2023
 - ii. Location: NC A&T Extension and Research Farm Pavilion at 3020 McConnell Rd, Greensboro, NC 27401. Online attendance option will be available.
 - iii. Theme: The Vulnerability Of North Carolina's Food Supply
 - iv.
 - e. Task Force Education and Exercise Committee- Candice Christian, NCSU
 - i.
 - Other reports:

Appendix O: Food Defense

- Academic Reports
 - Industry Reports
 - Agency Reports
- Additional business
- V. **Speaker**
- Dr. Reagan Converse, Laboratory Director for the Food & Drug Protection Division
 - a. Topic: North Carolina Department of Agriculture and Consumer Services, Food & Drug Protection Division
- VI. **Adjournment**
- Motion:
 - Second:
- VII. **Steve Troxler Agricultural Sciences Center Tour**
- At 11:00AM sharp, the first 25 NCFSDTF members to register will attend the in-person tour of the Steve Troxler Agricultural Sciences Center. Anyone who wishes to attend the tour must register and it is only open to the first 25 folks.

The next time we meet will be May 10, 2023 for our Annual Conference, we look forward to seeing everyone there.

NOTE: Our next full Task Force meeting is July 12th at 9:30am. Our regular meetings are scheduled for every 2nd Wednesday of the next odd-numbered month. If you have any questions, or would like to join the Executive Committee, please reach out to Sarah Cope, Shane Smith, or Lynette Johnston. The Executive Committee meets on the 2nd Wednesday of every even-numbered month. The next Executive Committee meeting is scheduled for April 12th at 9:30am.

Appendix O: Food Defense



North Carolina Food Safety and Defense Task Force

www.ncfoodsafetytaskforce.com

Established 2003

Wednesday, November 9, 2022 - 9:30AM (EST)

Meeting Minutes

- I. **Welcome, Introductions, & Membership Engagement- Sarah Cope, Chair**
 - New attendee introductions
 - N/A
 - "Meet me in 3" member introduction
 - Sean Silva, Food Compliance Officer and Recall Coordinator for the North Carolina Department of Agriculture and Consumer Services Food & Drug Protection Division
 - Break out discussion
 - What are the three main topics that your break out group would like to hear about at our Annual Conference in May? Do you have any speaker suggestions for those topics, if so, who?
 - Breakout topics: Food traceability role(allergens), Changing workforce in food safety, changing dynamics with food safety rules, cottage foods/online delivery, jurisdiction of food discussion, emergency response, food insecurity, local process in food safety
- II. **Minutes Approval**
 - September 14, 2022 meeting minutes approval
 - Motion: Shane Smith
 - Second: Chip Simmons
- III. **Outbreak Update**
 - No updates
- IV. **Business**
 - Committee reports:
 - a. **Executive Committee- Sarah Cope, NCDA&CS**
 - i. The 2022 NC Food Safety and Defense Task Force Annual Report and Appendix from the NC Fresh Produce Safety Task Force are going through edits now and will be submitted to the Governor shortly due December 20th
 - b. **Food Emergency Response and Communication (FERC)- Sean Silva, NCDA&CS**
 - i. No outbreaks reported
 - ii. Recalls: Old York Brie Cheese listeria, 6 cases-effectiveness check
 - iii. Flowers Foods-Food Lion/Publix affected
 - iv. Nestle-Publix affected-physical contaminants
 - c. **Crop/Produce- Chris Harris, NCDA&CS**
 - i. Produce Safety Professionals Conference hosted by the NC Fresh Produce Safety Task Force
 1. Proactive Approaches to Strengthening Traceability Systems and Crisis Response
 2. Next Tuesday, November 15, 2022
 3. NC A&T Extension and Research Farm Pavilion in Greensboro, NC
 4. Register at: <https://go.ncsu.edu/producesafetyconference2022>
 - ii. Inspections: 86 conducted to date
 1. Initial, educational inspections

Appendix O: Food Defense

- 2. Fall and winter crops, slower season for NC
 - iii. On-Farm Readiness Reviews: 50 conducted to date
 - 1. Still offering to all farms prior to inspection
 - iv. Commodity meetings and conferences are picking up through winter
 - 1. For a full list of upcoming produce events, please reach out to Chris Harris at chris.harris@ncagr.gov
 - v. NC Fresh Produce Safety Task Force
 - 1. Meets the 2nd Thursday of every month at 9:00AM
 - 2. If you're interested in attending, please reach out to the current chair Lynette at lynette_johnston@ncsu.edu
 - d. Conference Planning Committee 2023- **Lynette Johnston, NCSU**
 - i. Conference to take place of May meeting, looking at one day event and will have hybrid option; May 9th is an option with possible sites in Raleigh or Greensboro
 - e. Task Force Education and Exercise Committee- **Candice Christian, NCSU**
 - i. NCD&CS Food and Drug Protection Division
 - 1. Wednesday, January 11, 2023 at 9:30AM
- COVID Updates from all stakeholders
 - a. none
 - Other reports:
 - Academic Reports
 - i. Cooperative extension update on Dean search; no other reports
 - Industry Reports
 - i. Jeff Hawley retiring after 20 years with Harris Teeter
 - Agency Reports
 - i. FDA, Donna Wanucha: No updates from FDA's retail food protection program. The 2022 Food Code has not been released yet.
 - ii. NC DHHS Regional meetings in November, Institution Rules to be presented for final approval at RRC
 - Additional business
 - a. None
- V. Speaker**
- Business Emergency Operations Center
 - a. Persia Payne-Hurley, Private Sector Manager & BEOC Coordinator at North Carolina Emergency Management within the NC Department of Public Safety
 - b. James Wong, Assistant BEOC Coordinator, at North Carolina Emergency Management within the NC Department of Public Safety

VI. Attendance

Name:	Date: Wednesday, November 9, 2022
Alexandria Rimmer	
Alexis Welch	
Alice Isley	
Allison Sain	
Alyssa Barkley	
Amanda Osteen	
Amber LaRose	
Andre C. Pierce	

Appendix O: Food Defense

Larry Michael, <i>Executive Committee, Member</i>	
Lee-Ann Jaykus	
Lindsey Kueffner	
Lisa Benton	
Lisa Halbedl	
Lisa McCoy	
Lisa Morgan	
Lori Jenrette	
Lucy Love	
Lynette Johnston, <i>Executive Committee, Chair</i>	
Mark A Kenion	
Marvin Lackman	
Mary Yavelak	
Matthew Perkins	
Meg McGuire	
Michele Howard	
Michelle Bouchey	
Minoo Mehrotra	
Miranda Roehrig	
Monica T. Kiker	
Neeti Karmacharya	
Nicole Arnold	
Nicole Clausen	
Nicole Lee, <i>Executive Committee, Past Chair</i>	
Nykesse Roberts	
Otto "Chip" D. Simmons, III, <i>Executive Committee, Member</i>	
Paul Potter	
Peter Sloane	
Rachel McDowell	
Reagan Converse	
Rick Barney	
Roger Mazingo	
Rose Hoban	
Sandra Bridges	
Sandra Saunders	
Sarah Cope, <i>Executive Committee, Chair Elect</i>	
Stan Biconish	
Sean Silva, <i>Executive Committee, Member</i>	
Shane Smith, <i>Executive Committee, Member</i>	
Steve Tracey, <i>Executive Committee, Member</i>	
Summer Williams	
Susan M. Thompson	
Tammra Morrison	
Terri Ritter	
Thomas Jumalon	
Todd Taylor	
Tommy Hyatt	
Traci Stevens	
Valerie Lott	
Veronica Bryant, <i>Executive Committee, Past Chair</i>	
Warren Richardson	
Wilbur Huggins	

VII. Adjournment

- Motion:

Appendix O: Food Defense

Anna Allen	
Anne Lowry	
Ashley Miles	
Ben Bailey	
Ben Chapman	
Beth Frith	
Betsy Meeks	
Cameron Howell	
Candice Christian, <i>Executive Committee, Member</i>	
Carla Catalán Day	
Carla Pressley	
Carolyn Griffin	
Christopher Harris	
Chuck Martin	
Courtney Matthews	
Dan Tew	
Daniel Gaines	
Danny Thornton	
David Buckley, <i>Executive Committee, Member</i>	
Debbie Hamrick	
Diane Ducharme	
Donna Wanucha	
Ellen Reynolds	
Felissa Vazquez	
Garry Freeman	
Genevieve Sinclair	
Gordon (Ross) Jackson	
Hannah Byers	
Harold Jernigan	
Hillary Waldroop	
Holly Haire	
James Ball	
James Thomas Jumalon	
Jamie Stamey	
Jason Smith	
Jaymin Patel	
Jeff Hawley	
Jeff Suggs	
Jeff Uriate	
Jennifer Hatley	
Jessica Badour	
Jessica Zetlau	
Jimo Ibrahim	
Joan Sims	
JoAnn Pittman	
Joe Doster	
John Zeberan	
Julie Schlegel	
Jonathan Ruiz Espejo	
Karen Beck, <i>Executive Committee, Member</i>	
Kate Nicholas	
Katelynn Rollins	
Kevin Hardison	
K.P. Sandeep	
Kristine Markulin	

Appendix O: Food Defense

- Second;

NOTE: Our next full Task Force meeting is January 11th at 9:30am. Our regular meetings are scheduled for every 2nd Wednesday of the next odd-numbered month. If you have any questions, or would like to join the Executive Committee, please reach out to Sarah Cope, Shane Smith, or Lynette Johnston. The Executive Committee meets on the 2nd Wednesday of every even-numbered month. The next Executive Committee meeting is scheduled for December 14th at 9:30am.

Appendix P: Outreach Materials



ServSafe® Essentials *A Practical Approach To Food Safety*

Sponsored By

**Richmond County Health Department
Environmental Health Section
127 Caroline Street**

ServSafe® Food Safety Manager Course is a Food Safety Certification Course developed by the Education Foundation of the National Restaurant Association. This is a program for food service managers and supervisory staff in restaurants, schools, hospitals, nursing homes, and other food service establishments. **Participants should be able to read and comprehend material written at an eighth grade level. Each participant will be required to read and complete an exam.**

The ServSafe® Food Safety Manager Course, conducted by Richmond County Health Department will be held **August 16th-17th, 2023** for individuals needing the food protection certification exam. Finishing the ServSafe® Manger Course and passing the ServSafe® Food Protection Manager Certification Examination with a 75% or higher meets this prerequisite.

Course fee covers cost of the most recent addition of the ServSafe® Manager book, exam answer sheet, and learning materials.

All printed course and exam materials are offered in English, Spanish, Chinese and Korean

Persons with disabilities and persons with limited English proficiency may request accommodations to participate by contacting Traci Stevens, Environmental Health Specialist, at 997-8320 or traci.stevens@richmondnc.com or in person at the Richmond County Health Department at least **days prior to the event.**

Registration Deadline is July 28, 2023

Please complete the registration form and return to:

**Richmond County Health Department
127 Caroline Street
Rockingham NC, 28379
910-997-8320**

Or

Email: traci.stevens@richmondnc.com (Call to make payment over the phone)

Appendix P: Outreach Materials



Servsafe®

Richmond County Health Department

Agenda

8:30 Am-5:00 Pm

Day 1

Introduction and Ice Breaker

Chapter 2 Forms of Contamination

Lunch

Chapter 3 The Safe Food Handler

Chapter 4 The Flow of Food: An Introduction

Day 1

Chapter 5 The Flow of Food: Purchasing, Receiving, and Storage

Chapter 6 The Flow of Food: Preparation

Break

Chapter 7 The Flow of Food: Service

Chapter 8 Food Safety Management Systems

Lunch

Chapter 8 Food Safety Management Systems

Chapter 9 Safe Facilities and Pest Management

Break

Chapter 10 Cleaning and Sanitizing

Review and Questions

Day 2

8:30 Exam Review

9:30 Exam

Appendix P: Outreach Materials

ServSafe® Essentials

Registration Form

Name(s):

Business/Organization:

Title:

Address:

City

State

Zip

Phone

Email Address

\$125.00 Full course registration fee \$40.00 Exam only registration fee

Preferred instruction method:

In Person Instruction Virtual (Microsoft Teams)

Preferred language of written materials:

English Spanish Chinese Korean

Appendix P: Outreach Materials

SurvSafe Sign In Sheets 8/14/23

BROCE WEBB

Patricia Rena Priest

Christine Greer

Lynn Snipes

Bridgette Miller

Tiffany Johnson

Melina Parson

Gwendolyn Baldwin

Glenda Norris

Taylor Armstrong

Jeni Gibson

Honey Freeman

Sherri Davenport

Appendix P: Outreach Materials

ServSafe Sign In Sheets 8/14/23

Jim Gibson

Patrick Paul (Tito)

Makayla Russell

Kayla Sell

Monica Locklear

Koreto Ortega

Serry Douglas

Brianna Currie

Misty Smith

Latavis Davis

Amy Sloan

Adiel Morales V.

Martin Gordon

Edchena Hood-Davis

Appendix P: Outreach Materials



RICHMOND COUNTY CONNECTION

RICHMOND COUNTY GOVERNMENT **April, 2018**

WORKING TOGETHER FOR A BETTER COMMUNITY



Election Day

IMPORTANT DATES FOR PRIMARY ELECTIONS

*Last day to register to vote or change your party affiliation
Friday, April 13*

Absentee ballots by mail Available March 19

Last day to request Absentee ballot by mail Tuesday, May 1

*No Excuse One Stop Absentee Voting (Early Voting)
Thursday, April 19 - Saturday, May 5
(Cooperative Extension Office, 123 Caroline St, Rockingham)*

Voter Registration Applications
available online at www.ncsbe.gov
or www.richmondnc.com

HOUSEHOLD HAZARDOUS WASTE
&
PESTICIDE COLLECTION DAY

Saturday, April 14th, 2018
9 am - 1 pm



Richmond County
Health Department
123 Caroline Street
Rockingham, NC



Norman, North Carolina

Chick-n-Pick-n Bluegrass/Country
JAMBOREE

Last Saturday in April

Live at *The Norman Stage*

We are looking for Sponsors,
Unique Vendors
& Antique Tractors,
Facebook Norman Fest, or
Email kenneth@etinternet.net
910 - 652 - 3620

1-844-507-8414

PHONE LINE
DEDICATED TO
WATER CUSTOMER
PAYMENTS ONLY

PAY BY PHONE

COUNTY JOB LISTINGS!!

LIFEGUARDS NEEDED

MUST BE 16 YEARS OLD



FOR MORE INFORMATION

LORI TADLOCK 410-1103





Appendix P: Outreach Materials

Page 2

RICHMOND COUNTY CONNECTION

What's Happening in Richmond County



Food
Safety
Task
Force

Our goals are to identify and address food safety issues relevant to retail and consumers within Richmond County. This will provide an interactive forum to reinforce food safety goals within our community.

Light refreshments will be served. Please join us!

MEETING

Friday, April 20th
8:30am
Richmond County
Health Department
127 Caroline Street
Rockingham
910-997-8320



Richmond County Water Maintenance will continue flushing water lines through the spring.

If you notice any discoloration in your water, please cut on an outside faucet or cold water to clear your line.

We apologize in advance for any inconvenience.

910-997-8338



Richmond County Libraries Offer a Vast Array of Services

Ancestry.com Research your family history for FREE from a public-use computer at any SRLS library.

Richmond County's Daily Newspaper archives 1941-1963.

Printer Available Out of ink? Away from home? Send your print jobs to Leath Memorial Library, then pick up & pay within 24 hours. Pennies per copy!

Driving Tests.org NCDMV practice tests, driver handbooks, & more.

Thomas H. Leath Memorial Library, Rockingham 910-895-6337

Hamlet Public Library, Hamlet

910-582-3477

Kemp-Sugg Memorial Library, Ellerbe

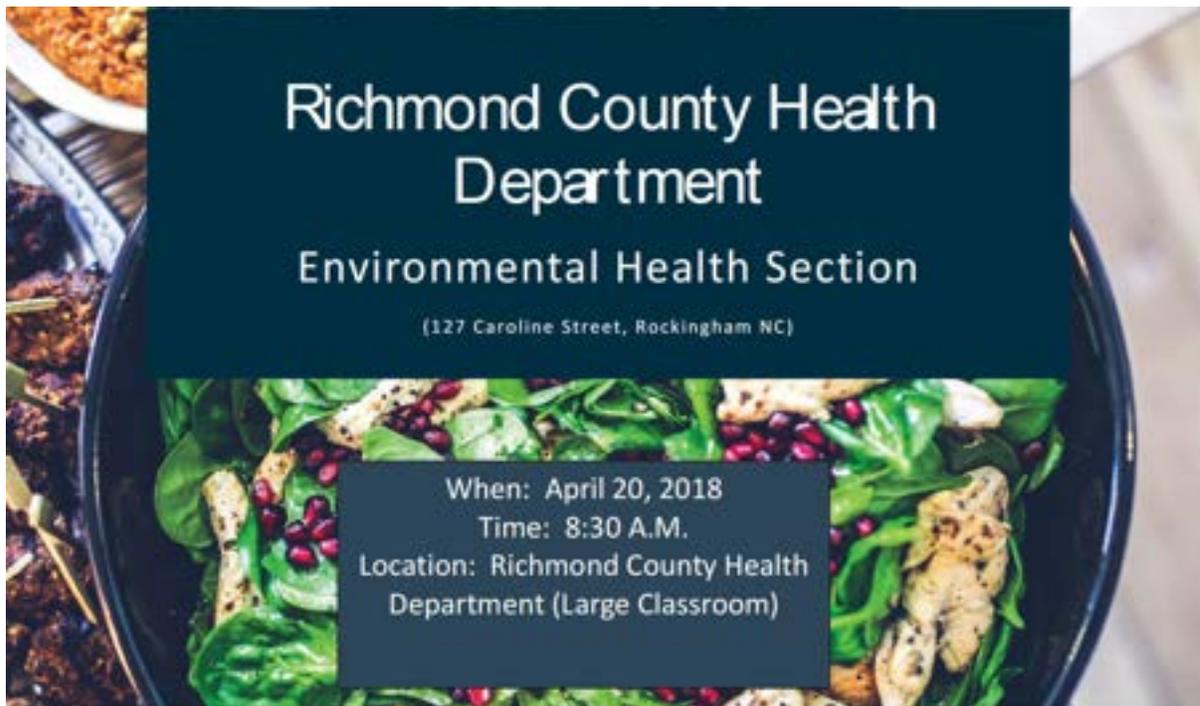
910-652-6130



Appendix P: Outreach Materials

Distribution List Name:	Email:	Affiliation:
4 T's Diner	tamardavkins@gmail.com	Industry
ABVI	abvirock@gmail.com	Industry
Alco #11, 12, & 13	alco11@albermarleoilcompany.com	Industry
Arby's	sm7218@ncarbys.com	Industry
AVS Catering	gsealey7232@yahoo.com	Industry
Bella Italy	info@mybellaitaly.com	Industry
Biscuitville	bv152@biscuitville.com	Industry
Bojangles	jynch@bojangles.com	Industry
Bostic's BP	karlab12@outlook.com	Industry
Burger King Hamlet	wayne@br1980.com	Industry
Burger King R'ham	Alicia@BR1980.com	Industry
Cafe on Main	amyguinn44@yahoo.com	Industry
Captain D's	jeffreygraham7007@yahoo.com	Industry
Conner Convenience	cpconner@yahoo.com	Industry
Convenience Corner	conveniencecorner@gmail.com	Industry
Dairy Queen	jeannadq@yahoo.com	Industry
Days Inn	jpatel82@hotmail.com	Industry
Dixie Burger	sbwillis1993@yahoo.com	Industry
Dominos	pizzajohn1990@gmail.com	Industry
Fatz	fatz.rockingham@fatz.com	Industry
First Health	handrews@firsthealth.org	Industry
Food King Ellerbe	foodking4ellerbe@gmail.com	Industry
Food Lion #930	s0930sm@retail.food.lion.com	Industry
Half Baked	melnew6605@aol.com	Industry
Half Baked	jamesnewton5@aol.com	Industry
Hardees @Quick Check	AIYANA224@hotmail.com	Industry
Henry's	henrysuptowncafe@etiw.net	Industry
Holiday Inn Express & Suites	hierockingham@gmail.com	Industry
Hong Kong Kitchen	poonkwai89@gmail.com	Industry
Hudson Bros	countryinc2008@yahoo.com	Industry
Ichiban buffet	272850927@QQ.com	Industry
Kangaroo #3147	st3147@thepantry.com	Industry
KFC	kfc004@scotfoodfd.com	Industry
K's Korner Stop	KsKorner@att.net	Industry
La Raza	amova1@live.com	Industry
Mama Nois Rockingham	syvilayt1958@yahoo.com	Industry
Mama's Kitchen	mamacharliess@yahoo.com	Industry
Martin's Hotdogs	martingordon.nase@yahoo.com	Industry
McDonalds 74 and Wal-mart	ral.slip1@us.stores.mcd.com	Industry
MiCasita	droidss021@gmail.com	Industry
Mike Norton	mnorthon2@carolina	Consumer
Morrison Healthcare Sandhills Region	Daniellejones@iamorrison.com	Industry
Number 1 Diner	jreynolds0731@yahoo.com	Industry
Papa John's	supermonnikki@gmail.com	Industry
Pat's Kitchen	1britt@carolina.rr.com	Industry
Pat Montgomery	skippythepirate@gmail.com	Consumer
Pizza Hut	david_ford1991@yahoo.com	Industry
Pizza Inn	SAM@SCOTFD.COM	Industry
Quality Inn & Suites	rockinghamqualityinn@gmail.com	Industry
Simply Elegant	martha.richardson@richmondnc.com	Industry
Smithfield's	ss9000@br1980.com	Industry
Sonic	store2839@sonicpartnernet.com	Industry
Subway Hamlet	indianangel1983@gmail.com	Industry
Subway Rockingham	tatelsubways@gmail.com	Industry
Taco Bell	tb5700@luihnfood.com	Industry
Taco Loko	salvadorchaparro04@gmail.com	Industry
Wendy's	wen096@mhgi.net	Industry

Appendix P: Outreach Materials



Please join our Department to participate in a Food Safety Task Force Meeting. Our goals are to identify and address food safety issues relevant to retail and consumers within Richmond County. This Task Force will provide an interactive forum to reinforce food safety goals within our community.

Food Safety Task Force

Light refreshments will be served.



Phone: 910-997-8320

Website: <http://richmondnc.com/166/Environmental-Health>



Appendix P: Outreach Materials

RICHMOND COUNTY

Health & Human Services Advisory Board Meeting

Date: Tuesday, May 21, 2019 Time: 7:00pm

Location: Richmond County Health & Human Services Building, large classroom

NAME	SIGNATURE	TITLE
Tommy Jacell	<i>Tommy Jacell</i>	HHHS Director
Robby Hall	<i>Robby Hall</i>	DSS Dir. for
Holly Haice	<i>Holly Haice</i>	Dir CHS GS
Traci Stevens	<i>Traci Stevens</i>	Env. Health
JACQUELINE WELCH	<i>Jacqueline Welch</i>	Dir Aging Services
Judy Whitler	<i>Judy Whitler</i>	Se. Ct. Director
PAUL SMITH	<i>Paul Smith</i>	
Cassandra Byers	<i>Cassandra Byers</i>	Center Director Daymark
Evonne Moore	<i>Evonne Moore</i>	Social Worker
Carolyn Walker	<i>Carolyn Walker</i>	Retired social security
Altha Lanier	<i>Altha Lanier</i>	Nurse
Don Coningtonwood	<i>Don Coningtonwood</i>	Optometrist
Jon Marks	<i>Jon Marks</i>	Pharmacist
Ronald Tillman	<i>Ronald Tillman</i>	RC Schools
Rick Watkins	<i>Rick Watkins</i>	Commissioner
Dale McInnis	<i>Dale McInnis</i>	President, Richard CC
Pat Solomon	<i>Pat Solomon</i>	Community Rep
Carol Hisey	<i>Carol Hisey</i>	PUBLIC MEMBER
Sheila Brosier	<i>Sheila Brosier</i>	Admin Asst.

Appendix P: Outreach Materials

Date Marking in North Carolina

Example: The morning of Oct. 1, a chicken was cooked, then cooled, refrigerated for two days at 41°F and then frozen. If the chicken is thawed Oct. 10, the food must be consumed or discarded no later than midnight of Oct. 14.

Date	Shelf Life Day	Action
Oct. 1	1	cook/cool
Oct. 2	2	cold hold at 41°F
Oct. 3		freeze
Oct. 10	3	thaw to 41°F
Oct. 11	4	cold hold at 41°F
Oct. 12	5	cold hold at 41°F
Oct. 13	6	cold hold at 41°F
Oct. 14	7	consume or discard

The Five Key Risk Factors repeatedly identified in foodborne illness outbreaks:

- Improper holding temperatures
- Inadequate cooking
- Contaminated equipment
- Food from unsafe sources
- Poor personal hygiene

Ready-to-eat, potentially hazardous foods prepared in the establishment or purchased in commercial containers and held under refrigeration for more than 24 hours shall be date marked as follows:

- With the preparation date; OR
- With the date the food will be consumed on the premises, sold, or discarded.

A "Temperature control for safety food" (TCS) is defined as FOOD that requires time/temperature control for safety to limit pathogenic microorganism growth or toxin formation.

The following chart is provided to help determine product date marking. *Day #1 shall be counted as the preparation date, the date a commercial container of TCS** was opened or the day and time the previously prepared TCS** food was thawed. Freezing the food stops time.*

IF	THEN
RTE*, TCS** is prepared in the establishment and held under refrigeration more than 24 hours	<ol style="list-style-type: none"> 1. Mark the product to show the preparation date; OR the date the food shall be consumed on premises, sold or discarded. The product shall be marked with the date of the earliest prepared potentially hazardous ingredient. 2. Consume / sell / discard product by day 7 if refrigeration unit maintains internal temperature of product at 41°F or less;
An unopened, commercial container of RTE*, TCS** is held under refrigeration more than 24 hours	1. Mark the product to show the manufacturer's date. If the product remains unopened, it must be discarded on this date.
A commercial container of RTE*, TCS** is opened and held under refrigeration more than 24 hours	<ol style="list-style-type: none"> 1. Mark the product to show the date the container was opened. 2. Consume / sell / discard product by day 7 if refrigeration unit maintains internal temperature of product at 41°F or less;
RTE*, TCS** (prepared on-site or commercially prepared) is frozen in the establishment and removed from freezer to thaw (See Chart)	1. Consume / sell / discard product by day 7 if refrigeration unit maintains internal temperature of product at 41°F or less;

* RTE – ready-to-eat **TCS – time control for safety food

Date marking exemptions:

- Some deli salads, preserved fish, salt-cured products, sausage (pg. 97-98 2017 FDA Food Code)
- Some cheese (pg. 457 2017 FDA Food Code annex)
- Cultured dairy (e.g. yogurt, sour cream) (pg. 98 2017 FDA Food Code)

Appendix P: Outreach Materials



Food Allergens

Food allergies are immune system reactions that occur soon after eating a certain food. Even a tiny amount of the allergy-causing food can trigger signs and symptoms such as digestive problems, hives or swollen airways. In some people, a food allergy can cause severe symptoms or even a life-threatening reaction known as anaphylaxis.

The most common food allergy signs and symptoms include:

- Tingling or itching in the mouth
- Hives, itching or eczema
- Swelling of the lips, face, tongue and throat or other parts of the body
- Wheezing, nasal congestion or trouble breathing
- Abdominal pain, diarrhea, nausea or vomiting
- Dizziness, lightheadedness or fainting

Common Food Allergens

- Milk
- Eggs
- Peanuts
- Tree nuts (for example: almonds, walnuts, or pecans)
- Fish (for example: bass, flounder, or cod)
- Crustacean shellfish (for example: lobster, crab, or shrimp)
- Soy
- Wheat
- Sesame

RICHMOND COUNTY HEALTH DEPARTMENT

127 Caroline Street
Rockingham, NC 28379
910-997-8329
www.richmondnc.com/505

[Food Allergen Video](#)



Appendix P: Outreach Materials

<u>NAME-PRINT</u>	<u>SIGNATURE</u>	<u>EMAIL</u>
Dallas Southell	Dallas Southell	afnfzdb023@gmail.com
Heather Smith	Heather Smith	threeleggedtortbaby08@yahoo.com
Kevin Terry	Kevin Terry	
Karla Bostick	Karla Bostick	karlab12@outlook.com
Tim Reinwater	Tim Reinwater	
Cheryl Lovin	Cheryl Lovin	
Cindy James	Cynthia James	
Kathy Kinard	Kathy Kinard	
Stacie Perkins	Stacie Perkins	
John GARNER	John Garner	

Appendix P: Outreach Materials

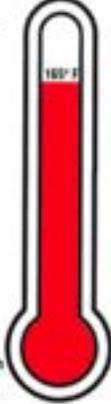
KEEP FOOD HOT AT OR ABOVE 135° F (52.7° C)

CHECK FREQUENTLY



Richmond County Health Department
Environmental Health Section
www.richmondnc.com/166/Environmental-Health

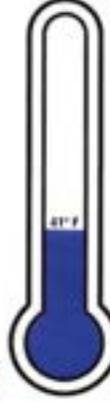
KEEP FOOD SAFE RAPIDLY REHEAT LEFTOVERS TO 165° F (73° C)



Richmond County Health Department
Environmental Health Section
www.richmondnc.com/166/Environmental-Health

KEEP FOOD COLD AT OR BELOW 41° F (5° C)

CHECK FREQUENTLY



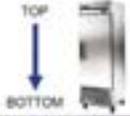
Richmond County Health Department
Environmental Health Section
www.richmondnc.com/166/Environmental-Health

Wash Your Hands To Prevent Illness



Lávese las Manos
洗您的手
당신의 손을 씻으십시오
الغسل باليد
rúna tay
उपरोक्त बातें ध्यान रखें

Proper Food Storage in Refrigerators and Freezers



Produce Cooked Food Ready-to-Eat Food	
Fish, Eggs (Cook temp: 145° F)	
Whole Beef & Pork (Cook temp: 145° F)	
Ground & Tenderized Meat (Cook temp: 155° F)	
Poultry & Stuffed Foods Chicken/Turkey/Duck (Cook temp: 165° F)	

Richmond County Health Department Environmental Health Section
www.richmondnc.com/166/Environmental-Health

REVERSIBLE TEMPERATURE INDICATING LABELS

Change color to show the correct temperature

www.tip-temp.com

SIMPLE INSTALLATION!
1) Peel Adhesive 2) Stick to Surface
NO BATTERIES REQUIRED

Go to www.tip-temp.com/Products/TLCSENS27

For more information, or scan:
Call 1-800-TIP-TEMP to discuss custom designs or other monitoring solutions!




Appendix P: Outreach Materials

FOOD ALLERGIES: KEEP YOUR GUESTS SAFE

EVERY 3 MINUTES A FOOD ALLERGY REACTION SENDS SOMEONE TO THE EMERGENCY ROOM.

THE "TOP EIGHT" COMMON FOOD ALLERGENS:



Food allergies are serious. AN ALLERGIC REACTION TO FOOD CAN CAUSE DEATH. When you are serving a person with a food allergy:



AVOID CROSS-CONTACT FROM THE START.

Clean the dining area with clean soap and water and a clean towel between each guest.



MAKE SURE YOU UNDERSTAND THE ALLERGY.

Write down the guest's allergy to record the conversation. If you have questions, ask the guest.



TAKE ALL FOOD ALLERGY REQUESTS SERIOUSLY.

Refer the allergy to the chef, manager or person in charge.



USE ONLY FRESH INGREDIENTS, INCLUDING COOKING OIL.



GET IT THERE SAFELY.

Double check with the chef to make sure you have the right meal. Don't let anyone add garnishes. Carry the special meal to the table separately.



CHECK WITH THE GUEST TO MAKE SURE THEY ARE SATISFIED WITH THEIR MEAL.

AVOID CROSS-CONTACT! All food equipment that is used in the handling and processing of allergy-safe foods must be properly cleaned and sanitized before use.

CALL 911 AT THE FIRST SIGN OF A REACTION!

Appendix P: Outreach Materials



WHAT IS ACTIVE MANAGERIAL CONTROL

Active Managerial Control (AMC) refers to the purposeful utilization of policies and procedures within a food establishment to mitigate foodborne illness risk factors. Every person in charge is responsible for exercising active managerial control and ensuring compliance with food safety requirements.

Tools used to active managerial control:

- Certified food protection managers
- Standard operating procedures (SOPs)
- Recipe cards
- Purchase specifications
- Equipment and facility design and maintenance
- Monitoring procedures
- Employee health policy

The foodborne illness risk factors are:

- Food from Unsafe Sources
- Inadequate Cooking
- Improper Holding Temperatures
- Contaminated Equipment
- Poor Personal Hygiene

RICHMOND COUNTY HEALTH DEPARTMENT

127 Caroline Street
Rockingham, NC 28379
910-997-8329
www.richmondnc.com/505

[AMC Video](#)



Appendix P: Outreach Materials



Employee Health

Any associate diagnosed with or exposed to the following cannot report or return to work until authorized by a Health Practitioner or the Person In Charge (PIC):

SEND >>> Salmonella*
SICK >>> Shigella
EMPLOYEES >>> E. coli
HOME >>> Hepatitis A
NOW >>> Norovirus

Any associate displaying the following symptoms cannot work with or around food:

- Vomiting
- Diarrhea
- Sore Throat with a Fever
- Jaundice
- Unprotected & Infected Wounds

Richmond County Health Department
 127 Caroline Street
 Rockingham, NC 28379

* *Nontyphoidal Salmonella and Typhoid fever (Salmonella Typhi)*

**SEND
SICK
EMPLOYEES
HOME
NOW**

If they are presenting any of the following:



[Diarrhea]



[Jaundice]



[Sore Throat with Fever]



[Vomiting]



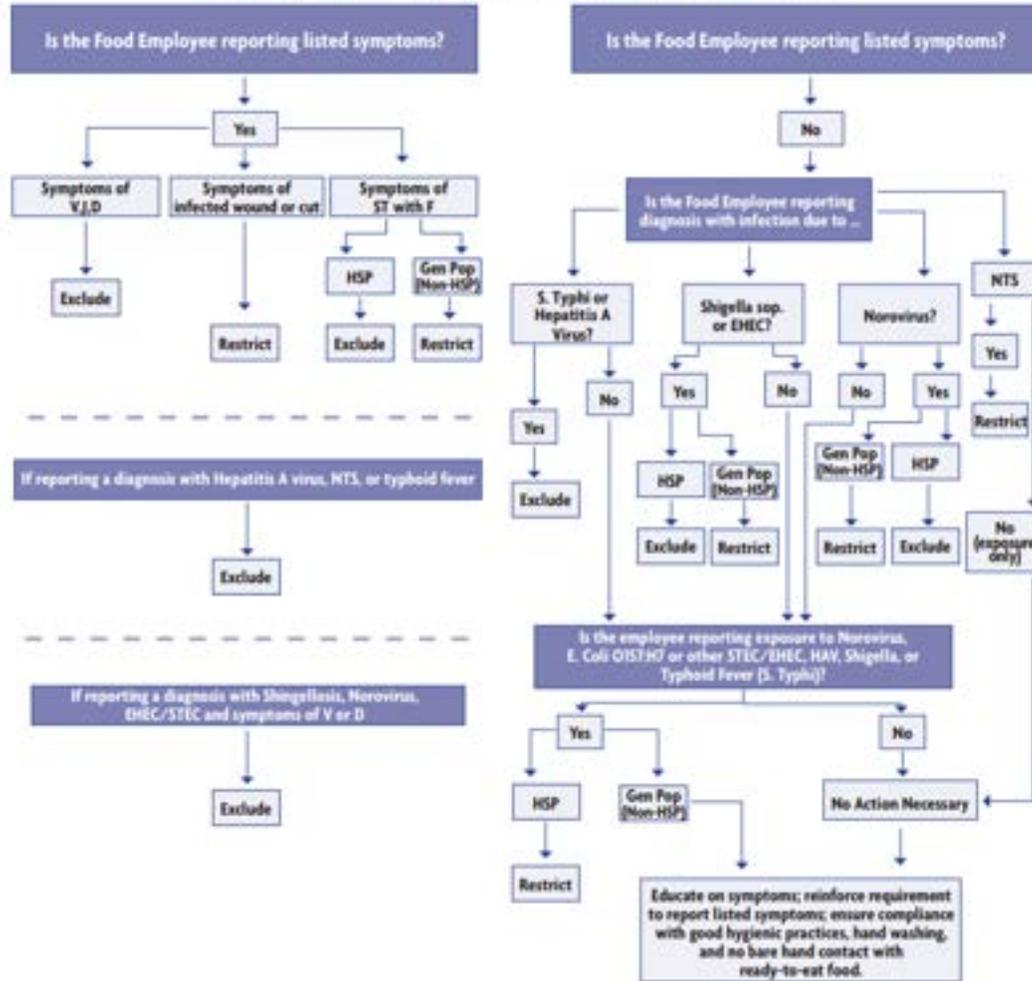
[Unprotected & Infected Wounds]

Appendix P: Outreach Materials



Richmond County Health Department
 127 Caroline Street
 Rockingham, NC 28379

EMPLOYEE HEALTH DECISION TREE



2-201.11/2-201.12 Decision Tree 1 and 2

Key: (HSP) Highly Susceptible Population; (Gen. Pop.) General Population; (V) Vomiting; (J) Jaundice; (D) Diarrhea; (ST with F) Sore Throat with Fever; (EHEC) Enterohemorrhagic E. coli; (STEC) Shiga toxin-producing E. Coli; (HAV) Hepatitis A Virus. (NTS) = Nontyphoidal Salmonella

Additional information can be found in Annex 3 of the 2013 FDA Food Code (2-201.11/2-201.12)

Appendix P: Outreach Materials



WHEN VOMIT OR DIARRHEA CLEANUP IS NEEDED...



Identify clean-up staff. Using an employee that is not a food handler is best practice.

GATHER SUPPLIES



Personal protective equipment or PPE (gloves, disposable apron or gown, mask, shoe cover, hair restraint)

2 Disposable bags with seal or twist tie, Paper towels, Scoop or scraper

Approved disinfectant (if making disinfectant, use 1 cup of household, unscented bleach in 1 gallon of water)

Dedicated mop and bucket for vomit cleanup, or disposable mop heads and bucket

Segregate the area, including a 25 ft radius around incident for cleanup

HARD SURFACES:



1. REMOVE LIQUID

Cover the vomit or diarrhea with paper towels or absorbent powder like kitty litter and then place in sealed plastic bag



2. WASH ALL SURFACES

All nearby surfaces (chairs, chair legs, table legs, walls, shelves, etc.) should be washed with soapy water, then rinsed with clean water.



3. DISINFECT

Saturate all surfaces with a disinfectant and leave for 10 minutes, using mop or other cleaning equipment for large areas of cleanup

CARPET OR UPHOLSTERY:



1. REMOVE LIQUID

Cover the vomit or diarrhea with paper towels or absorbent powder like kitty litter and then place in sealed plastic bag. **DO NOT USE VACUUM TO CLEAN UP ABSORBANT POWDER.**



2. WASH ALL SURFACES

All contaminated soft surfaces should be washed with soapy water, then rinsed with clean water.



3. DISINFECT

Steam clean the area for 5 minutes at a temperature of 170°F. Bleach solution can be used as described in the hard surface clean-up, but it will discolor fabrics.

AFTER CLEAN UP



Throw away all exposed food, single service, condiments, etc. that may have been exposed.

Remove all PPE and place in sealed plastic bag. Do not touch any cleaned surfaces and cause recontamination.

Discard all used paper towels and PPE in secured trash area. Do not take this trash through food preparation areas for disposal.

Disinfect any scoops, scrapers, mop heads, mop handles, buckets, etc. used in cleanup. Discard any of these items that are disposable.

Wash hands, arms, and exposed skin thoroughly. If food employee was used for cleanup, perform double handwashing and change any exposed clothing before returning to work.

Monitor all cleanup employees for illness for at least 48 hours, exclude from work if symptomatic.

Appendix P: Outreach Materials



When cleaning up vomit or diarrhea in a guest room:

GATHER SUPPLIES



- All necessary cleaning equipment and supplies are brought to the room at one time. Once the team enters the room, they do not leave until all the work is completed.
- The team should wear protective clothing/equipment.
- All areas of the room are to be cleaned and sanitized. Special attention should be focused on frequently touched items such as door knobs, light switches, telephones, remote controls etc. and the garbage can.
- Bag dirty linens and towels and take directly to the laundry.
- Badly soiled linen and towels are bagged and properly discarded or incinerated.
- All dishes, glasses, trays and ice buckets must be removed from sick

- rooms (even if they appear untouched) and taken to a designated location for immediate washing.
- Do not vacuum a room soiled with vomit and feces (vacuuming creates aerosols that may contain bacteria or viruses that can cause illness).
- Ensure an adequate supply of clean towels, toilet paper and soap.
- Drapes should be replaced and bagged for laundry or steam-cleaning.
- All dishes should be replaced in the room even if they appear untouched.
- Ensure no cross contact of gathered soiled items, including protective clothing, with all clean replacement items.

LAUNDRY:



- Staff should wear protective clothing and gloves when handling soiled laundry.
- Staff should never shake out soiled laundry before it has been cleaned. Dedicate one machine clearly for washing of soiled laundry.
- Clearly mark laundry bins. Ensure dirty laundry is stored in marked dirty laundry bins only. Dirty laundry must not enter the dryer room where clean laundry is handled. Place all items able to be laundered in a sealed plastic bag.
- Place contents of plastic bag in washing machine and wash using hot water and detergent. Add bleach to loads if all white items are being cleaned.
- Dry items in high heat dryer.



For more information:
www.richmondnc.com/166 |
 910-997-8320



Appendix P: Outreach Materials



Appendix P: Outreach Materials

Food Truck Dine & Learn November 16, 2023 6:00 pm

SIGN IN SHEET

Instructor Signature *Anna Phillips @ NC Cooperative, Health Dept*

Name	Email Address	Home Phone/Cell	Signature
Kimberly Chavis	KimberlyChavis@bellsouth.net	910-734-9500	Kimberly Chavis
Timmy Chavis	Timmy.Chavis@bellsouth.net	910-734-4148	Timmy Chavis
Amber Morsten	laskitchen.ceo@gmail.com	984-800-5643	Amber Morsten
Traci Stevens	traci.stevens@richmond.com	910-997-8320	Traci Stevens
Holly Koblank	holly.koblank@zhuanginc.com	910-997-0325	Holly Koblank
Eugene Mizell III	Mizelle136@gmail.com	cell-481-442-3652	Eugene Mizell III
Lisa Tennant	lisa.tennant45@yahoo.com	910-331-4463	Lisa Tennant
Kelly Ashby	KelAshby98@gmail.com	910-995-0367	Kelly Ashby
Elle Webster	e-webster26@yahoo.com	704-694-0905	Elle Webster
Timothy M. Givens	T29speed@gmail.com	910-315-4332	Timothy M. Givens
Adan Roscoe	AdanRoscoe@adventure.com	910-206-3803	Adan Roscoe
Kelly Durden	durden1014@gmail.com	910-894-2448	Kelly Durden
Laura Virgen	lauravirgen4@gmail.com	910-206-4207	Laura Virgen
Adriana Virgen	AdrianaVirgen1073@icloud.com	910-206-4209	Adriana Virgen

Appendix P: Outreach Materials

 **Richmond County Health Department** Apr 29, 2020 · 🌐

Eggs are one of the most nutritious and economical foods, but they can make you sick if you don't handle them safely and cook them properly. Learn how: <https://cdc.gov/features/salmonellaeggs/index.html>

<https://twitter.com/foodsafetygov/status/1255195077208608771?s=20>



twitter.com
foodsafety.gov on Twitter

 Dolores Moody 1 share

 Like  Comment  Send  Share

Appendix P: Outreach Materials



Food Establishments

Lodging Establishments

Institutions

Child Care Sanitation

Pools

Tattoo Program

Schools

Home / Departments / Health & Human Services / HEALTH DEPARTMENT / Environmental Health / Food, Lodging, and Institution / Food Establishments

Food Establishments

The food program works to protect public health and prevent disease by ensuring food safety and promoting sanitation within food establishments. The food program is responsible for plan review, permitting, inspections, education, and complaint investigations of food establishments.



Application Submittal

Food Establishment Plan Review Application

When submitting your food establishment application, the following must be included:

- Proposed Menu HACCP Plan (if required)
- One set of plans, drawn to scale (recommended 1/4 inch scale)
- Standard Operating Procedures (Cleaning and Sanitizing, Training, Pest Control, Operational Procedures)
- Employee storage areas
- Equipment List or Specification Sheet with a drawing showing locations of equipment
- Electric plan and or lighting plan Interior room finish schedule
- Kitchen exhaust ventilation plans
- Hand sink and toilet facilities with soap and towel provisions
- Ware-washing facilities and food preparation sinks
- Restroom/toilet facilities Storage rooms/areas for food Service Sink/cleaning facilities
- Chemical storage area
- Plumbing Plans

Transitional Plan Review

When purchasing an existing facility, a food establishment application, equipment list/specification sheets, menu, and floor plan (drawn to scale) must be submitted. When a facility is sold, the permits do not transfer. During the plan review, the application will be evaluated to determine if the facility is eligible for a Transitional Permit.

The application can be submitted online or downloaded from the printable form. When submitting online, the equipment list/specification sheets, menu, and floor plan (drawn to scale) must be uploaded with the application. Once the online application has been received, office personnel will be in contact to confirm receipt of your application and to discuss payment options.

[Food Establishment Application Online Submittal](#)

[Food Establishment Application Printable](#)

Appendix P: Outreach Materials

Food Establishment Documents

- [Cold Holding](#)
- [Consumer Advisory](#)
- [Consumer Advisory Guidance](#)
- [Cool Food for Food Safety](#)
- [Date Marking Guidance](#)
- [How To Calibrate Thermometers](#)
- [Hot Holding](#)
- [Manual Washing and Sanitizing](#)
- [Proper Food Storage in Refrigerators and Freezers](#)
- [Reheating](#)
- [Food Allergy Poster](#)
- [NC Food Rule Highly Susceptible Population](#)
- [RC Employee Health Poster - English](#)
- [Richmond County Vomit or Diarrhea Flyer](#)
- [Wash Your Hands Sign](#)
- [Cooling Parameter Calculator](#)

Resources

[Rules Governing The Food Protections And Sanitation Of Food Establishments](#)

[NC Food Code](#)

[Food Protection Program](#)

[Food and Beverage Jurisdiction Chart](#)

[Food Defense](#)

[Employee Health and Personal Hygiene Handbook](#)

[Food Recalls](#)

[Environmental Health Rules](#)

[Establishment Grades](#)

[ServSafe Managers Training](#)

[Enforcement Strategies Manual](#)

Foodborne Illness Risk Factors

- [Report on the Occurrence of Foodborne Illness Risk Factors in Selected Institutional Foodservice, Restaurant, and Retail Food Store Facility Type](#)

Appendix P: Outreach Materials

Responsible Food Handler Course

A food handler program helps new and current food handlers keep up to date on laws and regulations for the county and state where they work.

Upon successful completion of this training program, you will understand:

- The basics of preventing food-borne illness, including understanding how illness are spread through contaminated food and how food becomes contaminated through unsafe practices
- Why hygiene is important, and how you prevent illness by good personal grooming, handwashing, and using protective articles
- How to recognize symptoms of communicable diseases and food borne illnesses that will keep you from working, and when you'll need a physician's approval before working with foods.
- How to safely accept and store food, including when food must be rejected and how to store food to prevent contamination.
- How to control food temperature to prevent food-borne illness, including how to measure and keep foods in safe temperature zones, and how to cool, thaw and reheat food safely.
- The right way of cleaning and sanitizing to maintain a safe environment.
- After completing the course a Certificate Program is available for the trainee consisting a quick quiz so you can be sure you understand the lesson and are prepared for the exam.

Contact Richmond County Environmental Health Department today to sign up at 910-997-8320

Food Handler Courses



Appendix Q: Resources

**RICHMOND COUNTY
HEALTH DEPARTMENT**

127 Caroline Street Rockingham, NC 28379



Environmental Health Section

Phone: (910) 997-8320

Fax: (910) 997-8372

Website: <https://www.richmondnc.com/305/Environmental-Health>

Procedure for Distribution of Inspection Equipment

Each Environmental Health Specialist's first week on the job at the Richmond County Health Department is spent receiving the necessary apparatus to perform their duties effectively. The Director meets with each new employee and gives them all the necessary equipment. The Director distributes every item of equipment enumerated on the Environmental Health Specialist Equipment List except for the camera, Epi Kit, Swimming Pool test kits, laser level, and PH meters. Environmental Health Specialists are compensated for using personal cell phones with camera capabilities during inspections. In addition, all laptop computers and iPads are equipped with cameras that can be utilized if a mobile phone fails to function. Additionally, a camera can be checked out if needed for the equipment room. Pool kits, black lights, and PH meters are available for personnel to check out as required.

The Environmental Health Specialist and the Director sign the form for all new employees upon its issuance. Existing Staff will use the Environmental Health Specialist Equipment List and inventory equipment starting January 2022. This form remains in the shared archives until the employee departs from the Environmental Health Section of Richmond County.

Our IT department provides iPads or laptops in addition to Wi-Fi hotspots. The IT department installs this essential equipment before the employee starts. All necessary programs, such as Custom Data Processing (CDP) and the FDA Food Code, are downloaded on the iPad or laptop. Each iPad, laptop, and Wi-Fi device is designated a blue label with a unique number, and the IT department maintains this information. Additional supplies, such as paper inspection forms, are available in the Environmental Health storage room if required.

On the Environmental Health Specialist's Equipment List, a notation is made when staff receives a new piece of equipment, whether because of equipment injury or the purchase of new items. Staff can refer to Policy EH-25 Field Equipment for calibration/verification records of equipment.

Appendix Q: Resources

**RICHMOND COUNTY
HEALTH DEPARTMENT**

127 Caroline Street Rockingham, NC 28379



Environmental Health Section

Phones: (910) 997-8320

Fax: (910) 997-8372

Website: <https://www.richmondnc.com/585/Environmental-Health>

Environmental Health Specialist Equipment List

Employee Name: _____

Date Issued: _____ Date Returned: _____

Item	Re-Issue Date
Computer/Laptop	
iPad	
Digital Thermometer	
Metal Stem Thermometer	
Data Loggers	
Flashlight	
Light Meter	
Sanitizer Test Paper	
Dishwashing Temperature Stickers	
Dishwasher Thermometer Disc	
Mobile Hotspot	
Vehicle	
Black Light	
Computer Bag	
Hair Restraint	
Lab Coat/Jacket	
Clinometers	
Measuring Wheel	
Munsell Book	
Measuring Tape	
Soil Auger	
Probe Rod	
*Epi Kit	
*Laser Level	
*Camera	
*Swimming Pool Test Kit	
*PH Meter	

*Shared Items-Available to be checked out when needed

Employee Signature: _____

Directors Signature: _____

Appendix Q: Resources

RICHMOND COUNTY HEALTH DEPARTMENT

127 Caroline Street Rockingham, NC 28379



Environmental Health Section

Phone: (910) 997-8320

Fax: (910) 997-8372

Website: <https://www.richmondnc.com/3CS/EnvironmentalHealth>

Standard 8 Program Resource Assessment by Management

The Environmental Health Section Director of the Richmond County Health Department meets annually with the Health Department Administration and Fiscal Staff to discuss division needs and determine if funds are available to enhance our Retail Food Regulatory Program. The Retail Program Standards are used and assessed yearly by Richmond County Health Department to reinforce proper sanitation (good retail practices), operational, and environmental prerequisite programs while encouraging our staff and industry to focus on the factors that cause and contribute to foodborne illness, with the ultimate goal of reducing the occurrence of those factors. The Director conducts an annual workload analysis of each Environmental Health Specialist to assess whether additional employees and/or resources are necessary to fulfill all Food and Lodging operations in addition to conformity with the Program Standards. Health and Human Services Board and Richmond County Commissioners Board oversee the Richmond County Health Department. Changes within the Environmental Health Division, such as the employment of new personnel or increased service fees, are discussed at these meetings. Before an item is passed, notices requesting public comment are posted at the Richmond County Health Department for review. This evaluation takes place before the end of each fiscal year.

Standard 1: The North Carolina Department of Health and Human Services (NCDHHS) Environmental Health Section delegates authority to local jurisdictions to enforce state rules and laws. This is granted by the North Carolina General Statute 130A-4(b) and 15A NCAC 010 .010. In North Carolina, the 2017 Food Code and its Supplement was adopted by reference and effective on October 1, 2021. Session Law 2019-129 provided the Department of Health and Human Services specific authority to adopt the Code by reference. Typically, code adoption bodies publish a notice of their intent to adopt a code, make copies available for public inspection, and provide an opportunity for public input prior to adoption.

Standard 2: The natural progression of an Environmental Health Specialist in North Carolina begins as a Registered Environmental Health Specialist (REHS) Intern. The requirements of an REHS in the State of North Carolina begin with an individual completing an application to the North Carolina State Board of Environmental Health Specialist Examiners (Board) as an Environmental Health Specialist Intern. To qualify for consideration, an individual must have a 4-year bachelor's degree and have completed at least 30 college semester hours in the physical/biological sciences. Once registered as an Environmental Health Specialist Intern, the individual must complete specified training and continuing education and achieve a passing score on a comprehensive exam. This exam includes National Environmental Health Association (NEHA) REHS exam, an oral interview conducted by board members, and a written essay. The NCREHS Exam is designed to ensure that Environmental Health Specialists are qualified, competent, and adequately prepared to perform the duties and responsibilities of the position. Standardization has been completed by senior staff, and the Standardization protocol has been initiated by new staff. All staff will continue to maintain their FDA Standardization to ensure consistency in field interpretations, knowledge of code, HACCP, Risk Based Inspections, proper marking of the form, and Risk Control Plans.

Appendix Q: Resources

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Website: <https://www.richmondnc.com/305/Environmental-Health>

Standard 3: The Richmond County Health Department conducts risk-based inspections of all establishments. Using a process-based categorization system, each facility is inspected based on the level of risk posed by each establishment. All infractions are deducted during an inspection, and a final inspection score is posted at the establishment. During inspections, personnel educate establishment staff on best industry practices. Prior to visiting an establishment with a HACCP plan, the REHS reviews the establishment file. This will allow the REHS an opportunity to verify the procedures for each critical control point. The field verification and validation include calibration of monitoring equipment, observations of monitoring activities and corrective actions, record review, and an assessment to ensure the food products, ingredients, and processes are consistent with the original plan to ensure product safety.

Standard 4: The Richmond County quality assurance program assesses inspection uniformity. Minimally, Richmond County Health Department Environmental Health Specialists are assessed three times a year with peer review quality assessment and twice per 5-year period with the North Carolina Department of Health and Human Services (NCDHHS) Environmental Health Section with a corresponding file review of at least the three most recent inspection reports of the same inspected establishment. The Regional Specialist will conduct an assessment for the designated REHS, which conducts the assessment for Richmond County Health Department Environmental Health Section. Documentation from the assessment ride-along will be reviewed at this time for changes to the budget.

Standard 5: An annual evaluation of our Foodborne Illness and Preparedness and Response is conducted. All available Environmental Health staff will investigate to determine what actions should or can be taken to mitigate the environmental conditions as needed in accordance with the NC Foodborne Illness Investigation Guidance and Tools and the NC Public Health Guidelines for Environmental Field Investigations. An Epi-kit for sampling is maintained in the Environmental Health storage room and labeled accordingly. The Epi-kit contains sampling equipment and materials. The Environmental Health Director audits the Epi-kit bi-annually for correct content, up-to-date materials, unexpired equipment, and additional purchases to maintain.

Standard 6: The Enforcement Strategies Manual provides guidance and assistance with the compliance and enforcement of North Carolina statutes and rules pertaining to Risk Factors and Interventions at regulated retail food and drink sales. Compliance and enforcement encompass all voluntary and regulatory actions taken to achieve compliance with regulations. Compliance and enforcement activities result in the timely correction of code violations. Richmond County uses the North Carolina Enforcement Strategies manual for further clarification on any issue. The local program conducts a monthly file review of a random selection of establishments to be reviewed by the Food and Lodging staff. The file review follows the same guidelines as the state review by reviewing at least the three most recent inspection reports from the same facility. The file review will be conducted in a group setting. The quality assurance program must achieve an

Appendix Q: Resources

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Website: <https://www.richmondnc.com/505/EnvironmentalHealth>

overall inspection program performance rating for each measured aspect following the self-assessment procedures and assessment tools.

Standard 7: The Richmond County Health Department offers in-person and online food safety courses twice or thrice yearly. A Food Safety Task Force meeting is held for the industry, Health and Human Services Board, and the public. Our goals are to identify and address food safety issues relevant to retail and consumers within Richmond County. The Task Force provides an interactive forum to reinforce food safety goals within our community.

Standard 8: Each fiscal year, the Director will evaluate the burden of each Environmental Health Specialist to determine if additional personnel and/or resources are required to complete area inspections. All activities and descriptions found in the Food Lodging and Institution activity codes document are used daily to code data in Custom Data Processing (CDP) database under add Activities V2. Richmond County shall complete a Staffing Level Assessment at least once every accreditation renewal cycle. The staffing level assessment workbook will provide an inventory of all Food, Lodging, and Institution establishments only, an inventory of Environmental Health Routine Activities, an inventory of all Value-Added Activities, average working times including sick, vacation, paid holiday, education travel, and incidentals, and current job descriptions using the Staffing Level Assessment Workbook denoting percentages of time allocated for activities.

Standard 9: A Risk Factor study is completed every five years, developing intervention strategies. The Program Standards serve as a structure for developing and managing a retail food regulatory program to reduce the incidence of risk factors that lead to foodborne diseases. In 2015 Richmond County conducted a baseline risk factor study of the CDC's five risk factor categories. In 2020, as part of the Program Standards, the Richmond County Health Department reassessed the occurrence of these risk factors in establishments to identify out-of-compliance risk factors and develop strategies to reduce their occurrence and evaluate trends over time in reducing the occurrence of foodborne illness risk factors using the new study design. The study was conducted using assessment criteria based on the 2017 FDA Food Code. The Richmond County Health Department used models, methodology, and forms provided by the FDA guidance document titled, *Study on the Occurrence of Foodborne Illness Risk Factors in Select Retail and Foodservice Facility Types*.

Appendix Q: Resources

Minutes
Richmond County Board of Commissioners
105 W. Franklin Street, Courtroom C, Rockingham, NC
REGULAR MEETING
Tuesday, April 5, 2022 5:30PM

The Richmond County Board of Commissioners met for a Regular Meeting on Tuesday, April 5, 2022, at 5:30 P.M. with the following present: Commissioner Don M. Bryant, Commissioner Rick Watkins, Commissioner Tavares Bostic, Commissioner Andy Grooms, Vice Chairman Justin Dawkins and Chairman Jeff Smart - Remotely: Commissioner Toni Maples

- ITEM NO. 1 Invocation by Pastor Robby Stewart**
Invocation was given by Pastor Robby Stewart
- ITEM NO. 2 Approval of Agenda - Decision**
Amend agenda to add Item #7, Item #8 and Item #11
By a motion of Commissioner Dawkins to amend agenda, seconded by Commissioner Bryant and by unanimous vote. Motion carried
- ITEM NO. 3 Consent Agenda - Decision**
- A) Approval of Draft Minutes of Regular Meeting on March 1, 2022, and Special Meeting on March 9, 2022 as Submitted by the Clerk for Review**
 - B) Approval of Tax Releases And Tax Refunds for Month of February, 2022**
 - C) Approval of North Carolina Vehicle Tax System Refund Report for the Month of February 2022**
 - D) Approval of Budget Amendment for NEHA EH Food & Lodging**
 - E) Approval of the Interlocal Agreement between Richmond County Sheriff Department and the Town of Ellerbe**
 - F) Approval of Budget Amendment for 2021-2022 Home and Community Care Block Grant Budget**
By a motion of Commissioner Watkins, seconded by Commissioner Bostic and by unanimous vote. Motion carried
- ITEM NO. 4 Open Forum for Public Comments - 5:30 - 6:00 PM**
No one signed up to speak
-

Appendix R: Risk Factors Study

2020



Richmond County Health Department, Rockingham NC

Report on the Occurrence of Foodborne Illness
Risk Factors in Selected Institutional
Foodservice, Restaurant, and Retail Food Store
Facility Types

Appendix R: Risk Factors Study

Contents

- I. BACKGROUND
- II. INTRODUCTION AND PURPOSE
- III. METHODOLOGY
 - A. Selection of Facilities
 - B. Facility types included in the study
 - C. Risk Factory Study Data Collection Procedure
 - D. Data Collection Form
 - E. Quality Control
- IV. RESULTS AND DISCUSSION
 - A. Overall Findings
 - B. Institutional Food Service – Hospitals
 - C. Institutional Food Service - Nursing Homes
 - D. Institutional Food Service - Elementary Schools
 - E. Restaurants - Fast Food
 - F. Restaurants – Full Service
 - G. Retail Food Stores – Delis
 - H. Retail Food Stores - Produce
 - I. Certified Food Protection Manager
 - J. Handwashing Frequency
 - K. Allergen Awareness
- V. RECOMMENDATIONS AND INTERVENTION STRATEGIES
- VI. APPENDICES
 - A. Data Collection Forms
 - B. FoodSHIELD Facility Type Reports – Full Data Table

Appendix R: Risk Factors Study

I. BACKGROUND

Our mission is to help prevent disease, promote health, protect the environment for all citizens of Richmond County, and continually assess and respond to the community's health needs.

Richmond County's retail food regulatory program aims to prevent problems with food safety beforehand, rather than to rely on a reactive approach once problems have already occurred. Our local Environmental Health Section has been continuously working to enhance our services to retail food establishments and all its patrons.

Richmond County has two full-time employees working in the retail food regulatory program Richmond County. The Environmental Health Section is responsible for a minimum of 408 inspections, including retail establishments such as restaurants, food stands, meat markets, mobile food units, push carts, public school lunchrooms, institutional kitchens, and limited foodservice congregate nutritional site and temporary food establishments.

On September 1, 2012, the North Carolina Department of Health and Human Service (NCDHHS) adopted a version of the 2009 US Food and Drug Administration (FDA) Food Code. North Carolina is currently pursuing the adoption of the 2017 Food Code. In July 2013, Richmond County Health Department Environmental Health Section enrolled in the FDA Voluntary National Retail Food Regulatory Program Standards. Once enrolled in the Program Standards, Richmond County Health Department gained a more defined purpose to our Quality Assurance program.

The Program Standards serve as a structure for developing and managing a retail food regulatory program with the ultimate objective of reducing the incidence of risk factors that lead to foodborne diseases. In 2015 Richmond County conducted a baseline risk factor study of the CDC's five risk factor categories. In 2020, as part of the Program Standards, the Richmond County Health Department reassessed the occurrence of these risk factors in establishments to identify out of compliance risk factors and develop strategies to reduce their occurrence and evaluate trends over time in reducing the occurrence of foodborne illness risk factors using the new study design. The study was conducted using assessment criteria based on the 2017 FDA Food Code. The Richmond County Health Department used models, methodology, and forms provided by the FDA guidance document titled, *Study on the Occurrence of Foodborne Illness Risk Factors in Select Retail and Foodservice Facility Types*.

Industry Segments Surveyed Include
Institutional Foodservice– Hospitals, Nursing Homes
School (K-12) Kitchens
Restaurant Industry Segment– Fast Food and Full Service

Appendix R: Risk Factors Study

Retail food facility types include delis, seafood, and produce departments. The data collection results will set a benchmark on the incidence of foodborne illness risk factors for each type of facility. The data collection results will be used to classify foodborne disease risk factors that require priority attention most. This information will assist Richmond County Health Department in developing intervention strategies to reduce these risk factors. Data from the 2015 baseline study was obtained from 189 total inspections of institutional food service establishments, restaurants, and retail food stores, consisting of 3,882 observations. Data for the 2020 Risk Factor Study was obtained from 102 total inspections of institutional food service establishments, restaurants, and retail food stores, consisting of 3,059 observations.

II. INTRODUCTION AND PURPOSE

The CDC estimates that 47.8 million cases of foodborne illness are acquired in the United States each year. Of those 47.8 million, approximately 128,000 will spend time in the hospital and 3,000 estimated deaths from illnesses acquired from unsafe food. The financial burden of foodborne illness is additionally significant, costing the US somewhere in the range of \$60-90 billion dollars every year. The United States Food and Drug Administration (FDA), in conjunction with the Centers for Disease Control and Prevention (CDC) and the United States Department of Agriculture Food Safety Inspection Service (USDA, FSIS), recognize that five fundamental factors add to foodborne illness.

The five fundamental factors are:

- Supplying food from unsafe sources
- Poor personal hygiene
- Inadequate cooking
- Improper food holding time/temperatures
- Contaminated equipment/protection from contamination.

Meals consumed outside of private homes contribute to this burden of foodborne illness. It is estimated that the average person in the United States eats out 5.9 times per week, resulting in 36% of the adult having eaten fast food in the last 24 hours. It is also estimated that more than 60% of foodborne illnesses are attributed to retail establishments. In 2014, the CDC reported that 70% of norovirus outbreaks from contaminated food are traced back to infected food workers, and 64% of norovirus outbreaks are traced to food contamination in a restaurant. Norovirus accounts for 58%, Salmonella 11%, and Clostridium Perfringens 10% of foodborne illness cases in the United States annually. These components make the danger of acquiring a foodborne ailment, particularly norovirus, generally high.

Except for providing food from unsafe sources, the fundamental hazard factors for foodborne illness are directly affected by food employees, which can be preventable with consistent food safety standards (sourcing companies are responsible for foods from unsafe sources). The first line of protection is to ensure that food is received from a trusted source. Richmond County's

Appendix R: Risk Factors Study

study design did not include this risk factor under the primary data items due to the finding by FDA. FDA observed low out-of-compliance 11 percentages in the previous 10-year report, and inspections performed by regulatory partners substantiated these results.

Food employees receive information about food safety and sanitation when hired and throughout their time preparing food. The FDA established a non-regulatory retail food risk factor study to measure compliance with food safety behaviors and practices outlined in the food code to illuminate asset commitment, intervention development, and strategy assessment.

In 1998 the FDA National Retail Food Team started a 10-year study conducted in three phases of institutional food service, restaurants, and retail food stores. Through observations and interviews with staff, information was collected in 1998, 2003, and 2008 (n = 873, 862, 850). Even though there were improvements in risk factors within the ten years, FDA reported that improper holding/time and temperature, poor personal hygiene, and contaminated equipment/protection from contamination were the top three areas needing improvement.

Using a standardized data collection instrument, data collectors documented observations and conditions found in the establishment and employee food handling and hygiene behaviors for 43 operational risk factors associated with foodborne illness at permitted facilities. These risk factors were divided into five categories concerning 1) cooking/holding temperature, 2) cross-contamination, 3) hygienic practices, and 4) other codes (such as obtaining food from an approved source or chemical contamination). The objective of dividing the risk factors into categories was to determine patterns based on factors frequently associated with foodborne illness. (FDA Retail Risk Factor Survey content, 2019)

The following results outline the discoveries of the risk factor study analysis of compliance to CDC risk factors in institutional, restaurant, and retail foodservice establishments. The risk factors selected for the study were the following:

- Adequate cooking
- Contamination
- Personal Hygiene
- Approved Source
- Holding Time and Temperature

We also looked at (Standard 6 table):

- Employee Health Policy
- Highly Susceptible population
- Presence of a Certified Food Protection Manager
- Date marking
- Consumer Advisory
- Allergens

Appendix R: Risk Factors Study

III.METHODOLOGY

To identify patterns and measure the efficacy of intervention strategies in reducing the incidence of foodborne disease risk factors over time, this evaluation will take place every five years. A summary of the approach used in the 2020 evaluation is provided in the following parts of the report. The Richmond County Food Protection's risk factor study survey was designed using FDA Program Standard 9 guidelines (U.S. Food and Drug Administration, 2019).

A. Selection of Facilities

Richmond County had approximately 109 food establishments, eight meat markets, and 11 mobile food establishments at the survey. Apart from mobile food establishments and meat markets, all establishments were evaluated on the FDA facility forms. The decision was made to survey all the establishments operating at the start date, based on the inventory size for Richmond County. Initially, the establishment list was divided up alphabetically, where the two staff member was assigned every other inspection. The survey was briefly suspended after the pandemic hit our community. After the surveys resumed, one Environmental Health Specialist conducted the establishment surveys, which gave consistency in the gathered information. Seven establishments had closed due to the pandemic and economic issues, where they were removed from the survey list.

B. Facility types included in the study

Table 1: Description of Facility Types that Comprise the Restaurant Industry Segment Facility Type	Description
Full Service Restaurants	Establishments where customers place their order at their table; they are served their meal at the table, receive the wait staff's service, and pay at the end of the meal.
Fast Food Restaurants	Also referred to as quick-service restaurants and defined as any restaurant that is not a full-service restaurant. Customers generally order and pay for their meals at a counter.
Table 2: Description of Facility Types that Comprise the Health Care Industry Segment Facility Type	Description
Hospitals	Foodservice operations provide for the nutritional needs of inpatients by preparing meals and transporting them to the patient's room, and serving

Appendix R: Risk Factors Study

	meals in a cafeteria setting (meals in the cafeteria may also be served to hospital staff and visitors).
Long-Term Care	Foodservice operations that prepare meals for residents in a group care living setting such as nursing homes and assisted living centers.
Table 3: Description of Facility Types that Comprise the School (K-12) Segment	Description
Facility Type	
Base Kitchen	School foodservice facility where meals are fully prepared in the on-site kitchen. Some meals are served to students on-site; other meals are shipped to other locations (including multiple locations within the same school).
On-site Kitchen	School foodservice facility where all meals are prepared and serviced on-site.
Combination Kitchen	School foodservice facility in which some meals are prepared and served on-site, but some are fully prepared or partially prepared in a central or base kitchen.
Table 4: Description of Facility Types that Comprise the Retail Food Store Segment	Description
Facility Type	
Deli Department / Operation	<p>Areas is a retail food store where foods, such as luncheon meats and cheeses, are sliced for the customers and where sandwiches and salads are prepared on-site or received from a commissary in bulk containers, portioned, and displayed. Parts of the deli department/operation may include:</p> <ul style="list-style-type: none"> • Salad bars, pizza stations, and other food bars managed by the deli department manager. • Areas where meat and poultry products are cooked and offered for sale as ready-to-eat and are managed by the deli department manager.

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Seafood Department / Operation	Areas in a retail food store where seafood is cut, prepared, stored, or displayed for sale to the customer.
Produce Department / Operation	Areas in a retail food store where produce is cut, prepared, stored, or displayed for sale to the consumer. A produce operation may include salad bars or juice stations that are operated under the same manager who has responsibility for the produce department.

Industry Segment	Facility Type
Institutional Food Service	Senior Independent Living (n=4) Hospital (n=1) Schools K-12 (n=12)
Restaurants	Full Service (n=30) Fast Food (n=50)
Retail Food Stores	Deli Departments (n=4) Produce (n=3)

C. Risk Factor Study Data Collection Procedure

The region's FDA Retail Food Specialist offered a risk factor study data collection training to all data collectors prior to implementing the data collection surveys. The training included the interpretation of data objects, labeling directions, and how to perform the survey. To collect the data for the surveys, unannounced visits were carried out to the selected establishments. The assessment was structured to be observational rather than regulatory, and findings did not affect the inspection rating of the establishment. The Person in Charge (PIC) of each facility was informed of the reason for the visit and asked to accompany the Environmental Health Specialist. If observations merited regulatory action, the data collector followed up with the staff member assigned to that establishment to ensure corrective action was taken.

D. Data Collection Form

The data collections were intended to target the control of foodborne illness risk factors. The Richmond County Health Department utilized the FDA data collection forms for each industry segment and facility type (see Appendix A- Data Collection Forms). The focus of the data collection was based on observations of the primary data items listed on the data collection form. The Richmond County Health Department used the FDA data collection forms for each industry category and facility type. The data collection emphasis was focused on observations of the primary data items specified on the data collection form. Data items 1 through 10 are considered primary data items and were used as the critical indicators for statistical analysis per the current

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FDA protocol. Each of the primary data items has been placed under the appropriate FDA foodborne illness risk factor category:

Risk Factor –Poor Personal Hygiene

- #1 – Employees practice proper handwashing
- #2 – Food Employees do not contact ready-to-eat foods with bare hands

Contaminated Equipment / Protection from Contamination

- #3 – Food is protected from cross-contamination during storage, preparation, and display
- #4 – Food contact surfaces are properly cleaned and sanitized

Improper Holding / Time and Temperature

- #5 – Foods requiring refrigeration are held at the proper temperature
- #6 – Foods or stored hot is held at the proper temperature
- #7 – Foods are displayed cooled properly
- #8 – Refrigerated, ready-to-eat foods are properly date marked and discarded within 7 days of preparation or opening

Inadequate Cooking

- #9 – Raw animal foods are cooked to required temperatures
- #10 – Cooked foods are reheated to required temperatures

Data items 11 through 19 are listed under the heading "Other Areas of Interest."

These food safety practices and procedures directly support control of the foodborne illness risk factor areas addressed under the primary data items:

Other Areas of Interest

- #11 – Handwashing facilities are accessible and properly maintained
- #12 – Employees practice good hygiene
- #13 – Consumers are properly advised of risks of consuming raw or undercooked animal foods
- #14 – Time alone is properly used as a public health control
- #15 – Facilities have adequate equipment and tools for ensuring food temperature control and sanitization of food contact surfaces
- #16 – Special processes are conducted in compliance with issued variance / HACCP Plan, when required
- #17 – Food is received from safe sources
- #18 – Toxic materials are identified, used, and stored properly
- #19 – Management and food employees are trained in food allergy awareness as it relates to their assigned duties

For each of the data items, the surveyor marked the item as:

- IN - Item observed to be "in compliance" with Food Code provisions.
- OUT - Item observed to be "out of compliance" with Food Code provisions. An explanation was provided in the comment section on the data collection form for each observation marked "OUT."

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- **NO** - Item was “not observed.” The “NO” notation was used when an item was a usual practice in the food service operation, but the practice was not observed during the time of the inspection. For example, if a restaurant cooks food and then cools it for later use but was not doing so at the time of the survey, then data items pertaining to cooling practices and cooling temperatures were marked “not observable.”
- **NA** - Item was “not applicable.” The “NA” notation was used when an item was not part of the food service operation. For example, if a quick-service sandwich shop that conducts no cooking was selected for the study, then all data items pertaining to cooking were marked “not applicable.”

During the study, Richmond County opted to use hand-held iPads to complete the risk factor data collection form. The Environmental Health Specialist was provided access to the Retail Food Risk Factor Study Database in the FoodSHIELD site. FoodSHIELD is a web-based research database platform developed by the National Institute for Food Security and Defense that has been used to store and maintain risk factor study data. The specialists manually inserted the findings into the database for each of the data items and observations observed in the establishment. To ensure the confidentiality and integrity of the data entered by the Environmental Health Specialist, firewalls have been incorporated into the architecture of the database system. (FDA, 2015).

E. Quality Control

To ensure consistency and completeness of data, the database system has many built-in quality control characteristics. Employees discussed issues, checked data collection processes, and answered questions to ensure accuracy. When clarity was required on how to mark items, the regional FDA Retail Food Specialist was consulted. The database system also contains options for sharing data between jurisdictions. Upon completion, Richmond County had a neighboring county review data collection forms entered into the FoodSHIELD database. (FDA, 2015)

IV. RESULTS AND DISCUSSION

The results contained in the 2020 Richmond County Health Departments' risk factor report are intended to demonstrate the habits of food establishment workers and food preparation procedures in Richmond County food establishments most in need of change. This section's discussions and statistical data will concentrate mainly on the findings and data interpretation of the ten key data elements representing the risk factors for foodborne illnesses. For each risk factor in the risk factor study, the percent OUT of compliance indicates the overall efficacy of current food safety management systems. It can be implied that the higher the percent OUT of compliance, the management system fails to control the risk factor. Richmond County's regulatory program aims to reduce the occurrence of foodborne illness risk factors by developing intervention strategies that reduce the occurrence of out-of-compliance risk factors. Industry can achieve these goals through active managerial control and education.

A. Overall Findings

Appendix R: Risk Factors Study

The Risk Factor reports summarize the total number and percent of observations in and OUT of compliance for controlling foodborne illness risk factors in each institutional food service based on Foodborne Illness Risk Factor categories. This report includes only Primary Data Items 1-10 and four risk factor categories. The overall percentages of the primary data items (1-10) were taken from total observations, however in some instances, the risk factors were not observable or not applicable, so the totals are based on what could be assessed. The summary of compliance percentages per facility can be found below in the table.

Summary of compliance percentage of the observations per facility

Facility Type	# of facilities	Total Obs.	% IN	% OUT
Hospital	1	8	89%	11%
Nursing Home	4	31	71%	29%
School Lunchrooms	12	99	90%	10%
Fast Food	50	442	66%	34%
Full-Service Restaurant	30	172	54%	46%
Deli	4	36	89%	11%
<i>Produce</i>	3	17	88%	12%

The hospital had the highest percentage of IN compliance primary data item observations, while full-service restaurants had the lowest percentage of IN primary compliance data item observations during the data collection period.

Primary data items (data item #1-10) were used to determine the risk factor data items marked OUT of Compliance for all industry segments and facility types combined; percent OUT was calculated using the total number of data collection findings marked IN and OUT. A summary of the findings per facility can be found in the table below.

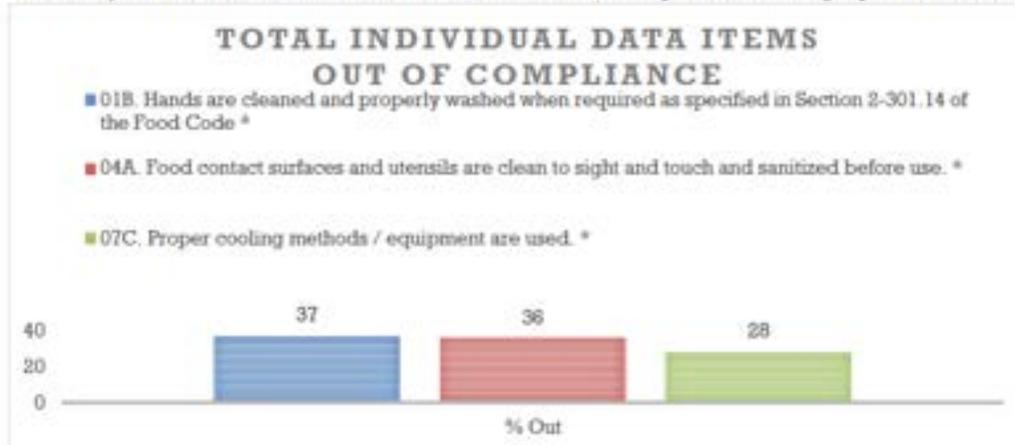
Appendix R: Risk Factors Study



Poor Personal Hygiene had the highest percentage out of compliance per risk factor for all facilities, and inadequate cooking had the lowest percentage of out-of-compliance risk factors. Intervention strategies for Personal Hygiene, Contaminated Equipment/Protection from Contamination, and Improper Holding Time/Temperature will be implemented.

The table underneath depicts that the individual risk factors data items out of compliance for each risk factor from the Richmond County's Risk Factor Studies risk factor data. Hands are cleaned and properly washed when required had the highest out of compliance percentage data of the Poor Personal Hygiene risk factor n=37%. Food Contact Surfaces and utensils are clean to sight and touch and sanitized before use had the highest out of compliance percentage of the risk factor category Contaminated Equipment/Protection from Contamination n=36%. Proper cooling methods/equipment are used the highest out of compliance percentage of Improper Holding Time/Temperature risk factory n=27%.

Summary of Total Individual Risk Factor Data Items Out of Compliance Percentages per Risk Factor



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A summary of the overall percentage of IN compliance individual data items comparison to other Counties across North Carolina. The data reflect the overall percentage of observable and applicable data items found to be IN compliance.

Comparison to Other Risk Factor Study Data Average percentages
of IN compliance to risk factors across North Carolina Counties

Risk Factor/County	Hoke County 2020 1 st Study	Wake County 2015 2nd Study	Richmond County 2020 2nd Study
Adequate Cooking	98%	94%	85%
Hold Time/Temp.	66%	66%	63%
Contamination	82%	88%	40%
Personal Hygiene	47%	90%	61%
Approved Source	100%	96%	100%
TOTAL	79%	87%	70%

Risk Factor % Out of Compliance by Facility Type

The following tables summarize the percent of observations found OUT of compliance for each risk factor in the seven facility types. The percentage of OUT of compliance observations for each of the seven facility types as it relates to monitoring the five risk factors that contribute to foodborne illness is shown in the table. Each report is designed to compare similar facilities and can be used by regulators and industry to concentrate attention on areas discovered to be out of compliance during the survey. These sections are:

- A. Institutional Food Service - Hospitals
- B. Institutional Food Service - Nursing Homes
- C. Institutional Food Service - School Lunchrooms
- D. Restaurants - Fast Food
- E. Restaurants - Full Service
- F. Retail Food Stores - Delis
- G. Retail Food Stores – Produce

B. Institutional Food Service-Hospitals

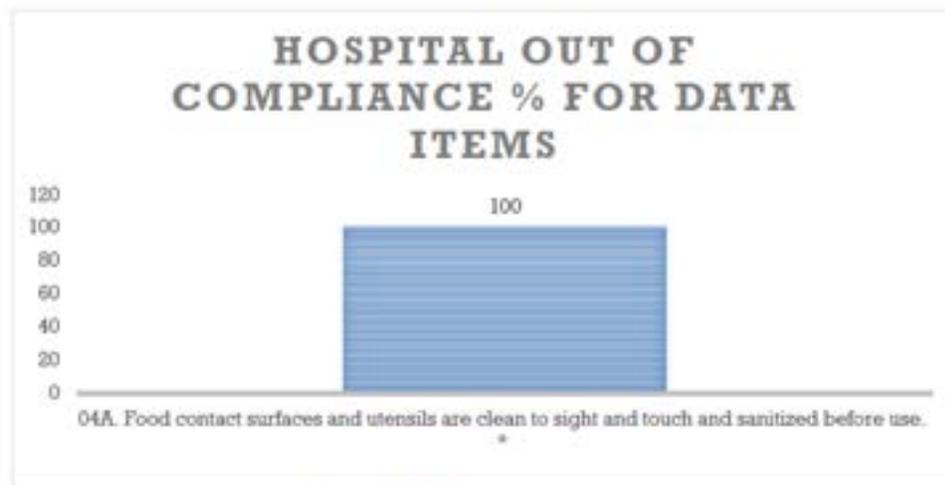
The FDA description for this industry segment includes hospitals, and long-term assisted living centers. In 2020 the hospital cafeteria was assessed for food safety risk factors. Sixty-eight (68) individual data items on the survey instrument were observed at one hospital kitchen. The following table depicts the percent of observations found OUT of compliance risk factors in the Institutional Food Service-Hospital facility type.

Appendix R: Risk Factors Study



Poor Contaminated Equipment/ Protection from Contamination was the risk factor with the highest OUT of compliance percentage. Institutional Food Service-Hospital facility type appears to have food safety management systems to maintain risk factors adequately.

The following table shows the number of individual data items found OUT of compliance for observations found in the Poor Contaminated Equipment/Protection from Contamination risk factor category from Data Items: 3 & 4 Information Statements: 3A, 3B, 3C, 3D, 3E, 4A, 4B, 4C, 4D from the survey instrument.



Hospital Risk Factor Year Comparison (n=1)

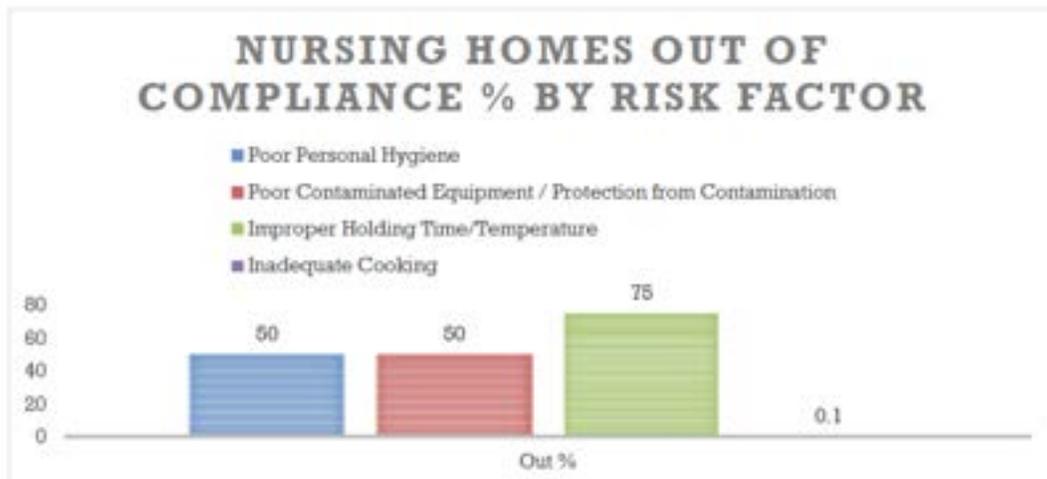
Appendix R: Risk Factors Study

Risk Factor (IN compliance)	Hospitals (2015)			Hospitals (2020)		
	%	<i>in</i>	<i>Total Obs</i>	%	<i>in</i>	<i>Total Obs</i>
Adequate Cooking	100%	4	4	100%	9	9
Hold Time/Temp.	63%	15	24	100%	14	14
Contamination	87%	13	15	85%	8	9
Personal Hygiene	94%	16	17	100%	3	3
Totals	81%	48	60	96%	34	35

The overall compliance with risk factors at the one hospital cafeteria improved from 84% in 2015 to 96% in 2020. The hospital dropped compliance from 87% to 85% in the Poor Contaminated Equipment/ Protection from Contamination risk factor category. Observation shows an increase in compliance in Improper Holding from 63% to 100% and Personal Hygiene from 94% to 100%. The hospital cafeteria was able to maintain 100% compliance with the Adequate cooking risk factor category.

C. Institutional Food Service-Nursing Homes

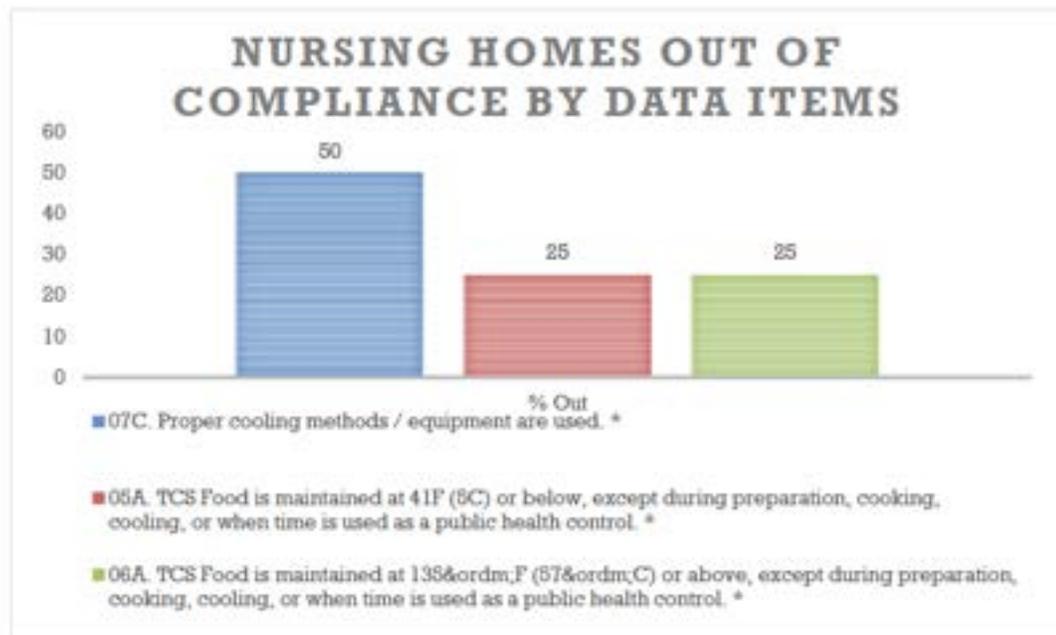
The FDA description for this industry segment includes hospitals, and long-term assisted living centers. In 2020 the Institutional Food Service-Nursing Homes was assessed for food safety risk factors. Sixty-eight (68) individual data items on the survey instrument were observed at the Nursing Home Facilities. The following table depicts the percent of observations found OUT of compliance risk factors in the Institutional Food Service-Nursing Home facility type.



Appendix R: Risk Factors Study

Improper Holding Time/Temperature was the risk factor with the highest out of compliance percentage. Poor personal hygiene and contaminated equipment also had notable out of compliance percentages during this data collection period.

The following table shows the number of individual data items found OUT of compliance for observations found in the Improper Holding Time/Temperature risk factor category from Data Items: 5, 6, 7, and 8 Information Statements: 5A, 5B, 5C, 6A, 6B, 6C, 7A, 7B, 7C, 7D, 8A, 8B, 8C, 8D from the survey instrument.



Hospital Risk Factor Year Comparison (n=4)

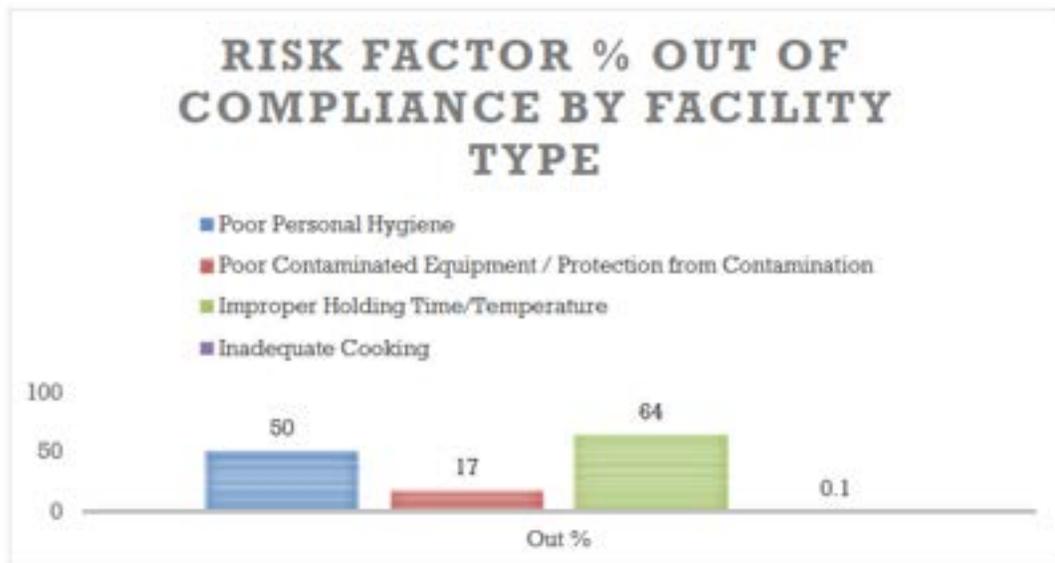
Risk Factor (IN compliance)	Nursing Homes (2015)			Nursing Homes (2020)		
	%	<i>in</i>	<i>Total Obs</i>	%	<i>in</i>	<i>Total Obs</i>
Adequate Cooking	80%	4	5	100%	9	9
Hold Time/Temp.	76%	41	54	87%	20	23
Contamination	96%	46	48	79%	22	28
Personal Hygiene	91%	53	58	75%	9	12
Totals	88%	144	165	85%	60	72

Appendix R: Risk Factors Study

The overall compliance with risk factors at Nursing Homes dropped from 86% in 2015 to 85% in 2020. The Nursing Homes Facilities dropped in compliance from 96% to 79% in the Poor Contaminated Equipment/ Protection from Contamination and 91% to 75% in the Personal Hygiene risk factor category. Observation shows an increase in compliance in Adequate Cook from 80% to 100% and Hold Time/Temperature from 76% to 87%.

D. School Lunchrooms

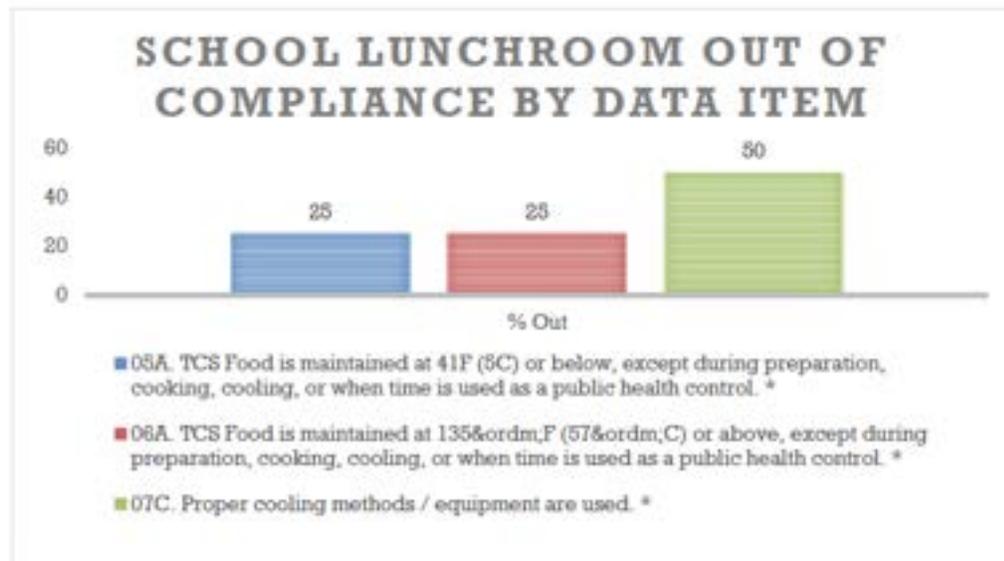
The FDA description for this industry segment includes public and private school foodservice facilities where meals are fully prepared in the onsite kitchen. Some meals are served to students on-site; other meals are shipped to other locations (including multiple locations within the same school. Sixty-eight (68) individual data items on the survey instrument were observed during the assessment of risk factors. The following table depicts the percent of observations found OUT of compliance risk factors in the School Lunchroom facility type.



Improper Holding Time/Temperature was the risk factor with the highest out of compliance percentage. Poor Personal Hygiene and Poor Contaminated Equipment/ Protection from Contamination also had notable out of compliance percentages during this data collection period.

The following table shows the number of individual data items found OUT of compliance for observations found in the Improper Holding Time/Temperature risk factor category from Data Items: 5, 6, 7, and 8 Information Statements: 5A, 5B, 5C, 6A, 6B, 6C, 7A, 7B, 7C, 7D, 8A, 8B, 8C, 8D from the survey instrument.

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School Lunchroom Risk Factor Year Comparison (n=12)

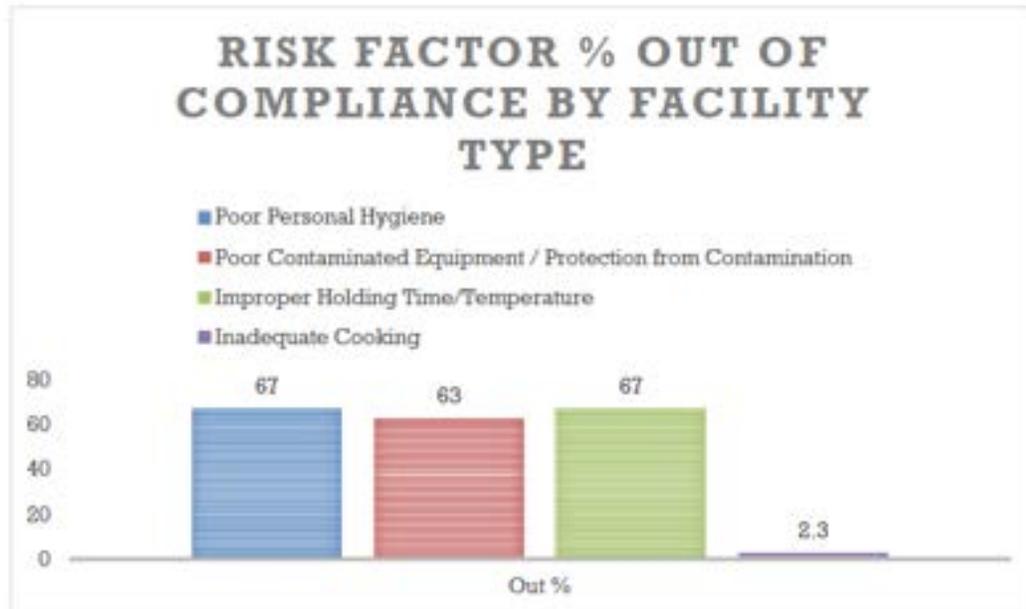
Risk Factor (IN compliance)	Schools Lunchrooms (2015)			School Lunchrooms (2020)		
	%	<i>in</i>	<i>Total Obs</i>	%	<i>in</i>	<i>Total Obs</i>
Adequate Cooking	100%	3	3	100%	6	6
Hold Time/Temp.	92%	80	87	86%	68	75
Contamination	98%	59	60	98%	78	80
Personal Hygiene	97%	86	89	90%	35	39
Totals	96%	228	239	94%	187	200

School Lunchrooms' overall compliance with risk factors dropped from 97% in 2015 to 94% in 2020. The School Lunchrooms dropped in compliance from 92% to 86% in the Improper Holding Time/Temperature and 97% to 90% in the Personal Hygiene risk factor category. School Lunchrooms maintained 100% compliance with Adequate cooking and 98% compliance with Poor Contaminated Equipment/ Protection from Contamination factor categories.

D. Fast Food Facilities

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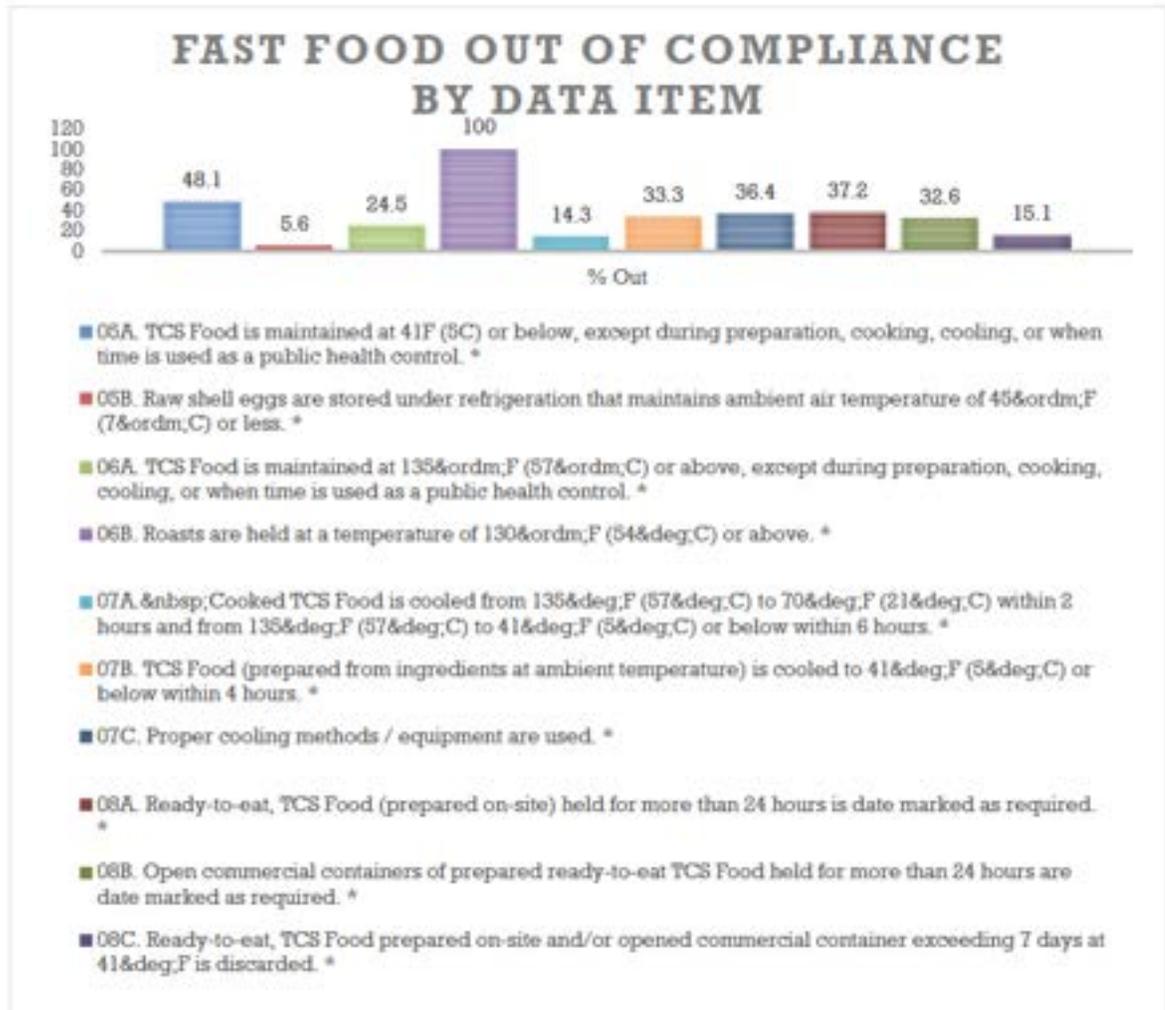
The FDA description for this facility type includes any quick-service restaurants and is defined as any restaurant that is not a full-service restaurant. Customers generally order and pay for their meals at a counter. Sixty-eight (68) individual data items on the survey instrument were observed during the assessment of risk factors. The following figure represents the percent of observations found OUT of compliance for each risk factor in the Fast-Food Restaurant industry segment and facility type:



Improper Holding Time/Temperature was the risk factor with the highest out of compliance percentage. Poor personal hygiene and Poor Contaminated Equipment/ Protection from Contamination also had notable out of compliance percentages during this data collection period.

The following table shows the number of individual data items found OUT of compliance for observations found in the Improper Holding Time / Temperature risk factor category from Data Items 5, 6, 7, and 8 Information Statements: 5A, 5B, 5C, 6A, 6B, 6C, 7A, 7B, 7C, 7D, 8A, 8B, 8C, 8D from the survey instrument.

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Fast Food Risk Factor Year Comparison (n=50)

Risk Factor (IN compliance)	Fast Food Restaurants (2015)			Fast Food Restaurants (2020)		
	%	<i>n</i>	<i>Total Obs</i>	%	<i>n</i>	<i>Total Obs</i>
Adequate Cooking	100%	52	52	98%	94	105
Hold Time Temp.	73%	263	362	65%	200	285
Contamination	86%	240	280	75%	225	295
Personal Hygiene	90%	340	378	62%	101	162
Totals	83%	895	1072	75%	620	847

Appendix R: Risk Factors Study

The overall compliance with risk factors at Fast-Food facilities dropped from 82% in 2015 to 75% in 2020. The Fast-Food Facilities dropped in compliance in all risk factor categories, and personal Hygiene had the highest drop from 90% to 62%.

E. Full Service

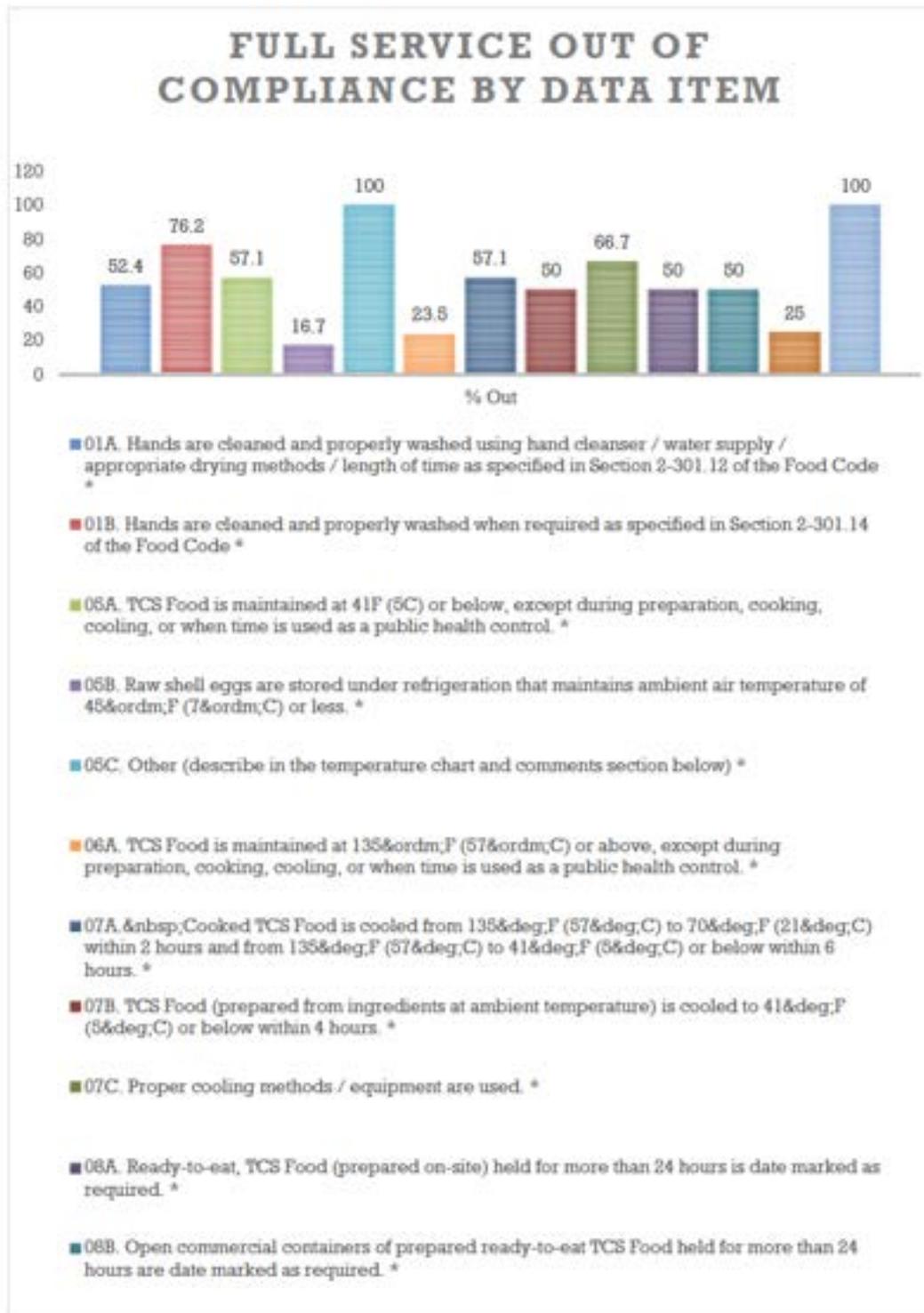
The FDA description for this facility type includes establishments where customers place their order and are served their meal by wait staff at the table and pay at the end of the meal. Sixty-eight (68) individual data items on the survey instrument were observed during the assessment of risk factors. The following figure represents the percent of observations found OUT of compliance for each risk factor in the Full-Service Restaurant industry segment and facility type:



Poor Contaminated Equipment/ Protection from Contamination and Poor Personal Hygiene was the risk factors with the highest out of compliance percentage. Improper Holding Time/Temperature had notable out of compliance percentages during this data collection period.

The following table shows the number of individual data items found OUT of compliance for observations found in the Poor Personal Hygiene risk factor category Data Items: 1 & 2 Information Statements: 1A, 1B, two and Poor Contaminated Equipment/Protection from Contamination risk factor category from Data Items: 3 & 4 Information Statements: 3A, 3B, 3C, 3D, 3E, 4A, 4B, 4C, 4D from the survey instrument.

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Full-Service Risk Factor Year Comparison (n=30)

Risk Factor (IN compliance)	Full-Service Restaurants (2015)			Full-Service Restaurants (2020)		
	%	<i>in</i>	<i>Total Obs</i>	%	<i>in</i>	<i>Total Obs</i>
Adequate Cooking	97%	71	73	100%	50	50
Hold Time/Temp.	56%	210	376	50%	68	121
Contamination	82%	240	294	60%	87	130
Personal Hygiene	85%	311	365	52%	33	63
Totals	74%	832	1108	66%	238	364

Full-Service Restaurants' overall compliance with risk factors dropped from 75% in 2015 to 66% in 2020. Full-Service Restaurants dropped in compliance in all risk factor categories except for Adequate Cooling from 97% to 100%.

F. Deli

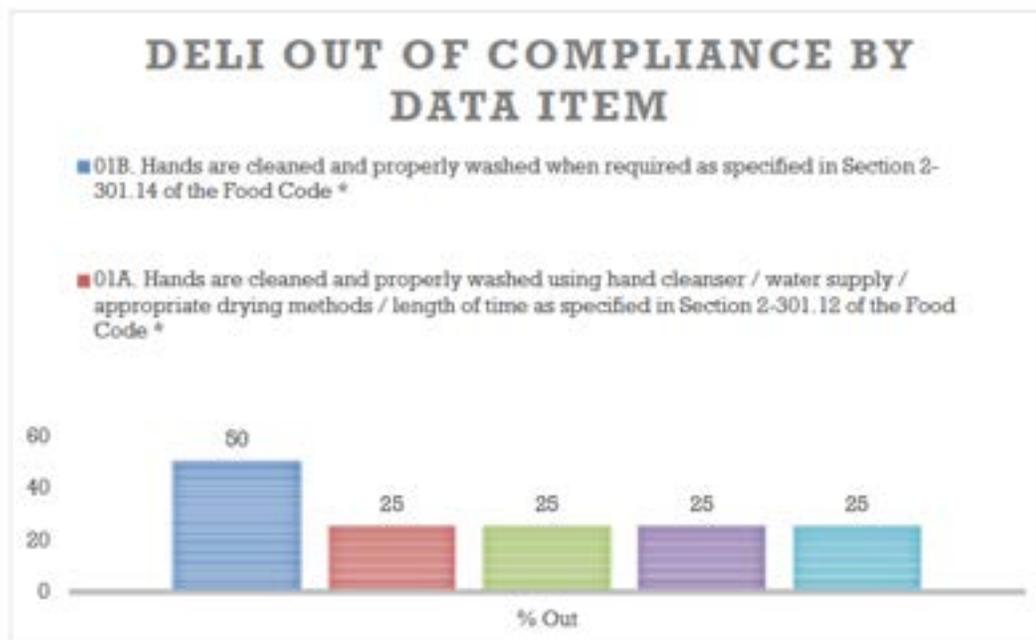
The FDA description for this facility type includes areas of a retail food store where foods, such as luncheon meats and cheeses, are sliced for the customers and where sandwiches and salads are prepared on-site or received from a commissary bulk containers, portioned, and displayed. The deli department/operation may include salad bars, pizza stations, and other food bars managed by the deli department manager. Areas where meat and poultry products are cooked and offered for sale as ready-to-eat and are managed by the deli department manager.



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Poor personal hygiene and Poor Contaminated Equipment/ Protection from Contamination was the risk factor with the highest out of compliance percentage.

The following table shows the number of individual data items found OUT of compliance for observations found in the Poor Personal Hygiene risk factor category Data Items: 1 & 2 Information Statements: 1A, 1B, two and Poor Contaminated Equipment/Protection from Contamination risk factor category from Data Items: 3 & 4 Information Statements: 3A, 3B, 3C, 3D, 3E, 4A, 4B, 4C, 4D from the survey instrument.



Delis Risk Factor Year Comparison (n=4)

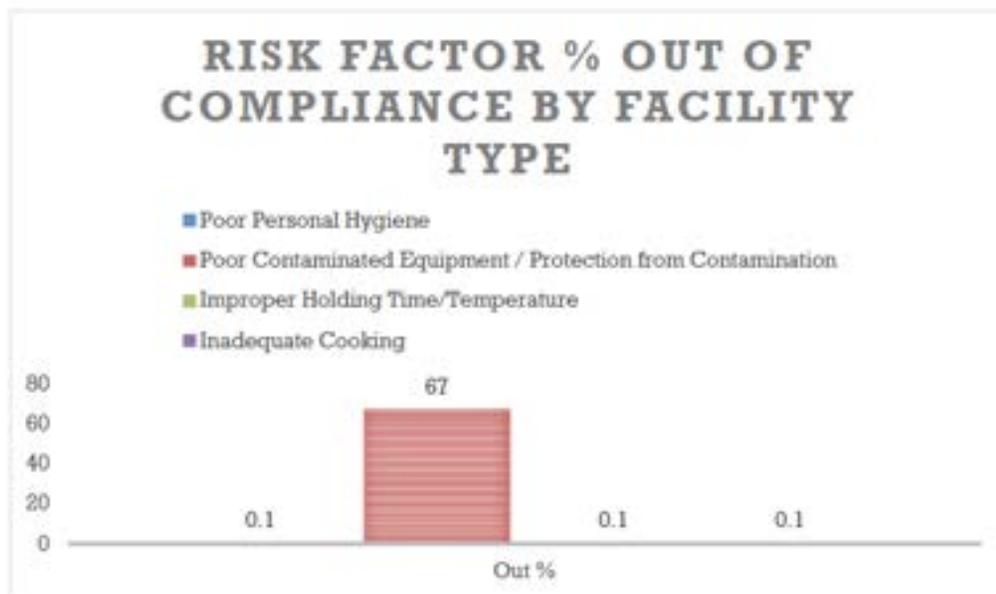
Risk Factor (IN compliance)	Delis (2015)			Delis (2020)		
	%	<i>in</i>	<i>Total Obs</i>	%	<i>in</i>	<i>Total Obs</i>
Adequate Cooking	100%	7	7	100%	6	6
Hold Time/Temp.	100%	56	56	100%	24	24
Contamination	90%	36	40	89%	19	22
Personal Hygiene	87%	45	52	75%	9	12
Totals	92%	144	155	91%	58	64

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The overall compliance with risk factors at Delis dropped from 93% in 2015 to 91% in 2020. Delis dropped in compliance from 87% to 75% in the Personal Hygiene risk factor category. Delis maintained 100% compliance with Adequate cooking and Hold Time/Temperatures risk factors at 100% compliance.

G. Produce

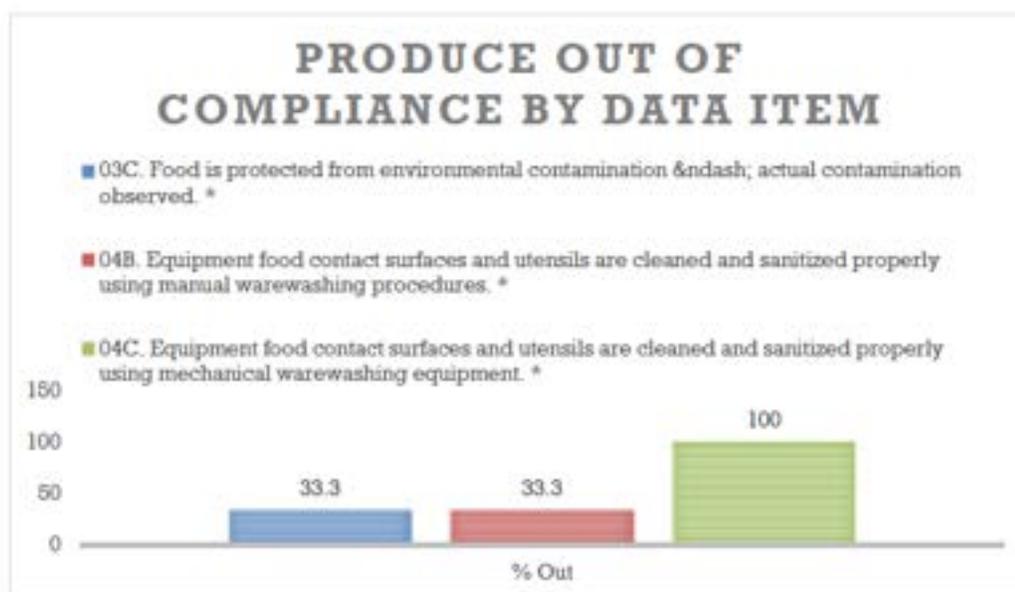
The FDA description for this facility type includes areas in a retail food store where produce is cut, prepared, stored, or displayed for sale to the consumer. A produce operation may include salad bars or juice stations that are operated under the same manager who has responsibility for the produce department. Sixty-eight (68) individual data items on the survey instrument were observed during the assessment of risk factors. The following figure represents the percent of observations found OUT of compliance for each risk factor in the Produce industry segment and facility type:



Poor Contaminated Equipment/ Protection from Contamination was the only risk factor with an out-of-compliance percentage.

The following table shows the number of individual data items found OUT of compliance for observations found in the Poor Contaminated Equipment/Protection from Contamination risk factor category from Data Items: 3 & 4 Information Statements: 3A, 3B, 3C, 3D, 3E, 4A, 4B, 4C, 4D from the survey instrument.

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Produce Risk Factor Year Comparison (n=3)

Risk Factor (IN compliance)	Produce (2015)			Produce (2020)		
	%	<i>in</i>	<i>Total Obs</i>	%	<i>in</i>	<i>Total Obs</i>
Adequate Cooking	0%	0	0	0%	0	0
Hold Time/Temp.	0%	0	4	100%	7	7
Contamination	0%	0	3	67%	10	13
Personal Hygiene	0%	0	7	100%	9	9
Totals	0%	0	14	89%	26	29

The overall compliance with risk factors at Produce Departments increased from 4.5% in 2015 to 89% in 2020. In 2015 the sample size for Produce Departments was small, which resulted in limited data. In the year 2025, a comparison can be completed from the 2020 data.

H. Certified Food Protection Manager

Data from nationwide FDA Risk Factor Studies and the Centers for Disease Control and Prevention study suggests that the presence of a Certified Food Protection Manager in retail food establishments reduces the risk of a foodborne illness outbreak for an establishment. The FDA's Retail Food Risk Factor Studies data indicated that effective control of certain risk factors, such as poor personal hygiene, positively correlated in different facility types. During the Risk Factor

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Study, Richmond County gathered data on whether a Certified Food Protection Manager who completed an American National Standards Institute (ANSI) the accredited course was present during the data collection. Hospitals (100%), Nursing Homes (100%), School Lunchrooms (100%), Delis (100%), and Produce (100%) had a CFPM present at the facility. Fast Food (53%) and Full Service (52%) were less likely to have a CFPM present in the Facilities. The occurrence of risk factors in facilities with and without a CFPM is shown in the individual industry segment and facility type reports.



A. Handwashing Frequency Assessment

Handwashing observations data was collected during the data collection using the "Handwashing Frequency Assessment" protocols for data item 1. Richmond County Environmental Health Specialist tallied each time an employee is observed doing the following:

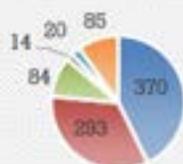
- Washing hands properly and when required
- Washing hands improperly
- Failing to wash hands when required

The study's assessment of handwashing frequency is to provide a broad-based indicator of handwashing practices. Since it will be impossible to assess any operation that involves handwashing, the accuracy necessary for statistical analysis is impossible to achieve. The table below shows the overall observations of occurrences rather than statistical correlations.

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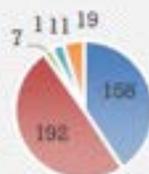
Overall Observations of Handwashing Frequency (Handwashing Frequencies)

Employee observed washing hands properly and when required.



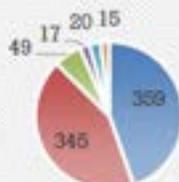
- Fast Food
- Full Service
- Deli
- Produce
- Nursing Homes

Employee observed washing hands improperly.



- Fast Food
- Full Service
- Deli
- Produce
- Nursing Homes

Employee observed failing to wash hand when required.



- Fast Food
- Full Service
- Deli
- Produce
- Nursing Homes
- School lunchrooms

The food safety procedures for the Poor Personal Hygiene risk factors that most need attention in full service, fast food, and deli departments include washing hands when required (805 total observations).

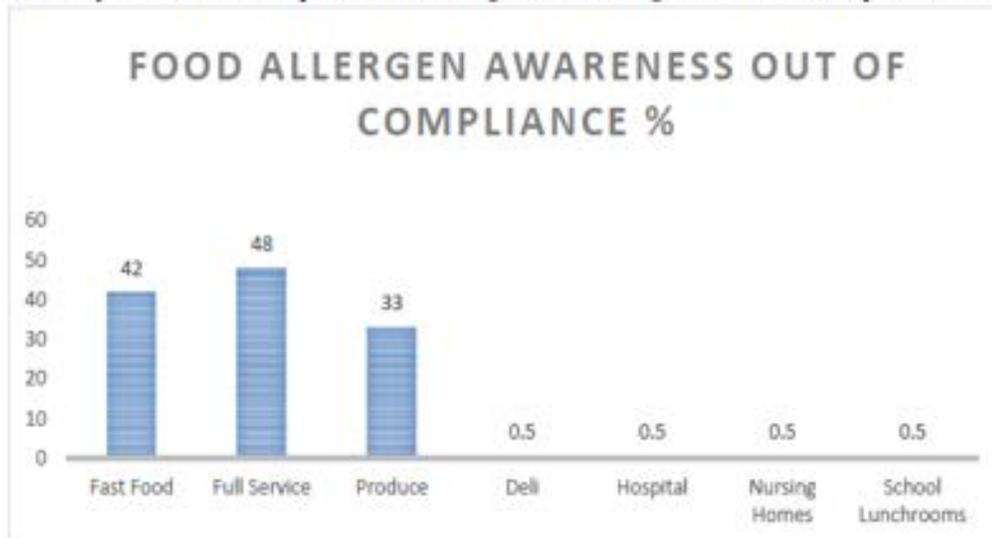
Out of 2059 employee handwashing observations, 866 (2.3%) observations were observed where hands were washed using adequate handwashing procedures. Produce, Nursing Homes/Hospital, and School Lunchrooms appeared to have a food safety management system to ensure employees are trained on handwashing procedures.

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B. Allergen Awareness

Foodborne illness is a significant public health issue, and food allergic reactions are becoming more frequent. It is essential to develop intervention strategies to decrease the risk of food allergic reactions at all facility types. Training facilities in safe food handling practices can effectively improve food safety by preventing food allergic reactions. In the ten primary data items, awareness of food allergens is not a foodborne illness risk factor. The table below shows the percent of findings that were out of compliance for management and foodservice employee allergen awareness. Full Service, fast food, and produce markets had the highest percentage of out-of-compliance observations.

Summary of OUT of Compliance Percentages food Allergen Awareness Report 3, 19 a-c



IV. RECOMMENDATIONS AND INTERVENTION STRATEGIES

The risks management process is designed to assess and analyze the hazards to reduce foodborne illness occurrences by managing the risk factors. Managers are responsible for ensuring that risk management is used routinely at all activity levels within the facility. The management of institutional foodservice, restaurant, and retail food store operations bears ultimate responsibility for implementing and maintaining successful food safety management systems. Reducing foodborne illness risk factors should be a goal for all those involved in food safety. The operator's food safety management system should aim to achieve the same degree of safety as the critical limits within Food Code.

Recommendations focus on the report's results and concentrate on measures to improve the efficacy of regulatory and business retail food safety programs. The data from the surveys indicate that improvement is needed throughout all industry segments and facility types in Personal Hygiene, Contaminated Equipment/Protection from Contamination, and Improper Holding Time/Temperature risk factor categories. Each risk factor category was further broken

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down to identify the individual data item needing improvement, including hands being cleaned and adequately washed when required, food contact surfaces and utensils being clean to sight and touch and sanitized before use, and proper cooling methods/equipment used. Allergen awareness results from the survey also indicate a need for improvement in full service, fast food, and produce markets facilities. Hands can become contaminated when food service employees engage in specific activities such as handling soiled equipment or utensils, using the restroom, or handling raw animal foods. When required, proper handwashing is a critical factor in reducing the fecal-oral pathogens transmitted from hands to ready-to-eat foods and other pathogens transmitted from environmental sources. To prevent the spread of harmful pathogens, all equipment and utensils shall be adequately cleaned and sanitized. When utensils, equipment, or food contact surfaces become dirty or contaminated, it is necessary to clean and sanitize all surfaces to prevent the spread of pathogens from preventing foodborne illness. Rapid cooling of potentially hazardous foods is essential to limit the time that food is in the danger zone. This is to limit the amount of bacterial growth during cooling. Food must be rapidly cooled from 135°F to 71°F within two hours, and then from 70°F to 41°F within four more hours to prevent the growth of the pathogen. Studies indicate that 200,000 people in the United States require emergency medical care for allergic reactions to food. A food allergy is a medical condition in which exposure to a food triggers a harmful immune response. The immune response, called an allergic reaction, occurs because the immune system attacks proteins in the normally harmless food. Allergens are the proteins that trigger an allergic reaction (foodallergy.org). Symptoms of food allergic reaction include hives or itchy rashes, nausea, abdominal pain, vomiting and diarrhea, wheezing, shortness of breath, swelling of various parts of the body, and in some severe cases, anaphylactic shock and death may result.

Recommendations for intervention strategies for the foodservice industry include:

Develop and implement written Standard Operating Procedures (SOPs)

Develop and implement SOPs that address the risk factors for specific facility types. These SOPs should detail procedures on how critical limits will be monitored, by whom, how often, and what control measures will be taken if critical limits are not met. The necessary resources, equipment, and supplies to implement the procedures must be included in the SOPs. Specific employees or positions should be responsible for measuring the critical limits, completing the temperatures logs, and documenting corrective actions if critical limits are not met. These SOPs should be tailored to the operation and put to the test by management to ensure that the procedures work. Employee orientation and refresher training are required. Managers should review procedures annually to determine whether procedures are adequate or whether modifications in operations, equipment, or personnel are needed.

Adoption of the current version of the FDA Food Code

A new FDA Food Code Manual is released every four years. North Carolina Department of Health and Human Service (NCDHHS) adopted a version of the 2009 US Food and Drug Administration (FDA) Food Code on September 1, 2012. In North Carolina's 2009 Food Code,

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no allergen awareness provisions are currently included. North Carolina is currently pursuing the adoption of the 2017 Food Code as a revised regulatory foundation.

Provide Educational Outreach Related to the Risk Factors in Need of Significance

Attention:

The Richmond County Health Department has received funding from FDA to develop and purchase educational material and launch an educational outreach campaign related to the foodborne illness risk factors identified as needing priority attention in the study. Educational material will be passed out to each establishment during routine inspections. Educational material and training courses will be available on our website to educate food service workers on risk factors and significant food allergens. Additionally, the training will be followed-up with a knowledge test to demonstrate the knowledge of the risk factors. Richmond County Health Departments' primary goal is to improve food safety behaviors and practices in each facility type, as well as minimize the incidence of foodborne illness risk factors. In 2025, the risk factor analysis will be replicated to evaluate the efficacy of the targeted intervention strategies.

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References:

[What the average person spends on dining out in every state \(businessinsider.com\)](#)

[Estimates of Foodborne Illness in the United States | Estimates of Foodborne Illness | CDC](#)

[CDC VitalSigns - Preventing Norovirus Outbreaks](#)

[Retail Risk Factor Study > FDA Report on the Occurrence of Foodborne Illness Risk Factors in Selected Institutional Foodservice, Restaurant, and Retail Food Store Facility Types \(2009\) \(archive-it.org\)](#)

[Protocol for the Data Collection \(fda.gov\)](#)

[Food Code 2009 | FDA](#)

[Food Code 2013 | FDA](#)

[Food Code 2013 | FDA](#)

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Appendix A

[FDA-3967_09-17-19_not-secure \(1\).pdf](#)

Appendix B

FoodSHIELD Facility Type Reports – Full Data Table

Hospital Data

	IN	IN %	OUT	OUT %	Total
01A. Hands are cleaned and properly washed using hand cleanser / water supply / appropriate drying methods/length of time as specified in Section 2-301.12 of the Food Code *	1	100	0	0	1
01B. Hands are cleaned and properly washed when required as specified in Section 2-301.14 of the Food Code *	1	100	0	0	1
02. Food employees do not contact ready-to-eat foods with bare hands. *	1	100	0	0	1
03A. Raw animal foods are separated from ready-to-eat foods. *	1	100	0	0	1
03B. Different raw animal foods are separated from each other. *	1	100	0	0	1
03C. Food is protected from environmental contamination & actual contamination observed. *	1	100	0	0	1
03D. Food is protected from environmental contamination & potential contamination. *	1	100	0	0	1
03E. Other (describe in the comments section) *	0	0	0	0	0
04A. Food contact surfaces and utensils are clean to sight and touch and sanitized before use. *	0	0	1	100	1
04B. Equipment food contact surfaces and utensils are cleaned and sanitized properly using manual ware washing procedures. *	1	100	0	0	1
04C. Equipment food contact surfaces and utensils are cleaned and sanitized properly using mechanical ware washing equipment. *	1	100	0	0	1
04D. Other (describe in the comments section) *	0	0	0	0	0
05A. TCS Food is maintained at 41F (5C) or below, except during preparation, cooking, cooling, or when time is used as a public health control. *	1	100	0	0	1
05B. Raw shell eggs are stored under refrigeration that maintains ambient air temperature of 45 or less. *	0	0	0	0	0

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10B. Commercially processed ready-to-eat food, reheated to 135°F (57°C) or above for hot holding. *	0	0	0	0	0
10C. Other Reheating Observations (describe in the Comments Section and Temperature Chart below) *	0	0	0	0	0
11A. Handwashing facilities are conveniently located and accessible for employees. *	1	100	0	0	1
11B. Handwashing facilities are supplied with hand cleanser / disposable towels / hand drying devices. *	1	100	0	0	1
12A. Food Employees eat, drink, and use tobacco only in designated areas. *	1	100	0	0	1
12B. Food Employees experiencing persistent sneezing, coughing, or runny nose do not work with exposed food, clean equipment, utensils, linens, unwrapped single-service, or single-use articles. *	1	100	0	0	1
12C. Other (describe in comments section) *	0	0	0	0	0
13. Consumers are properly advised of risks of consuming raw or undercooked animal foods. *	0	0	0	0	0
14A. When time only is used as a public health control for 4 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	0	0	0
14B. When time only is used as a public health control for 6 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	0	0	0
14C. Other (describe in the comments section) *	0	0	0	0	0
15A. Refrigeration / cold holding units have sufficient capacity to maintain TCS Foods at 41°F (5°C) or below. *	1	100	0	0	1
15B. Hot holding units have sufficient capacity to maintain TCS Foods at 135°F (57°C) or above. *	1	100	0	0	1
15C. Refrigeration and hot storage units are equipped with accurate ambient air temperature measuring device. *	1	100	0	0	1
15D. Accurate temperature measuring device, with appropriate probe, is provided and accessible for use to measure internal food temperatures. *	1	100	0	0	1
15E. Accurate temperature measuring devices and/or tests kits provided and accessible for use to measure sanitization rinse temperatures and/or sanitization concentrations. *	1	100	0	0	1
15F. Other (describe in the comments section) *	0	0	0	0	0
16A. Food establishment conducts reduced oxygen packaging without a variance as specified in Section 3-502.12 of the Food Code. *	0	0	0	0	0
16B. Food establishment performs specialized process in accordance with approved variance and HACCP Plan when required. *	0	0	0	0	0

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16C. Juice packaged in the food establishment is treated under a HACCP Plan to reduce pathogens or labeled as specified in Section 3-404.11 of the Food Code. *	0	0	0	0	0
16D. Other (describe in the comments section) *	0	0	0	0	0
17A. All food is from regulated food processing plants / No home prepared/canned foods. *	1	100	0	0	1
17B. Shellfish are from NSSP-listed sources. No recreationally caught shellfish are received/sold. *	0	0	0	0	0
17C. Food is protected from contamination during transportation/receiving. *	0	0	0	0	0
17D. TCS Food is received at a temperature of 41º F (5º C) or below OR according to Law. *	0	0	0	0	0
17E. Food is safe and unadulterated. *	1	100	0	0	1
17F. Shellstock tags/labels are retained for 90 days and filed in chronological order from the date the container is emptied. *	0	0	0	0	0
17G. Written documentation of parasite destruction is maintained for 90 days for fish products. *	0	0	0	0	0
17H. Other (describe in comments section) *	0	0	0	0	0
18A. Poisonous or toxic materials, chemicals, lubricants, pesticides, medicines, first aid supplies, and other personal care items are properly identified, stored, and used. *	1	100	0	0	1
18B. Other (describe in the comments section) *	0	0	0	0	0
19A. The person in charge accurately describes foods identified as major food allergens and the symptoms associated with major food allergens. *	1	100	0	0	1
19B. Food employees are trained in food allergy awareness as it relates to their assigned duties. *	1	100	0	0	1
19C. Other (describe in the comments section) *	0	0	0	0	0

	IN	IN %	OUT	OUT %	Total
01A. Hands are cleaned and properly washed using hand cleanser / water supply / appropriate drying methods / length of time as specified in Section 2-301.12 of the Food Code *	3	75	1	25	4
01B. Hands are cleaned and properly washed when required as specified in Section 2-301.14 of the Food Code *	2	50	2	50	4
02. Food employees do not contact ready-to-eat foods with bare hands. *	4	100	0	0	4
03A. Raw animal foods are separated from ready-to-eat foods. *	3	75	1	25	4
03B. Different raw animal foods are separated from each other. *	3	75	1	25	4
03C. Food is protected from environmental contamination – actual contamination observed. *	3	75	1	25	4

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03D. Food is protected from environmental contamination and/or potential contamination. *	2	50	2	50	4
03E. Other (describe in the comments section) *	0	0	0	0	0
04A. Food contact surfaces and utensils are clean to sight and touch and sanitized before use. *	3	75	1	25	4
04B. Equipment food contact surfaces and utensils are cleaned and sanitized properly using manual ware washing procedures. *	4	100	0	0	4
04C. Equipment food contact surfaces and utensils are cleaned and sanitized properly using mechanical ware washing equipment. *	4	100	0	0	4
04D. Other (describe in the comments section) *	0	0	0	0	0
05A. TCS Food is maintained at 41F (5C) or below, except during preparation, cooking, cooling, or when time is used as a public health control. *	3	75	1	25	4
05B. Raw shell eggs are stored under refrigeration that maintains ambient air temperature of 45°F (7°C) or less. *	1	100	0	0	1
05C. Other (describe in the temperature chart and comments section below) *	0	0	0	0	0
06A. TCS Food is maintained at 135°F (57°C) or above, except during preparation, cooking, cooling, or when time is used as a public health control. *	3	75	1	25	4
06B. Roasts are held at a temperature of 130°F (54°C) or above. *	0	0	0	0	0
06C. Other (describe in the temperature chart and comments section) *	0	0	0	0	0
07A. Cooked TCS Food is cooled from 135°F (57°C) to 70°F (21°C) within 2 hours and from 135°F (57°C) to 41°F (5°C) or below within 6 hours. *	0	0	0	0	0
07B. TCS Food (prepared from ingredients at ambient temperature) is cooled to 41°F (5°C) or below within 4 hours. *	1	100	0	0	1
07C. Proper cooling methods / equipment are used. *	1	50	1	50	2
07D. Other (describe in the temperature chart and comments section) *	0	0	0	0	0
08A. Ready-to-eat, TCS Food (prepared on-site) held for more than 24 hours is date marked as required. *	4	100	0	0	4
08B. Open commercial containers of prepared ready-to-eat TCS Food held for more than 24 hours are date marked as required. *	3	100	0	0	3
08C. Ready-to-eat, TCS Food prepared on-site and/or opened commercial container exceeding 7 days at 41°F (5°C) is discarded. *	4	100	0	0	4
08D. Other (describe in the comments section) *	0	0	0	0	0

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09A. Raw shell eggs broken for immediate service are cooked to 145º F (63º C) for 15 seconds. Raw shell eggs broken but not prepared for immediate service cooked to 155º F (68º C) for 15 seconds. *	0	0	0	0	0
09B. Pork; Fish; Beef; Commercially raised Game Animals are cooked to 145º F (63º C) for 15 seconds. *	0	0	0	0	0
09C. Comminuted Fish, Meats, commercially raised Game Animals are cooked to 155º F (68º C) for 15 seconds. *	0	0	0	0	0
09D. Poultry; stuffed fish; stuffed meat; stuffed pasta; stuffed poultry; stuffed ratite; or stuffing containing fish, meat, poultry, or ratites; wild game animals are cooked to 165º F (74º C) for 15 seconds. *	0	0	0	0	0
09E. Roasts, including formed roasts, are cooked to 130º F (54º C) for 112 minutes or as Chart specifies and according to oven parameters per Chart (NOTE: This data item includes beef roasts, corned beef roasts, pork roasts, and cured pork roasts such as ham). *	0	0	0	0	0
09F. Other Cooking Observations (describe in the Comment Section and Temperature Chart). *	1	100	0	0	1
10A. TCS Food that is cooked and cooled on premises is rapidly reheated to 165º F (74º C) for 15 seconds for hot holding. *	0	0	0	0	0
10B. Commercially processed ready-to-eat food, reheated to 135º F (57º C) or above for hot holding. *	0	0	0	0	0
10C. Other Reheating Observations (describe in the Comments Section and Temperature Chart below) *	0	0	0	0	0
11A. Handwashing facilities are conveniently located and accessible for employees. *	4	100	0	0	4
11B. Handwashing facilities are supplied with hand cleanser / disposable towels / hand drying devices. *	4	100	0	0	4
12A. Food Employees eat, drink, and use tobacco only in designated areas. *	3	75	1	25	4
12B. Food Employees experiencing persistent sneezing, coughing, or runny nose do not work with exposed food, clean equipment, utensils, linens, unwrapped single-service, or single-use articles. *	4	100	0	0	4
12C. Other (describe in comments section) *	0	0	0	0	0
13. Consumers are properly advised of risks of consuming raw or undercooked animal foods. *	0	0	0	0	0
14A. When time only is used as a public health control for 4 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	0	0	0
14B. When time only is used as a public health control for 6 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	0	0	0
14C. Other (describe in the comments section) *	0	0	0	0	0

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15A. Refrigeration / cold holding units have sufficient capacity to maintain TCS Foods at 41°F (5°C) or below. *	4	100	0	0	4
15B. Hot holding units have sufficient capacity to maintain TCS Foods at 135°F (57°C) or above. *	4	100	0	0	4
15C. Refrigeration and hot storage units are equipped with accurate ambient air temperature measuring device. *	3	75	1	25	4
15D. Accurate temperature measuring device, with appropriate probe, is provided and accessible for use to measure internal food temperatures. *	4	100	0	0	4
15E. Accurate temperature measuring devices and/or tests kits provided and accessible for use to measure sanitization rinse temperatures and/or sanitization concentrations. *	4	100	0	0	4
15F. Other (describe in the comments section) *	0	0	0	0	0
16A. Food establishment conducts reduced oxygen packaging without a variance as specified in Section 3-502.12 of the Food Code. *	0	0	0	0	0
16B. Food establishment performs specialized process in accordance with approved variance and HACCP Plan when required. *	0	0	0	0	0
16C. Juice packaged in the food establishment is treated under a HACCP Plan to reduce pathogens or labeled as specified in Section 3-404.11 of the Food Code. *	0	0	0	0	0
16D. Other (describe in the comments section) *	0	0	0	0	0
17A. All food is from regulated food processing plants / No home prepared/canned foods. *	4	100	0	0	4
17B. Shellfish are from NSSP-listed sources. No recreationally caught shellfish are received/sold. *	0	0	0	0	0
17C. Food is protected from contamination during transportation/receiving. *	1	100	0	0	1
17D. TCS Food is received at a temperature of 41°F (5°C) or below OR according to Law. *	1	100	0	0	1
17E. Food is safe and unadulterated. *	2	50	2	50	4
17F. Shellstock tags/labels are retained for 90 days and filed in chronological order from the date the container is emptied. *	0	0	0	0	0
17G. Written documentation of parasite destruction is maintained for 90 days for fish products. *	0	0	0	0	0
17H. Other (describe in comments section) *	0	0	0	0	0
18A. Poisonous or toxic materials, chemicals, lubricants, pesticides, medicines, first aid supplies, and other personal care items are properly identified, stored, and used. *	2	50	2	50	4
18B. Other (describe in the comments section) *	0	0	0	0	0

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19A. The person in charge accurately describes foods identified as major food allergens and the symptoms associated with major food allergen. *	4	100	0	0	4
19B. Food employees are trained in food allergy awareness as it relates to their assigned duties. *	4	100	0	0	4
19C. Other (describe in the comments section) *	0	0	0	0	0

Fast Food Data

	IN	IN %	OUT	OUT %	Total
01A. Hands are cleaned and properly washed using hand cleanser / water supply / appropriate drying methods / length of time as specified in Section 2-301.12 of the Food Code *	30	55.6	24	44.4	54
01B. Hands are cleaned and properly washed when required as specified in Section 2-301.14 of the Food Code *	21	38.9	33	61.1	54
02. Food employees do not contact ready-to-eat foods with bare hands. *	50	92.6	4	7.4	54
03A. Raw animal foods are separated from ready-to-eat foods. *	30	83.3	6	16.7	36
03B. Different raw animal foods are separated from each other. *	31	88.6	4	11.4	35
03C. Food is protected from environmental contamination – actual contamination observed. *	50	92.6	4	7.4	54
03D. Food is protected from environmental contamination – potential contamination. *	32	59.3	22	40.7	54
03E. Other (describe in the comments section) *	1	50	1	50	2
04A. Food contact surfaces and utensils are clean to sight and touch and sanitized before use. *	33	61.1	21	38.9	54
04B. Equipment food contact surfaces and utensils are cleaned and sanitized properly using manual ware washing procedures. *	42	79.2	11	20.8	53
04C. Equipment food contact surfaces and utensils are cleaned and sanitized properly using mechanical ware washing equipment. *	6	85.7	1	14.3	7
04D. Other (describe in the comments section) *	0	0	0	0	0
05A. TCS Food is maintained at 41F (5C) or below, except during preparation, cooking, cooling, or when time is used as a public health control. *	28	51.9	26	48.1	54
05B. Raw shell eggs are stored under refrigeration that maintains ambient air temperature of 45º F (7º C) or less. *	17	94.4	1	5.6	18
05C. Other (describe in the temperature chart and comments section below) *	0	0	0	0	0
06A. TCS Food is maintained at 135º F (57º C) or above, except during preparation, cooking, cooling, or when time is used as a public health control. *	37	75.5	12	24.5	49

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06B. Roasts are held at a temperature of 130º F (54° C) or above. *	0	0	1	100	1
06C. Other (describe in the temperature chart and comments section) *	0	0	0	0	0
07A. Cooked TCS Food is cooled from 135° F (57° C) to 70° F (21° C) within 2 hours and from 135° F (57° C) to 41° F (5° C) or below within 6 hours. *	6	85.7	1	14.3	7
07B. TCS Food (prepared from ingredients at ambient temperature) is cooled to 41° F (5° C) or below within 4 hours. *	2	66.7	1	33.3	3
07C. Proper cooling methods / equipment are used. *	7	63.6	4	36.4	11
07D. Other (describe in the temperature chart and comments section) *	0	0	0	0	0
08A. Ready-to-eat, TCS Food (prepared on-site) held for more than 24 hours is date marked as required. *	27	62.8	16	37.2	43
08B. Open commercial containers of prepared ready-to-eat TCS Food held for more than 24 hours are date marked as required. *	31	67.4	15	32.6	46
08C. Ready-to-eat, TCS Food prepared on-site and/or opened commercial container exceeding 7 days at 41° F is discarded. *	45	84.9	8	15.1	53
08D. Other (describe in the comments section) *	0	0	0	0	0
09A. Raw shell eggs broken for immediate service are cooked to 145º F (63º C) for 15 seconds. Raw shell eggs broken but not prepared for immediate service cooked to 155º F (68º C) for 15 seconds. *	2	100	0	0	2
09B. Pork; Fish; Beef; Commercially raised Game Animals are cooked to 145º F (63º C) for 15 seconds. *	15	100	0	0	15
09C. Commuted Fish, Meats, commercially raised Game Animals are cooked to 155º F (68º C) for 15 seconds. *	17	100	0	0	17
09D. Poultry; stuffed fish; stuffed meat; stuffed pasta; stuffed poultry; stuffed ratite; or stuffing containing fish, meat, poultry, or ratites; wild game animals are cooked to 165º F (74º C) for 15 seconds. *	29	100	0	0	29
09E. Roasts, including formed roasts, are cooked to 130º F (54º C) for 112 minutes or as Chart specifies and according to oven parameters per Chart (NOTE: This data item includes beef roasts, corned beef roasts, pork roasts, and cured pork roasts such as ham). *	1	100	0	0	1
09F. Other Cooking Observations (describe in the Comment Section and Temperature Chart). *	17	100	0	0	17
10A. TCS Food that is cooked and cooled on premises is rapidly reheated to 165º F (74º C) for 15 seconds for hot holding. *	8	88.9	1	11.1	9
10B. Commercially processed ready-to-eat food, reheated to 135º F (57º C) or above for hot holding. *	15	100	0	0	15
10C. Other Reheating Observations (describe in the Comments Section and Temperature Chart below) *	0	0	0	0	0

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11A. Handwashing facilities are conveniently located and accessible for employees. *	49	90.7	5	9.3	54
11B. Handwashing facilities are supplied with hand cleanser / disposable towels / hand drying devices. *	41	75.9	13	24.1	54
12A. Food Employees eat, drink, and use tobacco only in designated areas. *	38	70.4	16	29.6	54
12B. Food Employees experiencing persistent sneezing, coughing, or runny nose do not work with exposed food, clean equipment, utensils, linens, unwrapped single-service, or single-use articles. *	54	100	0	0	54
12C. Other (describe in comments section) *	1	100	0	0	1
13. Consumers are properly advised of risks of consuming raw or undercooked animal foods. *	8	100	0	0	8
14A. When time only is used as a public health control for 4 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	5	83.3	1	16.7	6
14B. When time only is used as a public health control for 6 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	0	0	0
14C. Other (describe in the comments section) *	3	75	1	25	4
15A. Refrigeration / cold holding units have sufficient capacity to maintain TCS Foods at 41°F (5°C) or below. *	51	94.4	3	5.6	54
15B. Hot holding units have sufficient capacity to maintain TCS Foods at 135°F (57°C) or above. *	49	92.5	4	7.5	53
15C. Refrigeration and hot storage units are equipped with accurate ambient air temperature measuring device. *	40	74.1	14	25.9	54
15D. Accurate temperature measuring device, with appropriate probe, is provided and accessible for use to measure internal food temperatures. *	48	88.9	6	11.1	54
15E. Accurate temperature measuring devices and/or tests kits provided and accessible for use to measure sanitization rinse temperatures and/or sanitization concentrations. *	50	92.6	4	7.4	54
15F. Other (describe in the comments section) *	1	12.5	7	87.5	8
16A. Food establishment conducts reduced oxygen packaging without a variance as specified in Section 3-502.12 of the Food Code. *	0	0	0	0	0
16B. Food establishment performs specialized process in accordance with approved variance and HACCP Plan when required. *	0	0	0	0	0
16C. Juice packaged in the food establishment is treated under a HACCP Plan to reduce pathogens or labeled as specified in Section 3-404.11 of the Food Code. *	0	0	0	0	0
16D. Other (describe in the comments section) *	0	0	0	0	0

Appendix R: Risk Factors Study

17A. All food is from regulated food processing plants / No home prepared/canned foods. *	54	100	0	0	54
17B. Shellfish are from NSSP-listed sources. No recreationally caught shellfish are received/sold. *	2	100	0	0	2
17C. Food is protected from contamination during transportation/receiving. *	2	100	0	0	2
17D. TCS Food is received at a temperature of 41º F (5º C) or below OR according to Law. *	2	100	0	0	2
17E. Food is safe and unadulterated. *	52	96.3	2	3.7	54
17F. Shellstock tags/labels are retained for 90 days and filed in chronological order from the date the container is emptied. *	0	0	0	0	0
17G. Written documentation of parasite destruction is maintained for 90 days for fish products. *	0	0	0	0	0
17H. Other (describe in comments section) *	0	0	1	100	1
18A. Poisonous or toxic materials, chemicals, lubricants, pesticides, medicines, first aid supplies, and other personal care items are properly identified, stored, and used. *	43	79.6	11	20.4	54
18B. Other (describe in the comments section) *	0	0	0	0	0
19A. The person in charge accurately describes foods identified as major food allergens and the symptoms associated with major food allergens. *	31	57.4	23	42.6	54
19B. Food employees are trained in food allergy awareness as it relates to their assigned duties. *	31	57.4	23	42.6	54
19C. Other (describe in the comments section) *	1	33.3	2	66.7	3

Full-Service Food Data

	IN	IN %	OUT	OUT %	Total
01A. Hands are cleaned and properly washed using hand cleanser / water supply / appropriate drying methods / length of time as specified in Section 2-301.12 of the Food Code *	10	47.6	11	52.4	21
01B. Hands are cleaned and properly washed when required as specified in Section 2-301.14 of the Food Code *	5	23.8	16	76.2	21
02. Food employees do not contact ready-to-eat foods with bare hands. *	18	85.7	3	14.3	21
03A. Raw animal foods are separated from ready-to-eat foods. *	12	70.6	5	29.4	17
03B. Different raw animal foods are separated from each other. *	10	58.8	7	41.2	17
03C. Food is protected from environmental contamination – actual contamination observed. *	17	81	4	19	21

Appendix R: Risk Factors Study

03D. Food is protected from environmental contamination and potential contamination. *	11	52.4	10	47.6	21
03E. Other (describe in the comments section) *	0	0	0	0	0
04A. Food contact surfaces and utensils are clean to sight and touch and sanitized before use. *	9	42.9	12	57.1	21
04B. Equipment food contact surfaces and utensils are cleaned and sanitized properly using manual ware washing procedures. *	17	94.4	1	5.6	18
04C. Equipment food contact surfaces and utensils are cleaned and sanitized properly using mechanical ware washing equipment. *	11	78.6	3	21.4	14
04D. Other (describe in the comments section) *	0	0	1	100	1
05A. TCS Food is maintained at 41F (5C) or below, except during preparation, cooking, cooling, or when time is used as a public health control. *	9	42.9	12	57.1	21
05B. Raw shell eggs are stored under refrigeration that maintains ambient air temperature of 45°F (7°C) or less. *	5	83.3	1	16.7	6
05C. Other (describe in the temperature chart and comments section below) *	0	0	1	100	1
06A. TCS Food is maintained at 135°F (57°C) or above, except during preparation, cooking, cooling, or when time is used as a public health control. *	13	76.5	4	23.5	17
06B. Roasts are held at a temperature of 130°F (54°C) or above. *	1	100	0	0	1
06C. Other (describe in the temperature chart and comments section) *	0	0	0	0	0
07A. Cooked TCS Food is cooled from 135°F (57°C) to 70°F (21°C) within 2 hours and from 135°F (57°C) to 41°F (5°C) or below within 6 hours. *	3	42.9	4	57.1	7
07B. TCS Food (prepared from ingredients at ambient temperature) is cooled to 41°F (5°C) or below within 4 hours. *	1	50	1	50	2
07C. Proper cooling methods / equipment are used. *	3	33.3	6	66.7	9
07D. Other (describe in the temperature chart and comments section) *	0	0	0	0	0
08A. Ready-to-eat, TCS Food (prepared on-site) held for more than 24 hours is date marked as required. *	9	50	9	50	18
08B. Open commercial containers of prepared ready-to-eat TCS Food held for more than 24 hours are date marked as required. *	9	50	9	50	18
08C. Ready-to-eat, TCS Food prepared on-site and/or opened commercial container exceeding 7 days at 41°F is discarded. *	15	75	5	25	20
08D. Other (describe in the comments section) *	0	0	1	100	1

Appendix R: Risk Factors Study

09A. Raw shell eggs broken for immediate service are cooked to 145º F (63º C) for 15 seconds. Raw shell eggs broken but not prepared for immediate service cooked to 155º F (68º C) for 15 seconds. *	2	100	0	0	2
09B. Pork; Fish; Beef, Commercially raised Game Animals are cooked to 145º F (63º C) for 15 seconds. *	12	100	0	0	12
09C. Comminuted Fish, Meats, commercially raised Game Animals are cooked to 155º F (68º C) for 15 seconds. *	7	100	0	0	7
09D. Poultry; stuffed fish; stuffed meat; stuffed pasta; stuffed poultry; stuffed ratite, or stuffing containing fish, meat, poultry, or ratites; wild game animals are cooked to 165º F (74º C) for 15 seconds. *	8	100	0	0	8
09E. Roasts, including formed roasts, are cooked to 190º F (54º C) for 112 minutes or as Chart specifies and according to oven parameters per Chart (NOTE: This data item includes beef roasts, corned beef roasts, pork roasts, and cured pork roasts such as ham). *	0	0	0	0	0
09F. Other Cooking Observations (describe in the Comment Section and Temperature Chart). *	12	100	0	0	12
10A. TCS Food that is cooked and cooled on premises is rapidly reheated to 165º F (74º C) for 15 seconds for hot holding. *	6	100	0	0	6
10B. Commercially processed ready-to-eat food, reheated to 135º F (57º C) or above for hot holding. *	3	100	0	0	3
10C. Other Reheating Observations (describe in the Comments Section and Temperature Chart below) *	0	0	0	0	0
11A. Handwashing facilities are conveniently located and accessible for employees. *	20	95.2	1	4.8	21
11B. Handwashing facilities are supplied with hand cleanser / disposable towels / hand drying devices. *	17	81	4	19	21
12A. Food Employees eat, drink, and use tobacco only in designated areas. *	12	57.1	9	42.9	21
12B. Food Employees experiencing persistent sneezing, coughing, or runny nose do not work with exposed food, clean equipment, utensils, linens, unwrapped single-service, or single-use articles. *	21	100	0	0	21
12C. Other (describe in comments section) *	0	0	0	0	0
13. Consumers are properly advised of risks of consuming raw or undercooked animal foods. *	7	87.5	1	12.5	8
14A. When time only is used as a public health control for 4 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	1	100	1
14B. When time only is used as a public health control for 6 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	0	0	0
14C. Other (describe in the comments section) *	0	0	0	0	0

Appendix R: Risk Factors Study

15A. Refrigeration / cold holding units have sufficient capacity to maintain TCS Foods at 41°F (5°C) or below. *	14	66.7	7	33.3	21
15B. Hot holding units have sufficient capacity to maintain TCS Foods at 135°F (57°C) or above. *	20	100	0	0	20
15C. Refrigeration and hot storage units are equipped with accurate ambient air temperature measuring device. *	16	76.2	5	23.8	21
15D. Accurate temperature measuring device, with appropriate probe, is provided and accessible for use to measure internal food temperatures. *	20	95.2	1	4.8	21
15E. Accurate temperature measuring devices and/or tests kits provided and accessible for use to measure sanitization rinse temperatures and/or sanitization concentrations. *	20	95.2	1	4.8	21
15F. Other (describe in the comments section) *	0	0	2	100	2
16A. Food establishment conducts reduced oxygen packaging without a variance as specified in Section 3-502.12 of the Food Code. *	0	0	0	0	0
16B. Food establishment performs specialized process in accordance with approved variance and HACCP Plan when required. *	0	0	0	0	0
16C. Juice packaged in the food establishment is treated under a HACCP Plan to reduce pathogens or labeled as specified in Section 3-404.11 of the Food Code. *	0	0	0	0	0
16D. Other (describe in the comments section) *	0	0	0	0	0
17A. All food is from regulated food processing plants / No home prepared/canned foods. *	21	100	0	0	21
17B. Shellfish are from NSSP-listed sources. No recreationally caught shellfish are received/sold. *	0	0	0	0	0
17C. Food is protected from contamination during transportation/receiving. *	7	100	0	0	7
17D. TCS Food is received at a temperature of 41°F (5°C) or below OR according to Law. *	6	100	0	0	6
17E. Food is safe and unadulterated. *	17	81	4	19	21
17F. Shellshock tags/labels are retained for 90 days and filed in chronological order from the date the container is emptied. *	0	0	0	0	0
17G. Written documentation of parasite destruction is maintained for 90 days for fish products. *	0	0	0	0	0
17H. Other (describe in comments section) *	0	0	2	100	2
18A. Poisonous or toxic materials, chemicals, lubricants, pesticides, medicines, first aid supplies, and other personal care items are properly identified, stored, and used. *	16	76.2	5	23.8	21
18B. Other (describe in the comments section) *	0	0	0	0	0

Appendix R: Risk Factors Study

19A. The person in charge accurately describes foods identified as major food allergens and the symptoms associated with major food allergens. *	11	52.4	10	47.6	21
19B. Food employees are trained in food allergy awareness as it relates to their assigned duties. *	11	52.4	10	47.6	21
19C. Other (describe in the comments section) *	0	0	2	100	2

School Lunchrooms Data

	IN	IN %	OUT	OUT %	Total
01A. Hands are cleaned and properly washed using hand cleanser / water supply / appropriate drying methods / length of time as specified in Section 2-301.12 of the Food Code *	12	92.3	1	7.7	13
01B. Hands are cleaned and properly washed when required as specified in Section 2-301.14 of the Food Code *	10	76.9	3	23.1	13
02. Food employees do not contact ready-to-eat foods with bare hands. *	13	100	0	0	13
03A. Raw animal foods are separated from ready-to-eat foods. *	10	100	0	0	10
03B. Different raw animal foods are separated from each other. *	11	100	0	0	11
03C. Food is protected from environmental contamination – actual contamination observed. *	13	100	0	0	13
03D. Food is protected from environmental contamination – potential contamination. *	13	100	0	0	13
03E. Other (describe in the comments section) *	1	100	0	0	1
04A. Food contact surfaces and utensils are clean to sight and touch and sanitized before use. *	12	92.3	1	7.7	13
04B. Equipment food contact surfaces and utensils are cleaned and sanitized properly using manual ware washing procedures. *	11	91.7	1	8.3	12
04C. Equipment food contact surfaces and utensils are cleaned and sanitized properly using mechanical ware washing equipment. *	7	100	0	0	7
04D. Other (describe in the comments section) *	0	0	0	0	0
05A. TCS Food is maintained at 41F (5C) or below, except during preparation, cooking, cooling, or when time is used as a public health control. *	11	84.6	2	15.4	13
05B. Raw shell eggs are stored under refrigeration that maintains ambient air temperature of 45º F (7º C) or less. *	2	100	0	0	2
05C. Other (describe in the temperature chart and comments section below) *	0	0	0	0	0
06A. TCS Food is maintained at 135º F (57º C) or above, except during preparation, cooking, cooling, or when time is used as a public health control. *	10	100	0	0	10

Appendix R: Risk Factors Study

06B. Roasts are held at a temperature of 130°F (54°C) or above. *	0	0	0	0	0
06C. Other (describe in the temperature chart and comments section) *	1	100	0	0	1
07A. Cooked TCS Food is cooled from 135°F (57°C) to 70°F (21°C) within 2 hours and from 135°F (57°C) to 41°F (5°C) or below within 6 hours. *	1	50	1	50	2
07B. TCS Food (prepared from ingredients at ambient temperature) is cooled to 41°F (5°C) or below within 4 hours. *	3	75	1	25	4
07C. Proper cooling methods / equipment are used. *	3	60	2	40	5
07D. Other (describe in the temperature chart and comments section) *	0	0	0	0	0
08A. Ready-to-eat, TCS Food (prepared on-site) held for more than 24 hours is date marked as required. *	11	91.7	1	8.3	12
08B. Open commercial containers of prepared ready-to-eat TCS Food held for more than 24 hours are date marked as required. *	13	100	0	0	13
08C. Ready-to-eat, TCS Food prepared on-site and/or opened commercial container exceeding 7 days at 41°F (5°C) is discarded. *	13	100	0	0	13
08D. Other (describe in the comments section) *	0	0	0	0	0
09A. Raw shell eggs broken for immediate service are cooked to 145°F (63°C) for 15 seconds. Raw shell eggs broken but not prepared for immediate service cooked to 155°F (68°C) for 15 seconds. *	0	0	0	0	0
09B. Pork, Fish, Beef, Commercially raised Game Animals are cooked to 145°F (63°C) for 15 seconds. *	0	0	0	0	0
09C. Comminuted Fish, Meats, commercially raised Game Animals are cooked to 155°F (68°C) for 15 seconds. *	0	0	0	0	0
09D. Poultry, stuffed fish; stuffed meat; stuffed pasta; stuffed poultry; stuffed ratite; or stuffing containing fish, meat, poultry, or ratites; wild game animals are cooked to 165°F (74°C) for 15 seconds. *	0	0	0	0	0
09E. Roasts, including formed roasts, are cooked to 130°F (54°C) for 112 minutes or as Chart specifies and according to oven parameters per Chart (NOTE: This data item includes beef roasts, corned beef roasts, pork roasts, and cured pork roasts such as ham). *	0	0	0	0	0
09F. Other Cooking Observations (describe in the Comment Section and Temperature Chart) *	2	100	0	0	2
10A. TCS Food that is cooked and cooled on premises is rapidly reheated to 165°F (74°C) for 15 seconds for hot holding. *	1	100	0	0	1
10B. Commercially processed ready-to-eat food, reheated to 135°F (57°C) or above for hot holding. *	3	100	0	0	3
10C. Other Reheating Observations (describe in the Comments Section and Temperature Chart below) *	0	0	0	0	0

Appendix R: Risk Factors Study

11A. Handwashing facilities are conveniently located and accessible for employees. *	12	92.3	1	7.7	13
11B. Handwashing facilities are supplied with hand cleanser / disposable towels / hand drying devices. *	13	100	0	0	13
12A. Food Employees eat, drink, and use tobacco only in designated areas. *	13	100	0	0	13
12B. Food Employees experiencing persistent sneezing, coughing, or runny nose do not work with exposed food, clean equipment, utensils, linens, unwrapped single-service, or single-use articles. *	13	100	0	0	13
12C. Other (describe in comments section) *	0	0	0	0	0
13. Consumers are properly advised of risks of consuming raw or undercooked animal foods. *	0	0	0	0	0
14A. When time only is used as a public health control for 4 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	4	100	0	0	4
14B. When time only is used as a public health control for 6 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	0	0	0
14C. Other (describe in the comments section) *	2	100	0	0	2
15A. Refrigeration / cold holding units have sufficient capacity to maintain TCS Foods at 41°F (5°C) or below. *	12	92.3	1	7.7	13
15B. Hot holding units have sufficient capacity to maintain TCS Foods at 135°F (57°C) or above. *	12	100	0	0	12
15C. Refrigeration and hot storage units are equipped with accurate ambient air temperature measuring device. *	13	100	0	0	13
15D. Accurate temperature measuring device, with appropriate probe, is provided and accessible for use to measure internal food temperatures. *	13	100	0	0	13
15E. Accurate temperature measuring devices and/or tests kits provided and accessible for use to measure sanitization rinse temperatures and/or sanitization concentrations. *	13	100	0	0	13
15F. Other (describe in the comments section) *	0	0	1	100	1
16A. Food establishment conducts reduced oxygen packaging without a variance as specified in Section 3-502.12 of the Food Code. *	0	0	0	0	0
16B. Food establishment performs specialized process in accordance with approved variance and HACCP Plan when required. *	0	0	0	0	0
16C. Juice packaged in the food establishment is treated under a HACCP Plan to reduce pathogens or labeled as specified in Section 3-404.11 of the Food Code. *	0	0	0	0	0
16D. Other (describe in the comments section) *	0	0	0	0	0

Appendix R: Risk Factors Study

17A. All food is from regulated food processing plants / No home prepared/canned foods. *	13	100	0	0	13
17B. Shellfish are from NSSP-listed sources. No recreationally caught shellfish are received/sold. *	0	0	0	0	0
17C. Food is protected from contamination during transportation/receiving. *	1	100	0	0	1
17D. TCS Food is received at a temperature of 41º F (5º C) or below OR, according to Law. *	1	100	0	0	1
17E. Food is safe and unadulterated. *	12	92.3	1	7.7	13
17F. Shellshock tags/labels are retained for 90 days and filed in chronological order from the date the container is emptied. *	0	0	0	0	0
17G. Written documentation of parasite destruction is maintained for 90 days for fish products. *	0	0	0	0	0
17H. Other (describe in comments section) *	0	0	0	0	0
18A. Poisonous or toxic materials, chemicals, lubricants, pesticides, medicines, first aid supplies, and other personal care items are properly identified, stored, and used. *	13	100	0	0	13
18B. Other (describe in the comments section) *	0	0	0	0	0
19A. The person in charge accurately describes foods identified as major food allergens and the symptoms associated with major food allergens. *	13	100	0	0	13
19B. Food employees are trained in food allergy awareness as it relates to their assigned duties. *	13	100	0	0	13
19C. Other (describe in the comments section) *	0	0	0	0	0

Delis Data

	IN	IN %	OUT	OUT %	Total
01A. Hands are cleaned and properly washed using hand cleanser / water supply / appropriate drying methods / length of time as specified in Section 2-301.12 of the Food Code *	3	75	1	25	4
01B. Hands are cleaned and properly washed when required as specified in Section 2-301.14 of the Food Code *	2	50	2	50	4
02. Food employees do not contact ready-to-eat foods with bare hands. *	4	100	0	0	4
03A. Raw animal foods are separated from ready-to-eat foods. *	4	100	0	0	4
03B. Different raw animal foods are separated from each other. *	1	100	0	0	1
03C. Food is protected from environmental contamination – actual contamination observed. *	3	75	1	25	4

Appendix R: Risk Factors Study

09A. Raw shell eggs broken for immediate service are cooked to 145°F (63°C) for 15 seconds. Raw shell eggs broken but not prepared for immediate service cooked to 155°F (68°C) for 15 seconds. *	0	0	0	0	0
09B. Pork; Fish; Beef; Commercially raised Game Animals are cooked to 145°F (63°C) for 15 seconds. *	0	0	0	0	0
09C. Comminuted Fish, Meats, commercially raised Game Animals are cooked to 155°F (68°C) for 15 seconds. *	0	0	0	0	0
09D. Poultry; stuffed fish; stuffed meat; stuffed pasta; stuffed poultry; stuffed ratite, or stuffing containing fish, meat, poultry, or ratites; wild game animals are cooked to 165°F (74°C) for 15 seconds. *	3	100	0	0	3
09E. Roasts, including formed roasts, are cooked to 130°F (54°C) for 112 minutes or as Chart specifies and according to oven parameters per Chart (NOTE: This data item includes beef roasts, corned beef roasts, pork roasts, and cured pork roasts such as ham). *	0	0	0	0	0
09F. Other Cooking Observations (describe in the Comment Section and Temperature Chart). *	1	100	0	0	1
10A. TCS Food that is cooked and cooled on premises is rapidly reheated to 165°F (74°C) for 15 seconds for hot holding. *	0	0	0	0	0
10B. Commercially processed ready-to-eat food, reheated to 135°F (57°C) or above for hot holding. *	2	100	0	0	2
10C. Other Reheating Observations (describe in the Comments Section and Temperature Chart below) *	0	0	0	0	0
11A. Handwashing facilities are conveniently located and accessible for employees. *	4	100	0	0	4
11B. Handwashing facilities are supplied with hand cleanser / disposable towels / hand drying devices. *	4	100	0	0	4
12A. Food Employees eat, drink, and use tobacco only in designated areas. *	4	100	0	0	4
12B. Food Employees experiencing persistent sneezing, coughing, or runny nose do not work with exposed food, clean equipment, utensils, linens, unwrapped single-service, or single-use articles. *	4	100	0	0	4
12C. Other (describe in comments section) *	0	0	0	0	0
13. Consumers are properly advised of risks of consuming raw or undercooked animal foods. *	0	0	0	0	0
14A. When time only is used as a public health control for 4 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	0	0	0
14B. When time only is used as a public health control for 6 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	0	0	0
14C. Other (describe in the comments section) *	1	100	0	0	1

Appendix R: Risk Factors Study

15A. Refrigeration / cold holding units have sufficient capacity to maintain TCS Foods at 41°F (5°C) or below. *	4	100	0	0	4
15B. Hot holding units have sufficient capacity to maintain TCS Foods at 135°F (57°C) or above. *	4	100	0	0	4
15C. Refrigeration and hot storage units are equipped with accurate ambient air temperature measuring device. *	4	100	0	0	4
15D. Accurate temperature measuring device, with appropriate probe, is provided and accessible for use to measure internal food temperatures. *	4	100	0	0	4
15E. Accurate temperature measuring devices and/or tests kits provided and accessible for use to measure sanitization rinse temperatures and/or sanitization concentrations. *	3	75	1	25	4
15F. Other (describe in the comments section) *	0	0	0	0	0
16A. Food establishment conducts reduced oxygen packaging without a variance as specified in Section 3-502.12 of the Food Code. *	0	0	0	0	0
16B. Food establishment performs specialized process in accordance with approved variance and HACCP Plan when required. *	0	0	0	0	0
16C. Juice packaged in the food establishment is treated under a HACCP Plan to reduce pathogens or labeled as specified in Section 3-404.11 of the Food Code. *	0	0	0	0	0
16D. Other (describe in the comments section) *	0	0	0	0	0
17A. All food is from regulated food processing plants / No home prepared/canned foods. *	3	75	1	25	4
17B. Shellfish are from NSSP-listed sources. No recreationally caught shellfish are received/sold. *	0	0	0	0	0
17C. Food is protected from contamination during transportation/receiving. *	0	0	0	0	0
17D. TCS Food is received at a temperature of 41°F (5°C) or below OR, according to Law. *	0	0	0	0	0
17E. Food is safe and unadulterated. *	4	100	0	0	4
17F. Shellshock tags/labels are retained for 90 days and filed in chronological order from the date the container is emptied. *	0	0	0	0	0
17G. Written documentation of parasite destruction is maintained for 90 days for fish products. *	0	0	0	0	0
17H. Other (describe in comments section) *	0	0	0	0	0
18A. Poisonous or toxic materials, chemicals, lubricants, pesticides, medicines, first aid supplies, and other personal care items are properly identified, stored, and used. *	4	100	0	0	4
18B. Other (describe in the comments section) *	0	0	0	0	0

Appendix R: Risk Factors Study

19A. The person in charge accurately describes foods identified as major food allergens and the symptoms associated with major food allergens. *	4	100	0	0	4
19B. Food employees are trained in food allergy awareness as it relates to their assigned duties. *	3	75	1	25	4
19C. Other (describe in the comments section) *	0	0	0	0	0

Produce Data

	IN	IN %	OUT	OUT %	Total
01A. Hands are cleaned and properly washed using hand cleanser / water supply / appropriate drying methods / length of time as specified in Section 2-301.12 of the Food Code *	3	100	0	0	3
01B. Hands are cleaned and properly washed when required as specified in Section 2-301.14 of the Food Code *	3	100	0	0	3
02. Food employees do not contact ready-to-eat foods with bare hands. *	3	100	0	0	3
03A. Raw animal foods are separated from ready-to-eat foods. *	0	0	0	0	0
03B. Different raw animal foods are separated from each other. *	0	0	0	0	0
03C. Food is protected from environmental contamination & actual contamination observed. *	2	66.7	1	33.3	3
03D. Food is protected from environmental contamination & potential contamination. *	3	100	0	0	3
03E. Other (describe in the comments section) *	0	0	0	0	0
04A. Food contact surfaces and utensils are clean to sight and touch and sanitized before use. *	3	100	0	0	3
04B. Equipment food contact surfaces and utensils are cleaned and sanitized properly using manual ware washing procedures. *	2	66.7	1	33.3	3
04C. Equipment food contact surfaces and utensils are cleaned and sanitized properly using mechanical ware washing equipment. *	0	0	1	100	1
04D. Other (describe in the comments section) *	0	0	0	0	0
05A. TCS Food is maintained at 41F (5C) or below, except during preparation, cooking, cooling, or when time is used as a public health control. *	3	100	0	0	3
05B. Raw shell eggs are stored under refrigeration that maintains ambient air temperature of 45º F (7º C) or less. *	0	0	0	0	0
05C. Other (describe in the temperature chart and comments section below) *	0	0	0	0	0
06A. TCS Food is maintained at 135º F (57º C) or above, except during preparation, cooking, cooling, or when time is used as a public health control. *	0	0	0	0	0

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06B. Roasts are held at a temperature of 130°F (54°C) or above. *	0	0	0	0	0
06C. Other (describe in the temperature chart and comments section) *	0	0	0	0	0
07A. Cooked TCS Food is cooled from 135°F (57°C) to 70°F (21°C) within 2 hours and from 135°F (57°C) to 41°F (5°C) or below within 6 hours. *	0	0	0	0	0
07B. TCS Food (prepared from ingredients at ambient temperature) is cooled to 41°F (5°C) or below within 4 hours. *	0	0	0	0	0
07C. Proper cooling methods / equipment are used. *	0	0	0	0	0
07D. Other (describe in the temperature chart and comments section) *	0	0	0	0	0
08A. Ready-to-eat, TCS Food (prepared on-site) held for more than 24 hours is date marked as required. *	2	100	0	0	2
08B. Open commercial containers of prepared ready-to-eat TCS Food held for more than 24 hours are date marked as required. *	0	0	0	0	0
08C. Ready-to-eat, TCS Food prepared on-site and/or opened commercial container exceeding 7 days at 41°F (5°C) is discarded. *	2	100	0	0	2
08D. Other (describe in the comments section) *	0	0	0	0	0
09A. Raw shell eggs broken for immediate service are cooked to 145°F (63°C) for 15 seconds. Raw shell eggs broken but not prepared for immediate service cooked to 155°F (68°C) for 15 seconds. *	0	0	0	0	0
09B. Pork; Fish; Beef; Commercially raised Game Animals are cooked to 145°F (63°C) for 15 seconds. *	0	0	0	0	0
09C. Comminuted Fish, Meats, commercially raised Game Animals are cooked to 155°F (68°C) for 15 seconds. *	0	0	0	0	0
09D. Poultry; stuffed fish; stuffed meat; stuffed pasta; stuffed poultry; stuffed ratite; or stuffing containing fish, meat, poultry, or ratites; wild game animals are cooked to 165°F (74°C) for 15 seconds. *	0	0	0	0	0
09E. Roasts, including formed roasts, are cooked to 130°F (54°C) for 112 minutes or as Chart specifies and according to oven parameters per Chart (NOTE: This data item includes beef roasts, corned beef roasts, pork roasts, and cured pork roasts such as ham). *	0	0	0	0	0
09F. Other Cooking Observations (describe in the Comment Section and Temperature Chart). *	0	0	0	0	0
10A. TCS Food that is cooked and cooled on premises is rapidly reheated to 165°F (74°C) for 15 seconds for hot holding. *	0	0	0	0	0
10B. Commercially processed ready-to-eat food, reheated to 135°F (57°C) or above for hot holding. *	0	0	0	0	0
10C. Other Reheating Observations (describe in the Comments Section and Temperature Chart below) *	0	0	0	0	0

Appendix R: Risk Factors Study

11A. Handwashing facilities are conveniently located and accessible for employees. *	3	100	0	0	3
11B. Handwashing facilities are supplied with hand cleanser / disposable towels / hand drying devices. *	3	100	0	0	3
12A. Food Employees eat, drink, and use tobacco only in designated areas. *	3	100	0	0	3
12B. Food Employees experiencing persistent sneezing, coughing, or runny nose do not work with exposed food, clean equipment, utensils, linens, unwrapped single-service, or single-use articles. *	3	100	0	0	3
12C. Other (describe in comments section) *	0	0	0	0	0
13. Consumers are properly advised of risks of consuming raw or undercooked animal foods. *	0	0	0	0	0
14A. When time only is used as a public health control for 4 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	0	0	0
14B. When time only is used as a public health control for 6 HOURS, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the Food Code. *	0	0	0	0	0
14C. Other (describe in the comments section) *	0	0	0	0	0
15A. Refrigeration / cold holding units have sufficient capacity to maintain TCS Foods at 41°F (5°C) or below. *	2	66.7	1	33.3	3
15B. Hot holding units have sufficient capacity to maintain TCS Foods at 135°F (57°C) or above. *	0	0	0	0	0
15C. Refrigeration and hot storage units are equipped with accurate ambient air temperature measuring device. *	3	100	0	0	3
15D. Accurate temperature measuring device, with appropriate probe, is provided and accessible for use to measure internal food temperatures. *	3	100	0	0	3
15E. Accurate temperature measuring devices and/or tests kits provided and accessible for use to measure sanitization rinse temperatures and/or sanitization concentrations. *	3	100	0	0	3
15F. Other (describe in the comments section) *	0	0	0	0	0
16A. Food establishment conducts reduced oxygen packaging without a variance as specified in Section 3-502.12 of the Food Code. *	0	0	0	0	0
16B. Food establishment performs specialized process in accordance with approved variance and HACCP Plan when required. *	0	0	0	0	0
16C. Juice packaged in the food establishment is treated under a HACCP Plan to reduce pathogens or labeled as specified in Section 3-404.11 of the Food Code. *	0	0	0	0	0
16D. Other (describe in the comments section) *	0	0	0	0	0

Appendix R: Risk Factors Study

17A. All food is from regulated food processing plants / No home prepared/canned foods. *	3	100	0	0	3
17B. Shellfish are from NSSP-listed sources. No recreationally caught shellfish are received/sold. *	0	0	0	0	0
17C. Food is protected from contamination during transportation/receiving. *	0	0	0	0	0
17D. TCS Food is received at a temperature of 41º or less, F (5º or less, C) or below OR according to Law. *	0	0	0	0	0
17E. Food is safe and unadulterated. *	3	100	0	0	3
17F. Shellshock tags/labels are retained for 90 days and filed in chronological order from the date the container is emptied. *	0	0	0	0	0
17G. Written documentation of parasite destruction is maintained for 90 days for fish products. *	0	0	0	0	0
17H. Other (describe in comments section) *	0	0	0	0	0
18A. Poisonous or toxic materials, chemicals, lubricants, pesticides, medicines, first aid supplies, and other personal care items are properly identified, stored, and used. *	3	100	0	0	3
18B. Other (describe in the comments section) *	0	0	0	0	0
19A. The person in charge accurately describes foods identified as major food allergens and the symptoms associated with major food allergens. *	2	66.7	1	33.3	3
19B. Food employees are trained in food allergy awareness as it relates to their assigned duties. *	2	66.7	1	33.3	3
19C. Other (describe in the comments section) *	0	0	0	0	0

Appendix R: Risk Factors Study

**RICHMOND COUNTY
HEALTH DEPARTMENT**
127 Caroline Street Rockingham, NC 28379



Environmental Health Section
Phone: (910) 997-8320
Fax: (910) 997-8372
Website: <https://www.richmondnc.com/525/EnvironmentalHealth>

Retail Food Risk Factor Studies

Retail Food Risk Factor Studies Data Collection

* Indicates required question

Data Collection ID:

INDUSTRY SEGMENT

Food Safety Management System
Assessment Risk Factor Category: *

Industry Segment: *

After saving this page, the form will be locked for Facility Type and Food Safety Management System Assessment.

DATA COLLECTION INFORMATION

Date: *

Data Collector: *

Time In: *

Time Out: *

Total Time in Minutes: *

Not yet recorded. Set after response is saved.

ESTABLISHMENT INFORMATION

Establishment Name: *

Street Address: *

City *

State: *

Zip Code: *

County: *

Maximum Number of Employees Per Shift
*

#

Number of Employees Present at Time of
Visit *

#

Appendix R: Risk Factors Study

Activity level at the time of the visit: *

– Select A Response –

MANAGER CERTIFICATION

1. Is there a certified food protection manager **EMPLOYED** at the establishment? *

– Select A Response –

2. Is there an employee who is a certified food protection manager **PRESENT** during the data collection? *

– Select A Response –

3. Is the **PERSON IN CHARGE** at the time of the data collection a certified food protection manager? *

– Select A Response –

4. Is the establishment's policy to have a certified food protection manager present at all times? *

– Select A Response –

EMPLOYEE HEALTH POLICY

1. Food employees exhibiting certain illness symptoms or conditions that require exclusion or restriction in the *Food Code*, **ARE OBSERVED** within the establishment during the data collection. *

– Select A Response –

2. Are food employees and conditional employees informed of their responsibility to report to the person-in-charge illness **SYMPTOMS** as specified in Section 2-201.11 of the *Food Code*? *

– Select A Response –

3. Are food employees and conditional employees informed of their responsibility to report to the person-in-charge diagnosis with, or exposure to, the specific **ILLNESSES** specified in Section 2-201.11 of the *Food Code*? *

– Select A Response –

Appendix R: Risk Factors Study

4. Is management aware of its responsibility to **NOTIFY THE REGULATORY AUTHORITY** when a food employee is jaundiced or diagnosed with an illness due to a pathogen specified in Section 2-201.11 of the *Food Code*? *

– Select A Response –

5. Is the management's employee health policy consistent with 2-201.12 of the *Food Code* for **EXCLUDING AND RESTRICTING** food employees and conditional employees on the basis of their health and activities as they relate to diseases that are transmitted through foods? *

– Select A Response –

6. Is the management's employee health policy consistent with 2-201.13 of the *Food Code* for **REMOVAL OF EXCLUSIONS AND RESTRICTIONS** of food employees and conditional employees on the basis of their health and activities as they relate to diseases that are transmitted through foods? *

– Select A Response –

7. Management has a copy of FDA's Employee Health and Personal Hygiene Handbook **OR** cd database? *

– Select A Response –

ITEM 1: HANDWASHING

01. Employees practice proper hand washing. *

Not yet recorded. Set after response is saved.

ITEM 1: Description of Observations - HANDWASHING

01A. Hands are cleaned and properly washed using hand cleanser / water supply / appropriate drying methods / length of time as specified in *Section 2-301.12 of the Food Code* *

– Select A Response –

01B. Hands are cleaned and properly washed when required as specified in *Section 2-301.14 of the Food Code* *

– Select A Response –

Appendix R: Risk Factors Study

Comments

HANDWASHING FREQUENCY ASSESSMENT

C1. Employee observed washing hands properly and when required.

 #

C2. Employee observed washing hands improperly.

 #

C3. Employee observed failing to wash hand when required.

 #

ITEM 2: NO BARE HAND CONTACT WITH READY-TO-EAT FOOD

02A. Food employees do not contact ready-to-eat foods with bare hands. *

Comments

ITEM 3: PROTECTION FROM CONTAMINATION

03. Food is protected from cross-contamination during storage, preparation, and display. *

Not yet recorded. Set after response is saved.

Appendix R: Risk Factors Study

ITEM 3: Description of Observations - PROTECTION FROM FOOD CONTAMINATION

03A. Raw animal foods are separated from ready-to-eat foods. *

– Select A Response –

03B. Different raw animal foods are separated from each other. *

– Select A Response –

03C. Food is protected from environmental contamination – actual contamination observed. *

– Select A Response –

03D. Food is protected from environmental contamination – potential contamination. *

– Select A Response –

03E. Other (describe in the comments section) *

– Select A Response –

Comments

ITEM 4: CLEANING AND SANITIZING FOOD CONTACT SURFACES

04. Food contact surfaces are properly cleaned and sanitized. *

Not yet recorded. Set after response is saved.

ITEM 4: Description of Observations - CLEANING AND SANITIZING FOOD CONTACT SURFACES

04A. Food contact surfaces and utensils are clean to sight and touch and sanitized before use. *

– Select A Response –

04B. Equipment food contact surfaces and utensils are cleaned and sanitized properly using manual warewashing procedures. *

– Select A Response –

Appendix R: Risk Factors Study

04C. Equipment food contact surfaces and utensils are cleaned and sanitized properly using mechanical warewashing equipment. *

– Select A Response –

04D. Other (describe in the comments section) *

– Select A Response –

Comments

ITEM 5: COLD HOLDING OF TCS FOOD
05. Foods requiring refrigeration are held at the proper temperature. *

Not yet recorded. Set after response is saved.

ITEM 5: Description of Observations - COLD HOLDING OF TCS FOOD

05A. TCS Food is maintained at 41F (5C) or below, except during preparation, cooking, cooling, or when time is used as a public health control. *

– Select A Response –

05B. Raw shell eggs are stored under refrigeration that maintains ambient air temperature of 45°F (7°C) or less. *

– Select A Response –

05C. Other (describe in the temperature chart and comments section below) *

– Select A Response –

Comments

Appendix R: Risk Factors Study

ITEM 6: HOT HOLDING OF TCS FOOD

06. Foods displayed or stored hot are held at the proper temperature. *

Not yet recorded. Set after response is saved.

ITEM 6: Description of Observations - HOT HOLDING OF TCS FOOD

06A. TCS Food is maintained at 135°F (57°C) or above, except during preparation, cooking, cooling, or when time is used as a public health control. *

– Select A Response –

06B. Roasts are held at a temperature of 130°F (54°C) or above. *

– Select A Response –

06C. Other (describe in the temperature chart and comments section) *

– Select A Response –

Comments

ITEM 7: COOLING TCS FOODS

07. Foods are cooled properly. *

Not yet recorded. Set after response is saved.

ITEM 7 :Description of Observations - COOLING TCS FOODS

07A. Cooked TCS Food is cooled from 135°F (57°C) to 70°F (21°C) within 2 hours **and** from 135°F (57°C) to 41°F (5°C) or below within 6 hours. *

– Select A Response –

07B. TCS Food (prepared from ingredients at ambient temperature) is cooled to 41°F (5°C) or below within 4 hours. *

– Select A Response –

07C. Proper cooling methods / equipment are used. *

– Select A Response –

Appendix R: Risk Factors Study

07D. Other (describe in the temperature chart and comments section) *

-- Select A Response --

Comments

ITEM 8: DATE MARKING RTE TCS FOODS

08. Refrigerated, ready-to-eat foods are properly date marked and discarded within 7 days of preparation or opening. *

Not yet recorded. Set after response is saved.

ITEM 8: Description of Observations - DATE MARKING RTE TCS FOODS

08A. Ready-to-eat, TCS Food (prepared on-site) held for more than 24 hours is date marked as required. *

-- Select A Response --

08B. Open commercial containers of prepared ready-to-eat TCS Food held for more than 24 hours are date marked as required. *

-- Select A Response --

08C. Ready-to-eat, TCS Food prepared on-site and/or opened commercial container exceeding 7 days at 41°F is discarded. *

-- Select A Response --

08D. Other (describe in the comments section) *

-- Select A Response --

Appendix R: Risk Factors Study

Comments

ITEM 9: COOKING RAW ANIMAL FOODS

09. Raw animal foods are cooked to required temperatures. *

Not yet recorded. Set after response is saved.

ITEM 9: Description of Observations - COOKING RAW ANIMAL FOODS

09A. Raw shell eggs broken for immediate service are cooked to 145°F (63°C) for 15 seconds. Raw shell eggs broken but not prepared for immediate service cooked to 155°F (68°C) for 15 seconds. *

09B. Pork; Fish; Beef; Commercially-raised Game Animals are cooked to 145°F (63°C) for 15 seconds. *

09C. Comminuted Fish, Meats, Commercially-raised Game Animals are cooked to 155°F (68°C) for 15 seconds. *

09D. Poultry; stuffed fish; stuffed meat; stuffed pasta; stuffed poultry; stuffed ratite; or stuffing containing fish, meat, poultry, or ratites; wild game animals are cooked to 165°F (74°C) for 15 seconds. *

09E. Roasts, including formed roasts, are cooked to 130°F (54°C) for 112 minutes or as Chart specifies and according to oven parameters per Chart (**NOTE: This data item includes beef roasts, corned beef roasts, pork roasts, and cured pork roasts such as ham**). *

Appendix R: Risk Factors Study

09F. Other Cooking Observations (describe in the Comment Section and Temperature Chart). *

-- Select A Response --

Comments

ITEM 10: REHEATING COOKED FOODS

10. Cooked foods are reheated to required temperatures. *

Not yet recorded. Set after response is saved.

ITEM 10: Description of Observations - REHEATING COOKED FOODS

10A. TCS Food that is cooked and cooled on premises is rapidly reheated to 165°F (74°C) for 15 seconds for hot holding. *

-- Select A Response --

10B. Commercially-processed ready-to-eat food, reheated to 135°F (57°C) or above for hot holding. *

-- Select A Response --

10C. Other Reheating Observations (describe in the Comments Section and Temperature Chart below) *

-- Select A Response --

Comments

Appendix R: Risk Factors Study

ITEM 11: Other Areas of Interest - HANDWASHING FACILITIES

11. Handwashing facilities are accessible and properly maintained. * *Not yet recorded. Set after response is saved.*

ITEM 11: Description of Observations - HANDWASHING FACILITIES

11A. Handwashing facilities are conveniently located and accessible for employees. *

– Select A Response –

11B. Handwashing facilities are supplied with hand cleanser / disposable towels / hand drying devices. *

– Select A Response –

Comments

ITEM 12: Other Areas of Interest - GOOD HYGIENIC PRACTICES

12. Employees practice good hygiene. * *Not yet recorded. Set after response is saved.*

ITEM 12: Description of Observations - GOOD HYGIENIC PRACTICES

12A. Food Employees eat, drink, and use tobacco only in designated areas. *

– Select A Response –

12B. Food Employees experiencing persistent sneezing, coughing, or runny nose do not work with exposed food, clean equipment, utensils, linens, unwrapped single-service, or single-use articles. *

– Select A Response –

12C. Other (describe in comments section) *

– Select A Response –

Appendix R: Risk Factors Study

Comments

ITEM 13: Other Areas of Interest - CONSUMER ADVISORY

13A. Consumers are properly advised of risks of consuming raw or undercooked animal foods. *

Comments

ITEM 14: Other Areas of Interest - TIME USED AS A PUBLIC HEALTH CONTROL

14. Time alone is properly used as a public health control. *

Not yet recorded. Set after response is saved.

ITEM 14: Description of Observations - TIME USED AS A PUBLIC HEALTH CONTROL

14A. When time only is used as a public health control for **4 HOURS**, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the *Food Code*. *

14B. When time only is used as a public health control for **6 HOURS**, the food establishment follows procedures to serve or discard food as specified in Section 3-501.19 of the *Food Code*. *

14C. Other (describe in the comments section) *

Appendix R: Risk Factors Study

Comments

ITEM 15: Other Areas of Interest - FOOD TEMPERATURE CONTROL AND SANITATION

15. Facilities have adequate equipment and tools for ensuring food temperature control and sanitization of food contact surfaces. *

Not yet recorded. Set after response is saved.

ITEM 15: Description of Observations - FOOD TEMPERATURE CONTROL AND SANITATION

15A. Refrigeration / cold holding units have sufficient capacity to maintain TCS Foods at 41°F (5°C) or below. *

15B. Hot holding units have sufficient capacity to maintain TCS Foods at 135°F (57°C) or above. *

15C. Refrigeration and hot storage units are equipped with accurate ambient air temperature measuring device. *

15D. Accurate temperature measuring device, with appropriate probe, is provided and accessible for use to measure internal food temperatures. *

15E. Accurate temperature measuring devices and/or tests kits provided and accessible for use to measure sanitization rinse temperatures and/or sanitization concentrations. *

15F. Other (describe in the comments section) *

Appendix R: Risk Factors Study

Comments

ITEM 16: Other Areas of Interest - SPECIAL PROCESSES

16. Special processes are conducted in compliance with issued variance / HACCP Plan, when required. *

Not yet recorded. Set after response is saved.

ITEM 16: Description of Observations - SPECIAL PROCESSES

16A. Food establishment conducts reduced oxygen packaging without a variance as specified in Section 3-502.12 of the Food Code. *

– Select A Response –

16B. Food establishment performs specialized process in accordance with approved variance and HACCP Plan when required. *

– Select A Response –

16C. Juice packaged in the food establishment is treated under a HACCP Plan to reduce pathogens or labeled as specified in Section 3-404.11 of the *Food Code*. *

– Select A Response –

16D. Other (describe in the comments section) *

– Select A Response –

Comments

Appendix R: Risk Factors Study

ITEM 17: Other Areas of Interest - SAFE SOURCES

17. Food is received from safe sources. * *Not yet recorded. Set after response is saved.*

ITEM 17: Description of Observations - SAFE SOURCES

17A. All food is from regulated food processing plants / No home prepared/canned foods. *

17B. Shellfish are from NSSP-listed sources. No recreationally caught shellfish are received/sold. *

17C. Food is protected from contamination during transportation/receiving. *

17D. TCS Food is received at a temperature of 41°F (5°C) or below OR according to Law. *

17E. Food is safe and unadulterated. *

17F. Shellstock tags/labels are retained for 90 days and filed in chronological order from the date the container is emptied. *

17G. Written documentation of parasite destruction is maintained for 90 days for fish products. *

17H. Other (describe in comments section) *

Comments

Appendix R: Risk Factors Study

ITEM 18: Other Areas of Interest - TOXIC MATERIALS

18. Toxic materials are identified, used, and stored properly. *

Not yet recorded. Set after response is saved.

ITEM 18: Description of Observations - TOXIC MATERIALS

18A. Poisonous or toxic materials, chemicals, lubricants, pesticides, medicines, first aid supplies, and other personal care items are properly identified, stored, and used. *

-- Select A Response --

18B. Other (describe in the comments section) *

-- Select A Response --

Comments

ITEM 19: Other Areas of Interest - FOOD ALLERGY AWARENESS

19. Management and food employees are trained in food allergy awareness as it relates to their assigned duties. *

Not yet recorded. Set after response is saved.

ITEM 19: Description of Observations - FOOD ALLERGY AWARENESS

19A. The person in charge accurately describes foods identified as major food allergens and the symptoms associated with major food allergens. *

-- Select A Response --

19B. Food employees are trained in food allergy awareness as it relates to their assigned duties. *

-- Select A Response --

19C. Other (describe in the comments section) *

-- Select A Response --

Comments

Appendix S: Intervention Strategies

Richmond County Health Department Intervention Strategy Plan

The Environmental Health Section of the Richmond County Health Department's (RCEHS) mission is to execute comprehensive intervention methods for reducing foodborne illness risk factors identified as priority areas in our county's Risk Factor Study. The FDA Data Collection Manual was used to choose the businesses for the surveys. The data gathered from the businesses allowed for a quantifiable measurement of foodborne illness risk factors, the conception of a mechanism to track trends in the occurrence of foodborne illness risk factors over time, and the evaluation of the effectiveness of National Retail Food Safety initiatives and their effects on reducing the occurrence of foodborne risk factors. Employees practice proper handwashing 39.25 percent of the time, proper cooling methods/equipment is utilized 35 percent of the time, and food is protected from cross-contamination 24.25 percent of the time, according to the study results.

The 2020 Risk Factor Study was conducted to identify areas that needed improvement. The study was evaluated to find the individual data items that required attention. RCEHS used the Risk Factor Study findings and routine inspection sheets to identify facilities that were not complying with proper handwashing, proper cooling method/equipment, and protection from cross-contamination. A list of facilities with violations was created and EHS staff established a plan of action for each facility. The designated facilities received compliance visits and regular inspections as part of the plan of action. EHS staff will provide in-service training, risk control plans, educations handouts with video training links, and compliance visits on handwashing, cooling, and food contamination prevention methods to all food establishments with out of compliance risk factors. Cooling paddles and thin probe thermometers will also be disseminated to accompany the reinforcement of risk factors. The in-service training provided during the compliance visits will give participants both theoretical and practical knowledge of the identified risk factors.

Appendix S: Intervention Strategies



Cooling

Proper Cooling Temperatures will prevent microbial growth by helping limit the time that food is exposed to the temperature danger zone.

Cooling methods Cool food rapidly using one or more of the following cooling methods:

- Place food in shallow pans
- Separate food into smaller or thinner portions
- Place containers in an ice water bath and stir frequently
- Use metal containers
- Add ice as an ingredient
- Use rapid cooling equipment, such as blast chillers
- Use cleaned and sanitized ice wands
- Use other effective methods

When using cold holding equipment to cool food, provide space for air flow between and around containers. Always protect food from contamination.

Safe Cooling Times and Temperatures

- TCS food must be cooled from 135°F to 70°F within 2 hours and completely cooled to 41°F or below within 6 hours.
- TCS food prepared from ingredients at room temperature must be cooled to 41°F or below within 4 hours.

RICHMOND COUNTY HEALTH DEPARTMENT

127 Caroline Street
Rockingham, NC 28379
910-997-8329
www.richmondnc.com/505

Cooling Video



Appendix S: Intervention Strategies

Zone 1 Cooling Parameters: 135F°-70°F

Step 1 - Enter your observed temp (°F) change here (include tenths):

0.
0

Step 2 - Enter your observed time (in minutes) change here:

0

Minimum temperature change (°F) needed for proper cooling:
(compares with Step 1)(turns **Green if achieved** or **Red if not achieved**)

0.
0

Zone 2 Cooling Parameters: 70°F-41°F

Step 1 - Enter your observed temp (°F) change here (include tenths):

0.
0

Step 2 - Enter your observed time (in minutes) change here:

0

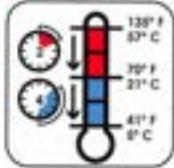
Minimum temperature change (°F) needed for proper cooling:
(compares with Step 1)(turns **Green if achieved** or **Red if not achieved**)

0.
0

Appendix S: Intervention Strategies

Cool Food Fast for Food Safety!

Enfríe las comidas rápidamente para no dejar crecer la bacteria



Step 1 - Cool hot food to 70°F within 2 hours
Enfríe comida a 70°F dentro de 2 horas

Step 2 - Cool food from 70°F to 41°F within 4 hours
Enfríe comida desde 70°F hasta 41°F dentro de 4 horas

Hot food should be 41°F or colder within 6 hours!
Comidas calientes deben ser enfriadas hasta 41°F o menos dentro de 6 horas



Divide large containers into shallow pans, uncovered or loosely covered.
Divida grandes contenedores en recipientes de poca profundidad, descubiertos o cubiertos sueltamente



Ice bath with frequent stirring.
Use un baño de hielo y revuelva la comida frecuentemente



Use an ice paddle or add ice as an ingredient.
Use una pala de hielo o use hielo como un ingrediente

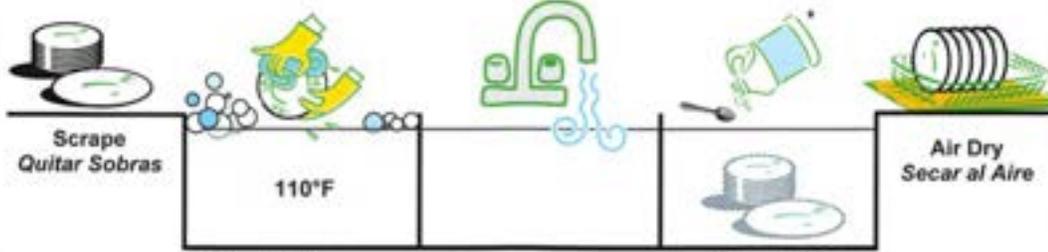


Cut food into smaller pieces.
Corte los alimentos en trozos pequeños


Richmond County Health Department Environmental Health Section
www.richmondnc.com/166/Environmental-Health

MANUAL WASHING AND SANITIZING

COMO LAVAR Y DESINFECTAR LOS UTENSILIOS



Scrape
Quitar Sobras

110°F

Wash with soap
Lavar con jabón

Rinse with water
Enjuagar con agua

*** Sanitizer**
*** Desinfectar**

Air Dry
Secar al Aire

* Chlorine 1 lbs bleach per 1 gallon of water; verify with test strips
 * Cloro una cucharada de cloro por 1 galón de agua, verifique con tiras de prueba
 * Quaternary Ammonium Follow manufacturer's instructions and verify with test strips
 * Amonio Cuaternario Siga las instrucciones del fabricante, y verifique con tiras de prueba


Richmond County Health Department Environmental Health Section
www.richmondnc.com/166/Environmental-Health

Appendix S: Intervention Strategies



Contaminated Equipment

Cross contamination is the unintentional transfer of bacteria from one surface to another surface. This could be from unclean hands or equipment that touch food, or from raw animal foods that touch or drip onto foods that are ready-to-eat (RTE).

Wash, rinse, and sanitize food contact surfaces using the following procedures:

1. Wash surface with detergent solution to clean.
2. Rinse the surface with clean water to remove debris and detergent.
3. Sanitize surface using a sanitizing solution mixed at the concentration specified on the manufacturer's label.
4. Allow items to air dry

Food Contact Surfaces must be washed, rinsed, and sanitized:

- After each use.
- Anytime you begin working with another type of food.
- After task has been interrupted and the items may have been contaminated.
- At 4-hour intervals if the items are in constant use.

**RICHMOND COUNTY
HEALTH DEPARTMENT**

127 Caroline Street
Rockingham, NC 28379
910-997-8329
www.richmondnc.com/505

[Contaminated Equipment](#)



Appendix S: Intervention Strategies



STEPS OF HANDWASHING

Follow these six steps every time.

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands **for at least 20 seconds**. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or an air dryer.
6. **Turn** water off using towel to dry hands.

Each employee's hands must be washed thoroughly, using soap, warm water, and a sanitary towel or approved drying device, before beginning work and after each visit to the toilet.

RICHMOND COUNTY HEALTH DEPARTMENT

127 Caroline Street
Rockingham, NC 28379
910-997-8329
www.richmondnc.com/505

[Handwashing Video](#)



Appendix S: Intervention Strategies



**FOOD
EMPLOYEES MUST
WASH THEIR HANDS**

**EMPLEADOS QUE
TRABAJEN CON
COMIDA DEBEN
LAVARSE LAS MANOS**

Environmental Health Section
EHS 1026 (Revised 10/17)

www.ncdhhs.gov • www.publichealth.nc.gov

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North Carolina
Public Health

THE DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Appendix T: Out of Compliance Violations

Item Tally Report for Food Inspections
County 77 - Richmond
368 Inspections Performed From 1/1/2019 Thru 1/1/2020 (inspection type 1 only)

<u>Violation Number</u>	<u># of Violations that Received Full Weight</u>	<u># of Violations that Received Half Weight</u>	<u>Total Violations</u>
1. PIC present, Demonstration - Certification by accredited program, and performs duties	54	0	54
2. Management and food employee knowledge, and conditional employee; responsibilities and reporting.	0	1	1
4. Proper eating, tasting, drinking, or tobacco use	0	5	5
6. Hands clean and properly washed	0	22	22
7. No bare hand contact with RTE foods or a pre-approved alternate properly followed	0	1	1
8. Handwashing sinks, supplied and accessible	0	32	32
9. Food obtained from approved source	0	1	1
11. Food in good condition, safe and unadulterated	0	8	8
12. Required records available: shellstock tags, parasite destruction	0	0	0
13. Food separated and protected	3	21	24
14. Food-contact surfaces: cleaned and sanitized	19	40	59
17. Proper reheating procedures for hot holding	0	1	1
18. Proper cooling time and temperatures	0	1	1
19. Proper hot holding temperatures	0	4	4
20. Proper cold holding temperatures	4	17	21
21. Proper date marking and disposition	1	8	9
22. Time as a Public Health Control; procedures and records	0	0	0
26. Toxic substances properly identified, stored, and used	0	9	9
27. Compliance with variance, specialized process, reduced oxygen packaging criteria or HACCP plan	0	0	0
31. Proper cooling methods used; adequate equipment for temperature control	0	0	0
33. Approved thawing methods used	2	4	6
34. Thermometers provided and accurate	0	2	2
35. Food properly labeled: original container	3	7	10
36. Insects and rodents not present; no unauthorized animals	6	24	30
37. Contamination prevented during food preparation, storage and display	7	29	36
38. Personal cleanliness	2	9	11
39. Wiping cloths: properly used and stored	5	18	23
40. Washing fruits and vegetables	0	1	1
41. In-use utensils: properly stored	1	0	1
42. Utensils, equipment and linens: properly stored, dried and handled	8	12	20
43. Single-use and single-service articles: properly stored and used	9	17	26
45. Equipment, food and non-food-contact surfaces approved, cleanable, properly designed, constructed and used	15	51	66
46. Warewashing facilities: installed, maintained and used; test strips	2	13	15
47. Non-food-contact surfaces clean	28	31	57
48. Hot and cold water available: adequate pressure	0	1	1
49. Plumbing installed; proper backflow devices	0	2	2
50. Sewage and waste water properly disposed	0	1	1
51. Toilet facilities: properly constructed, supplied and cleaned	8	7	15

Appendix T: Out of Compliance Violations

Item Tally Report for Food Inspections
County 77 - Richmond
300 Inspections Performed From 1/1/2020 Thru 1/1/2021 (inspection type 1 only)

<u>Violation Number</u>	<u># of Violations that Received Full Weight</u>	<u># of Violations that Received Half Weight</u>	<u>Total Violations</u>
1. PIC present, Demonstration - Certification by accredited program, and performs duties	38	0	38
2. Management and food employee knowledge, and conditional employee; responsibilities and reporting	0	0	0
4. Proper eating, tasting, drinking, or tobacco use	0	8	8
6. Hands clean and properly washed	10	19	30
8. Handwashing sinks, supplied and accessible	3	18	21
11. Food in good condition, safe and unadulterated	0	2	2
13. Food separated and protected	9	18	27
14. Food-contact surfaces: cleaned and sanitized	6	26	32
17. Proper reheating procedures for hot holding	0	1	1
19. Proper hot holding temperatures	0	9	9
20. Proper cold holding temperatures	6	16	22
21. Proper date marking and disposition	1	9	10
22. Time as a Public Health Control: procedures and records	0	2	2
23. Consumer advisory provided for raw or undercooked foods	0	1	1
26. Toxic substances properly identified, stored, and used	1	7	8
27. Compliance with variance, specialized process, reduced oxygen packaging criteria or HACCP plan	0	1	1
31. Proper cooling methods used; adequate equipment for temperature control	0	8	8
33. Approved thawing methods used	0	4	4
34. Thermometers provided and accurate	1	8	9
35. Food properly labeled: original container	0	8	8
36. Insects and rodents not present; no unauthorized animals	5	25	30
37. Contamination prevented during food preparation, storage and display	1	17	18
38. Personal cleanliness	1	7	8
39. Wiping cloths: properly used and stored	4	4	8
41. In-use utensils: properly stored	1	4	5
42. Utensils, equipment and linens: properly stored, dried and handled	3	13	16
43. Single-use and single-service articles: properly stored and used	4	7	11
45. Equipment, food and non-food-contact surfaces approved, cleanable, properly designed, constructed and used	21	56	77
46. Warewashing facilities: installed, maintained and used, test strips	1	11	12
47. Non-food-contact surfaces clean	13	50	63
48. Hot and cold water available; adequate pressure	0	2	2
49. Plumbing installed; proper backflow devices	0	3	3
50. Sewage and waste water properly disposed	0	1	1
51. Toilet facilities: properly constructed, supplied and cleaned	1	3	4
52. Garbage and refuse properly disposed; facilities maintained	14	10	24
53. Physical facilities installed, maintained and clean	51	68	119
54. Meets ventilation and lighting requirements; designated areas used	17	18	35

Appendix T: Out of Compliance Violations

Item Tally Report for Food Inspections
County 77 - Richmond
111 Inspections Performed From 1/1/2021 Thru 1/1/2022 (inspection type 1 only)

<u>Violation Number</u>	<u># of Violations that Received Full Weight</u>	<u># of Violations that Received Half Weight</u>	<u>Total Violations</u>
1. PIC present, Demonstration - Certification by accredited program, and performs duties	25	0	25
2. Management and food employee knowledge, and conditional employee, responsibilities and reporting	0	0	0
4. Proper eating, tasting, drinking, or tobacco use	2	9	11
6. Hands clean and properly washed	0	27	27
7. No bare hand contact with RTE foods or a pre-approved alternate properly followed	0	1	1
8. Handwashing sinks, supplied and accessible	0	7	7
11. Food in good condition, safe and unadulterated	0	3	3
12. Required records available: shellstock tags, parasite destruction	0	0	0
13. Food separated and protected	3	4	7
14. Food-contact surfaces: cleaned and sanitized	0	12	12
17. Proper reheating procedures for hot holding	0	1	1
18. Proper cooling time and temperatures	0	1	1
19. Proper hot holding temperatures	0	4	4
20. Proper cold holding temperatures	0	5	5
21. Proper date marking and disposition	1	7	8
22. Time as a Public Health Control: procedures and records	0	3	3
26. Toxic substances properly identified, stored, and used	0	6	6
27. Compliance with variance, specialized process, reduced oxygen packaging criteria or HACCP plan	0	0	0
30. Variance obtained for specialized processing methods	0	0	0
31. Proper cooling methods used; adequate equipment for temperature control	0	2	2
33. Approved thawing methods used	1	0	1
34. Thermometers provided and accurate	0	1	1
35. Food properly labeled: original container	2	3	5
36. Insects and rodents not present; no unauthorized animals	3	7	10
37. Contamination prevented during food preparation, storage and display	1	2	3
38. Personal cleanliness	0	2	2
39. Wiping cloths: properly used and stored	0	1	1
41. In-use utensils: properly stored	1	2	3
42. Utensils, equipment and linens: properly stored, dried and handled	1	2	3
43. Single-use and single-service articles: properly stored and used	0	1	1
45. Equipment, food and non-food-contact surfaces approved; cleanable, properly designed, constructed and used	4	20	24
46. Warewashing facilities: installed, maintained and used; test strips	1	3	4
47. Non-food-contact surfaces clean	7	21	28
49. Plumbing installed, proper backflow devices	0	1	1
50. Sewage and waste water properly disposed	0	1	1
51. Toilet facilities: properly constructed, supplied and cleaned	0	3	3
52. Garbage and refuse properly disposed; facilities maintained	0	3	3
53. Physical facilities installed, maintained and clean	13	22	35

Appendix T: Out of Compliance Violations

Item Tally Report for Food Inspections

County 77 - Richmond

356 Inspections Performed From 1/1/2022 Thru 1/1/2023 (inspection type 1 only)

<u>Violation Number</u>	<u># of Violations that Received Full Weight</u>	<u># of Violations that Received Half Weight</u>	<u>Total Violations</u>
2. Certified Food Protection Manager	20	0	20
5. Procedures for responding to vomiting & diarrheal events	0	3	3
1. PIC Present, demonstrates knowledge, & performs duties	25	0	25
3. Management, food & conditional employee, knowledge, responsibilities & reporting	0	4	4
6. Proper eating, tasting, drinking or tobacco use	6	11	17
8. Hands clean & properly washed	0	10	10
9. No bare hand contact with RTE foods or pre-approved alternate procedure properly followed	0	6	6
10. Handwashing sinks supplied & accessible	4	19	23
11. Food obtained from approved source	0	0	0
12. Food received at proper temperature	0	0	0
13. Food in good condition, safe & unadulterated	1	7	8
14. Required records available: shellstock tags, parasite destruction	0	1	1
15. Food separated & protected	7	26	33
16. Food-contact surfaces: cleaned & sanitized	18	90	108
19. Proper reheating procedures for hot holding	0	2	2
20. Proper cooling time & temperatures	0	2	2
21. Proper hot holding temperatures	1	9	10
22. Proper cold holding temperatures	5	22	27
23. Proper date marking & disposition	5	21	26
24. Time as a Public Health Control: procedures & records	0	9	9
28. Toxic substances properly identified stored & used	3	31	34
29. Compliance with variance, specialized process, reduced oxygen packaging criteria or HACCP plan	3	1	4
33. Proper cooling methods used, adequate equipment for temperature control	3	18	21
35. Approved thawing methods used	1	17	18
36. Thermometers provided & accurate	0	5	5
37. Food properly labeled: original container	0	12	12
38. Insects & rodents not present; no unauthorized animals	15	37	52
39. Contamination prevented during food preparation, storage & display	0	8	8
40. Personal cleanliness	0	5	5
41. Wiping cloths: properly used & stored	1	9	10
43. In-use utensils: properly stored	2	15	17
44. Utensils, equipment & linens: properly stored, dried & handled	3	11	14
45. Single-use & single-service articles: properly stored & used	0	10	10
47. Equipment, food & non-food contact surfaces approved, cleanable, properly designed, constructed & used	50	69	119
48. Warewashing facilities: installed, maintained & used; test strips	11	44	55
49. Non-food contact surfaces clean	73	93	166
51. Plumbing installed; proper backflow devices	0	10	10
52. Sewage & wastewater properly disposed	1	3	4
53. Toilet facilities: properly constructed, supplied & cleaned	2	23	25

Appendix T: Out of Compliance Violations

Item Tally Report for Food Inspections

County 77 - Richmond

304 Inspections Performed From 1/1/2023 Thru 11/14/2023 (inspection type 1 only)

<u>Violation Number</u>	<u># of Violations that Received Full Weight</u>	<u># of Violations that Received Half Weight</u>	<u>Total Violations</u>
2. Certified Food Protection Manager	14	0	14
5. Procedures for responding to vomiting & diarrheal events	0	4	4
1. PIC Present, demonstrates knowledge, & performs duties	24	0	24
3. Management, food & conditional employee, knowledge, responsibilities & reporting	0	5	5
6. Proper eating, tasting, drinking or tobacco use	10	34	44
8. Hands clean & properly washed	3	11	14
9. No bare hand contact with RTE foods or pre- approved alternate procedure properly followed	0	9	9
10. Handwashing sinks supplied & accessible	5	12	17
13. Food in good condition, safe & unadulterated	0	9	9
15. Food separated & protected	9	19	28
16. Food-contact surfaces: cleaned & sanitized	9	29	38
19. Proper reheating procedures for hot holding	0	4	4
20. Proper cooling time & temperatures	1	2	3
21. Proper hot holding temperatures	4	16	20
22. Proper cold holding temperatures	6	33	39
23. Proper date marking & disposition	3	33	36
24. Time as a Public Health Control, procedures & records	3	8	11
25. Consumer advisory provided for raw/ undercooked foods	0	1	1
28. Toxic substances properly identified stored & used	0	17	17
29. Compliance with variance, specialized process, reduced oxygen packaging criteria or HACCP plan	0	2	2
33. Proper cooling methods used, adequate equipment for temperature control	5	10	15
35. Approved thawing methods used	1	14	15
36. Thermometers provided & accurate	0	10	10
37. Food properly labeled: original container	0	7	7
38. Insects & rodents not present, no unauthorized animals	15	29	44
39. Contamination prevented during food preparation, storage & display	0	5	5
40. Personal cleanliness	0	11	11
41. Wiping cloths: properly used & stored	2	14	16
43. In-use utensils: properly stored	3	17	20
44. Utensils, equipment & linens: properly stored, dried & handled	3	6	9
45. Single-use & single-service articles: properly stored & used	1	8	9
47. Equipment, food & non-food contact surfaces approved, cleanable, properly designed, constructed & used	49	44	93
48. Warewashing facilities: installed, maintained & used, test strips	7	20	27
49. Non-food contact surfaces clean	77	66	143
50. Hot & cold water available: adequate pressure	0	2	2
51. Plumbing installed, proper backflow devices	2	12	14
53. Toilet facilities: properly constructed, supplied & cleaned	8	15	23
54. Garbage & refuse properly disposed, facilities maintained	6	23	29
55. Physical facilities installed, maintained & clean	113	59	172

Appendix U: NCLDA Board



North Carolina LOCAL HEALTH DEPARTMENT ACCREDITATION

November 25, 2019

Dr. Tommy Jarrell
Health Director
Richmond County Health Department
127 Caroline Street
Rockingham, NC 28379

Dear Dr. Jarrell,

On behalf of the N.C. Local Health Department Accreditation Board, I would like to congratulate the Richmond County Health Department for achieving reaccreditation status as of November 22, 2019!

The focus of North Carolina's Local Health Department Accreditation (NCLHDA) is on the capacity of the local health department to perform at a prescribed, basic level of quality the three core functions of assessment, policy development, and assurance and the ten essential services of public health. By achieving this legislatively mandated status, the Richmond County Health Department is united with the 84 other accredited health departments in North Carolina in carrying forth the NCLHDA mission of seeking to improve the health of all citizens and enhancing the quality of local public health.

The Accreditation Board has a true appreciation for all the hard work completed by your governing board and health department staff. Achieving reaccreditation is truly an accomplishment that your health department and community should be very proud of.

The Accreditation Board appreciates your dedication to improving the public's health in N.C.

Sincerely,

Christopher C. Dobbins Chair, N.C. Local Health Department Accreditation Board

Enclosure:
Reaccreditation Timeline

CC: Amy Belflower Thomas, Accreditation Administrator, NCLHDA