



Charting Tomorrow's Course



Yankee Conference

September 22, 2021

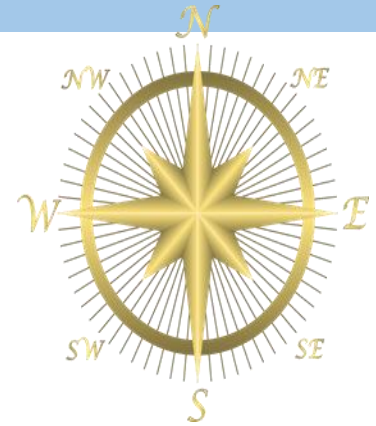
**Cathy Feeney, Chief
RI Department of Health
Center for Food Protection**



Agenda



- Challenges, Goals, and Projects
- Root Cause Analysis
- Active Managerial Control
- Inspection form hyperlinks
- Communication Initiatives & Customer Service
- Point System & Digital Scheduling of Inspections
- Interagency Coordination
- Training Tips
- New food delivery models
- New Outbreaks





Challenges to Industry and Regulators

Food Industry Challenges



- Labor Shortage
- High turnover
- Language barriers
- Fast paced environment
- Different learning styles
 - FDA Oral Culture Learning Project



Regulatory Challenges



- Understaffed (low inspector/establishment ratio)
- Repeat Violations
- Pressure to inspect more places
- Competing priorities with emergencies
- Reactive rather than preventive
- Difficult to change behavior





Goals and Projects

Goals



- Improve Inspections & Industry Collaboration
 - Conduct root cause analysis and focus on AMC
 - Develop a scoring system to be more objective
 - Work towards inspection program consistency
 - Develop tools to reduce repeat violations
 - Conduct customer satisfaction surveys

Projects



- Teach inspectors to get to the root cause
- Focus on Active Managerial Control
- Hyperlink items on the inspection form to resources
- Develop easy to understand guidance documents
- Use a point system to promote a fair & consistent process
- Survey food businesses to evaluate the inspection



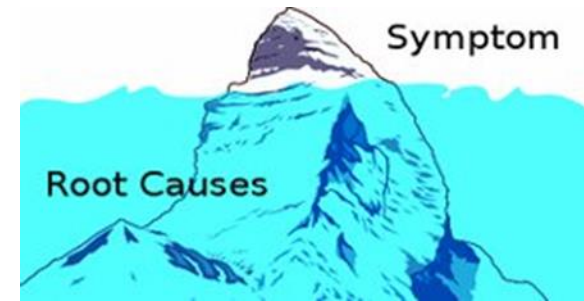
Root Cause Analysis

Root Cause Analysis



Root Cause Analysis

- Find the real problem
- Identify contributing factors
- Define the sequence of events leading to the food safety hazard
- Determine which cause if eliminated or changed could eliminate the problem and prevent it from reoccurring





Causative Factors

- Is the Food Inherently Risky?
 - *Raw Milk, Sprouts*
- Is it a lack of knowledge?
 - *No food safety training*
- Is it a management problem?
 - *Lack of supervision*
- Is it the physical facility or equipment?
 - *Slicers not cleanable (design flaw)*

RCA - Cold Holding Issue



Ask the 5 whys

Why is the food temperature high in the refrigerator?

- *Possible answer: The refrigerator is not working correctly*

Why was it not being monitored?

- *Possible answer: There is no one assigned to that job*

Why was there no one assigned to that job?

- *Possible answer: It is not on the schedule*

Why is it not on the schedule

- *Possible answer: Only certain jobs are scheduled*

Therefore, the root cause of the violation is lack of monitoring, and the corrective action is to implement a program to check refrigerator temperature



Identify Control Measures

If root cause is lack of worker training

- *Certified food safety manager or food handler training*

If employees are working while ill

- *Paid sick time or Incentive to make up lost time*

If the menu is too complex

- *Change or limit menu, cook foods like sprouts to reduce risk*

Is it a management problem?

- *Develop SOPs, put systems in place*

What can go wrong

- **Treating the Symptoms as the Root Cause**
 - Bare Hand Contact with Ready to Eat Food
 - RCA – Staffing problems led to shortcuts
- **Thinking of the root cause as singular**
 - Improper Cooling
 - RCA - Didn't break down food, stacked items in cooler, inadequate refrigerator space, no training
- **Finding fault with people not the system**
 - Lack of Active Managerial Control/no system in place
 - RCA – Staff not supervised or trained

Benefits of RCA



- Sustainable solutions
- Significantly less firefighting
- Increased job satisfaction for inspectors
- Development of a food safety culture
- Safe Food!!!!





Active Managerial Control

Definition of AMC



Purposeful incorporation of specific actions or procedures by management to attain control over FBI risk factors.

It is *preventive* rather than *reactive*

It involves putting systems in place with continuous monitoring and verification.

Essence of AMC



- Risks have been identified
- Hazards under Control



– ***Don't Say...***

"I've been doing things this way for 20 years and I never got anyone sick."

Examples of AMC



- CFSM and Food Handler Training
- Clear Employee Illness Policy
- Implementing Practices to Encourage Sick Workers to Stay Home
 - Paid Sick Leave
 - On-call workers
 - Make up time missed



Hyperlinks and Resource Library



Links to Success...Violation Hyperlinks to Eliminate Hazards

Catherine Feeny, Chief
Center for Food Protection

Problem: Repeat Violations

Food regulators and industry struggle with recurring violations resulting in multiple inspections at the same facility. Inspectors feel like they are not effective and industry feels like they are failing.

Idea: Hyperlinks on Inspection Form

Hyperlinks could be incorporated into the inspection form linking violations to tools that can be used to eliminate the problem.

Funding

AFDO Grant Moderate Project Category

Proposal: Increase the effectiveness of inspections by educating industry through the use of hyperlinks on the inspection form.

Goals

- Work with software vendor DHD to enable the incorporation of hyperlinks
- Form a workgroup to identify the best materials that would assist industry in resolving violations and preventing recurrences.
- Work with the webmaster to add all materials to the RIDOH website for hyperlinks.
- Finalize the project and implement it for retail inspections.
- Share project with federal, state and local regulators nationally.

It Takes a Team!

Subject matter experts assembled to identify the best tools and guidance documents for the resource library.



FDA Retail Specialist Tom Nerney
Johnson & Wales University Bridget Sweet
RI Department of Health
Center for Food Protection Staff
Center for Public Health Communication

Identify Best Resources



State of Rhode Island
Department of Health

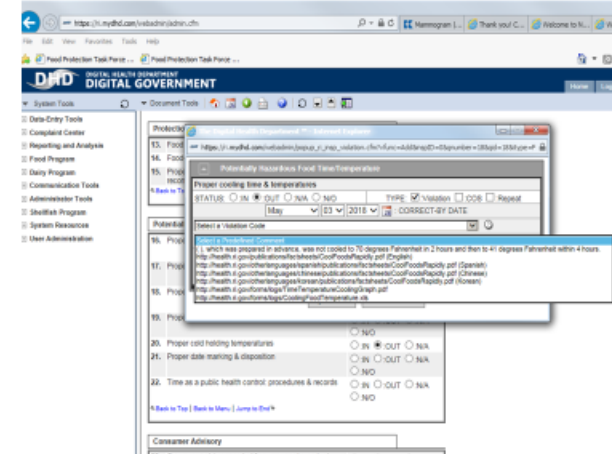
Food Protection

Food Safety Resource Library

The mission of the Center for Food Protection is to promote public health and prevent disease by assuring the safety and quality of the food supply. One of the ways that the Center for Food Protection accomplishes this is by providing guidance documents to retail food establishments to help inform food handling employees and organize food safety information. Guidance documents include cooking temperature charts, deli slicer cleaning guides, and hand template logs. The Resource Library is designed to match the organization of retail establishment inspection forms.

Inspection Report Item #	Code Violation #	Resources
1	2-101.11	Food Safety Manager Application Change of Certified Food Safety Manager
1	2-102.11	List of Approved Food Safety Manager Course Instructors
1	2-103.11	Elements of a Food Safety Plan Operational Inspection Handbook
2	2-201.11	Employee Illness Reporting Agreement (English Spanish Chinese Hindi Korean Russian Vietnamese) Employee Illness Poster
3	2-201.12, 13, 14, 15	Employee Health Decision Tree
5	2-201.11, 12, 14, 15, 16	Handwashing Fact Sheet (English Spanish Chinese)
7	3-301.11	No Bare Hand Contact Poster
8	5-203.11 5-204.11 5-205.11 6-301.11, 12, 13, 14, 16	Handwashing Sink Set-Up Poster
10	3-202.11	Hot-Hold Receiving Temperature Log Cold-Hold Receiving Temperature Log

Inspection Form



Outcomes

- A more collaborative inspection program by educating and providing guidance to industry during the inspection.
- The development of food safety systems in retail food operations as a result of this inspection approach.
- The identification of the best resources for industry to achieve active managerial control and implement food safety systems.
- Reduced number of repeat violations since the operators will be clear about what they need to do to resolve issues.
- Reduced number of foodborne illnesses since establishments will have a food safety culture in place





Use Hyperlinks on Report

- Provide guidance and tools to fix violations
- Reduce repeat violations & educate industry
- Posters, fact sheets, logs linked to violation
- Resource library on website

<https://health.ri.gov/food/about/resourcelibrary>

It Took a Team & an AFDO Grant



- Resource Team
 - Lydia Brown RIDOH
 - Tom Nerney, FDA Retail Specialist
 - Bridget Sweet, Johnson & Wales University
- Identify best tools



Inspection Report Item #	Code Violation #	Resources
1	2-101.11	Food Safety Manager Application Change of Certified Food Safety Manager List of Approved Food Safety Manager Course Instructors
1	2-102.11	Food Allergy Reactions English Cape Verdean Chinese Haitian French Khmer Portuguese Spanish Food Allergies - What You Need To Know English Cape Verdean Chinese Haitian French Khmer Portuguese Spanish
1	2-103.11	License Guidelines for Starting a New Food Business English Cape Verdean Chinese Haitian French Khmer Portuguese Spanish Elements of a Food Safety Plan Operational Inspection Handout  Self-inspection Checklist
2	2-101.11	Food Safety Manager Application Change of Certified Food Safety Manager List of Approved Food Safety Manager Course Instructors
3	2-201.11	Employee Illness Reporting Agreement English Cape Verdean Chinese Haitian French Khmer Portuguese Spanish Hindu Korean Russian Vietnamese Employee Illness Poster English Cape Verdean Chinese Haitian French Khmer Portuguese Spanish
4	2-201.12; 13; 14; 15	Employer Responsibilities for Employee Health English Cape Verdean Chinese Haitian French Khmer Portuguese Spanish Employee Illness Decision Guide English Cape Verdean Chinese Haitian French Khmer Portuguese Spanish Responding to Vomiting and Diarrhea in Food Establishments English Cape Verdean Chinese Haitian French Khmer Portuguese Spanish
5	2-501.11	Responding to Vomiting and Diarrhea in Food Establishments English Cape Verdean Chinese Haitian French Khmer Portuguese Spanish
8	2-301.11; 12; 14; 15; 16	Handwashing Fact Sheet English Cape Verdean Chinese Haitian French Khmer Portuguese Spanish
9	3-301.11	No Bare Hand Contact Poster English Cape Verdean Chinese Haitian French Khmer Portuguese Spanish

Foodborne Illness Risk Factors

Supervision

Person in charge present, demonstrates knowledge, and performs duties

Certified Food Protection Manager

[Click to Top](#) | [Back to Menu](#) | [Jump to End](#)

Employee Health

Management, food employee and conditional employee knowledge, responsibilities and reporting

Proper use of restriction and exclusion

Procedures for responding to vomiting and diarrheal events

[Click to Top](#) | [Back to Menu](#) | [Jump to End](#)

Food Hygienic Practices

Proper eating, tasting, drinking, or tobacco use

No diarrhea from eyes, nose, and mouth

**Click
1
Out.**

**Select
Predefined
Comment.**

Person in charge present, demonstrates knowledge, and performs duties

STATUS: :IN :OUT TYPE: :Violation :COS :Repeat

August 31 2021 : CORRECT-BY DATE

Select a Violation Code

Select a Predefined Comment

- No person in charge was present as needed at the time of inspection.
- The Person in charge was not knowledgeable of (). The person in charge must demonstrate to the health department knowledge of foodborne disease prevention, application of HACCP principles, and the requirements of this Code.
- The Person in charge did not assure compliance with critical code requirements.
- Management's plan for assessing, monitoring, and controlling foodborne disease hazards is inadequate.
- Certified Food Safety Manager Application
- Change in Certified Food Safety Manager Form
- List of Certified Food Safety Manager Course Instructors
- English Food Allergy Reactions
- English Food Allergies What You Need to Know
- English License Guidelines for Starting a New Food Business
- Food Safety Plan Elements
- Operational Inspection Handout
- Persons unnecessary to the food establishment were observed in the food preparation, food storage, and/or warewashing areas.
- Cape Verdean Food Allergy Reactions
- Chinese Food Allergy Reactions
- Haitian French Food Allergy Reactions
- Portuguese Food Allergy Reactions
- Spanish Food Allergy Reactions
- Cape Verdean Food Allergies What You Need to Know

**Select hyperlink(s)
under predefined
comment.**

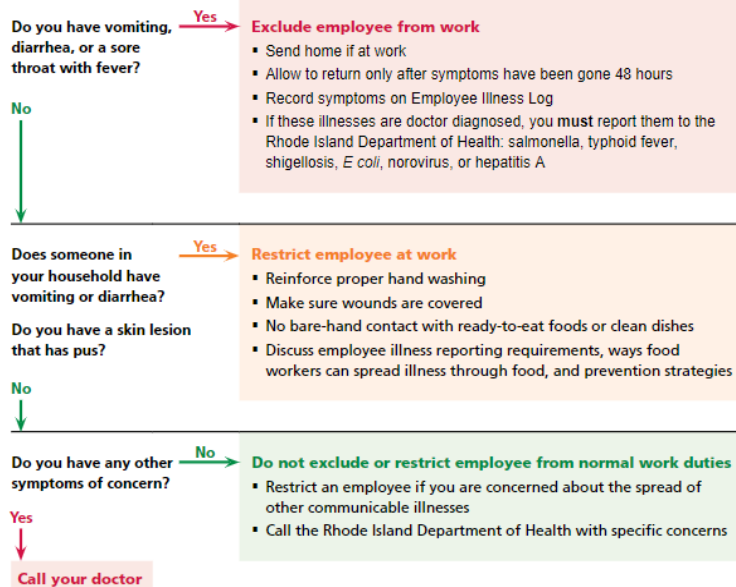
Guidance Docs



Employee Illness Decision Guide

Food establishment managers should use this guide to decide what to do when employees are ill

To decide if you should change an employee's duties, ask:



Remember: If a vomiting incident happens in the food establishment, you must follow proper cleanup guidelines. To learn more, visit www.disinfect-for-health.org/wp-content/themes/disinfect/pdfs/NorovirusPrevent_8.5x11_English_Color.pdf

Cleanup checklist for vomiting and diarrhea

Protect customers

- Move guests at least 25 feet away from affected areas
- Block access to contaminated area
- Throw away food and single service items that may have been contaminated

Protect employees

- Require employees who are cleaning up to wear gloves, mask, and apron
- Throw away or launder items after use
- Wash hands thoroughly
 - » Remember: Hand sanitizers may **not** be effective against norovirus

Contain the spill

- Use baking soda or other absorbent material designed to contain the spill

Clean up

- Use paper towels for cleanup, and throw them away in a plastic trash or biohazard bag
 - » Do **not** vacuum (vacuuming can spread particles)
- Use soapy water for:
 - » Spill area
 - » Surfaces close to the spill
 - » Frequently touched areas such as faucet handles, door knobs, counters, and phones
- Rinse thoroughly
- Wipe dry with paper towels

Disinfect surfaces after cleaning (to remove remaining germs)

- Use chlorine bleach for everything except fabrics and rugs
 - » For **hard** surfaces use 1/3 cup bleach (¼ cup if concentrated) + 1 gallon of water
 - » For **porous** surfaces use 1-2/3 cup bleach (1 cup if concentrated) + 1 gallon of water
- Steam clean or use other disinfectants approved for food service facilities for areas that cannot be bleached:
 - » Phenolic environmental disinfectants at 2-4 times the concentration
 - » EPA-registered disinfectants
- Rinse all food contact surfaces after disinfecting

Cleanup kit for vomiting and diarrhea

- Cleanup checklist
- Masks
- Gloves
- Paper towels
- Plastic garbage bags
- Caution tape
- Disposable clothes
- Baking soda
- Drop cloth





Translations

Food Safety Document Translations



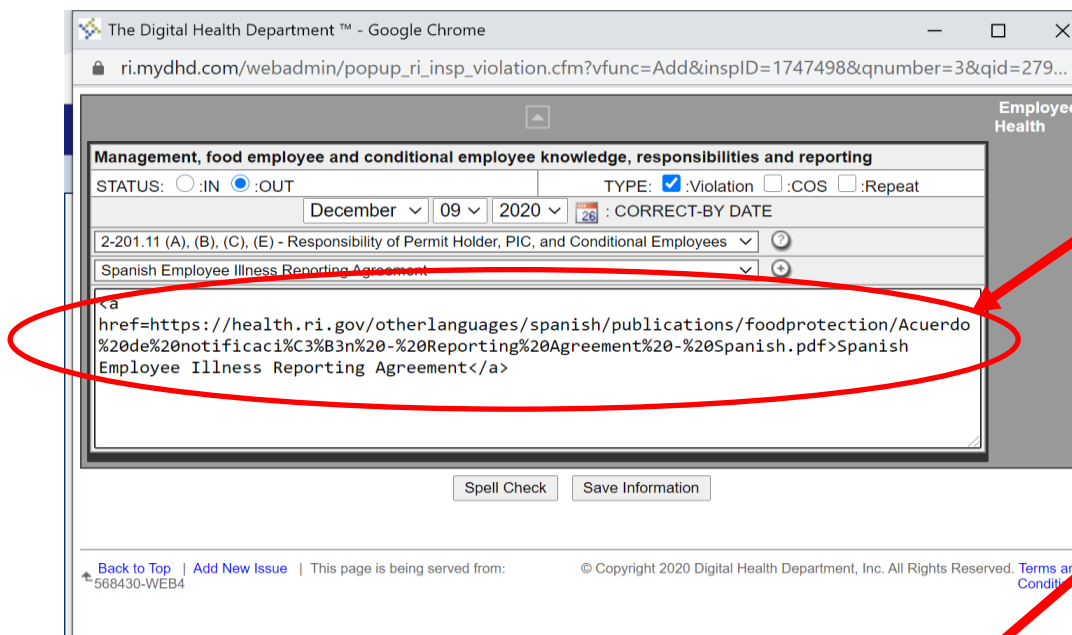
- CFP received a grant from AFDO to translate most of our food safety resources into six languages:
 - Cape Verdean Creole
 - Chinese (simplified)
 - French Haitian
 - Khmer
 - Portuguese
 - Spanish

The translated documents are available in the newest version of the inspector library and the CFP Microsoft Teams Channel.

Food Safety Document Translations



- We're also replacing the URL language for all hyperlinks with clickable common language



This is how it looks when selecting the drop-down from pre-defined comments

This is how it will look in the HTML report!

2	Violation of Code: [2-102.12 (A)] New Violation. Correct By: 02/28/2020
3	Violation of Code: [2-103-.11 (M)] http://health.ri.gov/otherlanguages/hindu/forms/agreements/FoodEmployeeReporting.pdf (Hindu) New Violation. Correct By: 02/28/2020
3	Violation of Code: [2-201.11 (A), (B), (C), (E)] Spanish Employee Illness Reporting Agreement New Violation. Correct By: 12/09/2020

Food Safety Document Translations



- The documents added to the RIDOH Food Safety Resource Library (<https://health.ri.gov/food/about/resourcelibrary/>)

Inspection Report Item #	Code Violation #	Resources
1	2-101.11	Food Safety Manager Application Change of Certified Food Safety Manager List of Approved Food Safety Manager Course Instructors
1	2-102.11	Food Allergy Reactions English Cape Verdean Chinese Haitian French Portuguese Spanish Food Allergies - What You Need To Know English Cape Verdean Chinese Haitian French Portuguese Spanish
1	2-103.11	License Guidelines for Starting a New Food Business English Cape Verdean Chinese Haitian French Portuguese Spanish Elements of a Food Safety Plan Operational Inspection Handout  Self-inspection Checklist

Food Safety Document Translations



As added to the Food Safety Resource Library, hyperlinks added

			FOOD_2018 1	No person in charge was present as needed at the time of inspection.
			FOOD_2018 1	The Person in charge was not knowledgeable of (). The person in charge must demonstrate to the health department knowledge of foodborne disease prevention, application of HACCP principles, and the requirements of this Code.
			FOOD_2018 1	The Person in charge did not assure compliance with critical code requirements.
			FOOD_2018 1	Persons unnecessary to the food establishment were observed in the food preparation, food storage, and/or warewashing areas.
			FOOD_2018 1	Cape Verdean Food Allergy Reactions
			FOOD_2018 1	Chinese Food Allergy Reactions
			FOOD_2018 1	Haitian French Food Allergy Reactions
			FOOD_2018 1	Portuguese Food Allergy Reactions
			FOOD_2018 1	Spanish Food Allergy Reactions
			FOOD_2018 1	Cape Verdean Food Allergies What You Need to Know
			FOOD_2018 1	Chinese Food Allergies What You Need to Know
			FOOD_2018 1	Haitian French Food Allergies What You Need to Know
			FOOD_2018 1	Portuguese Food Allergies What You Need to Know
			FOOD_2018 1	Spanish Food Allergies What You Need to Know
			FOOD_2018 1	Spanish License Guidelines for Starting a New Food Business
			FOOD_2018 1	Portuguese License Guidelines for Starting a New Food Business
			FOOD_2018 1	Haitian License Guidelines for Starting a New Food Business
			FOOD_2018 1	Chinese License Guidelines for Starting a New Food Business
			FOOD_2018 1	Cape Verdean License Guidelines for Starting a New Food Business

Food Safety Binders



Center for Food Protection Retail Food Safety Information Binder



» License Guidelines

for Starting a New Food Business

Step 1: Zoning approval

- ▶ Get city or town zoning approval to operate a food establishment.

Step 2: Sewage disposal system approval

- ▶ This applies to establishments with private sewer systems only. If the establishment is on a public sewer system, go to **Step 3**.
 - If an **on-site** sewage disposal system exists, submit a System Suitability Determination application to the Rhode Island Department of Environmental Management (DEM). Submit a copy of the approved application to the Center for Food Protection as part of the application package, including seating capacity and any other limitations imposed by DEM.
 - If a **new** on-site sewage disposal system is needed, submit an application for construction of a new Onsite Wastewater Treatment System (OWTS) to DEM. Submit a copy of the Certificate of Conformance issued by DEM to the Center for Food Protection as part of the application package.

Step 3: Water supply approval

- ▶ This applies to establishments with an on-site water supply (well water) only. If the establishment has a municipal water supply, go to **Step 4**.
- ▶ Get approval from the Rhode Island Department of Health, Center for Drinking Water Quality indicating a safe, on-site water supply.

Step 4: Complete license application and submit with fees

- ▶ Complete the license application for each type of license required (e.g., market, food service establishment, dairy).
- ▶ Submit license application packages and fees to the Center for Food Protection at least **two weeks** before the proposed opening date for existing facilities, and at least **one month** before construction of new facilities or renovation of existing facilities.
- ▶ Include any necessary fees for each type of license required.

Allergy Awareness



» Food Allergies

What you need to know

Millions of people have food allergies that can range from mild to life-threatening.

Let the guest decide

When a guest tells you someone in their party has a food allergy, follow the 4 Rs:

- **Refer** the food allergy concern to the chef, manager, or person in charge
- **Review** the food allergy with the guest and check ingredient labels
- **Remember** to check the preparation procedure for potential cross-contact
- **Respond** to the guest and tell them what you found out

Avoid cross contact

Cross contact sources include cooking oils, splatter, and steam from cooking foods.

When these items come in contact with food allergens, wash them thoroughly in hot, soapy water:

- All utensils (spoons, knives, spatulas, tongs, etc.)
- Sheets pans, pots, pans
- Fryers and grills

Most common food allergens



If a guest has an allergic reaction, tell the manager and call 911!

» 食物过敏

注意事项

数以百万计的人存在食物过敏的现象，其程度从轻到危及生命不等。

顾客做决定

当顾客告诉您在派对中有人对食物过敏时，请遵循以下四项原则：

- 将食物过敏问题告知厨师、经理或负责人，让其处理
- 与客人一起查看食物过敏的情况并检查成分标签
- 切记检查食物制作过程是否有潜在的交叉接触
- 答复顾客并告知他们问题所在

避免交叉接触

交叉接触源包括食用油、飞溅物以及烹饪食物产生的蒸汽。

以下物品与食物过敏源接触时，请用热肥皂水彻底清洗：

- 所有用具（勺子、刀子、铲子、钳子等）
- 锅
- 煎锅和烤架



如果顾客有过敏反应，请告知经理并致电 911！

最常见的食物过敏源



Rhode Island Department of Health, Center for Food Protection
For more information call (401) 222-2750

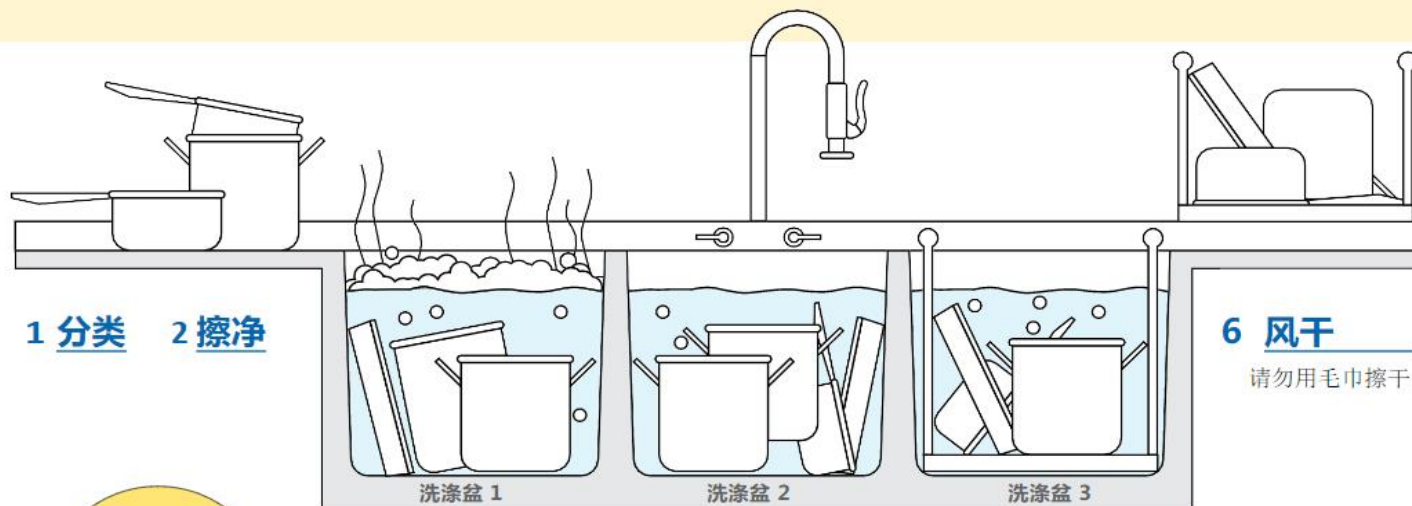
ADAPTED FROM
THE FOOD ALLERGY &
ANAPHYLAXIS NETWORK
MAY 2017



罗得岛卫生部 | 食品保护中心
如需更多信息，请致电 (401) 222-2750

改编自食物过敏和过敏反应
ANAPHYLAXIS 网络
2017年5月

如何用手清洗碗碟



根据需要，经常放空洗涤盆内的水，并重新放满水，以保持水质清洁。

3 擦洗
在热水 (110°F 或更高) 中使用洗涤剂去除污垢。

4 冲洗
用清水去除洗涤剂。

5 消毒
在 75°F 下使用一种消毒剂。利用测试套件正确测量每毫米 (ppm) 部件的消毒剂浓度。

消毒剂	浓度
氯	50-100 ppm
碘	12.5-25 ppm
季胺盐	200 ppm 或 标签上的指示浓度



Customer Surveys

Surveys



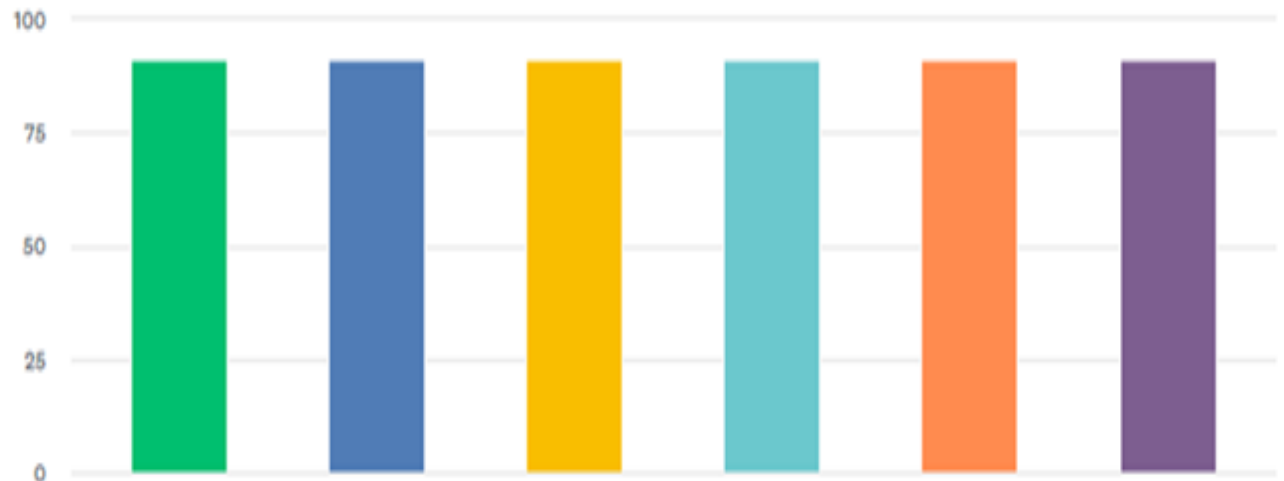
- The Food Inspector was professional.
- The Food Inspector was helpful.
- The Food Inspector was knowledgeable about the RI Food Code.
- A thorough inspection was conducted.
- The Food Inspector was clear about what needed to be corrected and why.
- The inspection report was easy to understand.

Center for Food Protection Inspection Survey 3-21-18

☆ Favorite

QUESTIONS RESULTS

4. How would you rate your experience during the food inspection?



Total

Answered: 91

Skipped: 9

Strongly Agree Agree Disagree Strongly Disagree Not Applicable



Point System

Point System for



**Inspection form
items 1-29 are
4 or 9 points**

4 | 9

**Items 30-56 are
3 points**

3

Why Use Points



- Encourages a risk-based inspection
- Increases objectivity
- Prompts follow up inspections
- Helps with scheduling

Food Establishment Inspection Report										Page _____ of _____					
As Governed by 216-RICR-50-10-1 RI Department of Health, Center for Food Protection 3 Capitol Hill, Room 203 Providence, RI 02908 Phone: (401) 222-2750 Fax: (401) 222-4775										Score	Date	Time in			
Establishment		Address		City/State		Zip Code		Telephone		Time Out					
License/Permit #		Permit Holder		Purpose of Inspection		Est. Type		Risk Category							
FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS															
Circle designated compliance status (IN, OUT, N/A, NIO) for each numbered item. Mark "X" in appropriate box for COS and/or R. IN=in compliance OUT=not in compliance NIO=not observed N/A=not applicable COS=corrected on site during inspection R=repeat violation (if additional points are deducted)															
Compliance Status				COS		R		PTS							
Supervision 1 IN OUT Person in charge present, demonstrates knowledge, and performs duties. 4 2 IN OUT Certified Food Protection Manager. 4 Employee Health 3 IN OUT Management, food employee and conditional employee; knowledge, responsibilities, and reporting. 4 4 IN OUT Proper use of restriction and exclusion. 9 5 IN OUT Procedures for responding to vomiting & Diarrheal Events. 4 Good Hygienic Practices 6 IN OUT NIO Proper eating, tasting, drinking, or tobacco use. 4 7 IN OUT NIO No discharge from eyes, nose, and mouth. 4 Preventing Contamination by Hands 8 IN OUT NIO Hands clean & properly washed. 9 9 IN OUT N/A NIO No bare hand contact with RTE foods or pre-approved alternative procedure properly followed. 9 10 IN OUT Adequate handwashing sinks properly supplied & accessible. 4 Approved Source 11 IN OUT Food obtained from approved source. 9 12 IN OUT N/A NIO Food received at proper temperature. 9 13 IN OUT Food in good condition, safe, & undeteriorated. 9 14 IN OUT N/A NIO Required records available: shellstock tags, parasite destruction. 4															
Protection from Contamination 15 IN OUT N/A Food separated & protected. 4 16 IN OUT N/A Food-contact surfaces: cleaned & sanitized. 9,4 17 IN OUT Proper disposition of returned, previously served, reconditioned, & unsafe food. 9 Time/Temperature Control for Safety (TCS Food) 18 IN OUT N/A NIO Proper cooking time & temperatures. 9 19 IN OUT N/A NIO Proper reheating procedures for hot holding. 9 20 IN OUT N/A NIO Proper cooling time & temperatures. 9 21 IN OUT N/A NIO Proper hot holding temperatures. 9,4 22 IN OUT N/A Proper cold holding temperatures. 9,4 23 IN OUT N/A NIO Proper date marking & disposition. 4 24 IN OUT N/A NIO Time as a public health control: procedures & records. 9															
Consumer Advisory 25 IN OUT N/A Consumer advisory provided for raw or undercooked animal foods. 4 Highly Susceptible Populations 26 IN OUT N/A Pasteurized foods used; prohibited foods not offered. 9 27 IN OUT N/A Food additives, approved & properly used. 4 28 IN OUT Toxic substances properly identified, stored, & used. 4 Conformance with Approved Procedures 29 IN OUT N/A Compliance with variance, specialized process, ROP, Criteria & HACCP plan. 9															
GOOD RETAIL PRACTICES															
Good Retail Practices are preventative measures to control the addition of pathogens, chemicals, and physical objects into foods. Mark "X" in box if numbered item is not in compliance. Mark "X" in appropriate box for COS and/or R. COS=corrected on-site during inspection R=repeat violation															
Compliance Status				COS		R		PTS							
Safe Food and Water 30 Pasteurized eggs used where required. 3 31 Water & ice from approved source. 3 32 Variance obtained for specialized processing methods. 3 Food Temperature Control 33 Proper cooling methods used; adequate equipment for temperature control. 3 34 Plant food properly cooked for hot holding. 3 35 Approved thawing methods used. 3 36 Thermometers provided & accurate. 3 Food Identification 37 Food properly labeled; original container. 3 Prevention of Food Contamination 38 Insects, rodents, & animals not present. 3 39 Contamination prevented during food preparation, storage & display. 3 40 Personal cleanliness. 3 41 Wiping cloths properly used & stored. 3 42 Washing fruits & vegetables. 3															
Proper Use of Utensils 43 In-use utensils, properly stored. 1 44 Utensils, equipment & linens, properly stored, dried, & sanitized. 1 45 Single-use/single-service articles, properly stored & used. 1 46 Sash-resistant & cloth gloves used properly. 1 Utensils, Equipment and Vending 47 Food & non-food contact surfaces cleanable, properly designed, constructed, & used. 1 48 Warewashing facilities: installed, maintained, & used; test strips. 1 49 Non-food contact surfaces clean. 1 Physical Facilities 50 Hot & cold water available; adequate pressure. 2 51 Plumbing installed; proper backflow devices. 2 52 Sewage & waste water properly disposed. 1 53 Toilet facilities: properly constructed, supplied, & cleaned. 1 54 Garbage & refuse properly disposed; facilities maintained. 1 55 Physical facilities installed, maintained, & clean. 1 56 Adequate ventilation & lighting; designated areas used. 1															
Person in Charge (Signature)								Date:							
Inspector (Signature)								Follow-up: YES NO (Circle one) Follow-up Date:							
Please visit our Food Safety Information Resource Library: http://health.ri.gov/food/about/resource/library/															
SCORE		FINDING				ACTION				SCHEDULING					
Above 84		Satisfactory				No Action				Next routine (i.e. 12 months)					
79 - 84		Conditionally Satisfactory				No Action or Follow-Up Inspection				Within at least 6 months					



Scheduling based on Risks

Risk Based Inspections



- Risk classification based on food, menu complexity, population served
- Schedule based on establishment risk and compliance history
- Get back to places where there are serious hazards
- Concentrate on factors linked to FBI
 - Improper holding temperatures, Inadequate cooking, Contaminated equipment, Food from unsafe sources, Poor personal hygiene

Scheduling Algorithm



- Category
 - Average of last 3 inspections
 - Lower score – Higher points
 - Complexity of Food Prep
 - Complaint History
 - Last Inspection
 - Miscellaneous Factors
 - High Risk
 - 50 + seats
 - Caterer/Bakery

Scheduling



Automatic Scheduling Algorithm

[Average of Last 3 Routine Inspections + Complexity of Food Prep + Complaint History + Misc Factors]

Category	Points
Average of Last 3 Routine Inspections	
90+	1
80-89	2
70-79	3
60-69	4
59 and under	5
Complexity of Food Prep	
Advance Prep	4
Cook Serve	2
Special Processes (HACCP)	4
Complaint History	
3-4 in 3 years	3
5+ in 3 years	5
Misc Factors	
High Risk Pop	6
50+ Seats	3
Caterer/Bakery	2

Every 2 years	7 and under
every year	8-11 points
2x year	12-15 points
3x year	16 plus

Frequency of Inspections

7 and Under	Every 2 years
8-11	Once a year
12-15	Two times a year
16 and above	Three times a year



Training

Better Training



- Providing the time, tools, and training is essential
- Assess what motivates behavior
- Develop unique training to persuade change (interesting, hands on)
- Evaluate the effectiveness of training
- Look at barriers that may impede implementation of knowledge such as staffing shortages, inadequate equipment

Train more Effectively



- Increase awareness of need for change
- Stress consequences of risk
- Employ reminder systems
- Personalize information on risks/benefits
- Demonstrate desired behaviors
- Set goals
- Use messaging that appeals to audience



Communication and Collaboration

Messaging to Industry



Their Concerns	What we want	Our Message
Successful businesses	Them to understand rationale for requirements	We help you understand what is needed for compliance & to be successful
Approvals quickly & inexpensively	Compliance	We help protect your business from liability
Understand how process works	To be seen as helpful experts	

Messaging to Legislators



Their Concerns	What we want	Our Message
<p>Support Constituents</p> <p>Ready access to accurate information</p>	<p>Them to understand rationale for our work & appreciate value</p> <p>Their support in communications & funding decisions</p>	<p>We will work with you for economic growth & share your commitment to support businesses</p> <p>We are the source of accessible, reliable information</p>

Agency Collaboration



Understanding Business Preapplication Requirements for Drinking Water and Wastewater Treatment Systems

Rhode Island Department of Health (RIDOH) and Department of Environmental Management (DEM) regulate drinking water and wastewater treatment systems. Learn about what documentation might be required with a business preapplication form. When you are ready, complete form online at <https://arcg.is/ju5Dy>.

Determine Your Type of Drinking Water System

Off-Site Public Water System (PWS)

Your business obtains drinking water from a public water service (i.e. municipal water or a PWS).



Submit a recent copy of the water bill with your RIDOH application as proof of a PWS connection.

On-Site Well

Your business is served by an on-site well that has a RIDOH PWS License.



Submit a copy of the RIDOH PWS License.



Contact the RIDOH Center for Drinking Water Quality for guidance at 401-222-6867.

Your business is served by an on-site well that does not have a RIDOH PWS License.



Do you use water to wash, prepare, or cook food/drink or to clean food contact surfaces of equipment and utensils?

If yes, a PWS is required by the RIDOH Center for Food Protection in order to operate your Food Service Establishment. An on-site well may not be able to meet this requirement.

Determine Your Type of Wastewater Treatment System

Public Sewer System

Your business discharges wastewater into a public sewage system (i.e. municipal or Narragansett Bay Commission).



Submit a recent copy of the sewer bill as proof of a public sewer connection.

NEW On-Site Wastewater Treatment System (OWTS) or "Septic System"

Your business will discharge wastewater into a NEWLY constructed and conformed OWTS.



Submit a copy of the DEM "approved" "OWTS Construction Permit Application" and the RIDEM "Certificate of Conformance" with your RIDOH application.

EXISTING On-Site Wastewater Treatment System (OWTS) or "Septic System"

Your business discharges wastewater into an EXISTING OWTS.



Submit a copy of your "DEM System Suitability Determination (SSD) Approval" with your RIDOH application.



Your OWTS must have SSD approval. The existing OWTS must be adequately sized and "suitable" to treat the wastewater generated by the proposed business. Obtain an SSD application from DEM OWTS Permitting Program at www.dem.ri.gov/septic

Cesspool

Your business discharges wastewater into a cesspool.



Cesspools are not allowed by law. Cesspools need to be eliminated and replaced with a new OWTS or connect to a sewer system (if applicable).

Contact DEM OWTS Permitting Program for guidance or visit www.dem.ri.gov/septic to get started.





New Food Delivery Trends

Changing Food Landscape



- Grocery pick ups
- Direct-to-Consumer food sales
- Internet Sales
- Meal Kits
- Outdoor Dining



E-Commerce Webinar



**New Era of Smarter Food Safety
Summit on E-Commerce: Ensuring the
Safety of Foods Ordered Online and
Delivered Directly to Consumers**

October 19-21, 2021

<https://surveymonkey.com/r/S367VRG>



Interesting Outbreaks

Changing Outbreaks



- FBI complaints – 8 from 2 parties, 2 others
- 6 of 9 reported ill 8-16 farm tour
- 1 of 4 reported ill 8-19
- 2 other unrelated
- 3 confirmed for *Campylobacter Jejuni*
- Sampled oysters from restaurant
- 1 positive for *Campylobacter Lari*

Positive Sample



- Oyster Farm on Potters Pond
- *Campylobacter Lari* associated with Seagulls



Closed for Shellfishing



- Worked with Dept of Environmental Management
- In Consultation with FDA
- Model Ordinance warrants closure
 - Human illnesses related to *Campylobacter* Jejuni
 - Positive sample for *Campylobacter* Lari

Sampling and Next Steps



- Picked up additional samples
- 3 more C Lari positives, 1 C Jejuni
- Starting with bird abatement plan
- Consultation with FDA to establish reopening criteria



Catherine.Feeney@health.ri.gov

catherine.feeney@health.ri.gov

401-222-7717