

Day One, September 21 - Chat Question	Chat Response	Question from	Additional comments
where do we get a copy of the 2017 NC food code	<a href="https://www.fda.gov/food/fda-food-code/food-code-2017">FDA Food Code https://www.fda.gov/food/fda-food-code/food-code-2017</a>	Lynne Ezzell	
will marking instructions be updated or are they similar	Everything will be updated: inspection form, marking instructions and NC FC Manual	Carson Custy	
Will LFSE permit numbers still change or can we use the same number like tattoo's and pools?	that is an administrative issue that we will look into with the Inspections, Statistics and Fees program. We will provide an answer after all meetings have been held. Thank you for your question.	John Phillips	
So the obvious question is when can we reasonably expect to have the forms and manuals updated and be expected to enforce this change that is effective October 1st? Also need our vendor to have time to make the changes .	we are working with our internal data programmers and third party software vendors now to have forms implemented by October 1st. Printing will begin ASAP. The NC Manual is in the final stages of formatting and will be made available online. With a quick effective date, we may be somewhat delayed with printing particularly but the hope is we will have things in place.	Stacey Harris	
Can you take permit action based on a definition? (i.e. issue an intent to an MFU that is providing seating based on them not fitting the definition)	Yes, consider adding permit conditions to future permits	Johanna Hil	
What if they are set up near their commissary that is providing power and sewer disposal?	their disposal has to be approved by the RA; don't want permanent plumbing/electrical fixtures/wiring/hookups	Alli Gray	
Could have just adopted the food code MFU rules and remove the sections in the .2600 rules	we are aware will look into this in the future	Paula Cox	
I see what they mean about "industry friendly"		Welch, Aubrie L	
I'll be the one to say it, I think we are rushing implementation of this change in the field for multiple reasons. October 1st is not realistic.		Stacey Harris	
I agree Stacey its less than 2 weeks away!		Paula Cox	
Is there anyway we can see the new grade sheet while he talks about it.	yes, you all will see the form later today.	Shelby Mclean	
There are 2 added lines on the new form. Even if we don't get it exactly right in the beginning - the sooner we use it, the sooner we will learn it!	thank you for the vote of confidence.	Johanna Hill	
So what if they are a CFPM but have priority violations and cannot accurately answer the questions?	we will go over that more.	Alli Gray	
What violation would that be?	not a violation of demonstration of knowledge if CFPM	Alli Gray	
The change that Josh is describing now may be the biggest change in the new FC. Asking these questions throughout the inspection will take time and practice. Please just hear us out. I think everyone will feel more confident at the end of the day.		Ritter, Terri C	
it is not that much. the summary of changes is very little always a grace period it can be done.		Melissa Ham	
Those of us that are visual seeing the break down on that section as he talks would be very useful. May want to have a way to see	thank you for the feedback on the visual.	Shelby Mclean	
Would it be possible to get these uploaded a bit earlier, last training is on the 29th, that only gives us 1 day to go over these changed "in house"	we are working as quickly as possible to have everything in place	Hugh Smith	
Is this just the Waffle House Variance???	Yes, it is now an option for everyone	Shelby Mclean	
Can we have this PPT sent to us?	yes, training materials will be made available to all.	Jonathan A Ziemba	

is there a number of q's they can answer incorrectly before we determine they are "out of compliance" ?	it was stated during the training one wrong answer would make this out; they have three options to be IN here; utilize handouts, review, train staff, achieve AMC	christina	
The federal Food Code does not have an "OR" after Section A (no P or Pf) items.	you are correct. The NC version will state "or" between each option and they may meet one of the three to meet the requirement.	Monica McKinney	
cant say and any other diseases caused by food is OUT as well		Melissa Ham	
We have places that end up with low 80s and sometimes upper 70's, have no active managerial control, cannot answer basic questions about food temps or other risk factors but have a PIC with current CFPM certificate. We've tried RCPs on some of these places too and they often have trouble following them. So, they would not lose points?	advise consulting with your Regional for more effective process to gain compliance	Monica McKinney	
The FDA is printing the blue book again in a variety of languages. Available to order or download on their website	that is correct. The Employee Health & Personal Hygiene Handbook <a href="https://www.fda.gov/food/retail-food-industryregulatory-assistance-training/retail-food-protection-employee-health-and-personal-hygiene-handbook">https://www.fda.gov/food/retail-food-industryregulatory-assistance-training/retail-food-protection-employee-health-and-personal-hygiene-handbook</a>	Auguste Nelson-Graves	
Was jaundice added as reportable? I thought that is what Josh just said.	yes. its on the top of the form	Sykes, Nora A	
will we get that handout? (Vomit & Diarrhea clean up poster)	yes, all handouts, resources and materials we are training on today will be provided.	Auguste Nelson-Graves	
seems like they want to get it cleaned up as quickly as possible and they're not going to take the time to get PPE etc.	Code says they shall HAVE a plan. and it SHALL address employee actions to minimize spread. Utilize training materials.	Nicole Parrish	
thoughts on how we determine if their techniques are scientifically valid for effective clean-up. ? How would they mitigate aerosolized norovirus.?	Utilize training materials.	Ashley Whittington	
Should we recommend a single-use face mask such as a surgical so that people do not use a cloth mask?	Utilize training materials.	Byers, Hannah	
Also, how many different languages do you have this form in?	V & D Poster currently only in English & Spanish	Byers, Hannah	
The 2017 Annex has an entire section for helping you evaluate written plans. Were you to evaluate a plan I would reference the Annex.	that is correct. We made sure we covered all the specifications listed in the Annex. The Annex can be found in the FDA Food Code document. Link above in an earlier comment.	Johanna Hill	
Need it in Mandarin for our Chinese places!	we will look into that.	Paula Cox	
Code says they shall HAVE a plan. and it SHALL address employee actions to minimize spread. Not necessarily that it has to be a good plan	that is exactly right.	Ashley Whittington	
Did you say whether this presentation will be available for us to share w/ staff?	all training materials will be provided to all. We have 2 more options for attending this meeting. We are also recording.	Michelone, Amy	
I think Michael just answered the question about the languages, but we need these education materials in Chinese as well. Thanks; All educational materials, not just this one. I want these to be available for everyone to be fair.	we will look into that.	Jamie S White	
Does the example Josh just used required MFU permit?	yes	Greg McNeely	
Would this considered a multi-use item and must then require a dish machine?	a multi-use item requires proper wash, rinse, sanitize, air dry but a dish machine is not always required. A 3 comp sink can do the same thing.	Eva Robert	
w, r, s by food establishment??; i have a nursing home that wants to do this	yes	Welch, Aubrie L	

I would assume the container must be labeled from manufacturer as multi use similar to scoring of cutting boards, the multi-use refillable containers must be monitored for replacement I would think.	The examples shown in the presentation are intended for this purpose. The containers must be intended and approved for that use.	Lynne Ezzell	
	that is correct.	Kenneth B Michaud	
Should eggs be stored below red meat and seafood? Food code doesn't state it clearly.	assess eggs based on how they are prepared, cooked and served. Store eggs according to final cook temperature requirements.	Sanda Oo	
Does that apply for reheating or do they have to get to 165 for Hot Holding?; My question was for cooking vegetables for HH does the 135 apply to reheating or just for the initial cooking?	compare critical limits in 3-401.13 and 3-403.11	Alli Gray	
non continuous cooking-- still not allowed to par cook a steak or otherwise (for catering) and then serve at less than fully cooked, correct?; put grill marks on a steak, have procedures, would it have to be fully cooked?	whole muscle or injected; If it is quickly seared, cooled down, quick process then a CA would be appropriate; quick sear not considered a non-continuous cooking method; with Donna's input	Sykes, Nora A	
wouldn't shrimp used in Ceviche also be exempted from parasite destruction?	shrimp is not exempted from parasite destruction.	Jason Riggsbee	
Just want to clarify, only if it has the packaging stating it must be removed, then it can be enforced? I have seen some individual packages without this stated. Would it be on the larger package/Box perhaps?	it should be on the packaging or box. Review the code citation 3-501.13 for clarification.	Hall, Alexandra	Jennifer Ingle But if the fish is NOT labeled, can it be a violation? No
Does this Raw Meat including any marinating or seasoning added?	Question about raw meat in ROP with marinade/seasonings. Refer to 3-502.12 (A) and (B) first. If you are faced with an operator wanting to add something to the raw meat, the process will have to be evaluated against that part of the Code. Might be fine or might need a variance depending on how pH or other factors are affected. Still have to have the barriers for C. bot and Listeria to use ROP without variance.	Shelby Mclean	
Would a regular sealer need a HACCP plan? it's just a sealed bag (like a ziploc bag) but no oxygen is removed. ; They are not using ziploc bags. For example, foodsaver bag that is heat sealed. Not allowing oxygen to come in or get out. And condensation is visible while packages continue to cooled in walk-in.	if oxygen is not removed, they are using Ziploc bags, this is not ROP; 10K bags-approved by FDA-are only considered non-ROP for fish. ONLY FISH. No marinade, no other product added to fish. FISH with water added to help with quality is all that was tested using 10K bags and determined to be non-ROP. <a href="https://frontierpackaging.com/product/products/vacuum-bags-and-roll-stock-films/10k-otr-fresh-fish-bags-oxygen-permeable/#:~:text=Cryovac%20developed%2010k%20bags%2Ffilm%20are%20the%20original.%20Made,bags%20retain%20wee page%20and%20purge%20from%20the%20product.">https://frontierpackaging.com/product/products/vacuum-bags-and-roll-stock-films/10k-otr-fresh-fish-bags-oxygen-permeable/#:~:text=Cryovac%20developed%2010k%20bags%2Ffilm%20are%20the%20original.%20Made,bags%20retain%20wee page%20and%20purge%20from%20the%20product.</a> A sealer can be used with no special approval IF properly cooled or non-TCS foods are put in the bags. If bags are filled with hot food and then "sealed", there is a change in the oxygen in the bag and it can create a ROP environment. Feel free to send specific scenarios/questions from operators to us for assistance.	Sanda Oo	

How does this work if they are selling it Vacuum Packed do they need to put a use by date		Shelby Mclean	
Can a meat market selling raw meats use the 48 hr ROP option w/o HACCP for products that are sold to consumers within 48 hrs of ROP?	Establishments may NOT use the 48 hour ROP without HACCP plan to sell product in ROP to public. 3-502.12 (F) specifies the ROP product must be opened IN THE ESTABLISHMENT.	Monica McKinney	
can they do fish last if their final cook temperature of fish is 165 or above?		Greg McNeely	
that may need to be a position statement as just because FDA says it may be only approved for certain fish products, the manufacturer (or other entities), may make counter claims. Hence the problem with enforcement.	Kenneth- we have more info than just FDA approved bags. No need for position statement. Extensive testing of those 10K bags was done and scientifically proven that these bags are not ROP for fish. Variance Committee has operated for years understanding this and we have actually shared this information with county staff over the years. I realize it is not an everyday situation and we operate with an overload of information, but these 10K bags are only non-ROP with fish. If 10K bags are used for packaging of any other food or fish with anything besides water, the operator bears the burden to prove it is not ROP. That's what the seafood industry did. Spent a lot of money on extensive testing and showed us the science.	Kenneth B Michaud	
So, if we are having operators clean and sanitize surfaces because of allergens, should we not have them also store food to prevent allergen cross contamination? I.e: raw shrimp over chicken as an example?	At this time, based on feasibility of application, food storage order is based on final cooking temperatures.	Hugh Smith	
Since cooking doesn't destroy the allergen, they have to be diligent to prevent cross-contact. Storage order based on final cooking temps wouldn't help.	See comment to previous question.	Debra Yarbrough	
For corrective action, if we find ROP foods on an inspection should it be discarded if they have no HACCP plan?	The answer to this needs to be provided on a case-by-case basis. Reach out to your Regional if this occurs.	Guest	
Moore, Jennifer E Do these emergency plans include the facilities providing of grid utilities. Water service, Power service significant enough to operate Refrigeration , Lights and Ventilation and the use of bulk Fuel powered Refrigerated Trailers?	Veronica will provide further guidance	Shelby Mclean	
when will the marking instructions be available?	Before October 1, 2021.	Paula Cox	
With labor shortage, we're having trouble getting dish machine service technicians to our area to fix dish machines not sanitizing properly. If we verify that they are utilizing dish sink for sanitizing properly during the inspection, then do we say CDI and allow more than 3 days? What time frame should be allotted for the dish machine?	SOP to get dishes sanitized then not necessary to have dishmachine back online to gain correction	Monica McKinney	
Will the program formerly known as BETS be updated?	BETS is now called EHIDS. We have no information to share regarding a potential update at this time.	Debra Yarbrough	
I love this summary of changes document.	Thank you!	Johanna Hill	
Jennifer Moore, Food Lion sells a PACKAGED product out of their meat mkts in the seafood section. ROP fish that is thawed right in the display case and held refrigerated. Labeled as ROP or Vacuum packaged. I've wondered how this was possible/safe. Those bags explain it! thanks!	You're welcome!	Jason Riggsbee	
Are there changes being made to the grade cards?	No	Melodee Johnson	

Can you expound on more allergen information in guidance specifically for molluscan shellfish versus fish and meats?	We must refer to the major food allergens as defined in the Food Code when apply code requirements with allergens. Meat allergens are not included in this definition at this time.	Angela Sowers	
Major allergens. When is a food considered a major allergen and are you looking into red meat as an allergen due to the increasing occurrences of it throughout the country?	See comment to previous question.	Auguste Nelson-Graves	
Could you elaborate on storage order of items for allergens. Specific examples: dairy that is containerized/sealed, other allergens in dry storage, etc	See comment to similar question above.	Hall, Alexandra	
What about grab and go packaged items that are not currently labeled with ingredients or allergies? Can that be a zero point evaluation for the first inspections? They haven't been labeled because the consumer has been able to ask a food employee about ingredients or allergens.	nothing new here, if labeling does not include sub-ingredients there shouldn't be a change here, the Packaged Food position statement stands; only change is addition of sub-ingredients when labeling is required which is a Core violation	Vera MacConnell	
	If ROP foods are found without proper approval (HACCP plan or variance), marking instructions give some guidance and you should contact your supervisor and me or Angie because there are some circumstances where time frame can be considered. For example--food that was put in ROP and 48 hours have not passed, they could use 3-502.12 (F), open packaging, use food. It will be a case-by-case basis....dependent on circumstances.	Erica Roberts	
Quick question before we start again. With the grade sheet changing, is this going to affect if an item is a repeat? Say I marked floors on #53 before, and on new sheet I mark the same citation again on #55? I am 90% the answer is yes, but better to be clear now.	we will cover this after lunch with further training.	Hugh Smith	
At what point is this considered OUT.	If the answers to any of the 17 questions that are applicable to their business are incorrect, they are considered OUT	Ashley Whittington	
What is the CDI for this assessment item?	Education appropriate to the question that was missed	Ashley Whittington	
Do we only ask applicable questions? If they don't cook from raw?	Questions should reflect the nature of the establishment and the processes that are performed.	Debra Yarbrough	
What if a question does not apply to a location? Say hassap plan for a burger king?	Questions should reflect the nature of the establishment and the processes that are performed.	Hugh Smith	
Would it be fair to say that your questions should not go more in depth than a ServSafe Manager's Course level of comprehension, since that certification would fill requirement for them to not be assessed with these questions	Yes. See marking instructions for 1(B)	Ashley Whittington	
what do we do if PIC don't have time for us? or if they're busy at the time of inspection?	EHS's should be asking questions throughout the inspection if possible, if the PIC absolutely cannot be with the inspector during the inspection, then follow up questions can be asked toward the end prior to inspection write-up.	Sanda O	
can these questions be addressed when we start the review of the inspection ( when they sit down with us); Sitting down I was referring to a PIC that cant be with you all the time during the inpections	EHS's should be asking questions throughout the inspection if possible, if the PIC absolutely cannot be with the inspector during the inspection, then follow up questions can be asked toward the end prior to inspection write-up.	Lynne Ezzell	

would you considered some of the questions "answered" by what you observe? especially in the case of PIC not having total time to walk with you.	If you observe that the PIC has active managerial control and is demonstrating a comprehensive answer to the question by their actions, then you can consider that particular question answered.	Greg McNeely	
Can you explain the difference btw these 17 questions under #1 and PIC duties? Which number does PIC duties get marked under?	See Marking Instructions item 1 (B) pertains to 2-102.11(A),(B),and (C)(1), (4)-(16) and the Demonstration of Knowledge questions. Item 1(C) pertains to 2-103.11 (A)-(P) and Person-In-Charge Duties. Please note questions 2, 3 and 17 should be addressed under #3 on the inspection report. All other questions should be addressed under #1 on the inspection report.	Monica McKinney	
Say you have a short staffed kitchen, and you are able to get all the answers you need between the 2 or three employees, could you mark it in as long as one of them is pointed out as the PIC? Say manager and line cook?	See marking instructions for item 1(B) - questions should be directed to PIC	Hugh Smith	
Backflow violations are priority - can we give them more than 72 hours to correct?	Ask for documentation (picture, invoice, etc.) of an order via email, text, etc.	Johanna Hill	
#11 on Kahoot - I thought they can thaw it, but must cut the package	that is if it comes in vacuum sealed from the manufacturer - the question was about vacuum sealing it in the establishment	Jennifer Ingle	
sorry if I missed this earlier but does the use of a 2-comp utensil sink still require a variance?	Yes. Same procedure. EHS assist operators filling out form and picking SOP from the 3 available. Submit info to heather.watson@dhhs.nc.gov for review and approval.	Jason Riggsbee	