

NC Quality Assurance & Risk-Based Inspections

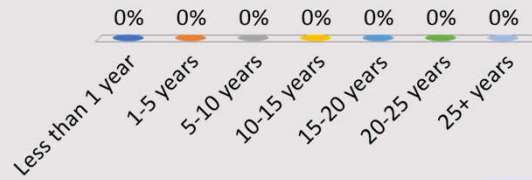
Welcome!



- Welcome participants.
- Mute microphones unless you are called upon to speak or have a question/comment.
- Cameras are optional.
- Introduce speakers.
- If someone has a question, make sure to type it into the chat box or unmute to speak.
- Go over breaks and lunch plans.

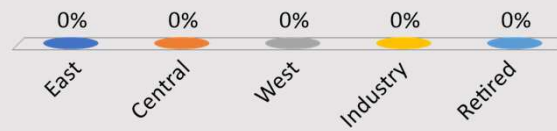
How long have you been working in the food protection program?

- A. Less than 1 year
- B. 1-5 years
- C. 5-10 years
- D. 10-15 years
- E. 15-20 years
- F. 20-25 years
- G. 25+ years



In what part of NC do you currently work?

- A. East
- B. Central
- C. West
- D. Industry
- E. Retired



What is your current job title?

- A. Director
- B. Supervisor
- C. Program Specialist
- D. EHS
- E. EHS Intern
- F. Other



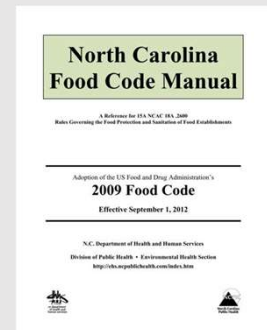
Overview

- **Introduction**
- **Preparing for the Inspection**
- **Conducting the Inspection**
- **Finishing the Inspection**
- **Final Quiz**

- This will be the flow of the presentation. Briefly read over these sections to the group.
- Introduction: Covers introductory material, including what is a risk based inspection?
- Preparing for the Inspection: Covers what the EHS should do prior to the inspection.
- Conducting the Inspection: Covers what the EHS should do during the inspection, including assessment of risk factors, assessment of good retail practices, and setting an example.
- Finishing the Inspection: Covers filling out the inspection report and the exit interview.
- Final Quiz: Review key concepts from the training.
- State that the flow of this presentation follows the QA Field Assessment Worksheet.

Why Are You Here Today?

- DHHS implemented a Quality Assurance (QA) program on July 1, 2019.
- The QA field assessment is based on conducting a risk-based inspection.
- For a quality, risk-based inspection, you need to assess processes and procedures used by facilities to ensure that they are effective at keeping food safe.



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- The goal of the QA program is to make sure that REHS's across the State are enforcing the .2600 rules and the NC Food Code correctly.
- The risk based inspection should focus on the 5 major risk factors.

What is a Risk-Based Inspection?

- *A risk-based inspection means a food establishment inspection approach that utilizes the technical skills and attributes identified in the five performance areas, foodborne illness risk factors and Food Code interventions, good retail practices, application of HACCP, inspection equipment, and communication as specified in Subpart 3-102 with particular emphasis on Food Code interventions and foodborne illness risk factors.*

- From the FDA Standardization Manual.
- Read definition and discuss.

Foodborne Illness Risk Factors

Improper practices or procedures which are most frequently identified by epidemiologic investigation as a cause of foodborne illness or injury at the retail level.

- Improper holding temperatures
- Inadequate cooking
- Contaminated equipment
- Unsafe sources
- Poor personal hygiene



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-Ask participants to name the 5 risk factors. Click after you receive the responses to display the risk factors.

Food Code Interventions

Preventive measures identified in the FDA Food Code to protect consumer health:

- Management's demonstration of knowledge;
- Employee health controls;
- Controlling hands as a vehicle of contamination;
- Time/Temperature parameters for controlling pathogens; and
- Consumer advisory.

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- Read over each intervention and have class give examples of each type of intervention
 - Passing certification exam, answering questions about risk factors, active managerial control.
 - Employee Health Policy.
 - Gloves, utensils, deli paper, etc. (no bare hand contact with RTE foods).
 - Proper hot/cold holding, proper cooling, proper thawing, etc.
 - Notice on menu, table tents, placards, shellfish signage, etc.

Good Retail Practices (GRPs)

GRPs are also assessed during a risk-based inspection but consider:

- GRPs tend to be *static*, whereas risk factors tend to be more *dynamic*.
- GRP violations present less of a public health risk than risk factor violations.

Some examples of GRPs include:

- Facility and equipment maintenance & storage
- General cleanliness of the premises
- Water, plumbing
- Storage of dry goods

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- Discuss the importance of understanding GRPs, but not making them a priority.
- We will discuss the difference between dynamic and static later in the presentation.

HACCP Plans

- Plans are approved by the local Health Department or by the State (only if franchised facilities involving multiple counties).
- Processes may also require a variance.
- HACCP plans and variance paperwork must be kept in the establishment file at the local Health Department.
- REHS should verify that HACCP plans and variances are being followed by the facility.



- Read the slide and discuss.
- Emphasize that variances are issued by the State.

Priority Equipment Needs

- Standard 8 of the *Voluntary National Retail Food Regulatory Program Standards* requires at a minimum:
 - Thermometer/Thermocouple
 - Alcohol swabs or suitable means to sanitize
 - Chemical test kits
 - Heat-sensitive tape or alternative
 - Flashlight
 - Hair restraint/beard guard
 - Forms and administrative materials



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- First, ask the class what they think is important to have in their inspection bag. Click for answers.
- What equipment do you need at a minimum to conduct a proper risk-based inspection?
- All items requiring batteries are functioning properly. Make sure to have extra fresh batteries and chargers.

What Else Should You Have?

- Forms
- NC Food Code, .2600 Rules, Marking Instructions
- Functioning equipment, extra batteries
- Tablet, printer & charger
- Cell phone/camera
- Notepad & pens



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-Forms include inspection reports, intent/immediate suspensions, product disposition, comment addendums, handouts.

Communication

- Establish rapport with PIC and staff
- Be an active listener
- Ask strategic questions
- Give good examples and sell food safety concepts
- Be respectful
- Be interactive

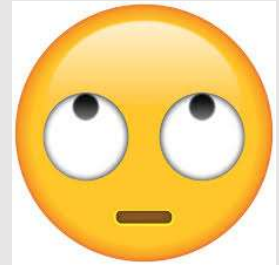


- Ask open-ended questions, like “Can you explain how you cool foods?”, “What is the final cook temperature of that grilled chicken breast on the grill?”.
- Use terminology that the PIC and employees can understand. For terminology like “ambient”, explain what that means.
- Use stories and examples to sell food safety concepts.
- Respect the PIC and employees. Be mindful of cultural differences.

Communication

Know how to interact with the Person in Charge and employees:

- Maintain a neutral stance.
- Use your “inside” voice and use respectful language.
- Maintain eye contact and **DO NOT ROLL YOUR EYES!**
- Do not speak too fast, too soft, or use words that they may not understand.
- Do not use your feet to move around items or to gesture something.



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- Maintain a neutral stance, do not cross arms or put hands on hips.
- Do not touch the PIC or employees.
- Keep hands out of pockets. This could also contaminate hands.
- Shoes can contaminate items. This does not include garbage containers.

QUIZ #1

Get Your Phones Ready!

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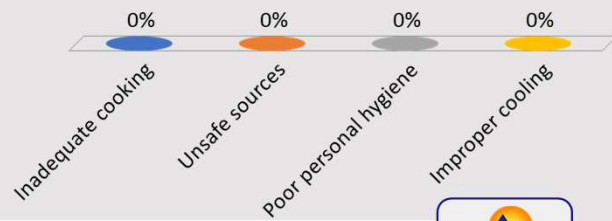
Which is not a performance area of a risk-based inspection?

- A. Foodborne illness risk factors
- B. Food Code Interventions
- C. Good Retail Practices
- D. Plan Review**



Which is not considered a foodborne illness risk factor?

- A. Inadequate cooking
- B. Unsafe sources
- C. Poor personal hygiene
- D. Improper cooling**



Participant Leaders

Points	Participant
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
Preparing for the Inspection



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-Intro slide only.

Fieldwork Evaluation Checklist				
Establishment Name	EHS Name:			
ID #	REHS#:			
	Date:			
	Evaluator:			
Items Evaluated	IN	OUT	NA	Comments
Prior to Inspection				
1. Reviews (1-3) previous inspections				
2. Reviews permit conditions, TPHC, variance/HACCP				
3. REHS properly equipped				
Conducting the Inspection				
4. Properly identifies him/herself				
5. Menu review				
6. Asks PIC to accompany during inspection				
7. Verifies ownership, demographics				
8. Surveys facility; prioritizing risk factors				
9. Appropriate attire/complies with facilities policies				
10. Professional Rapport				
Risk Factors/Processes				
11. Verifies Food Certification Manager; duties 1				
12. Employee health 2,3				
13. Good Hygienic Practices 4,5				
14. Handwashing 6,8				
15. No bare hand contact 7				
16. Approved Sources-9,10,11,12,15,30				
17. Food storage and protection 13,37,12,31				
18. Cleaning & sanitizing food contact surfaces 14				
19. Cooking 16				
20. Reheat 17				
21. Cooling Parameters 18				

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-Have class refer to QA Fieldwork Checklist.
 Items 1-3 on QA Field Assessment Form

Establishment File Review

- Review establishment file
- Inspection history (1-3 previous inspections)
- Facility permit and conditions
- Type of operation/processes/menu
- Complaints
- HACCP plan/Variations (if applicable)
- Plan review record



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- Doing a good file review before the inspection will help you determine what to focus on during the inspection.
- Look for permit conditions, including seating for on-site wastewater system.
- Explain that having these items in the file are important when a change in ownership occurs.

Review Past Inspection Reports

- Helps you detect:
 - Patterns of non-compliance with the risk factors
 - Lack of Active Managerial Control (AMC)
- Early in the inspection, follow up on:
 - *Patterns* of non-compliance with risk factors or lack of AMC
 - *Progress* of implementing intervention strategies from the previous inspection



- Ask the participants “What is Active Managerial Control?”. Manager has control over risk factors that can lead to foodborne illness.
- Risk factor violations are located on the left side of the inspection sheet.

Establishment File Review

- Review permit conditions
 - “Single-service items only”
 - Number of seats based on septic permit
 - “Facility menu limited to hot dogs and condiments only”
- Review TPHC documents
- Review Variance/HACCP documents
 - Make sure documents are up-to-date and correct



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- Review permit conditions above and ask class for other examples of permit conditions.
- For franchised facilities with variances, make sure that location is listed on the variance approval letter and that information is correct.

Activity 1

Review Previous Inspection Reports

- Open Attachment Labeled *Activity #1*.
- Review the inspection report provided.
- Determine the top 3 issues that you would prioritize during your inspection.
- Be ready to share your responses in the chat.

Activity 1
Reviewing Previous Inspection Reports to Set Priorities

You will be given an inspection report for a hypothetical establishment. After reviewing this inspection report, make a list of three issues that you would prioritize in your next inspection.
Be prepared to share your answers with the group.

1. _____

2. _____

3. _____

Notes:

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- Go over activity and allow time to complete.
- Review afterwards.
- *Time allotted: 10 minutes

Conducting the Inspection

Beginning the Inspection



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-Into slide only.

Fieldwork Evaluation Checklist				
Establishment Name	EHS Name:			
ID #	REHS#:			
	Date:			
	Evaluator:			
Items Evaluated	IN	OUT	NA	Comments
Prior to Inspection				
1. Reviews (1-3) previous inspections				
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Conducting the Inspection				
4. Properly identifies him/herself				
5. Menu review				
6. Asks PIC to accompany during inspection				
7. Verifies ownership, demographics				
8. Surveys facility; prioritizing risk factors				
9. Appropriate attire/complies with facilities policies				
10. Professional Rapport				
Risk Factors/Processes				
11. Verifies Food Certification Manager; duties 1				
12. Employee health 2,3				
13. Good Hygienic Practices 4,5				
14. Handwashing 6,8				
15. No bare hand contact 7				
16. Approved Sources-9,10,11,12,15,30				
17. Food storage and protection 13,37,12,31				
18. Cleaning & sanitizing food contact surfaces 14				
19. Cooking 16				
20. Reheat 17				
21. Cooling Parameters 18				



Items 4-10 on QA Field Assesment Form



When You Arrive

- Enter the business entrance if the facility is open.
- Introduce yourself
- Ask the Person in Charge to accompany you during the inspection.
- Ask the Person in Charge if a change of ownership has occurred since the last inspection.



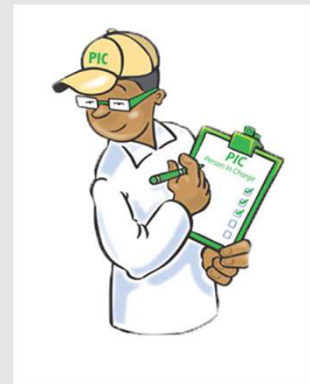
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- Do not enter the back door if business is open. If facility's front door is locked and staff is inside prepping food, you may knock on the back door to gain access.
- When you introduce yourself, show your ID badge, state the agency you work for, purpose of your visit, and ask to speak with the PIC.
- Asking about a change of ownership near the beginning of the inspection will help determine if a transitional permit is needed.

When You Arrive

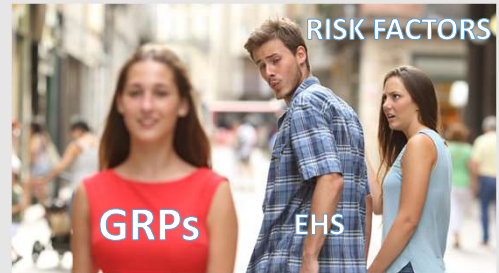
- Ask the Person in Charge if they are cooling anything (hot to cold or from ambient), cooking anything, reheating anything, or have had a recent delivery.
- Grab a menu.
- Wash hands before beginning the inspection (set an example).
- Survey the facility.
- Watch what is going on around you.



- Do these items at the beginning of the inspection.
- Explain what cooling from ambient temperature means.
- Keep looking around and asking the PIC questions while washing hands and conducting the survey.

Quick Facility Survey

- Meant to be QUICK – 2-3 minutes in duration
- Determine the critical processes being conducted at the time of the inspection.
- **FOCUS ON RISK FACTORS!!!**
- If you see a “core” violation, make a quick note and keep moving.
- Don’t forget to include the walk-in units.



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-If you see “P” and “Pf” violations, make sure to note them and address them during the inspection.

Quick Facility Survey

Consider:

- Are the activities noted static or dynamic?
- What is the relative risk?
- What should be addressed first?
- What data you will need to accurately assess the activity?
- Are there any imminent health hazards present?



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-Read info on the slide and discuss. Static/dynamic and relative risk are explained on the next slides.

-Ask class what are some examples of imminent health hazards.

QUIZ #2

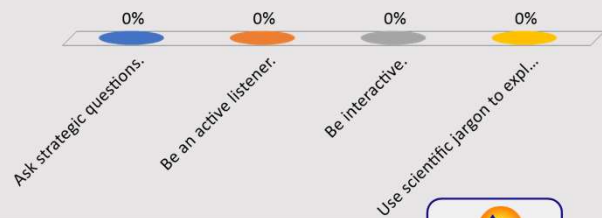
Get Your Phones Ready!

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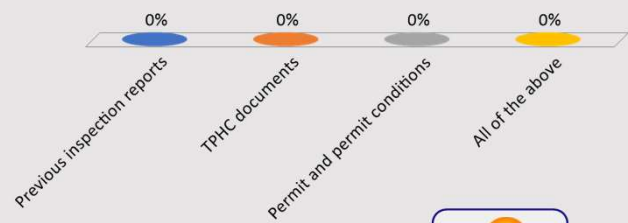
Good communication skills consist of all items below, EXCEPT:

- A. Ask strategic questions.
- B. Be an active listener.
- C. Be interactive.
- D. Use scientific jargon to explain food safety processes.



A good file review prior to the inspection includes which of the follow:

- A. Previous inspection reports
- B. TPHC documents
- C. Permit and permit conditions
- D. All of the above**



A review of past inspection reports can help you determine patterns of non-compliance with risk factor provisions and active managerial control.

A. True

B. False



When reviewing the establishment's permit, the seating noted in the establishment during the inspection exceeded the number listed on the septic permit. What should you do?

- A. Document issue and immediately issue an Intent to Suspend
- B. Document issue and ask PIC to remove excess seating**
- C. Don't do anything since it has always been that way
- D. Document issue and immediately suspend the permit



Participant Leaders

Points	Participant
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Static Activity	Dynamic Activity
<p>One that will likely be the same over the course of the inspection.</p>	<p>One that will likely be completed soon or will change quickly over the course of the inspection.</p>
<p>Examples: Cold Holding, Hot Holding, Food Storage, Employee Health Policies, Manager Certification, Most GRPs</p>	<p>Examples: Serving RTE Food with Bare Hands, Cooling, Cooking, Receiving PHF/TCS Foods, Preparation, Reheating</p>



-Discuss with participants.

If You Only Have 45 Minutes....

- Cooking
- Cooling
- Reheating
- Receiving
- Cold & hot holding
- Handwashing
- Bare hand contact
- Food storage (raw vs. RTE)
- Employee Health
- Cleaning & sanitizing
- Calibrated thermometers
- Approved sources
- PIC Duties



Think Dynamic!

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-What would you evaluate during this time?

Have participants provide responses in the Chat.

-Click for answers to display and discuss what the REHS should evaluate for each.

-Cooking: Check items that are cooking, ask about final cook temperatures.

-Cooling: Check items that are cooling, ask about how foods are cooled and what are the required parameters.

-Reheating: Check items that are reheating, ask what facility reheats and what the final reheat temperatures are.

-Receiving: Ask PIC who receives and checks deliveries, has a delivery come in recently, and what are they checking (temps)?

-Cold & hot holding: Check items that are cold and hot holding.

-Handwashing: Watch handwashing, check to make sure sinks are adequate and accessible, ask PIC about proper handwashing procedures.

-Bare hand contact: Watch staff for violations.

-Food storage: Check food storage during temperature checks.

-Employee Health: Ask PIC and random employees about the employee health policy.

-Cleaning & sanitizing: Ask the PIC and employees how/when they clean and sanitize equipment and food thermometers, check sanitizer, check dishmachine, check slicer, check some dishes.

-Calibrated food thermometers: Check early in the inspection while evaluating

cooking/cooling. Use ice water.

-Approved sources: Ask PIC about sources of food.

-PIC Duties: Evaluate PIC knowledge through questioning, policies/monitoring procedures used, training methods and materials provided to employees.

Static or Dynamic?

A. Static

B. Dynamic



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- Bucket is used only to store wet wiping cloths.
- Bucket is on a shelf below the prep table.

Static or Dynamic?

A. Static

B. Dynamic



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Static or Dynamic?

A. Static

B. Dynamic



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Static or Dynamic?

A. Static

B. Dynamic



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-Dynamic, but a lower priority dynamic.

Static or Dynamic?

- A. Static
- B. Dynamic



Static or Dynamic?

A. Static

B. Dynamic



Static or Dynamic?

A. Static

B. Dynamic



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-This delivery includes all foods (dry storage, refrigerated/frozen TCS foods).

Static or Dynamic?

A. Static

B. Dynamic



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Participant Leaders

Points	Participant
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Relative Risk

What does it mean to determine relative risk? Ask yourself:

- What is the likelihood that the activity will cause foodborne illness if not addressed as soon as possible?
- How does this compare to the other activities that you are seeing?
- You must complete your walk through to be able to determine the relative risk of all the activities occurring at the time of inspection.

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-Ask question first.

-Click for subsequent questions and discuss each.

Activity 2

Determining Inspection Flow



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- Go over activity and allow time to complete.
- Discuss with participants afterwards.

Activity 2

Determining Inspection Flow

- Open Attachment Labeled *Activity #2*.
- Review the scenario provided.
- For items A-J, determine whether each item is STATIC or DYNAMIC.
- Determine what are the TOP 4 items that you would prioritize during the inspection.
- Be ready to share your responses in the chat.

Activity 2
Determining Inspection Flow

Read the following scenario:

You are inspecting a full-service restaurant that is open for breakfast, lunch, and dinner. The time you begin your inspection is 12:45 p.m. After introducing yourself, greeting your coordinator, explaining the purpose of your visit, asking for a menu to take with you during the inspection, showing a tour, and washing your hands, you conduct a quick walk through and ask specific questions of the person in charge to determine whether cooking, cooling, reheating, preparation, or receiving is occurring.

The following is a list of the activities you observe during the quick walk through:

- _____ A. There are three, partially covered, 4-inch metal containers of cooked refried beans sitting on the back preparation tables.
- _____ B. Hamburgers and chicken are being cooked on the grill on the line.
- _____ C. Sausages in cooking containers in the three-compartment sink. Only two compartments are filled. There is something floating in the third compartment.
- _____ D. There are several PPE (PPE) items in the main table on the line. Manager states that no reheating is being done.
- _____ E. Boxes of food are sitting outside the walk-in cooler. They are cold to the touch. The manager started putting up the cooler.
- _____ F. An open container of raw meat is stored above prepared ready-to-eat (RTE) cooked salad in the walk-in cooler. No visual contamination.
- _____ G. There are deep containers of PPE (PPE) in the walk-in cooler. Temperature unknown. Manager has already stated that they aren't cooling anything.
- _____ H. The manager states they are cooking pork chops in the oven.
- _____ I. Hand sanitizer is being washed into and under PPE hand basin with their bare hands in the prep area.
- _____ J. There is a customer self-service hot bar and salad bar being set up in the dining area.

1. Assess activities A-J above and determine if the activity is STATIC or DYNAMIC.
2. From activities A-J above, decide the top FOUR priorities for your inspection.
3. Be prepared to discuss your answers with the group.



- Go over activity and allow time to complete.
- Review afterwards.
- *Time allotted: 5-10 minutes

Menu Review

Helps identify:

- High-risk foods or high-risk processes
- Operational steps that often go unevaluated
- Changes made without approval

Ask PIC about menu changes or additions



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- Discuss differences in menus. (Menu board, kids menus, sushi menus vs main menu, seasonal menus, etc.)
- What are you looking for in the menu during the beginning of the inspection? Changes to the menu ensuring there haven't been additions to it.
- Correctness of consumer advisory information can be reviewed towards the end of the inspection.

When To Do A Menu Review



- During Plan Review – Yes!
- Initial Inspection – Yes!
- Periodically – Yes!
- As a Sit-Down Exercise at the Beginning of the Inspection – No!
- During the Quick Walk-Through – Yes!

-The first time to do a menu review is when a facility is in the plan review phase.

-A menu review should be done during an inspector's initial visit to a facility.

-A menu review should be done periodically after the initial inspection to determine food item additions or deletions which may require further investigation.

-Menus should not be reviewed as a sit down exercise, but should be reviewed during the walk-through.

Activity 3

Menu Review



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- Hand out a menu to each group.
- Give groups time to review menus.
- Ask groups to provide examples of food items on each menu that would need to be assessed.

Activity 3

Menu Review

- Open Attachment Labeled *Activity #3*.
- Review the menus provided.
- For each menu, note any issues that you see including menu items that you may have more questions about, or issues with the consumer advisory.
- Be prepared to share the issues you find in the chat.

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-Go over activity and allow time to complete.

-Review afterwards.

Children's menu – only pertains to comminuted meats.

*Time allotted: 10-15 minutes

Compliance with Policies

- Respect policies and procedures of the facility
- Wear hair restraints, proper attire, and proper jewelry when inspecting facilities. Hold yourself to the same standard!
- Wash hands effectively and as often as needed when hands are contaminated.



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- Facilities may have policies that require gloved hands when handling opened packages of deli meats.
- If facilities have handwashing procedures that involve using a nail brush or hand sanitizer (after handwashing), then do it!
- Ask PIC to communicate policies and procedures to you.

Professional Rapport

What is professional rapport?

- Respect, respect, respect.
- Use good negotiation skills.
- Use best professional judgement.
- Be an educator **in addition to** a regulator.



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-Ask the participants “What is Professional Rapport?”. A connection or relationship with someone else in a professional setting. Building professional rapport is the process of developing that connection with someone else, such as a PIC, food employee, or facility operator.

-Using good negotiation skills to help PIC understand how compliance with the Rules will help the facility keep the public safe and make their jobs easier.

Conducting the Inspection

Assessment of Risk Factors & Processes

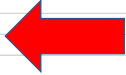




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-Intro slide only.

Risk Factors/Processes			
11. Verifies Food Certification Manager; duties 1			
12. Employee health 2,3			
13. Good Hygienic Practices 4,5			
14. Handwashing 6,8			
15. No bare hand contact 7			
16. Approved Sources-9,10,11,12,15,30			
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22. Hot Holding 19			
23. Cold Holding 20			
24. Datemarking 21			
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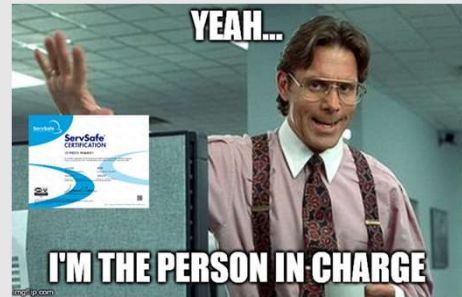





Items 11-34 on QA Field Assesment Form

Verify Food Certification Manager

- Training can be verified at any point during the inspection.
- Look for training certificate for Person in Charge present in the facility.
- Check name and expiration date on certificate.
- Verify that certificate bears an ANSI label.
- **#1 on inspection report**



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- The training certificate does not have to be verified at the beginning of the inspection.
- Remind class of allowances for facilities with multiple permits and PIC coverage (grocery stores).
- Remind class of when not to accept certification (when certified person arrives later during the inspection).

Person in Charge Duties

- Verify that the Person in Charge is knowledgeable of items listed in 2-103.11 (A-L).
- Compliance with this requirement should be determined by asking questions of the Person in Charge and employees during the inspection.
- **#1 on inspection report**



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Ask participants to list some PIC requirements listed under 2-103.11 (A-L):

- A) Operations not conducted in a private home or in a room used as living/sleeping quarters.
- B) No unnecessary persons allowed in operation.
- C) Delivery, maintenance, and pesticide applicators in the facility comply with the Code.
- D) Employees effectively washing their hands.
- E) Receiving food properly.
- F) Cooking food properly.
- G) Cooling food properly.
- H) Notifying consumers of raw/undercooked foods.
- I) Cleaning and sanitizing equipment properly.
- J) Notifying consumers to use clean plates when returning to self-service areas.
- K) Prevention of cross-contamination through prevention of bare hand contact with foods.
- L) Food allergy awareness.

* Proper holding temps not in current Duties

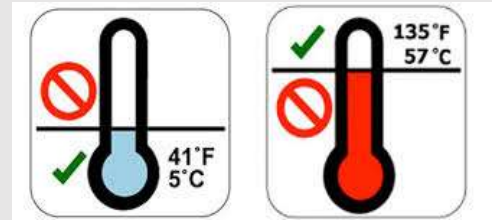
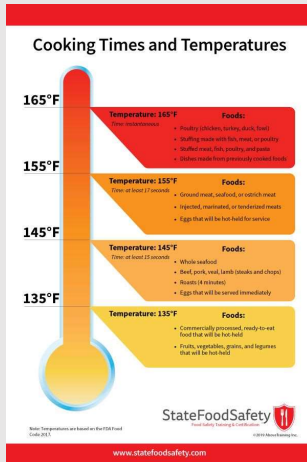
Person in Charge Duties

- Look for policies, procedures, placards, and other materials provided in the establishment that educate staff on controlling risk factors.
- Promote items in the facility that can assist the PIC train employees.
- Work with PIC on establishing SOPs, temperature charts, and policies in order to establish an effective training and monitoring system.



-Provide handouts and information in foreign languages if needed.

Procedures to Control Risk Factors



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-Posters, placards, and other visuals can be helpful to the PIC to reinforce control of the risk factors.

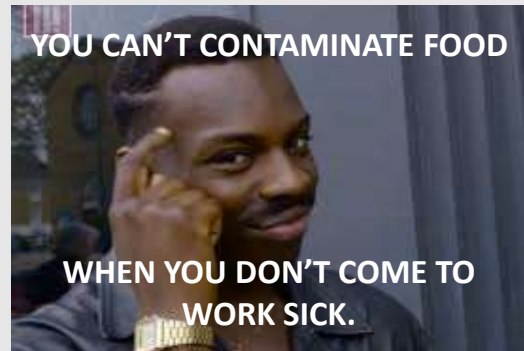
Training Materials



-Encourage PIC to post training materials in appropriate languages when needed to aid in training of staff.

Employee Health

- Verify that the Person in Charge has informed employees of their responsibility to report illness in accordance with 2-103.11 (M).
- Interview the Person in Charge and **random employees** during the inspection about the Employee Health Policy.
- Employee health policy **DOES NOT** have to be a written policy.
- **#2 and #3 on the inspection report**



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- Ask the class if they quiz random employees about employee health requirements to ensure they have been notified.
- During the inspection, ask the employee if they know where the policy is located.
- Encourage PIC to post their policy or posters about employee health to aid in training.
- If policy is written, ask to see a copy of the policy to verify compliance with the Code.

QUIZ #3

Get Your Phones Ready!

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A cell phone can be used as a flashlight during the inspection.

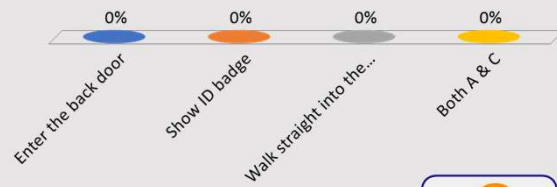
A. True

B. False



When arriving at the establishment, the REHS should do all of the following EXCEPT:

- A. Enter the back door
- B. Show ID badge
- C. Walk straight into the kitchen
- D. Both A & C



Upon arrival, the REHS should:

- A. Ask the PIC to accompany them
- B. Sit down with the PIC and go over the employee health policy
- C. Start at the dumpster
- D. Check the mop area



During the initial survey of the establishment, you should focus on Good Retail Practices.

A. True

B. False



In order to determine relative risk, you must conduct a quick walk-through of the facility.

A. True

B. False



Professional rapport is important during a risk- based inspection.

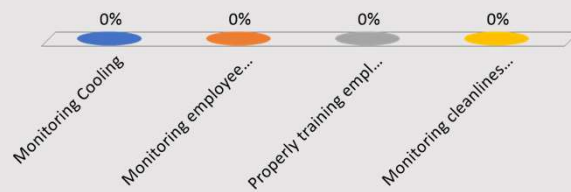
A. True

B. False



Person in Charge duties include all of the following, EXCEPT:

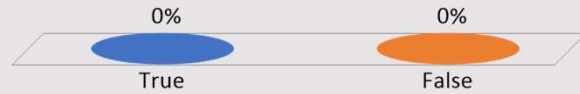
- A. Monitoring cooling
- B. Monitoring employee hygiene
- C. Properly training employees on food allergen awareness
- D. Monitoring cleanliness of facility



The employee health policy is required to be in writing.

A. True

B. False



Participant Leaders

Points	Participant
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Good Hygienic Practices

- Verify that employees are engaging in proper eating, drinking, and tasting practices.
- Verify that employees do not have discharge from the eyes, nose, and mouth when handling and preparing food.
- **#4 and #5 on the inspection report**



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- Remind class that the Code requires that employee drinks must be covered and stored below food, food contact surfaces, and clean utensils/single-service items.
- Drinks should not be stored on prep surfaces!
- This should be marked under #4 (2-401.11).
- No tobacco use allowed in food preparation areas.

Handwashing

- Verify that employees are properly washing their hands at the appropriate times using the appropriate procedure.
- Always be scanning the facility to determine if handwashing violations are occurring.
DON'T HYPER-FOCUS ON GRPs!
- Verify that handwashing stations are adequate, accessible, and fully stocked as required.
- **#6 and #8 on the inspection report**



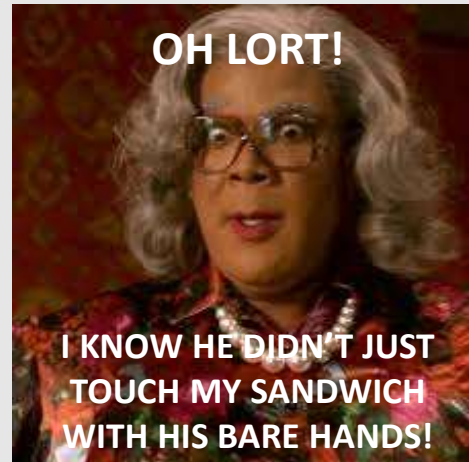
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-Do not hyper-focus on more minor items such as air-drying of pans. Always be scanning for important items like handwashing!

No Bare Hand Contact

- Verify that employees are preventing bare hand contact with ready to eat foods by using disposable gloves, tongs, deli paper, or other approved method.
- If employees are using their bare hands on foods that will be cooked, verify final cook temperatures to ensure safety.
- **#7 on the inspection report**



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- Food must be cooked to at least 165 F to allow bare hand contact.
- Remember to have PIC discard any RTE foods that are found to be contaminated by bare hand contact.

Approved Sources

- Verify the source(s) of food used by the facility. Ask the Person in Charge for invoices if needed.
- Ask PIC how food deliveries are received and checked.
- Look for food spoilage and other adulteration.
- Verify shellstock tags and parasite destruction documentation when necessary.
- Verify variance information and processes when necessary.
- #1, #9, #10, #11, #12, #15, and #30 on the inspection report



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- Ask class about receiving temperatures.
- If PIC is not checking deliveries, it is a violation of #1 2-103.11 (E).
- Give class shell stock tags and discuss what is missing from the tags.

Shellstock Tags

- Tags must have the required information listed under 3-202.18.
- Know how to search the Interstate Certified Shellfish Shippers List
 - <https://www.fda.gov/food/federalstate-food-programs/interstate-certified-shellfish-shippers-list>
- Tags must be kept for 90 days, stored in chronological order, and have the date the last shellstock is sold.



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- Have participants look at 3-202.18.
- Make sure that tags in boxes or shipping containers match what is attached to the product.
- Open shipper's list and show participants how to use the list.
- Remind staff that shellfish can be found inland too, such as grocery store chains in the meat/seafood departments.
- You will not find a shipper on the Interstate Certified Shellfish Shippers List if the shipper only serves facilities in the State (intrastate). Contact Shellfish Sanitation for info on these shippers.

Food Storage & Protection

- Verify that food is properly stored in the facility.
- Always scan the facility for glove changing and usage violations.
- Verify that facility has adequate refrigerated space for volume of food being stored.
- #12, #13, #37, and #31 on the inspection report



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- Make sure food is properly stored in refrigerated units, walk-in units, storage rooms, and customer self-service areas.
 - Ask the PIC where damaged/distressed merchandise is stored.
 - Have participants look at 3-304.15 (A) for glove requirements.
 - Improper usage of single-use gloves is #13, not #44.
 - Food storage #37
- Examples: WIC door handles, wiping cloths, phones, cash register, etc.

Cleaning & Sanitizing

- Verify that food contact surfaces are being correctly cleaned and sanitized.
- Check sanitizer in spray bottles and dish sink.
- Check sanitization levels at the dish machine.
- **#14 on the inspection report**



- Ask the PIC and random employees how specific items are cleaned and sanitized, such as slicers, multi-use utensils, and other equipment.
- Check an adequate amount of dishes, utensils, and food contact equipment to determine if dishwashing is being done properly.
- Have participants look at 4-602.11 (D)(2)(a) for cleaning frequencies in refrigerated environments.
- If sanitizer buckets are found too weak, mark #39. If REHS observes towels in the sanitizer bucket being used in the sanitizing step and the sanitizer is too weak, mark #14. REHS needs to make sure what the bucket is used for before they mark either violation.
- Recommend that gloves are worn when checking clean dishes and utensils to prevent contamination by REHS's hands.

Cooking

- If it is sizzling, don't pass it by! Ask employee to let you know when the food item is ready and check the temperature! Listen for timers.
- Quiz the Person in Charge and employees about final cook temperatures.
- Determine if facility is using non-continuous cooking procedures.
- **#16 on inspection report**



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- Verify that raw meat and egg dishes are being cooked in accordance with 3-401.11 and 3-401.12.
- Provide handouts and guidance for PIC and staff about proper final cook temperatures.
- Explain non-continuous cooking. Have class refer to 3-401.14.

Cooking

- Ask the PIC what raw foods are cooked in the facility.
- Ask the PIC if the microwave is used to cook raw animal foods.
- Know what type of raw meat you are dealing with.
- Look at the boxes and ask questions!



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- Microwave cooking procedures listed under 3-401.12. Have PIC explain these procedures.
- Remind participants of cooking chart under 3-401.11 (A)(2).
- Is the meat injected, mechanically tenderized, whole muscle, or a roast.
- Some injected meats include vacuum-sealed steaks and Philly meat.

Cooking

- Ask the PIC if the facility prepares and serves whole meat roasts.
- Ask how roasts are cooked, held, and reheated.

Final Internal Cook Temp (°F)	Time in Minutes Held at Temp.	Final Internal Cook Temp (°F)	Time in Minutes Held at Temp.	Final Internal Cook Temp (°F)	Time in Minutes Held at Temp.
130°F	112 minutes	140°F	12 minutes	151°F	54 seconds
131°F	89	142°F	8 minutes	153°F	34 seconds
133°F	56	144°F	5 minutes	155°F	22 seconds
135°F	36	145°F	4 minutes	157°F	14 seconds
136°F	28	147°F	134 seconds	158°F	0 seconds
138°F	18	149°F	85 seconds		

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- Read and discuss.
- Ask questions and check the menu for roasts.
- Requirements listed under 3-401.11 (B).

Reheating

- Pay close attention to steam tables and warmers.
- Quiz the Person in Charge and employees about reheating practices and time/temperature requirements.
- If food has not been reheated properly, corrective action is required.
- **#17 on inspection report**



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- Verify that food is being reheated in accordance with 3-403.11.
- Monitor steam tables and warmers to make sure they are not being used for cooking or reheating.
- Provide handouts or guidance for PIC about proper reheating if needed.
- If food has not been reheated to at least 165°F within 2 hours, discard.
- Time/Temperature parameters for reheating are for HOLDING only, food can be served at any temperature for immediate service

Reheating

- RTE foods that are reheated for immediate service can be reheated to ANY temperature.
- Fully cooked, commercially packaged TCS foods must be reheated to at least 135°F if hot held.
- Look at the boxes and ask questions!



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- Examples of commercially prepared and fully cooked foods include chicken tenders, mozzarella cheese sticks, jalapeno poppers, and canned vegetables.
- REHS's are requiring PIC's to heat fully cooked items such as chicken tenders to at least 165 F.
- REHS's are requiring PIC's to reheat items, such as veggies, to at least 165 F when they are for immediate service.

QUIZ #4

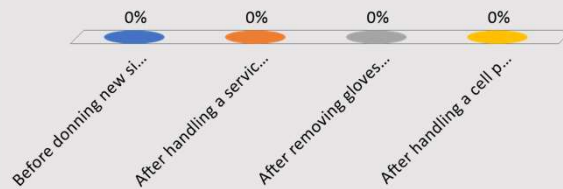
Get Your Phones Ready!

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When are employees NOT required to wash their hands?

- A. Before donning new single-use gloves
- B. After handling a service animal in the dining room
- C. After removing gloves between making sandwiches**
- D. After handling a cell phone



A chemical sanitizing dish machine showed a concentration of 0 ppm chlorine when checked with the chlorine test papers. Which code citation would you use for this violation?

- A. 4-501.114
- B. 4-602.11
- C. 4-601.11 (A)
- D. 4-702.11



Vegetable soup is found reheating on the stove at 114°F. The soup has been in the reheating process for 2.5 hours. No corrective action is needed.

A. True

B. False



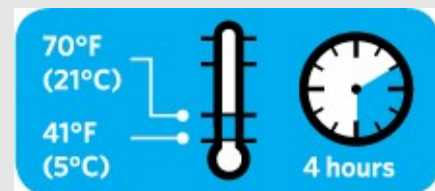
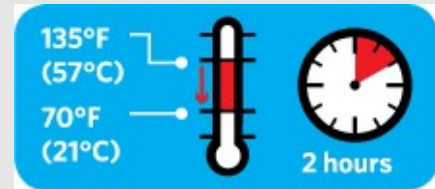
Participant Leaders

Points	Participant
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Cooling Parameters

- Look for TCS foods that are cooling during the initial survey, including in the walk-in cooler.
- Use the cooling calculator as a tool to verify that the food is cooling at the required rate.
- If TCS foods have been improperly cooled, corrective action is required.
- **#18 on inspection report**



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-Cooling is listed under 3-501.14.

-If no TCS foods are found to be cooling, quiz the Person in Charge and employees on cooling parameters and procedures.

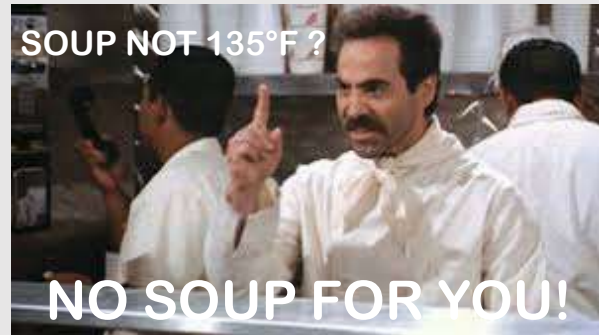
-If food has not met either of the 2 required cooling steps, have PIC discard the food.

-If there is time left for corrective action, have PIC reheat the food to at least 165° F or use a method to quickly get food below the required temperature.

-Make sure to talk about the cooling process does not exceed 6 hours.

Hot Holding

- 135°F or above.
- If foods are being improperly hot held, corrective action is required.
- Use tools such as TPHC for foods if facility is having difficulty maintaining food at 135°F or above.
- **#19 on inspection report**



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- Hot holding is listed under 3-501.16 (A)(1).
- Quiz the Person in Charge and employees about hot holding requirements. Provide handouts to post as a guide for staff.

Cold Holding

- 41°F or below.
- If foods are being improperly cold held, corrective action is required. Follow guidelines on the cold holding position statement when foods are found between 42-45°F.
- Use tools such as TPHC if facility is having difficulty maintaining foods at 41°F or below.
- **#20 on inspection report**



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- Cold holding requirements listed under 3-501.16 (A)(2)(B).
- Quiz the Person in Charge and employees about cold holding requirements. Provide handouts to post as a guide for staff.
- Refer to cold holding position statement in the handouts.
- Discuss corrective actions for 42-45°F.
- Discuss that DHHS does not have embargo authority for TCS foods at 42-45°F.
- Discuss when to mark out date marking at 42-45°F and that 4 day TPHC requires a variance before it can be utilized.

Date marking & Disposition

- Quiz the Person in Charge and employees on how foods are date marked and how long they are stored.
- If TCS foods are found without date marks or found being stored past their disposal date, corrective action is required.
- If 4 days is used for foods held between 42-45°F, a variance will be required.
- **#21 on inspection report**



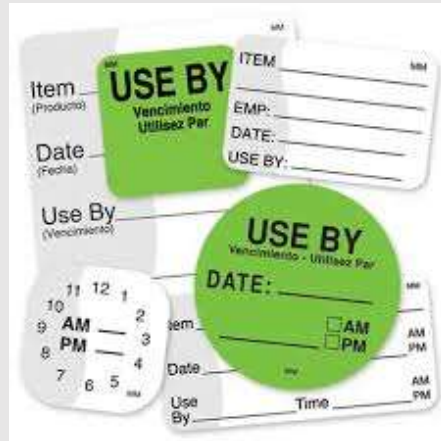
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-Date marking is listed under 3-501.17 and disposition is listed under 3-501.18.
Before having an establishment apply for a variance, must provide documentation about equipment checklist, service, personnel behaviors

Activity 4

Date marking Exercise



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- Discuss activity and give participants time to complete.
- Go over answers afterwards.

Activity 4

Date marking Exercise

- Open Attachment Labeled *Activity #4*.
- Review the list of food items.
- For each food item, determine whether or not date marking is required.
- Be prepared to share your responses using Turning Point.

Activity 4
Date Marking Exercise

Place an "X" beside the items listed below that require date marking.

- ___ 1) Cut watermelon
- ___ 2) Opened container of sour cream
- ___ 3) Commercially prepared packaged cheese
- ___ 4) Bakery grade fish
- ___ 5) Opened tub of commercially prepared BBQ
- ___ 6) Container of sliced tomatoes
- ___ 7) Opened container of cottage cheese
- ___ 8) Cherry pie
- ___ 9) Opened container of feta cheese crumbles
- ___ 10) Whole sprouts leaves
- ___ 11) Cheese
- ___ 12) Opened package of deli ham
- ___ 13) Fresh mozzarella
- ___ 14) Opened gallon of milk
- ___ 15) Air coated hard baked eggs
- ___ 16) Shred American cheese
- ___ 17) Opened package of tofu
- ___ 18) Raw chicken
- ___ 19) Vegetables packed with hot sauce (not for cooking)

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- Go over activity and allow time to complete.
- Review afterwards.
- *Time allotted: 5-10 minutes

Date mark?

A. Yes

B. No



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-Sliced melons.

Date mark?

A. Yes

B. No



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-Open container of sour cream.

Date mark?

A. Yes

B. No



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-Commercially prepared sour cream.

Date mark?

A. Yes

B. No



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-Sashimi grade fish used for sushi.

Date mark?

A. Yes

B. No



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-Open container of BBQ.

Date mark?

A. Yes

B. No



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-Sliced tomatoes (over 24 hours).

Date mark?

A. Yes

B. No



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- Opened container of cottage cheese.
- Cultured dairy product.

Date mark?

A. Yes

B. No



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-Baked cherry pie.

Date mark?

A. Yes

B. No



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-Open container of feta cheese.

Date mark?

A. Yes

B. No



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-Whole leaf spinach.

Date mark?

A. Yes

B. No



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-Chopped Cilantro

Date mark?

A. Yes

B. No



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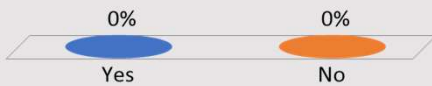


-Opened package of deli ham.

Date mark?

A. Yes

B. No



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-Fresh mozzarella.

-Mozzarella--21 CFR 133 The minimum milkfat content is 45 percent by weight of the solids, and the moisture content is more than 52 percent but not more than 60 percent by weight – must Date Mark

-Low moisture mozz--21 CFR 133The minimum milkfat content is 45 percent by weight of the solids and the moisture content is more than 45 percent but not more than 52 percent by weight as determined by the methods described in 133.5. - Must Date Mark

Date mark?

A. Yes

B. No



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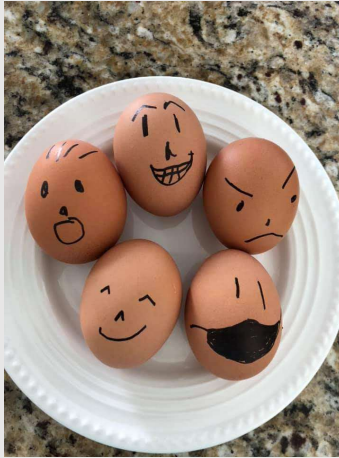


-Open gallon of milk.

Date mark?

A. Yes

B. No



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-Air-cooled hard boiled eggs.

Date mark?

A. Yes

B. No



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-Sliced American cheese.

Date mark?

A. Yes

B. No



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-Open package of commercial tofu.

Date mark?

A. Yes

B. No



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-Raw chicken.

Date mark?

A. Yes

B. No



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-Hot brine poured over veggies for cold pickling (not for canning).

Participant Leaders

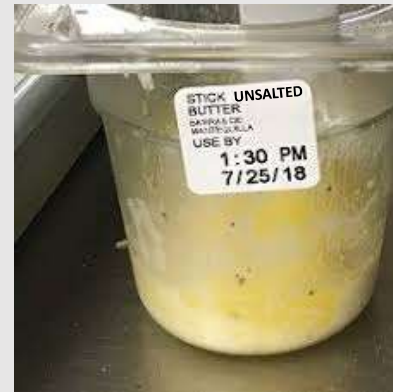
Points	Participant
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Time as a Public Health Control

- Ask for written procedures.
- Quiz the Person in Charge about the TPHC procedures and ask them to walk you through the process.
- If foods being held using TPHC procedures are not properly labeled, or if written procedures are not provided, corrective action is required.
- **#22 on inspection report**



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-TPHC is listed under 3-501.19.

-If food is found being held using TPHC without written procedures, corrective action would be:

-If food has been held for more than 4/6 hours, or if PIC does not know how long food has been in the TDZ, discard.

-If food is within the 4/6 hour timeframe and written procedures can be developed, work with PIC to reheat food to 165°F or cool quickly to 41°F if cooling parameters can be met. Once procedures are approved, then PIC can continue using TPHC.

-Assist PIC in developing TPHC procedures if needed in order to gain compliance.

Consumer Advisory

- When conducting a menu review, ask the Person in Charge if there are any animal foods that are served raw, undercooked, or contain raw ingredients.
- Verify that the disclosure **and** reminder are provided and properly worded.
- If a consumer advisory is needed or is incorrect, corrective action is required.
- **#23 on inspection report**



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-Consumer advisory is listed under 3-603.11.

Consumer Advisory

Is this consumer advisory correct?

- Two eggs* served with grits and toast
- Hamburger*
- Ceviche (raw fish)*



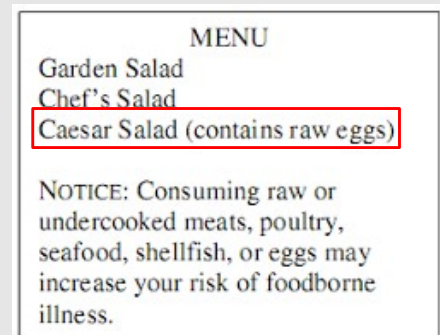
**Eggs and hamburger may be served raw or undercooked. Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of foodborne illness, especially if you have a certain medical condition.*



-Discuss. Click for arrows to highlight disclosure and reminder.

Required Pasteurized Foods

- During the menu review, ask the Person in Charge about how menu items such as Caesar salad, hollandaise or Bearnaise sauce, mayonnaise, meringue, eggnog, ice cream, or egg-fortified beverages are handled.
- Ask PIC if the items listed above are cooked, contain pasteurized eggs or egg products, or are identified using a consumer advisory.
- **#28 on inspection report**



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- Requirements listed under 3-302.13.
- Remind class that this question is not regularly being asked by REHS's.
- This DOES NOT pertain to HSPs.
- On the menu, the raw eggs in the Caesar dressing is listed on the consumer advisory, so #28 would be "NA". (click for animation)
- If facility prepares a Remoulade sauce with pasteurized eggs, #28 would be "IN".
- There are a lot of recipes out there that may contain raw eggs, so it is important to ask.

Chemicals & Additives

- Verify that chemicals are being used and stored properly in the facility.
- Ask the Person in Charge about additives used in the facility, such as food coloring, sulfites, pink salt, nitrates, etc.
- Violations noted pertaining to chemical handling or additives requires corrective action.
- **#25 and #26 on inspection report**



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-Show FDA additive website.

-Make sure not to confuse GRAS (Generally Recognized as Safe) items with additives, such as MSG.

Requirements in HSP Facilities

- Ask the Person in Charge about juices, pasteurized eggs, pasteurized egg products, undercooked meats, and bean sprouts.
- When raw eggs are noted in a facility serving an HSP, ask the Person in Charge how those eggs are being used.
- Verify that food, condiments, and utensils from patients in isolation, quarantine, or protective environments are not re-served.
- **#24 on inspection report**



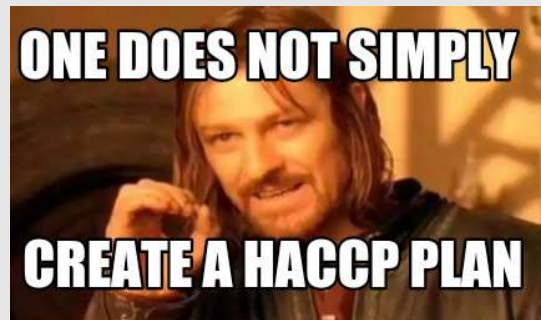
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- Requirements are listed under 3-801.11 (A-C, E, G).
- Remind class that pooling unpasteurized shell eggs are not allowed.
- It is important to make sure that items used in quarantine or protective environments are handled properly to prevent contamination of equipment and food in the kitchen area. When an outbreak is occurring, suggest that staff uses disposable items to prevent items from having to be returned to the kitchen.

Variations & HACCP Plans

- Ask the Person in Charge for approval letters, HACCP plans, and logs.
- When violations are noted, corrective action will be required.
- #27 and #30 on inspection report



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- Remind class that a verification inspection may be needed during the year to determine if HACCP plans and variations are being followed.
- When checking variations and HACCP plans, make sure to check the CCP's, CL's, logs (several days randomly chosen), and procedures to make sure they are being followed.
- Ask the Person in Charge to demonstrate processes listed in the variance approval or procedures listed in the HACCP plan when needed.
- Remind participants that with some approvals verifications are needed. These are not routinely being done.

QUIZ #5

Get Your Phones Ready!

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If an establishment is using TPHC to control foods on a serving line, you still need to take temperatures of the food to determine compliance.

A. True

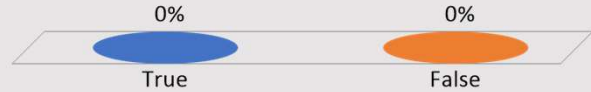
B. False



A variance is required for TCS foods to be held for 4 days at 42-45°F.

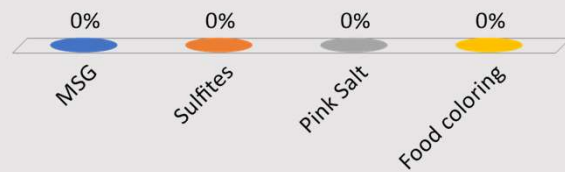
A. True

B. False



Which of the following ingredients is NOT considered an additive?

- A. MSG
- B. Sulfites
- C. Pink Salt
- D. Food coloring



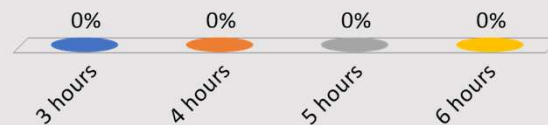
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MSG is GRAS

If a pan of corn cooled from 135°F to 70°F in 1 hour, how long does the corn have to reach 41°F or below?

- A. 3 hours
- B. 4 hours
- C. 5 hours**
- D. 6 hours



Participant Leaders

Points	Participant
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Cooling Methods

- Ask the Person in Charge and employees about cooling methods used.
- When violations are noted pertaining to cooling methods, corrective action is required.
- Verify that the facility has the appropriate amount of hot and cold holding equipment.
- **#31 on inspection report**



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- Cooling methods are listed under 3-501.15.
- Think outside of the box when cooling methods need corrective action.
 - Venting foods.
 - Reducing quantity.
 - Ice baths/paddles.
 - Move items cooling to the freezer or a different location in the walk-in cooler.
- When the facility doesn't have an adequate amount of equipment, make suggestions for more equipment or a reduction in menu items when needed to maintain temperatures.

Cooling Calculator

$$\frac{\text{Temperature 1} - \text{Temperature 2}}{\text{Change in Time (min)}}$$

Between 135°F & 70°F = $\geq 0.54^\circ\text{F}$ per min.

Between 70°F & 41°F = $\geq 0.12^\circ\text{F}$ per min.

This cooling calculator is available on the DEH website.

<https://ehs.ncpublichealth.com/faf/food/correspondence.htm>

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- Go over with class.
- Click for calculations.
- Pull up cooling calculator on the DEH website.

Is it Cooling Properly?

In the walk-in cooler you notice chicken salad at a temperature of 67°F at 10:00 am. The PIC tells you that the chicken salad has been in the cooling process for 2 hours. You return to the walk-in cooler at 11:30 am and the chicken salad has a temperature of 63°F. Is the chicken salad cooling properly?

$$67^{\circ}\text{F} - 63^{\circ}\text{F} = 4^{\circ}\text{F} \div 90 \text{ Minutes}$$

0.04°F per min.

OUT

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- Give participants time to answer.
- Click for answer.
- Out for cooling method.

Is it Cooling Properly?

In an ice bath you notice spaghetti sauce at a temperature of 128°F at 1:00 pm. The PIC tells you that the spaghetti sauce has been in the cooling process for 30 minutes. You re-check the spaghetti sauce at 2:00 pm and it has a temperature of 88°F. Is the spaghetti sauce cooling properly?

$$128^{\circ}\text{F} - 88^{\circ}\text{F} = 40^{\circ}\text{F} \div 60 \text{ Minutes}$$

0.67°F per min.

IN

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- Give participants time to answer.
- Click for answer.

Ambient Cooling Calculator

Temperature of food – 41°F
240 minutes (60 min x 4 hrs)
= Cooling rate to 41°F in 4 hours

Temperature 1 – Temperature 2
Change in time (min)
= Rate the food is cooling

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-Go over calculations.

-The rate the food is cooling must be greater or equal than the cooling rate to 41°F in 4 hours.

Is it Cooling Properly?

During an inspection you notice an employee making deli sandwiches in the prep area. Just before the employee moves the sandwiches to the walk-in cooler you get a temperature of 52°F. After an hour, you re-check the sandwiches and get a temperature of 43°F. Are the sandwiches cooling properly?

$$52^{\circ}\text{F} - 41^{\circ}\text{F} = 11^{\circ}\text{F} \div 240 \text{ minutes}$$

0.045°F per min.

$$52^{\circ}\text{F} - 43^{\circ}\text{F} = 9^{\circ}\text{F} \div 60 \text{ minutes}$$

0.15°F per min.

IN

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- Give participants time to answer.
- Click for answer.

Is it Cooling Properly?

During an inspection you notice an employee making potato salad in the prep area. Just before the employee covers and moves the potato salad to the reach-in refrigerator you get a temperature of 67°F. After 45 minutes, you re-check the potato salad and get a temperature of 65°F. Is the potato salad cooling properly?

$$67^{\circ}\text{F} - 41^{\circ}\text{F} = 26^{\circ}\text{F} \div 240 \text{ minutes}$$

0.108°F per min.

$$67^{\circ}\text{F} - 65^{\circ}\text{F} = 2^{\circ}\text{F} \div 45 \text{ minutes}$$

0.044°F per min.

OUT

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- Give participants time to answer.
- Click for answer.

Plant Food Cooking

- Look at stoves, ovens, fryers, and warmers for plant foods that are cooking. French fries and hash browns in fast food restaurants are a plant food!
- Ask the Person in Charge and employees about plant food cooking procedures.
- #32 on inspection report



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-Plant food cooking is listed under 3-401.13.

-Remind class that if no plant foods are seen cooking during the inspection, ask the PIC about those procedures.

Thawing Methods

- Ask the Person in Charge about how and where foods are thawed.
- When thawing violations are noted, be able to explain proper thawing procedures to the PIC.
- #33 on inspection report



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- Thawing requirements are listed under 3-501.12 and 3-501.13.
- Remind participants to watch for thawing raw ROP fish. Make sure to follow manufacturer's directions for thawing.
- Remind participants that tap water in warmer months can exceed 70°F.

Thermometers

- Thermometers should be:
 - Accurate
 - In good repair
 - Appropriately placed
 - Cleaned and sanitized between uses
- Make sure that the facility has a small probe thermometer if needed.
- **#34 on inspection report**



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- Check calibration of the facility thermometer and your thermometer during the inspection.
- Remind participants to be aware when checking foods with known allergens. Use a new swab to clean the thermometer probe to prevent cross-contact.

Conducting the Inspection

Assessment of Good Retail Practices

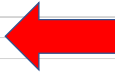


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-Info slide only.

Good Retail Practices			
35. Water and Ice From Approved Sources 29			
36. Food Identification 35			
37. Prevention of Contamination 36, 38, 39, 40			
38. Proper Use of Utensils 41, 42, 43, 44			
39. Utensils and Equipment 45, 46, 47			
40. Physical Facilities 48, 49, 50, 51, 52, 53, 54			
Items Evaluated	IN	OUT	NA
Setting example			
41. EHS washes hands as needed			
42. Properly uses equipment			
Paperwork and File Review			
43. Proper code citation and Item number marked			
44. Item properly marked as a repeat violation			
45. Corrective Action Achieved, CDI noted			
46. Verification Required, Properly documented			
47. Enforcement Action properly taken			
48. Options for long-term control of risk factors explored			
49. Risk category and risk frequency verified			
50. Correction of previous risk factor violations achieved			
51. Exit interview conducted and paperwork provided			
52. Inspection form documentation clear and complete			
53. Paperwork filed properly and in timely manner			



Items 35-40 on QA Field Assessment Form

Source of Water and Ice

- Verify if the facility is served by a community or non-community water source.
- If the facility is served by a well, make sure that the well meets .1700 rules and that water samples are collected as required by Law.
- If facility is buying ice, make sure to check source.
- **#29 on inspection report**



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- How many participants have facilities served by wells?
- Annual sampling for .1700 well, quarterly for a year if contamination by coliform is confirmed.
- Suggest verifying water source when going over the inspection report with the PIC.

Protection from Contamination

- Verify that food is properly labeled, shellfish properly identified and packaged, and food honestly presented.
- Verify that the facility is free of pests, protected from pest entry, and animals properly handled or prohibited.
- Verify that wet wiping cloths are properly handled and stored and sponges are properly handled.
- Verify that fruits and vegetables are being washed before preparation and that approved products are being used to wash these items.
- **#35, #36, #39, and #40 on inspection report**

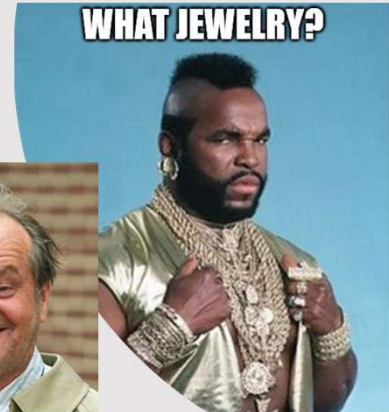
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-Read slide and discuss.

Protection from Contamination

- Food employees:
 - Maintain fingernails and wear gloves when required.
 - Wear clean outer clothing.
 - Wear an effective hair restraint and beard guard (when needed).
 - Wear only a plain band ring on exposed areas of their hands and arms.
- **#38 on the inspection report.**



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- Food employees should wear gloves when nail polish or acrylic nails are worn.
- Watch out for food employees who wear their aprons to the restroom or outside to smoke or takeout garbage.
- No length requirement for facial hair.
- Medical bracelets could be worn around the neck on a necklace.

QUIZ #6

Get Your Phones Ready!

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An REHS should wear effective hair restraints when conducting a risk-based inspection.

A. True

B. False



When should a thermometer be calibrated?

- A. Every day before use
- B. During each inspection when checking establishment's thermometer
- C. After it has been dropped
- D. All of the above**



It is acceptable for an REHS to wear a watch and jewelry on their hands during an inspection since they are not preparing food.

A. True

B. False



Participant Leaders

Points	Participant
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Proper Use of Utensils

- Verify that in-use utensils are being stored properly, such as on a clean/dry surface, in water $\geq 135^{\circ}\text{F}$, or in a dipper well.
- Verify that multi-use utensils and equipment are stored in approved areas and in an approved manner to prevent contamination.
- Verify that single-use and single-service items are stored in approved areas and in an approved manner to prevent contamination.
- Cloth and slash-resistant gloves are being used properly. [This DOES NOT include single-use gloves!](#)
- #41, #42, #43, and #44 on inspection report

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-Read slide and discuss.

-Remind class of proper glove usage under #44 3-304.15 (B-D).

-Slash-resistant gloves can make contact with food if it will be properly cooked.

-Slash-resistant gloves can make contact with RTE foods if they are covered with a smooth/nonabsorbent outer surface or single-use glove.

-Cloth gloves cannot contact food unless the food will be cooked, such as frozen food or primal cuts of meat.

Utensils & Equipment

- Verify that equipment and utensils meet 4-1 and 4-2 of the Food Code.
- Verify that warewashing facilities are installed, maintained, and used properly.
- Check items such as test strips, wash solutions, and cleaning procedures.
- Verify that non-food contact surfaces are clean and free of buildup.
- **#45, #46, and #47 on inspection report**



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- Read slide and discuss.
- When checking dishmachines, look for the data plate, thermometers, pressure gauge (if high-temp), and curtains (if needed).
- Hot water for ware washing 110 F or above, unless otherwise stated by manufacturer.
- Hot water sanitizing at least 171 F.
- Check for temperature requirements on ware washing machines.
- Look for expired test strips.

Physical Facilities

- Verify that hot and cold water is available and adequate.
- Verify that plumbing is installed properly, in good repair, protected, free of cross-connections, and backflow prevention devices installed where needed.
- **#48 and #49 on the inspection report.**



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- Turn on faucets and run water in the sinks to ensure that plumbing is working and not leaking.
- Air gaps for food equipment drains are addressed under #50 5-402.11, not #49.
- Determine if a continuous pressure backflow preventer is needed when sprayers remain attached (examples on next slide).

Backflow Preventers



Not for Continuous Pressure
ASSE 1011 or 1052



Continuous Pressure
ASSE 1012

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- The standard backflow preventer should not be used under continuous pressure. With this device, remove sprayers or splitters that keep continuous pressure on the unit.
- Remind class that chemical dispensers have built-in air-gaps.

Physical Facilities

- If facility is served by an on-site wastewater disposal system, check the system and make sure permit conditions are being followed. **This includes seating, so make sure to count the seats!**
- Verify that adequate backflow prevention (indirect drain) is provided on equipment where needed.
- #50 on inspection report



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- Look for equipment in good condition, I.e. pump system electronics, contact your on-site wastewater section for help.
- Make sure that facility seating in the facility file matches what is listed on the permit.
- Make sure that equipment such as ice machines, steam tables, and food prep sinks have an indirect drain.
- For older facilities with food prep sinks that are directly connected to a drain, they may keep that connection as long as it was originally installed in accordance with Law at that time. They can use an SOP for handling of food in this sink as an alternative.

Physical Facilities

- Verify that restrooms used by employees are conveniently located, are assessible, clean, have a self-closing door, toilet paper is provided, and contains a garbage container with lid.
- Verify that garbage is being disposed of properly and that refuse areas are maintained. Make sure that outside containers are in good repair with lids/doors/plug, are on an approved surface (or has a variance), and clean. Enclosures should be clean and in good repair.
- Verify that garbage containers in the facility are clean, in good repair, and located where required.
- **#51 and #52 on inspection report**

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-Read slide and discuss.

-Remind class to look inside of garbage containers under the liner.

Physical Facilities

- Verify that all physical facilities are in good repair and properly constructed. This includes floors, walls, ceilings, soap/towel dispensers, etc.
- Verify that all physical facilities are clean using approved methods, including ventilation systems.
- Verify that maintenance tools, mops, and other items are properly stored and handled.
- **#53 on inspection report**



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Items 41-42 on QA Field Assessment Form

Physical Facilities

- Verify that lighting meets intensity and shielding requirements.
- Adequate ventilation is provided.
- Verify that dressing rooms/lockers are provided and used.
- #54 on inspection report



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- Use the light meter when lighting needs to be addressed. Document readings.
- Improper storage of cell phones, clothing, headphones, and other personal items should be addressed under #54 6-501.110 (B).

Conducting the Inspection

Setting an Example

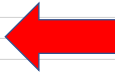


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-Info slide only.

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Items Evaluated	IN	OUT	NA
Setting example			
41. EHS washes hands as needed			
42. Properly uses equipment			
Paperwork and File Review			
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51. Exit interview conducted and paperwork provided			
52. Inspection form documentation clear and complete			
53. Paperwork filed properly and in timely manner			



Washing Your Hands

- Wash your hands when needed and use the correct procedure.
- If the facility's policy is to use a nail brush or hand sanitizer as a part of their handwashing procedure, **DO IT!**
- Be aware when you contaminate your own hands and wash accordingly.



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- Set a good example by following proper handwashing procedures.
- Show facilities that you respect their policies and procedures.

Using Equipment Properly

- Know how to use your equipment.
 - Calibrate food thermometers
 - How to use a light meter
 - How to read sanitizer test strips
 - How to apply and read heat sensitive strips for high temperature dish machines
- Do not lay clipboards and notepads on food contact surfaces during the inspection.



-Read and discuss.

After the Inspection

Filling Out the Inspection Report & Exit Interview




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-Info slide only.

Good Retail Practices			
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Items 43-53 on QA Field Assesment Form

Proper Code Citation & Number Marked

- It is important to **use** the marking instructions and the NC Food Code to verify that citations are correct.
- Comments should consist of the code citation, the violation noted, what is required in the Code, and the corrective action (when required).
- If “P”, “Pf”, or “C” is referenced in the comments with the code citation, you will need to make sure that these are used correctly.



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-When documenting violations, the proper item number and code citation must be documented.

-When using programs such as CDP, the most stringent superscript is used for code headings. REHS should change the superscript to correspond to the particular code violation documented.

Proper Code Citation & Number Marked

Example 1

During an inspection you notice that the chlorine sanitizer being used to sanitize dishes at the 3-compartment sink is at 0 ppm. How do you document this violation?

4-501.114 Manual and Mechanical Warewashing Equipment, Chemical Sanitization-Temperature, pH, Concentration & Hardness (P): *The chlorine sanitizer being used to sanitize food contact surfaces at the 3-compartment sink read 0 ppm at time of check. Chlorine sanitizer must be at a concentration of 50-200 ppm. CDI. The PIC re-made the sanitizer and the test strip showed a concentration of 100 ppm.*

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- Read question and give participants time to answer.
- Chat Code Citation = 4-501.114 (P)
- Have someone read their answer.
- Click for answer.

Proper Code Citation & Number Marked

Example 2

During an inspection you notice unwashed produce being stored with washed and ready to eat produce. How do you document this violation?

3-302.11 Packaged and Unpackaged Food-Separation, Packaging, and Segregation (C): *Unwashed melons found stored in the same container with washed and prepped melons in the walk-in cooler. Unwashed produce must be stored separate from ready to eat produce in order to prevent contamination.*

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- Read question and give participants time to answer.
- Chat Code Citation = 3-302.11 (C)
- Have someone read their answer.
- Click for answer.
- Core item correction not required, but encouraged.

Proper Code Citation & Number Marked

Example 3

During an inspection the PIC is unable to locate the sanitizer test strips. How do you document this violation?

4-302.14 Sanitizing Solutions, Testing Devices (Pf): *Sanitizer test strips could not be located by the PIC during the inspection. Sanitizer test strips must be provided to check the concentration of sanitizer used. Verification required. Will verify that test strips are available in the facility within 10 days.*

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- Read question and give participants time to answer.
- Chat Code Citation = 4-302.14 (Pf)
- Have someone read their answer.
- Click for answer.
- Make sure to document the VR date on the inspection form.

Paperwork

- Demographical information is provided and correct.
- Time In/Time Out is recorded.
- IN, OUT, NA, and NO are properly marked.
- Repeat violations are properly documented and marked on the inspection report.
- Violations that were corrected during the inspection are properly documented and marked on the inspection report.
- Violations that require a verification visit are properly documented and marked on the inspection report.
- Inspection reports are signed by REHS and PIC.

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- Refer to previous inspection reports in order to verify that repeat violations exist. Make sure to assess points in accordance with .2661 (e).
- Provide REHS phone number on signature page. Also, make sure facility phone number and email address are correct.

Compliance & Enforcement

- When needed, options for long-term control of risk factors are documented and explored with the PIC, such as risk control plans.
- When needed, permit or other enforcement action is properly taken and documented.
- Correction of previous risk factor violations is documented. Achievement is discussed with PIC and staff.



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-Read and discuss.

Handouts – example RCP

If you need help, reach out to EHRS for assistance.

Intervention Strategies

- When long-term control is needed to control risk factors, what can we use?
 - Standard Operating Procedures (SOP)
 - Risk Control Plans (RCP)
 - Variances/HACCP Plans
 - Changes to equipment and/or layout of facility
 - Changes to menu, recipes, food preparation procedures
 - Permit Action



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-Ask the question.

Ask for comments/discussion in the Chat.

Click for answers.

Handouts – Example SOPs, Permit Suspensions

Finishing Up

- Exit interview is conducted with the PIC and paperwork is provided.
- The explanation of violations and issues noted on the inspection report is clear and understandable.
- The comments on the inspection report should be clear, complete, legible, free of spelling mistakes, and accurate.
- Paperwork is filed properly and in a timely manner.



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- Use spell check.
- REHS must hang their grade card.
- Refrain from using squared numbers on the grade cards. Use rounded numbers, which are harder to change by operators.
- Grade cards should be neat and legible.

FINAL QUIZ

Get Your Phones Ready!

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Management's demonstration of knowledge is considered a preventative measure and one of the Food Code Interventions.

A. True

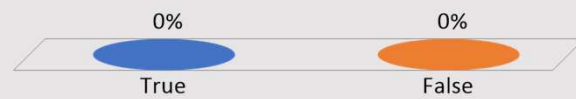
B. False



Proper thawing of TCS food is considered a preventative measure and one of the Food Code Interventions.

A. True

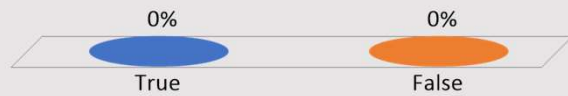
B. False



Good Retail Practices are typically considered to be static processes.

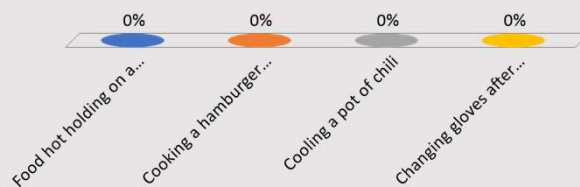
A. True

B. False



Which process is NOT considered dynamic?

- A. Food hot holding on a steam table
- B. Cooking a hamburger on the grill
- C. Cooling a pot of chili
- D. Changing gloves after handling raw chicken



A variance is approved by the local health department.

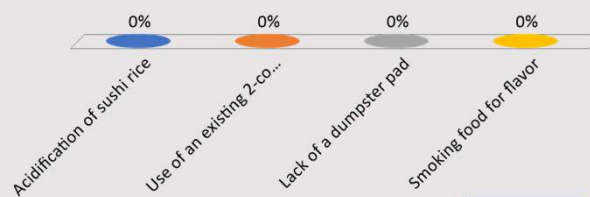
A. True

B. False



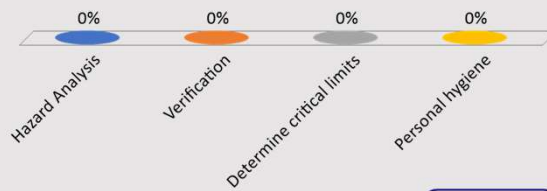
A variance is required for all items below,
EXCEPT:

- A. Acidification of sushi rice
- B. Use of an existing 2-compartment sink
- C. Lack of a dumpster pad
- D. Smoking food for flavor**



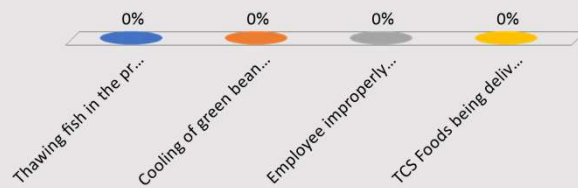
Which step below is NOT a component of a HACCP plan?

- A. Hazard Analysis
- B. Verification
- C. Determine critical limits
- D. Personal hygiene**



The following items are considered dynamic,
EXCEPT for:

- A. Thawing fish in the prep sink at room temperature
- B. Cooling of green beans in the walk-in cooler
- C. Employee improperly washing their hands at the hand sink
- D. TCS Foods being delivered to the establishment



A cross-connection noted at the dishwashing sink is considered a dynamic issue.

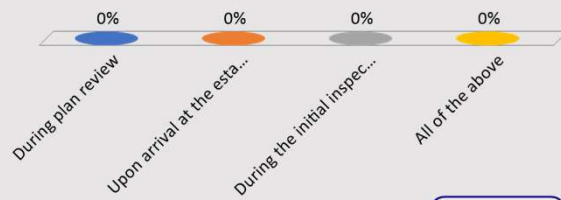
A. True

B. False



When should you conduct a menu review?

- A. During plan review
- B. Upon arrival at the establishment
- C. During the initial inspection
- D. All of the above**



When conducting a risk-based inspection, you can give the establishment credit for having a certified food protection manager in each situation below, EXCEPT:

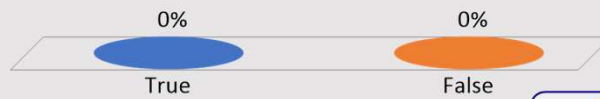
- A. The general manager of a grocery store is certified and has PIC responsibility for all departments in the store
- B. The certified PIC went to the bank for the establishment while EHS writes up the inspection report.
- C. The certified PIC was in the facility but could not stay with you during the inspection
- D. The certified PIC with responsibility over multiple stores was working in a store in a neighboring county**



An employee drink is allowed to be stored on a food prep table in the kitchen as long as it is covered.

A. True

B. False



A parasite destruction letter or evidence of proper freezing to destroy parasites is required if an establishment wishes to serve salmon raw or undercooked.

A. True

B. False



Which procedure is NOT listed in the requirements for non-continuous cooking?

- A. The initial cooking step cannot exceed 90 minutes in duration
- B. Prior to sale or service, food is cooked using a process that heats all parts of the food to at least 165°F for 15 seconds
- C. While stored, food is labeled to indicate that it must be properly cooked before being offered for sale or service
- D. Prior approval must be granted by the regulatory authority



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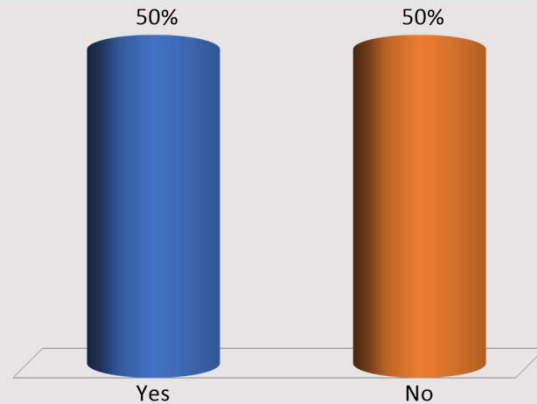


-Initial cooking step cannot exceed 60 minutes.

Green beans are cooling in the walk-in cooler at a temperature of 101°F at 2:30 pm. After 1 hour, the green beans are 86°F. Are the green beans cooling properly?

A. Yes

B. No



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$101\text{ F} - 86\text{ F} = 15\text{ F}/60\text{ min} = 0.25\text{ F per minute (OUT, less than } 0.54\text{ F per minute)}$

When TCS foods are found to be holding at 42-45°F, you should do all of the following EXCEPT:

- A. Allow facility to create a 4 day datemarking system SOP
- B. Ask the PIC to cool the food to 41°F if time allows
- C. Investigate why the unit is not holding food at 41°F
- D. Conduct a verification visit to ensure that the unit is repaired



An HSP is allowed to pool unpasteurized eggs as long as they are cooked to at least 155°F for 15 seconds.

A. True

B. False



Final Scores

Points	Participant
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QUESTIONS?

Me normally

Me doing literally anything while someone is watching



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- Questions?
- Thank you for coming!