Fact vs. Myth – A Restauranteur’s Guide to Surviving a Health Inspection

Presentation to:  Atlanta Food Service Expo
Presented by:  Galen C. Baxter, REHS
              Director, Food Service Program
Date:  September 19th, 2017
What to expect from this presentation:

- To gain a better understanding of the role of an Environmental Health Specialist (EHS)
- To better understand the purpose of a Routine health inspection and how it can benefit your operation
- To learn tips on how to build a cooperative relationship with the Health Department
- Most common Risk Factor Violations and how you can prevent them
FACT OR MYTH?

Health Inspectors do not require formal training
MYTH

ENVIRONMENTAL HEALTH SPECIALISTS (EHS) are required to have at least a Bachelor’s Degree in science such as Biology, Chemistry or other natural sciences.

Complete 5 additional weeks of specialized training in each field of Environmental Health (e.g., Food, Septic, Tourist Accommodations, Pools, Vector Control, Rabies Control, Chemical Hazards, Body Art/Tattoo, Healthy Homes & Lead, etc.)

Required to obtain a Certified Food Safety Manager Certificate, become Standardized, maintain CEUs.
FACT OR MYTH?

Health Inspectors are trained to hide around corners, ask questions to play “gotcha” and show up during the busiest times so they can give a failing score.
As part of the Standardization process, EHS are trained to conduct Risk-Based inspections.

Asking questions and observing operations (sometimes when it’s busy!)

Looking for Active Managerial Control

Knowledgeable employees

Record review
FACT OR MYTH?

Health Inspectors focus on dirty floors.
MYTH

Dirty floors fall under Good Retail Practices (GRPs) worth 1 point [Floors, Walls, and Ceilings – checklist inspection]

Emphasis is always on Risk Factor/PH Intervention items worth 4 or 9 points

Some GRPs worth 3 points
What are the Top 5 Risk Factors identified by the Centers for Disease Control?

- Employee Health & Hygiene
- Food from an Approved Source
- Improperly Cleaned & Sanitized Equipment/Cross Contamination
- Improper Cooking/Reheating Temperatures
- Improper Hot/Cold Holding Temperatures
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<thead>
<tr>
<th>Risk Factors/Public Health Interventions</th>
<th>Compliance Status</th>
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**FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS**

(Scoring and Grading: A=100, B=80, C=60, D=40, F=20)

1. ** Supervision **
   - 1A: PIC present, demonstrates knowledge, performs duties.
   - 1B: Knowledgeable on foodborne illnesses.
   - 1C: PIC performs duties with or without PIC.
   - 1D: PIC is responsible for employees’ training.
   - 1E: PIC has knowledge of foodborne illnesses.
   - 1F: PIC is responsible for employee training.
   - 1G: PIC performs duties with PIC.
   - 1H: PIC is responsible for employee training.
   - 1I: PIC has knowledge of foodborne illnesses.
   - 1J: PIC is responsible for employee training.
   - 1K: PIC performs duties with PIC.
   - 1L: PIC is responsible for employee training.
   - 1M: PIC has knowledge of foodborne illnesses.
   - 1N: PIC is responsible for employee training.

2. ** Employee Health, Food Preparation Practices, Preventing Contamination by Hands **
   - 2A: Hands washed before break.
   - 2B: Hands washed after breaks.
   - 2C: Hands washed after using the restroom.
   - 2D: Hands washed after using the restroom.
   - 2E: Hands washed after using the restroom.
   - 2F: Hands washed after using the restroom.
   - 2G: Hands washed after using the restroom.
   - 2H: Hands washed after using the restroom.
   - 2I: Hands washed after using the restroom.
   - 2J: Hands washed after using the restroom.
   - 2K: Hands washed after using the restroom.
   - 2L: Hands washed after using the restroom.
   - 2M: Hands washed after using the restroom.
   - 2N: Hands washed after using the restroom.

3. ** Protection From Contamination **
   - 3A: Food obtained from approved source.
   - 3B: Food received at proper temperature.
   - 3C: Food in good condition, safe, and ununsual flavor.
   - 3D: Required records show food is safe.
   - 3E: Food obtained from approved source.
   - 3F: Food received at proper temperature.
   - 3G: Food in good condition, safe, and ununsual flavor.
   - 3H: Required records show food is safe.
   - 3I: Food obtained from approved source.
   - 3J: Food received at proper temperature.
   - 3K: Food in good condition, safe, and ununsual flavor.
   - 3L: Required records show food is safe.
   - 3M: Food obtained from approved source.
   - 3N: Food received at proper temperature.
   - 3O: Food in good condition, safe, and ununsual flavor.
   - 3P: Required records show food is safe.

4. ** Protection From Contamination **
   - 4A: Food separated and protected.
   - 4B: Proper storage of food.
   - 4C: Proper temperature control.
   - 4D: Proper temperature control.
   - 4E: Proper temperature control.
   - 4F: Proper temperature control.
   - 4G: Proper temperature control.
   - 4H: Proper temperature control.
   - 4I: Proper temperature control.
   - 4J: Proper temperature control.
   - 4K: Proper temperature control.
   - 4L: Proper temperature control.
   - 4M: Proper temperature control.
   - 4N: Proper temperature control.

**GOOD RETAIL PRACTICES**

(Compliance Status: YES - 1 point, NO - 0 points)

1. ** Safe Food and Water, Food Identification **
   - 1A: Pasteurized eggs used where required.
   - 1B: Water and ice from approved source.
   - 1C: Variance obtained for specialized processing methods.
   - 1D: Food property labeled; original container.

2. ** Food Temperature Control **
   - 2A: Proper cooking methods used.
   - 2B: Proper temperature control.
   - 2C: Proper temperature control.
   - 2D: Proper temperature control.
   - 2E: Proper temperature control.
   - 2F: Proper temperature control.
   - 2G: Proper temperature control.
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   - 2K: Proper temperature control.
   - 2L: Proper temperature control.
   - 2M: Proper temperature control.
   - 2N: Proper temperature control.

3. ** Prevention of Food Contamination **
   - 3A: Contamination prevented during food preparation, storage, display.
   - 3B: Personal cleanliness.
   - 3C: Washing hands.
   - 3D: Personal cleanliness.
   - 3E: Washing hands.
   - 3F: Personal cleanliness.
   - 3G: Washing hands.
   - 3H: Personal cleanliness.
   - 3I: Washing hands.
   - 3J: Personal cleanliness.
   - 3K: Washing hands.
   - 3L: Personal cleanliness.
   - 3M: Washing hands.
   - 3N: Personal cleanliness.

4. ** Personal and Environmental Sanitation **
   - 4A: Utensils, equipment, and surfaces clean and sanitized.
   - 4B: Wash hands before contact.
   - 4C: Wash hands after contact.
   - 4D: Wash hands after contact.
   - 4E: Wash hands after contact.
   - 4F: Wash hands after contact.
   - 4G: Wash hands after contact.
   - 4H: Wash hands after contact.
   - 4I: Wash hands after contact.
   - 4J: Washhands after contact.
   - 4K: Wash hands after contact.
   - 4L: Wash hands after contact.
   - 4M: Wash hands after contact.
   - 4N: Wash hands after contact.

5. ** Pest and Rodent Control **
   - 5A: Insects, rodents, and animals not present.
   - 5B: Insects, rodents, and animals not present.
   - 5C: Insects, rodents, and animals not present.
   - 5D: Insects, rodents, and animals not present.
   - 5E: Insects, rodents, and animals not present.
   - 5F: Insects, rodents, and animals not present.
   - 5G: Insects, rodents, and animals not present.
   - 5H: Insects, rodents, and animals not present.
   - 5I: Insects, rodents, and animals not present.
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   - 5K: Insects, rodents, and animals not present.
   - 5L: Insects, rodents, and animals not present.
   - 5M: Insects, rodents, and animals not present.
   - 5N: Insects, rodents, and animals not present.

**Conclusion**

- Risk Factors and Public Health Interventions
- Good Retail Practices
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<td>2-1C No bare hand contact with ready-to-eat foods or approved alternative method properly followed</td>
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Greatly increase the likelihood of a foodborne illness outbreak if left uncorrected over a period of time.
**Contaminated Equipment:**
- Food separated and protected
- Food stored covered
- Food-Contact surfaces; cleaned & sanitized
- Proper disposition of contaminated food; returned food or unused food not re-served

**Improper Handling:**
- Proper hot & cold holding temperatures
- Proper cooling time & temperatures

**Personal Hygiene:**
- Hands clean & properly washed
- No bare hand contact with RTE food
- Proper eating, tasting, drinking or tobacco use

**Cooking:**
- Proper cooking time & temperatures

**Source:**
- Food obtained from an approved source; parasite destruction
- Food in good condition, safe, and unadulterated
FACT OR MYTH?

Health Inspectors pre-determine which restaurants they will close before they ever leave the office.
MYTH!!!

EHS typically have areas within their county with a number of assigned facilities.

Review files of facilities prior to visit looking for any patterns or repeated violations, or other areas of concern.

Do not want to get bogged down at a facility – but it happens.

Should not leave until all Risk Factors are corrected on site or have a scheduled time when it will be done within 72 hours.

*Imminent health hazards can result immediate closure*
FACT OR MYTH?

Health Inspectors really don’t care about my business

Meh.
MYTH!

Most EHS and their families live, work or play in the area where they inspect – investment in the community

Work for the local Board of Health

Educator

Regulator

Enforcer
FACT OR MYTH?

Health Inspectors run straight to the newspaper or TV station with my low inspection score
MYTH!!

EHS do NOT seek out the news or media after an inspection

Inspection reports ARE public records however and available for viewing online

Inspection reports are entered into a “live” database or field client version and synched to the “live” version at a later time

Reports can be pulled in bulk through Open Records Act
Fact or Myth?

I have to do this, because the Health Inspector told me to!
Hmm...could be both!

Being knowledgeable about the Food Service Rules and Regulations is a responsibility of a food service permit holder.

Sometimes an EHS will inform the Person In Charge (PIC) of something which he or she may not be familiar.

You can always ask to see where the provision is in the Rules for Food Service.

Rules are arranged according to topic to help with organization.

"Where could I find more information about that?"
Routine Inspections...Helpful or Harmful?

- As a food service permit holder you become a “partner” with the health department

- Use the inspection as a way to focus on areas of improvement:
  - Repeat violations?
    - Training
    - Equipment
    - Processes

- Be open to dialogue with the EHS
  - Is training offered?
  - Are informal inspections offered?
  - Considering menu/process/recipe changes?

Keep in mind….this is your business – the health department can help make it better and safer!
For More Information

Visit [www.georgiaeh.us](http://www.georgiaeh.us) for links to

- Chapter 511-6-1 (Food Service Rules & Regulations)
- Food Service Rules Interpretation Manual
- Contact Information for Local EH Offices and EH District Directors
- Additional Links to other resources such as FDA.gov for free guidance manuals/documents like: *Managing Food Safety: A Manual for the Voluntary Use of HACCP Principles for Operators of Food Service and Retail Establishments*
  
In Summary....

- Don’t be afraid of the Health Department
- There’s greater potential for partnership than an adversarial relationship
- Routine Inspections are designed to ensure you are “on-track” with food safety concerns
- Risk Factors/Public Health Interventions are crucial to protecting customers from foodborne illnesses
- Focus on Active Managerial Control
CONTACT INFORMATION:

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