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2020 Food Safety and Public Health Webinar Series

FOOD SAFETY 101

HEALTH INSPECTIONS: WHAT YOU NEED TO KNOW NOW AND THEN

September 17, 2020



WELCOME TO FOOD SAFETY MONTH



Connection | Content | Community



What is Restaurants Rise from Nation's Restaurant News?

- **Direct access** to information, insights and solutions specific to the challenges the industry faces today.
- Explore more at RestaurantsRise.com and **join the community** of more than 12,000 foodservice leaders.

2020 Food Safety and Public Health Webinar Series

FOOD SAFETY 101

Health
Inspections



Food Safety and Public Health Matters webinars are held quarterly and focus on emerging trends in food safety and public health.

WE ARE ECOLAB

Ecolab is the global leader in water, hygiene and energy technologies and services

PROVIDING AND
PROTECTING
WHAT IS VITAL



CLEAN
WATER



SAFE
FOOD



ABUNDANT
ENERGY



HEALTHY
ENVIRONMENTS

Every day, we work to make the world
cleaner, safer and healthier

ADVANCING FOOD SAFETY TOGETHER

- Food safety is a top concern even during the pandemic.
- Protect your brand and build a resilient business by ensuring a strong food safety culture in your foodservice operation.



FOOD SAFETY MONTH WEBINAR SERIES



**Demystifying Sanitation in Foodservice:
New Procedures and Approaches**

View On Demand



**Food and Dining: The Future State
View On Demand**



**Ensuring Customer and Employee
Confidence During COVID-19**

View On Demand

2020 Food Safety and Public Health Webinar Series

FOOD SAFETY 101



**Food Safety 101: Leveraging
Technology
December 2020**

HEALTH INSPECTIONS: WHAT YOU NEED TO KNOW NOW AND THEN

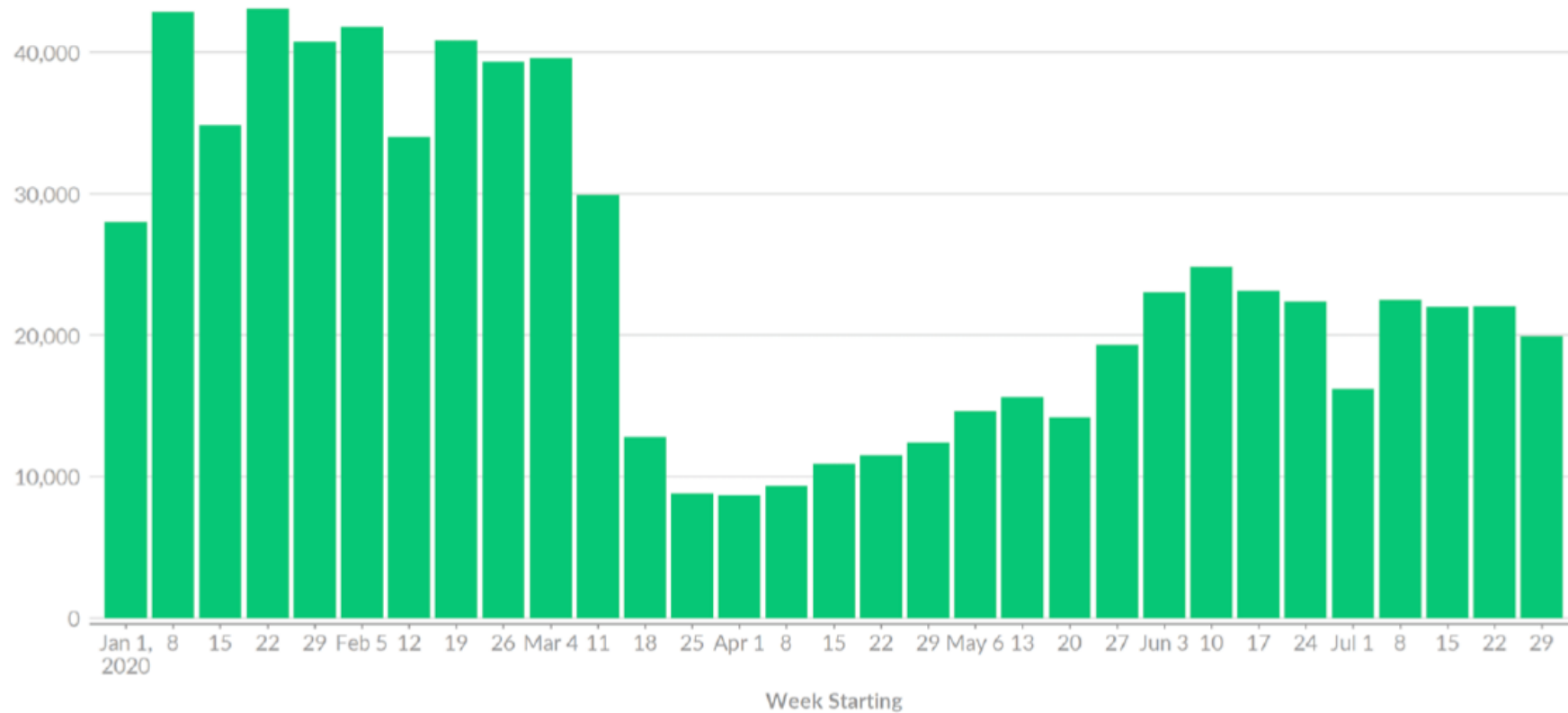
AGENDA

- Health Inspections Trends
- Outbreaks and the Impact on Foodservice
- Partnering with Health Inspectors
- Virtual Inspections
- Q&A



Weekly routine inspection volumes remain steady after increasing from late-March lows

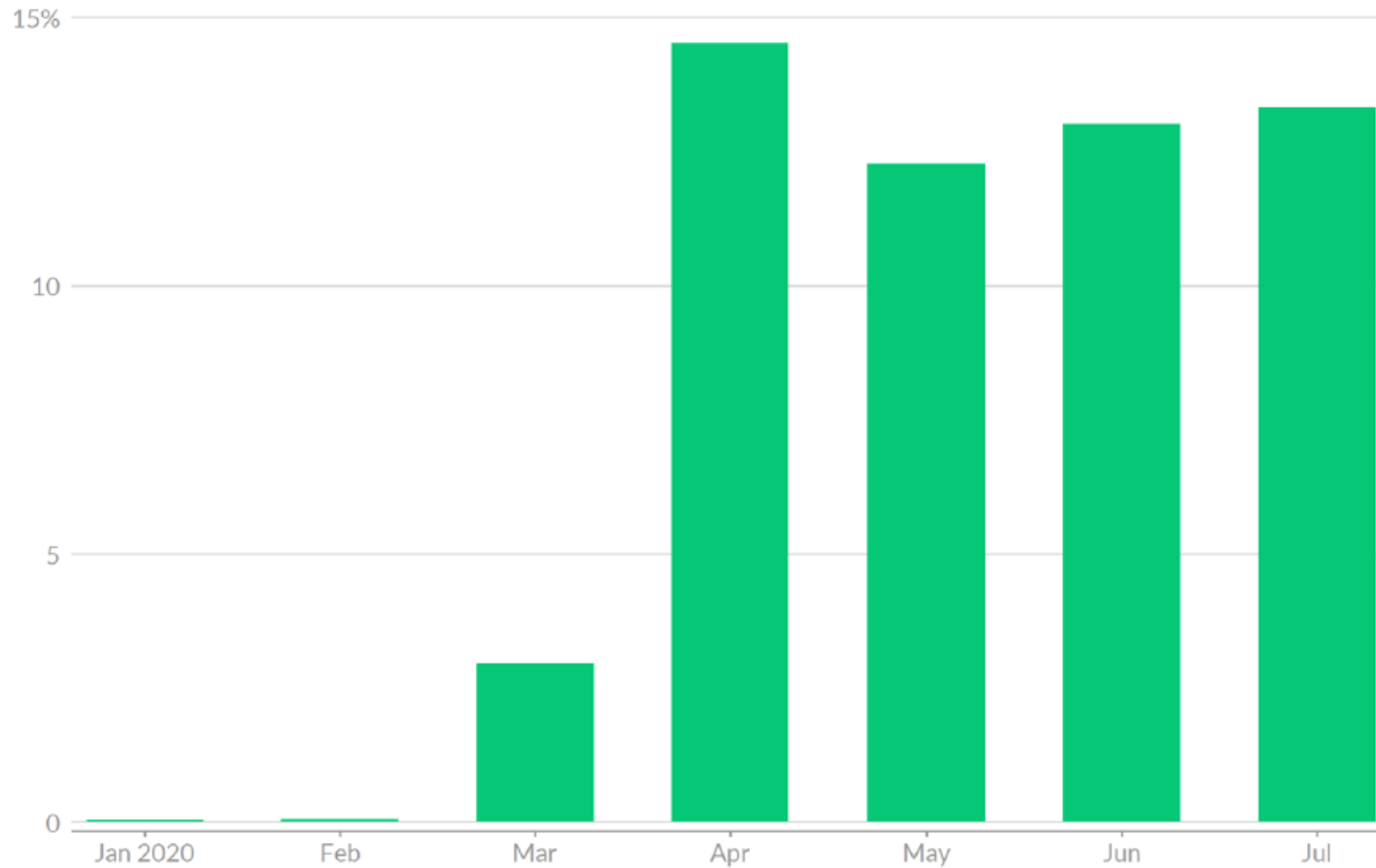
Routine Inspection Volume



Change July 2019 to July 2020:
-37.0%

Analysis of data through August 4, 2020 from 258 reporting jurisdictions, representing approximately 73% of the combined US/Canadian population. Of these, 220 jurisdictions have reported routine inspections in July 2020.

Of the inspections being conducted, a significant percentage continue to relate to COVID-19 in some part



Keywords used to determine COVID relatedness:

- Coronavirus
- COVID-19
- SARS-CoV-2
- Distancing
- Pandemic
- Epidemic
- Executive order
- Governor's order
- Governor's mandate

The rate of consumer complaints has increased again; up by 63% compared to one year ago*



*Metric used is the percentage of routine inspections in the preceding 28 days that are complaints. We selected a 28-day lookback period, so that there would be same number of weekends in each 28-day period.

Data from 85 jurisdictions that reported complaints in 2019 and have performed at least ten routine inspections in the 28 day period ending July 31, 2020.

And many of these consumer complaints are COVID related

Example A

“Four employees observed not wearing face masks while preparing food and not socially distanced.”

Example B

“Complaint stated large group of cyclists are not following physical distancing rules at the establishment. Discussed complaint with operator. Staff have already addressed complaint and the group is now coming in and sitting six per table (maximum).”

Example C

“Complainant states the employees are not cleaning the surfaces of the key touch pad used for credit/debit card purchases. Spoke with PIC and observed cashiers cleaning equipment periodically, but not between every customer. Establishment uses chlorine sanitizer and alcohol wipes. Discussed and recommended cleaning high touch points between each customer.”

Select COVID-related complaints selected at random from July 2020 to serve as representative examples



OUTBREAKS AND THE IMPACT ON FOODSERVICE

Steve Mandernach



Steve Mandernach is the executive director of the Association of Food and Drug Officials (AFDO). Prior to becoming executive director in 2018, Mandernach was the bureau chief for food and consumer safety at the Iowa Department of Inspections. Mandernach is a past president of AFDO and current co-chair of the Association's Laws and Regulations committee. He has also served as the chair and co-chair for the Manufactured Food Regulatory Program Alliance. He is a past president of the Mid-Continental Association of Food and Drug Officials. Steve has a J.D. from Drake University Law School. He has completed graduate work in Food Safety at Michigan State University.

**Executive Director Association
of Food and Drug Officials**

WHAT IS THE ASSOCIATION OF FOOD AND DRUG OFFICIALS (AFDO)?



➤ CONNECT - SHARE - IMPACT - PROTECT

For more than a century, AFDO has

- **connected** food and medical products professionals in the public and private sectors, providing a forum for
- **sharing** various disciplines and perspectives with the goal of
- **impacting** the regulatory environment to
- **protect** the health and welfare of the global community.

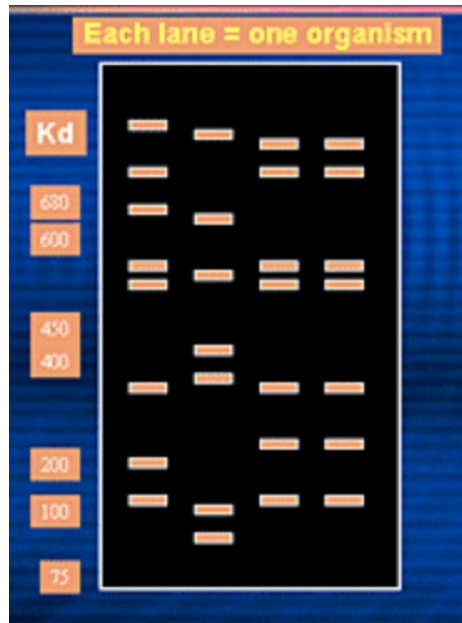
FOODBORNE ILLNESS DETECTION



BETTER TECHNOLOGY NOW EXISTS

- New technology is Whole Genome Sequencing
- Much more detailed comparison

OLD: PFGE



NEW: Whole Genome Sequencing

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>gi|206707319|emb|AM933172.1| Salmonella enterica subsp. enterica serovar Enteritidis str. P125109 complete genome  
AGGTAACGGTGC GGGCTGACGCGTACAGGAAACACAGAAAAAGCCCGCACCTGAACAGTGC GGGCTTTT  
TTTTCGACCAGAGATCACGAGGTAACAACCATGCGAGTGTGAAGTTCGGCGGTACATCAGTGGCAAATG  
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```

FOODBORNE ILLNESS DETECTION



➤ SIMPLER CLINICAL DETECTION METHODS

- CIDTs cheaper, faster, and readily available in clinical offices
- Can detect 22 of the most common foodborne illnesses
- Still requires stool



FOODBORNE OUTBREAK DETECTION



- Report to the food establishment
- Report or complaint to the health department or regulatory agency
- Healthcare provider
 - Most foodborne illness must be reported to the health department if detected
 - Health department follows up with case interviews
- Social media

Feeling Queasy?

Call, it's Easy!

844-IowaSic
(or your local health department)
to report food poisoning

FOODBORNE OUTBREAK INVESTIGATION



➤ Challenges

- Stool samples normally needed for best ability to match
- Food often is no longer available by time illness detected
- Ill persons often not willing to provide detailed food history

➤ Advances

- WGS can also be used for the sampling of food establishment environment for many common foodborne pathogens
- Credit cards and loyalty cards often assist in food histories

IDENTIFIED OUTBREAKS WILL INCREASE



- Easier testing results in more illnesses detected
- WGS results in a better way to relate illnesses quickly
- Better investigational tools such as environmental sampling
- Smaller outbreaks being identified and the sources more likely to be identified



COLLABORATING WITH REGULATORS AND HEALTH OFFICIALS DURING AN OUTBREAK



- ✓ Ask questions if you don't understand
- ✓ Provide information expeditiously
- ✓ Be prepared to provide recipes, sources, invoices, shipping records, etc.
- ✓ Be appreciative of early information
 - May be preliminary but gives you early warning of a potential problem
 - Allows you provide information before a conclusion has been made





WORKING WITH HEALTH INSPECTORS

Elisabeth Wirsing



**Senior Environmental Health
Program Manager Vermont
Department of Health**

Elisabeth Wirsing serves as the Senior Environmental Health Program Manager at the Vermont Department of Health. This role includes directing the Food & Lodging Program work in retail food, manufactured food, shellfish, and lodging since 2010. Liz also oversees compliance and enforcement activities and other regulatory programs in the Division of Environmental Health. She completed an MPH in Epidemiology at Emory University – Rollins School of Public Health and the CDC/CSTE Applied Epidemiology Fellowship program. Liz is a board member of the regional Northeast Food and Drug Officials Association (NEFDOA) and currently serves on the Association of Food and Drug Officials (AFDO) Board of Directors.

BUILDING REGULATORY RELATIONSHIPS



- Promotes **better communications** during outbreaks, emergencies, and other situations.
- Assists when considering **new novel methods**.
- **Develops stronger** food safety partnerships.
- Engagement should be brand, but also a **local level**.



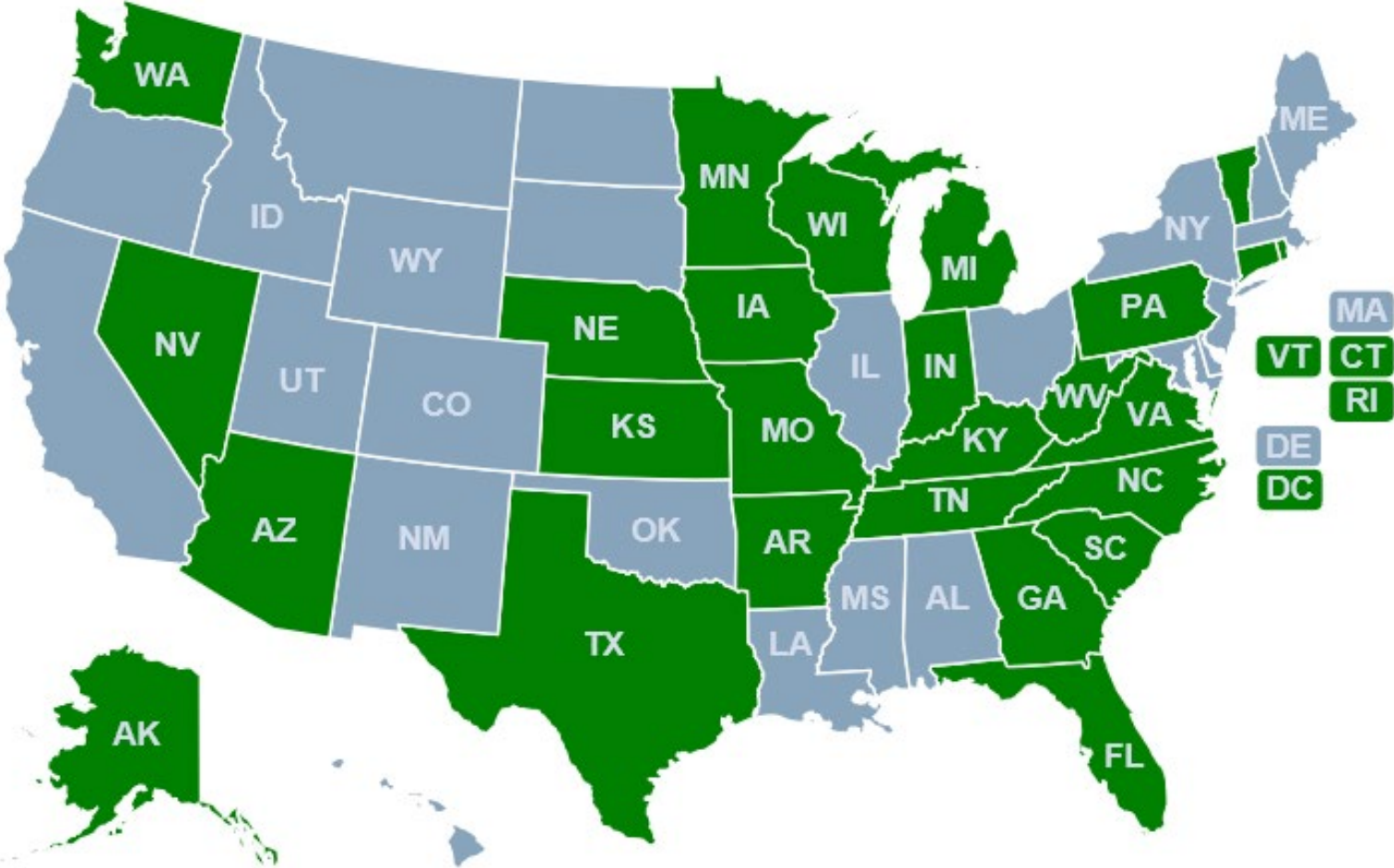
HOW TO BUILD RELATIONSHIPS



- Attend regulatory meetings such as:
 - Annual AFDO Conference or Regional AFDO Affiliates
 - FDA Retail Seminars (for retail industry)
 - Annual NEHA Conference and State and Regional Affiliates
- Set up regulatory meetings in states your organization has a significant presence.
 - Introducing new equipment or techniques
 - Periodically when new personnel are introduced to an area.
- Periodic discussion



FOOD PROTECTION TASK FORCES



TIPS FOR INTERACTING WITH REGULATORS



- ✓ Be respectful
- ✓ Know your facts, don't provide inaccurate information
- ✓ The establishment and inspector have the same goal—safe food—collaborate
- ✓ Inspectors are generalists, if they seem confused offer to explain the process
- ✓ Don't escalate issues up several levels immediately, always start at the lowest level possible
- ✓ Try to resolve as soon as possible, delay lessens chance of success
- ✓ Before making major changes, visit with the regulators and let them know what's happening
- ✓ Ask questions



WHAT IF WE DISAGREE WITH INSPECTION RESULTS?



- Approach disagreements **constructively**
- **Be prepared**, have evidence, show why this was wrong
- Typically, harder to dispute observations, less hard to dispute **application of regulations**
- Present your concern as **soon as possible**
- Try a **phone call** rather than an email
- **Follow up** after the call with an email
- Consider a written response to the inspection showing you **take findings seriously**

A server in a white shirt and black apron is holding a tablet computer. The server is wearing a gold ring and a black beaded bracelet. The background is a blurred restaurant interior with tables and chairs. A blue banner is overlaid on the left side of the image.

VIRTUAL INSPECTIONS: COVID-19 RESPONSE

Sandra Craig



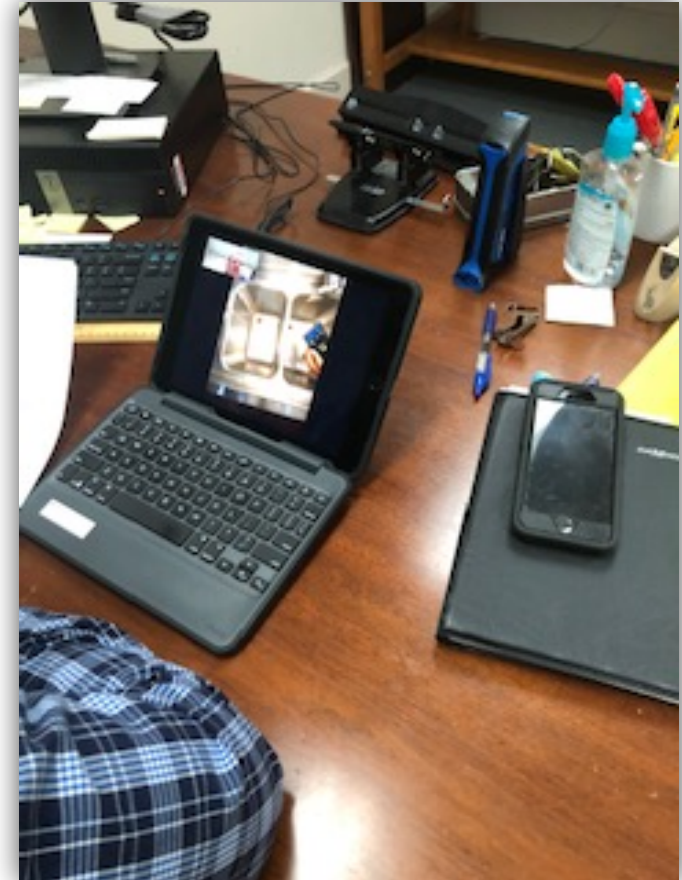
Sandra Craig has a B.S. in Agriculture and 38 years of experience in Environmental Health programs. She's been Director of the Division of Food and Lead Risk Assessments since 2005. The division provides statewide oversight of the retail, dairy & manufactured dairy food, bottled water, soft drinks and ice regulatory programs as well as the environmental assessments for childhood elevated blood lead cases. Active member of the Conference for Food Protection, currently co-chair of the Food Recovery committee.

**Director of the Division of Food
and Lead Risk Assessment
South Carolina Department of
Health**

VIRTUAL PERMIT INSPECTIONS



- The first virtual inspection was a permit inspection, from that experience a SOP was developed for all future virtual inspections that included instructions on how to set up and conduct them.
- The program developed disclaimer language to be included on the permit inspection form that would allow for any item not observed during the virtual inspection to be addressed at later on-site inspections.
- Developed an acknowledgement of the inspection email exchange protocol to use in lieu of signatures.



FOOD SAFETY CHECKS



➤ As a first step into virtual food safety inspections, a non-scored, risk factor focused “[Food Safety Check](#)” was developed based on the virtual permit inspection protocol.

Positive features of the Food Safety Checks

- ✓ Allowed for social distancing.
- ✓ Provided the necessary level of food safety information for most operations to conduct day to day business.
- ✓ Non-graded, focused on compliance assistance and education.
- ✓ Provided additional guidance tools via links in the form.
- ✓ Took approximately 30 minutes to complete.

LIMITED SCOPE INSPECTIONS



- While the Food Safety Checks were successful and well received, with the ongoing pandemic and continued need for social distancing, it was time to move onto the **next phase** of virtual food safety inspections.
- On July 1st we rolled out “**Limited Scope Inspections**”.
- Like the Food Safety Check , these virtual inspections are risk factor and education focused, however they are done on a **pass/fail basis**.
- A facility will fail this inspection if they have 3 or more items that **can not be corrected** during the virtual conference.

VIRTUAL INSPECTION FORMS



- We created several forms in our electronic reporting system that are distinct from our regulatory inspection form.
- Questions were designed to get info on how they are operating and address other non-regulatory issues such as face coverings and social distancing.
- Narrowed down the items checked to the major risk factors; removed all Good Retail Practices.
- Questions are “conditional” and allow for the inspector to put in comments.

VIRTUAL INSPECTIONS



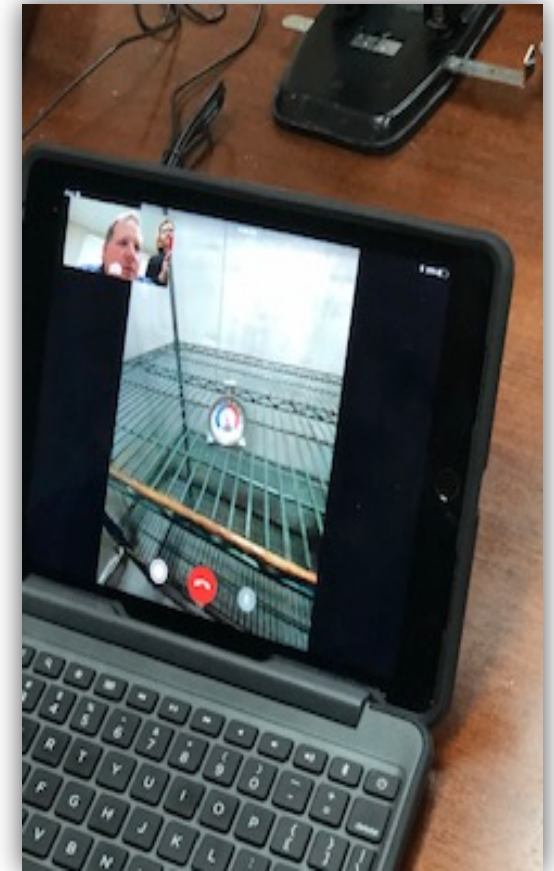
➤ FEEDBACK CONTINUES TO BE POSITIVE

- All types of virtual inspections allow for an interactive and risk focused discussion that encompasses more than food code.
- Provides food safety validation for promoting consumer confidence as the completed checks and inspections are posted on our web site as well as a list of facilities that have completed a virtual check or inspection.
- Completing one of these virtual inspections is part of the Palmetto Priority Program educational requirements. This is a program that is operated by the SC Restaurant and Lodging Association to certify facilities that adhere to the COVID-19 operating guidance.

POSITIVE LESSONS LEARNED



- Don't be afraid to try something out as a pilot, if it fails, there is no long reaching harm. You will learn from the failure as well as the success.
- Using a pilot approach gives you the opportunity to fine tune the protocols needed for full implementation.
- Announced inspections can be a useful compliance tool. They are less stressful for the operator and can foster a more engaged relationship where the operator takes more of an active managerial role in food safety.



CHALLENGES



- Not all locations have cell service
- PIC or manager does not have a company device
 - Cell phone, i-Pad, laptop
- Language barriers
- Non-compliance of items noted
 - Ex. Refrigerators still not holding proper temperatures after multiple follow-ups



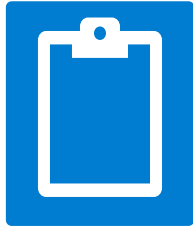
WHAT ARE THE FUTURE USES OF VIRTUAL INSPECTIONS?



- We've expanded the use to include change of ownership permit inspections by doing both a virtual permit inspection and a virtual food safety inspection at the same time.
- Other announced inspections such as follow-up inspections seem like a good fit for virtual protocols. We will be piloting a process once routine inspections resume.
- Continue to use Limited Scope Inspections as a way to provide compliance assistance to facilities between on-site routine inspections.

QUESTIONS





WHY ISN'T EVERYONE ON THE SAME VERSION OF THE FOOD CODE?



- Sometimes the local industry has **significant challenges** with certain provisions

- **Significant resources required** to update:
 - Stakeholder sessions
 - Training of staff
 - Updating IT systems

- Many Food Code versions have **relatively minor changes**

- Similar things happen with **manufactured foods** too

FOOD SAFETY AND PUBLIC HEALTH RESOURCES

FOOD SAFETY AND PUBLIC HEALTH MATTERS WEBINARS



Quarterly and On-Demand Webinars

Food Safety and Public Health Matters webinar series informs and educates food service professionals on Food Safety and Public Health topics.

FOOD SAFETY RESOURCE LIBRARY



Food Safety Articles and Tips

Food Safety Readiness Kits

➤ Access these Food Safety Resources and more on [Ecolab.com](https://www.ecolab.com)

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Demystifying Sanitation in Foodservice: New Procedures and Approaches



Ed Snodgrass

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Kaycee Strewler

Senior Technical
Account Specialist
Ecolab



Food and Dining: The Future State
View On Demand



Ensuring Customer and Employee Confidence During COVID-19
View On Demand

THANK YOU FOR ATTENDING

