

Food Service Managers Workshop July 19, 2016 Iowa State University



Goal

- Familiarize new food service managers with Iowa Food Code responsibilities in the areas of:
 1. **Active Managerial Control - Demonstration of Knowledge and Required duties as the Person in Charge**
 1. Procedures, Verification, Training
 2. **Employee Health Requirements**
 3. **Food Code Update**
 1. Cut Leafy Greens
 2. Norovirus Cleanup Procedures
 3. Certified Food Protection Manager

What Food Service Managers are Required to Know?

FDA Code Chapter References:

Responsibilities 2-101

Knowledge 2-102

Duties 2-103

Inspection Report Numbers 1, 2, 3

Assignment of Responsibility

- **must be assigned to an individual at all times.** This person is referred to as the Person in Charge (PIC).
- The PIC must be present at the food establishment.
- Certified Food Protection Manager (CFPM) – can be the same or different person.

Demonstration of Knowledge

- The PIC is required to **demonstrate** knowledge of foodborne disease control, application of Hazard Analysis and Critical Control Point (HACCP) principals, and the requirements of the Iowa Food Code.

There are 3 Ways a PIC Can Demonstrate Knowledge

- no critical violations;
- being a Certified Food Protection Manager
 - must be accredited program
 - the certificate must be available for your inspector to view. **This is required now by Iowa Food Code.**
- Responding correctly to the inspectors questions as they relate to the specific food operation.

Knowledge of the PIC

- These are the areas:
 - Employee health
 - Hygiene and management
 - Time and temperatures of PHF/TCS foods
 - Hazards of consuming raw or undercooked meat, poultry, eggs, and fish
 - Food allergens
 - Cleaning, sanitizing, and use of toxic materials
 - HACCP
 - Food Code responsibilities

Employee Health

- Describe the relationship between the prevention of foodborne disease and the personal hygiene of food employees
- Describe the responsibility of the PIC for preventing the transmission of foodborne disease by a food employee
- Describe the symptoms associated with the diseases that are transmissible through food
- Explain how the establishment complies with employee health reporting responsibilities and exclusions and restrictions of food employees

Hygiene and Management

- Describe the relationship between the prevention of foodborne illness and the management and control of the following:
 - ↳ **Cross contamination**
 - ↳ **Bare hand contact with ready-to-eat foods**
 - ↳ **Handwashing**
 - ↳ **Maintaining the establishment in a clean condition and in good repair**

Time and Temperature of PHF/TCS Foods

- Explaining the relationship of maintaining temperature control and the prevention of foodborne illness
- Food Code required times and temperatures for cooking, hot and cold holding, cooling, and reheating

Time and Temperature of PHF/TCS Foods

- 2009 Food Code Change-Cut Leafy Greens must maintain 41°F once cut.
- "Cut leafy greens" means fresh leafy greens whose leaves have been cut, shredded, sliced, chopped, or torn. The term "leafy greens" includes iceberg lettuce, romaine lettuce, leaf lettuce, butter lettuce, baby leaf lettuce (i.e., immature lettuce or leafy greens), escarole, endive, spring mix, spinach, cabbage, kale, arugula and chard. The term "leafy greens" does not include herbs such as cilantro or parsley.

Consumption of Undercooked Foods

- Understand and explain the Hazards involved in the consumption of raw or undercooked meat, poultry, eggs, and fish.

Food Allergens

- Identification of the major food allergens and symptoms that a major food allergen could cause
 - Milk, Eggs, Fish, Tree Nuts, Wheat, Peanuts, and Soybeans

Cleaning, Sanitizing and use of Toxic Materials

- Explain the relationship between food safety and providing equipment that is sufficient and properly designed, constructed, located, installed, maintained, and clean
- Explain correct procedures for cleaning and sanitizing food contact surfaces
- Identify of the source of water and protective measures to ensure the water supply is maintained (i.e. backflow protection)
- Identification, storage, and use of poisonous or toxic materials in the food establishment

HACCP

- Identify Critical Control Points in the establishments operation and explain steps that are taken to control them
- If a HACCP plan is required by law the PIC must be able to explain the details of the plan and how they comply
- Not all schools have HACC

Food Code Responsibilities

- Explain the responsibilities, rights, and authorities assigned by the Food Code to the:
 - Food Employee
 - Conditional Employee
 - PIC
 - Regulatory Authority

Questions About What Food Service Managers are Required to Know



Duties of the PIC FDA Food Code 2-103 Active Managerial Control

- Food Source
- Control of Access to Food Areas
- Food Employee Training and Supervision
- Customer Notification

Food Source

- The PIC shall ensure:
 - Employees are visibly observing foods as they are received to determine they are from an approved source and are delivered at the required temperatures, protected from contamination, unadulterated, and accurately presented

Control of Access to Food Areas

- Ensure persons unnecessary to the food establishment are not allowed in preparation or warewashing areas, except for brief visits and tours that may be authorized by the PIC
- Ensure employees, delivery persons, contractors, and maintenance personnel comply with the Food Code.

Food Employee Training and Supervision (Time and Temperature)

- The PIC shall ensure that:
 - Employees are properly cooking food to the required temperatures by routinely monitoring cook temperatures with the appropriate thermometers
 - Employees are using proper methods to hold and rapidly cool and reheat foods

Food Employee Training and Supervision (Cleaning and Sanitizing)

- The PIC shall ensure that:
 - Employees are properly cleaning and sanitizing food equipment and utensils by monitoring chemical concentration and water temperature

Food Employee Training and Supervision (Hygienic Practices)

- The PIC shall ensure that:
 - Employees are properly trained in food safety, including food allergies as it relates to their assigned duties
 - Employees are effectively cleaning their hands by routinely monitoring handwashing practices

Food Employee Training and Supervision (General)

- The PIC shall ensure that:
 - Employees are properly trained in food safety, including food allergies as it relates to their assigned duties

Food Employee Training and Supervision (Employee Health)

- The PIC shall ensure that:
 - Food employees and conditional employees are informed of their responsibilities to report to the PIC information about their health and activities as the relate to diseases that area transmissible through food.

Customer Notification

- The PIC shall:
 - Inform customers who order raw; or partially cooked ready-to-eat foods of animal origin that food not cooked sufficiently to insure its safety (Consumer Advisory).
 - Notify customers that clean tableware is to be used when they return to self-service such as salad bars and buffets. This would apply to the serving of second portions at schools.

Questions About Duties of the PIC Or What Active Managerial Control Looks like?



Employee Health

- Why should food establishments be concerned with employee health?
 - A 10 year FDA study showed that 60% of foodborne illnesses in the US were caused by ill food handlers
 - What does this study tell us?
 - Excluding ill food workers from handling food will significantly reduce a food establishments risk of causing a foodborne illness
 - If food establishments do not focus on employee health they are ignoring 60% of their risk

Who is Subject to Employee Health Regulations?

- **Food Employees** – an individual working with unpackaged food, food equipment or utensils, food contact surfaces.
- **Conditional Employees** – a potential food employee to whom a job offer is made, conditional on responses to subsequent medical questions or examinations designed to identify potential food employee who may be suffering from a disease that can be transmitted through food and done in compliance with Title 1 of the Americans with Disabilities Act of 1990.

Employee Health

- What symptoms of foodborne illness should food establishments be most concerned about?
 - Vomiting
 - Diarrhea
 - Jaundice
 - Sore throat with fever
 - Infected cuts and burns with pus on hands and wrists

Employee Health

- What should food employees or conditional employees do when they have symptoms of vomiting or diarrhea?
 - If at work:
 - Stop work immediately
 - Report to management
 - Go home and return after at least 24 hours have passed since the vomiting and diarrhea symptoms have ended
 - If the symptoms occur before the employee arrives to work, he or she should:
 - Notify the manager by telephone
 - Do not report to work until at least 24 hours have passed after the diarrhea and vomiting symptoms have ended

Employee Health

- What should food employees or conditional employees do if they are not feeling well and their skin or eyes turn yellow?
 - Report the symptoms to their manager immediately and seek medical attention
 - The employee should not return to work until after receiving clearance from a health practitioner.
 - If the employee is jaundiced for more than 7 days, clearance from the regulatory authority is required

Employee Health

- What should food employees or conditional employees do if they have an infected wound or cut on their hand or arm?
 - Report the wound or cut to the manager, and then properly cover it with a clean, impermeable bandage and a single-use glove (for hand wounds), before returning to work

Employee Health

- What should food employees or conditional employees do if they have a soar throat with fever?
 - Report the illness to the manager
 - Continue working while remaining aware that the manager could consider reassignment to a position that does not include the handling of food, food contact equipment, utensils, or single service articles.
 - If serving a Highly Susceptible Population (HSP) the employee must stop working and go home until obtaining a clearance from a health practitioner and presenting it to the manager (schools are not considered a HSP)

Employee Health-Management Responsibilities

- What is the manager's responsibility for ensuring that food employees and conditional employees are trained in the reporting of symptoms and the diagnosis of foodborne illness?
 - The manager or PIC is to make certain that employees are trained on the subjects of the:
 - Causes of foodborne illness
 - Relationship between the food employee's job task, personal hygiene
 - Requirements for reporting
 - Specific symptoms, diagnoses, and exposures that must be reported to the PIC

Employee Health-Management Responsibilities

- What symptoms are reportable by food employees or conditional employees to the PIC?
 - Vomiting
 - Diarrhea
 - Jaundice
 - Sore throat with fever
 - Exposed boil or open, infected wounds or cuts on the hands and arms

Employee Health-Management Responsibilities

- What diagnosed illnesses do food employees or conditional employees have to report the PIC?
 - **Salmonella Typhi**
 - **Shigella spp.**
 - **Norovirus**
 - **Hepatitis A**
 - **E. coli 0157:H7 or other Enterohemorrhagic or Shiga toxin-producing E. coli**

Employee Health-Management Responsibilities

- What past illnesses and exposures are food employees or conditional employees required to report the PIC?
 - Past illness with typhoid-like fever within the past 3 months , unless treated with antibiotics
 - Employees exposed to the following illnesses by eating or serving food that was implicated in a foodborne illness outbreak or residing with a diagnosed individual:
 - **Typhoid-like fever**
 - **Shigellosis**
 - **Norovirus**
 - **Hepatitis A**
 - **E. coli 0157:H7 or other Enterohemorrhagic or Shiga toxin-producing E. coli**

Employee Health-Management Responsibilities

- What should a manager do when a food employee or conditional employees reports symptoms of **vomiting or diarrhea**?
 - **Ask the employee to stop work immediately and leave the food establishment**
 - **They may return to work 24 hours after symptoms have ended**

Employee Health-Management Responsibilities

- What should a manager do when a food employee or conditional employees reports symptoms of **jaundice**?
 - **Have them stop work**
 - **Find out how long the employee has been experiencing the symptom**
 - **Have the employee leave the food establishment**
 - **Report case to the regulatory authority and have the food employee return to work after approval from the regulatory authority**

Employee Health-Management Responsibilities

- What should the manager do when a food employee or conditional employees reports symptoms of **sore throat with a fever**.
 - **Restrict work to non food related duties**
 - **Allow food employee to return to work with written medical documentation from a health practitioner**
 - **Exclude the employee from the food establishment if working with a HSP**

Employee Health-Management Responsibilities

- What should a manager do if a food employee or conditional employee reports an **exposed boil or infected wound**?
 - **Require the area be properly covered until healed**

Employee Health-Management Responsibilities

- How does a manager know when to **exclude or to restrict** an employee that reports symptoms of illnesses?
 - **The Employee Health and Personal Hygiene Handbook contains tables and decision trees that can guide the manager.**

Employee Health-Management Responsibilities

- What resources are available to assist managers with training of employees and developing an employee health policy?
 - **There are standardized forms in the Iowa Food Code and in the Employee Health and Hygiene Handbook**

Employee Health-Management Responsibilities

- What resources are available to food service managers regarding Employee Health related issues?
 - **Iowa Food Code**
 - **Employee Health and Personal Hygiene Handbook**
 - **Your local inspector and regulatory agency**

Questions About Employee Health



So What?

- Let's Talk Norovirus
 - The CDC estimates it is the leading cause of foodborne illness in the United States.
 - Transmitted most commonly through the fecal oral route.
 - Symptoms: vomiting, watery non-bloody diarrhea with abdominal cramps, nausea, and occasionally, a low grade fever.
 - As few as 10 viral particles may be sufficient to infect an individual.

Surprise - New Requirement!

- 2-501.11 Clean-up of Vomiting and Diarrheal Events. (Adopted from 2013 Food Code)
- "A FOOD ESTABLISHMENT shall have procedures for EMPLOYEES to follow when responding to vomiting or diarrheal events that involve the discharge of vomitus or fecal matter onto surfaces in the FOOD ESTABLISHMENT. The procedures shall address the specific actions EMPLOYEES must take to minimize the spread of contamination and the exposure of EMPLOYEES, consumers, FOOD, and surfaces to vomitus or fecal matter."
- Guidance sheets available from your inspector.

What Do Procedures Look Like in a School Cafeteria?

- **Who** cleans the tables?
- **Who** cleans up after a V or D event?
- Are bathrooms close by cafeteria? **Who** cleans them?
- **What** cleaning solutions are used?
- **Where** is mop water dumped?
- **Where** will they look if a foodborne illness is
- **When** were mops changed? Did the same mop clean the bathroom and the cafeteria floor?

What Else Is New?

- Food Safety Videos –
 - 5 Year grant funded project
 - Focused on common risk factor violations specific to cuisine cooked restaurants with language barriers.
 - Translated into English, Spanish, Chinese with English Subtitles.
 - Available on the web at:

Spaghetti Sauce Example:

- Ground beef – 10lbs cooked, cooled and frozen on 09/05, 20lbs cooked in the morning of inspection.
- Sauce from can mixed with and 2.5 gallons leftover frozen sauce from 09/05.
- During an inspection at 11:00am, the temperature of the three pans were 110, 100, and 165 respectively. Person in charge indicated they pans had been heating in the steam table since 8:00am.

What's the Problem?

- Any concerns with the time/temperature of the sauce?
- What could be done to ensure a safe product?
 - Steam table vs. steam kettle, oven, stovetop
 - Log of cooling of leftovers.
 - Reheat log
 - What about cooking everything the same day? Are you really saving time or sacrificing safety?

Additional Resources

Iowa Department of Inspections and Appeals
515-281-6538

www.dia.iowa.gov/food-consumer-safety

2009 Food Code www.fda.gov

Sara Kingland – Food Safety Specialist

sara.kingland@dia.iowa.gov

Webster, Humboldt, Kossuth Counties