
SOUTHERN NEVADA HEALTH DISTRICT ENVIRONMENTAL HEALTH DIVISION
3RD QUARTER 2018
FOOD SAFETY PARTNERSHIP MEETING
All are welcome to attend this open meeting!
JULY 23, 2018 • 8:30-10AM

Agenda

- Staff Introductions (8:30-8:40)
- Customer Satisfaction Survey (8:40-8:55)
- Allergy Intervention Strategy (8:55-9:05)
- Food Handler Card Testing (9:05-9:15)
- FBI Update/Emetic Events (9:15-9:30)
- Training Updates
- Q&A

Food Operations Leadership Team

- Director – Chris Saxton
- Manager – Larry Rogers
- Supervisors
  - Aaron DelCotto, North LV Office
  - Carol Culbert, Spring Valley Office
  - Robert Urzi, Strip Office
  - Tamara Giannini, Henderson Office
  - Tanja Baldwin, Downtown Office
  - Candice Sims, FDAP
- Training Office
  - Christine Sylvis, Supervisor of Training & Compliance
  - Jacque Raiche-Curl, Supervisor of Training & Standardization
  - Alexis Barajas, Training Officer
  - Larry Navarrete, Training Officer

SNHD EH CUSTOMER SATISFACTION SURVEY

Tara Edwards

07-18-2018

BACKGROUND

- Directed by management to implement a customer service survey
  - *Anonymous*
  - *Develop a method to gather feedback from industry*
  - *Link to survey provided in email with inspection report*

SURVEY PURPOSE/ GOAL

- Assess customer service/ communication skills of all EH staff
- Determine areas needing improvement
- Focus training based on responses
- Survey submission for 10% of inspections (routine and re-inspections)

1st Iteration

- Implemented in Food Ops in November 2017
  - *Focus on assessing communication skills*
  - *6 matrix style questions*
  - *Rate agreement with statement*

1. Rate your agreement with the following statements based on your most recent inspection

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A
The inspector answered all of my questions in a way that I understood or offered to contact me with an answer at a later time	○	○	○	○	○	○
The inspection report was written clearly in a way that I understood	○	○	○	○	○	○
Immediately after the inspection, the inspector verbally explained the report in detail including violations, if applicable	○	○	○	○	○	○
During the inspection, the inspector communicated with me respectfully and professionally	○	○	○	○	○	○
During the inspection, the inspector offered corrective actions for violations	○	○	○	○	○	○
During the inspection, the inspector helped me to understand the requirements based on the regulations	○	○	○	○	○	○

Results
1st ITERATION

Number of Inspections	Number of Surveys Submitted	Percent Survey Submission
2156	114	5.3%

Statement	Average Response
The inspector answered all of my questions in a way that I understood or offered to contact me with an answer at a later time.	4.62
The inspection report was written clearly in a way that I understood.	4.51
Immediately after the inspection, the inspector verbally explained the report in detail including violations, if applicable.	4.55
During the inspection, the inspector communicated with me respectfully and professionally.	4.52
During the inspection, the inspector offered corrective actions for violations.	4.53
During the inspection, the inspector helped me to understand the requirements based on the regulations.	4.52

1= Strongly disagree and 5=Strongly agree

INCREASE CONFIDENCE IN RESPONSES- Modify questions

Changed format of questions

- Matrix style to multiple choice (1 per page)

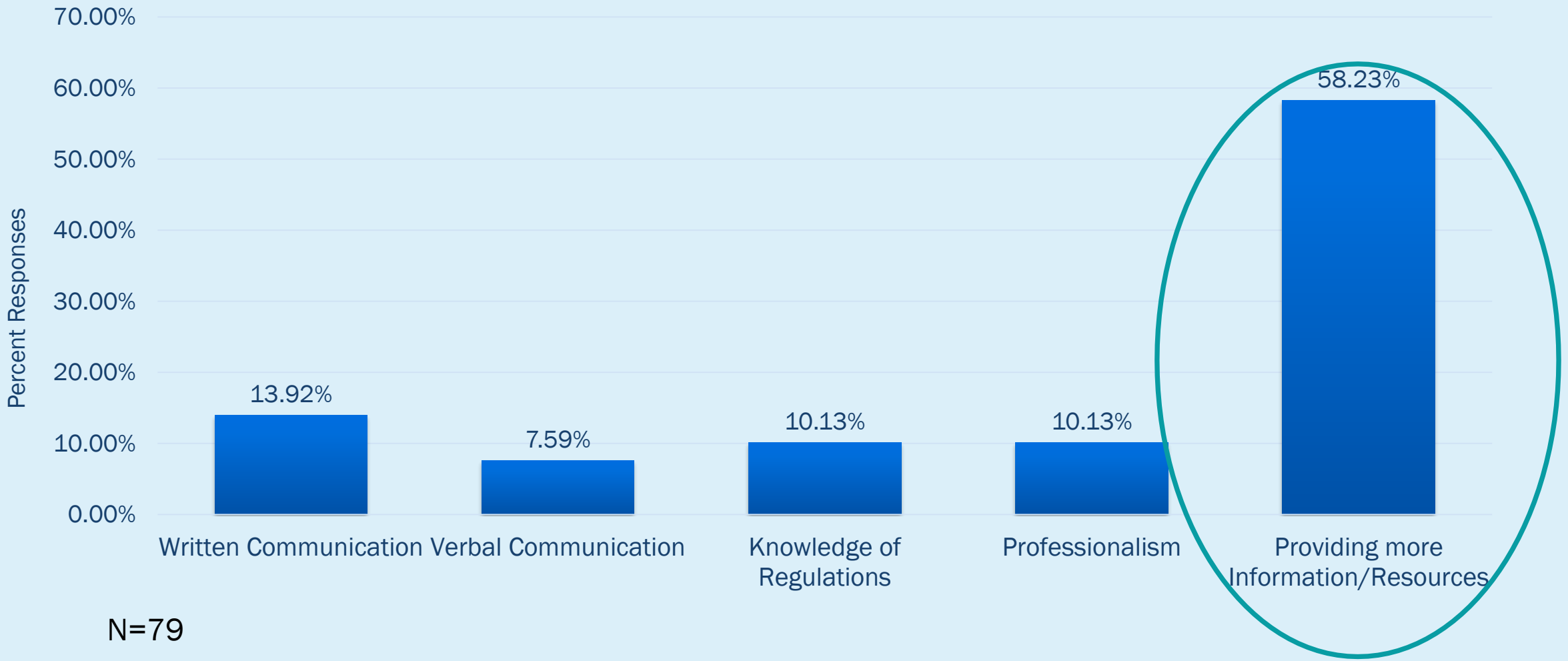
Changed tone of some questions

- Change some questions from positive to negative
  - Inspection report was written clearly in a way that I understood -> Inspection report was difficult to understand.

Included additional questions

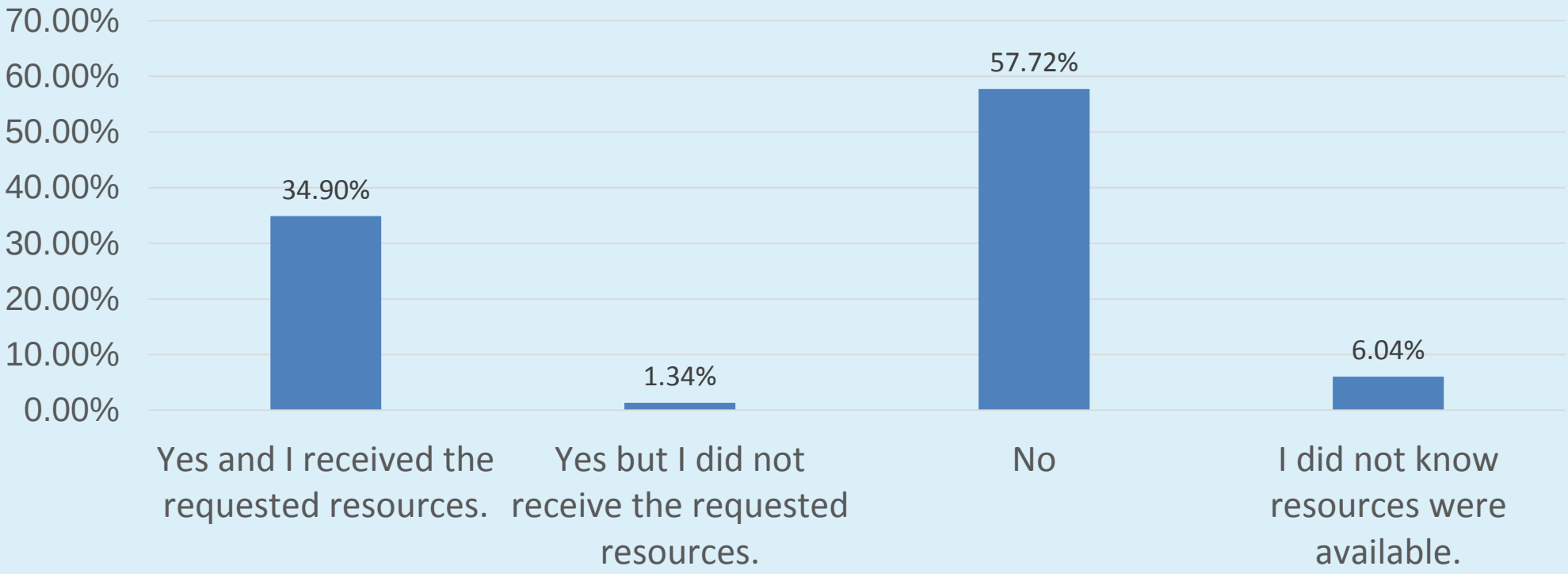
- Where can the SNHD most Improve
- Utilization and usefulness of resources

RESPONSES 2nd ITERATION- Where Can the SNHD Most Improve



N=79

RESPONSES 2nd ITERATION- Did You Request Resources



N=149

RESPONSES 2nd ITERATION- Agreement With Statement

1= Strongly disagree and 5=Strongly agree

Statement	Average Response
During the inspection, the inspector offered corrective actions for violations.	4.5
During the inspection, the inspector helped me to understand the requirements based on the regulations.	4.6
The inspector answered all of my questions in a way that I understood or offered to contact me with an answer at a later time.	4.7
Immediately after the inspection, the inspector verbally explained the report in detail including violations, if applicable.	4.7
The inspector was knowledgeable about food safety regulations.	4.8
The handouts and other resources were useful and easy to understand.	4.6
The inspection report was difficult to understand.	1.7
Language was a barrier in written/oral communication.	1.7

RESPONSES 2nd ITERATION- Surveys Submitted

Number of Inspections	Number of Surveys Submitted	Percent Survey Submission
8091	193	2.4%

- **Need to increase percent submission**
  - *Encourage Inspectors to discuss during exit interview*
  - *New question concerning number of inspection*

MODIFICATIONS- 3rd Iteration of Survey

- Added demographic questions
  - *Languages spoken*
    - Bridge to question about language barrier
  - *Type of facility*
  - *Role in facility*
- Included question about number of inspections during visit
- Included question to rank topics where SNHD can improve

SUMMARY

Received Feedback	THANK YOU!! Positive results Unclear results Does not inform training needs
Need to increase percent submissions	Staff encouraged to discuss the survey during exit interviews New question to determine number of inspections Suggestions?
Modifications made to questions	Demographic questions Ranking question Suggestions?


QUESTIONS?
COMMENTS?
CONCERNS?

Allergy Intervention Strategy

Risk Factor Study Results

Key
Fast Food
Full Service
Combined

Number of Information Statements	IN	IN %	OUT	OUT %	TOTAL OBSERVATIONS (IN and OUT)
19A. The person in charge accurately describes foods identified as major food allergens and the symptoms associated with major food allergens.	18	26.5	50	73.5	**68**
	21	31.8	45	68.2	**66**
	39	29.1	95	70.9	**134**
19B. Food employees are trained in food allergy awareness as it relates to their assigned duties.	42	61.8	26	38.2	**68**
	44	66.7	22	33.3	**66**
	86	64.2	48	35.8	**134**

Regulation Requirements for **PIC**

PIC Demonstration of Knowledge

- Describing FOODS identified as MAJOR FOOD ALLERGENS and the symptoms that a MAJOR FOOD ALLERGEN could cause in a sensitive individual who has an allergic reaction.

PIC Duties

- EMPLOYEES are properly trained in FOOD safety, including FOOD allergy awareness, as it relates to their assigned duties;

Intervention Strategy

- Educational material/promotional items?
  - Handout/poster? Size?
  - SOP template?
  - Allergy info for PIC ?
  - Wallet card?
  - Menu statement?
  - Window cling/Sticker/Table tent? - To inform customers “Allergy Aware”
- Participation/Recognition Program?

- Thank you FDA Cooperative Agreement Grant!

Food Handler Card

New Process

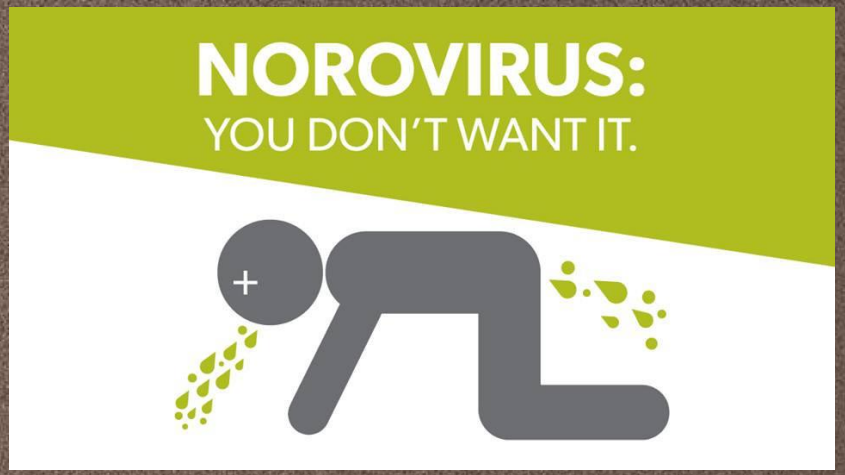
Foodborne Illness Update & Vomiting Event Clean up

Investigations are up

- **Recent average has increased**
  - **March – 1**
  - **April – 5**
  - **May – 5**
  - **June – 7**
  - **July so far - 7**
- **Recent outcomes have worsened**
  - **Closures**

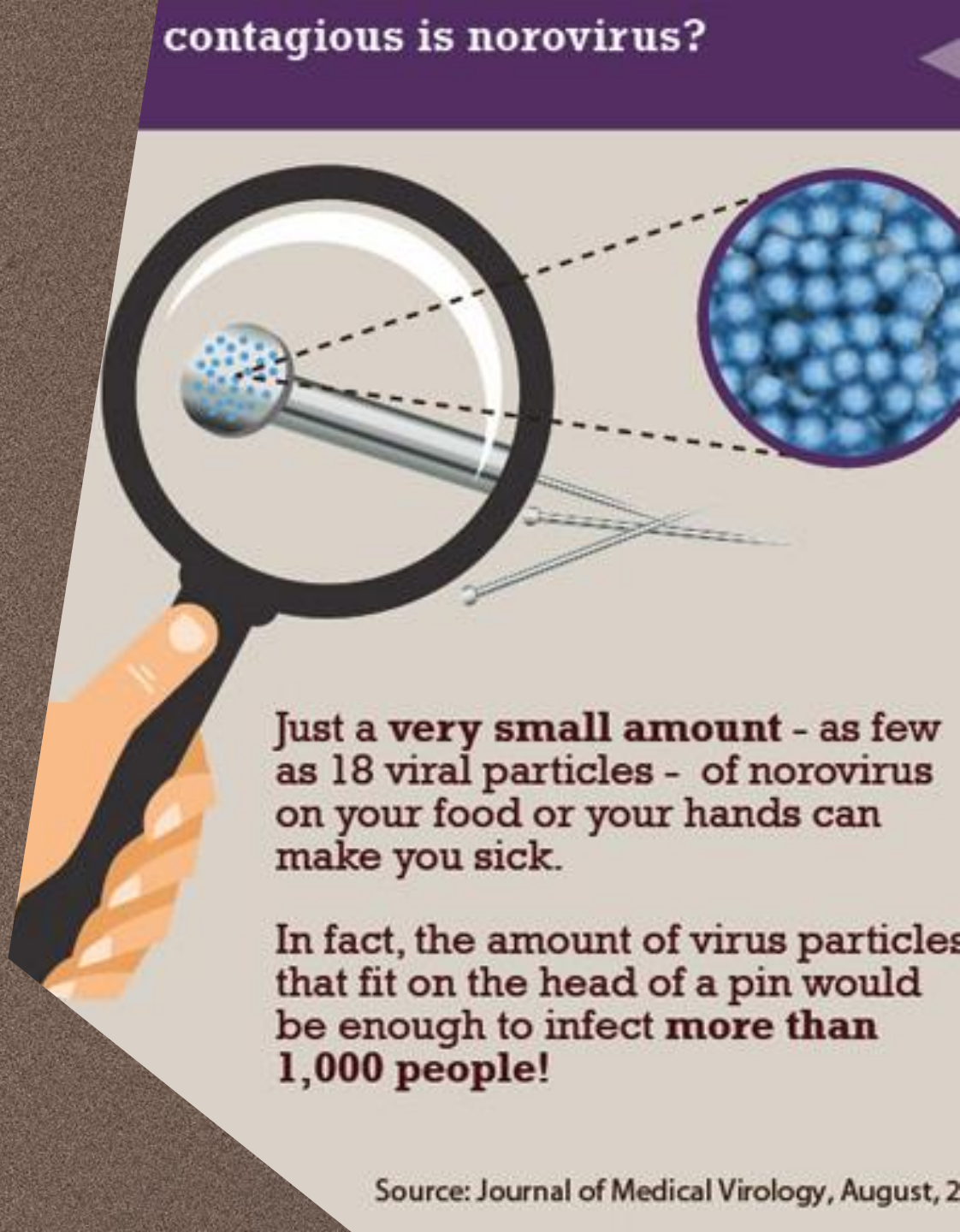
Norovirus Outbreak

- **Hundreds of cases**
- **Able to identify, contain, and end the outbreak within 2 weeks**
- **No spread to other facilities**



Norovirus

- Most common cause of “stomach bug”
- Spread by:
  - Contaminated food or drink
  - Contaminated surfaces
  - Person to person
- One stool or vomit = billions of viral particles
- As few as 18 particles can make you sick

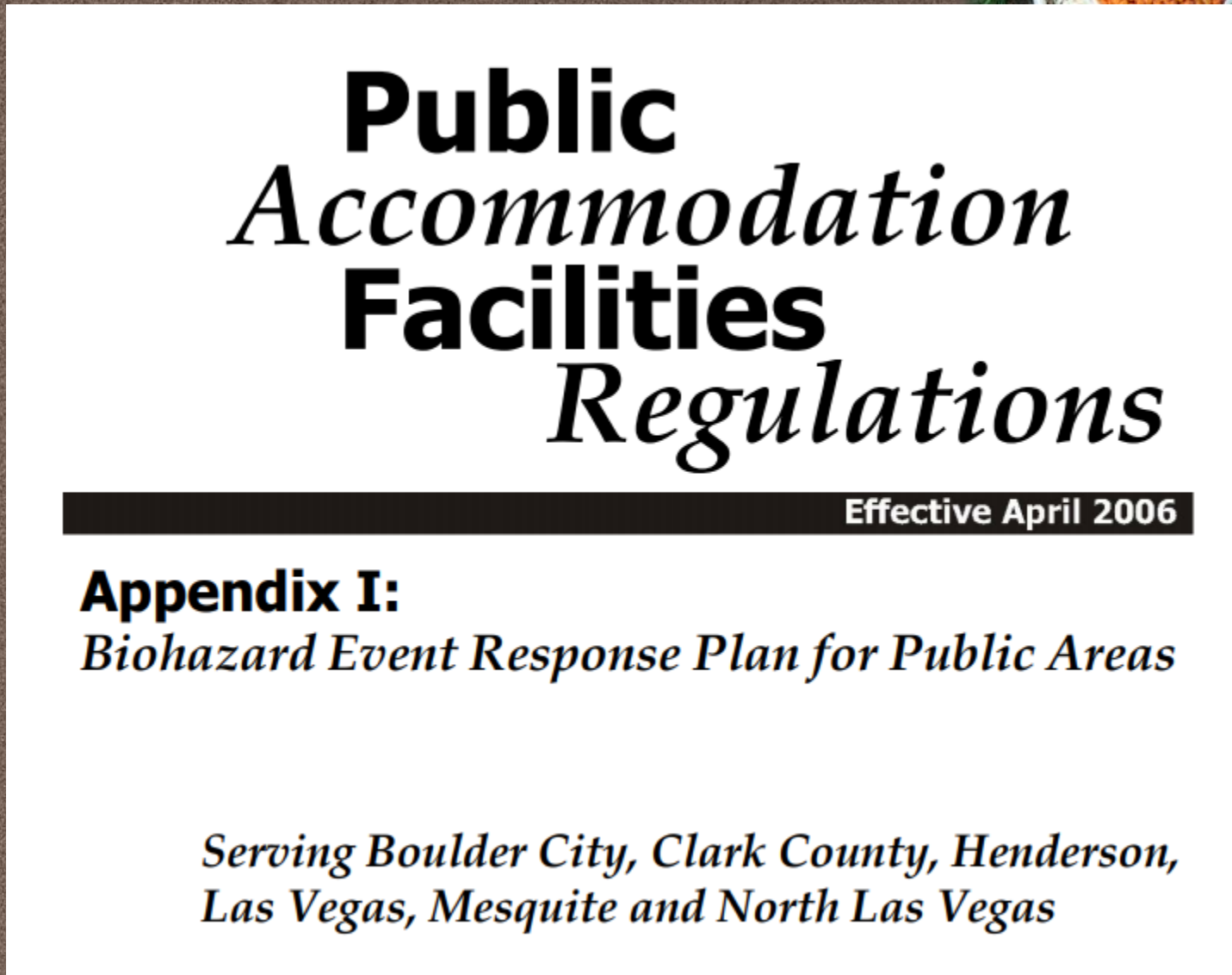


Vomiting Larry

- https://www.youtube.com/watch?v=sLDSNvQjXe8

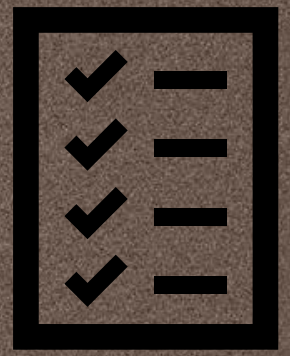
Vomiting = Biohazard Event

- www.snhd.info
- Search “biohazard response plan”



Have a plan

- Prepare for how to respond before you need to
  - Who will respond
  - What PPE they will wear
  - What chemicals they will use
  - How to clean and how far around
  - How to dispose of contaminated materials



Keep a biohazard response log

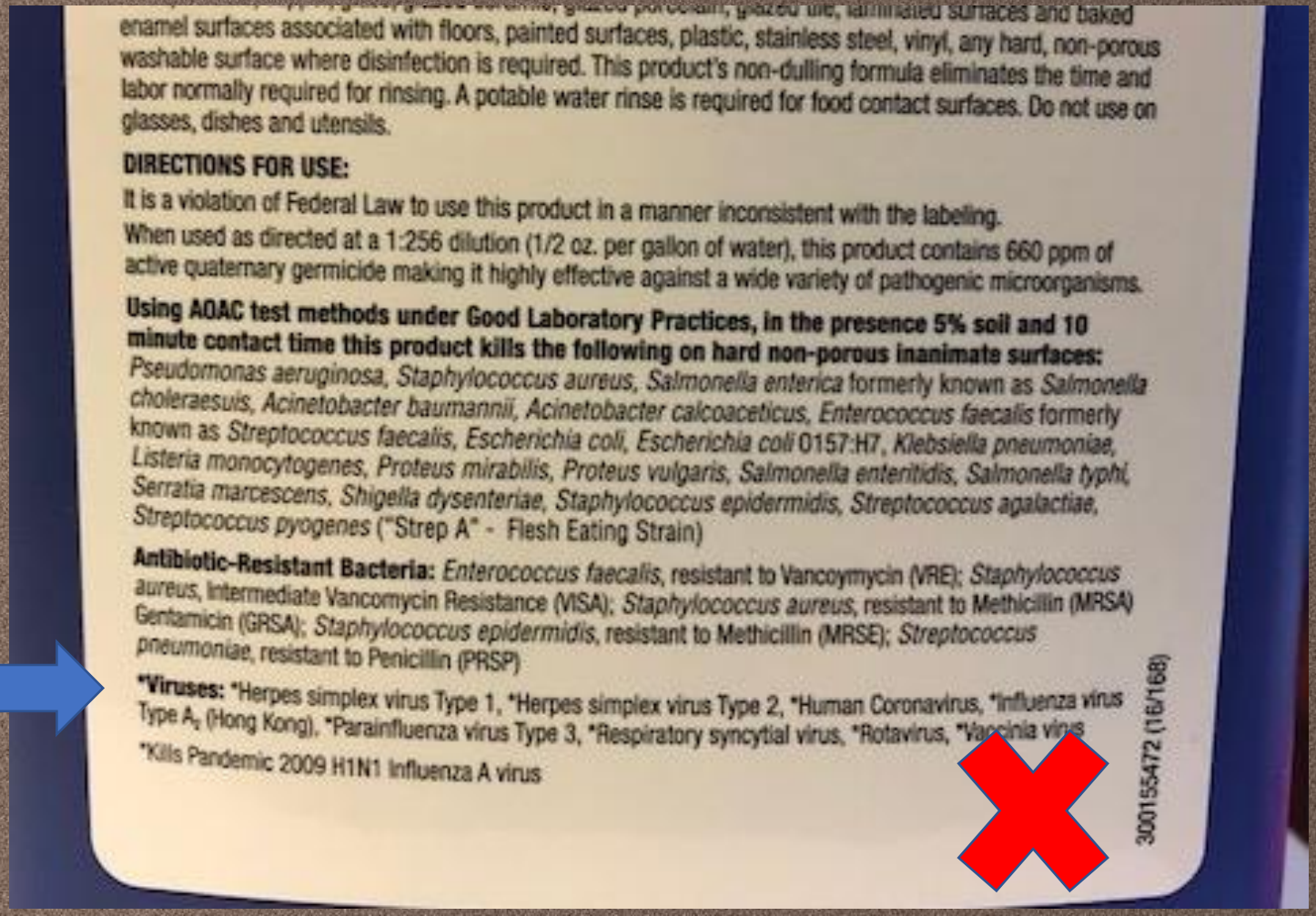
- What was the biohazard? (vomit/diarrhea/formed stool etc.)
- Where was it?
  - Don’t forget about pool and valet

- This helps track the outbreak in your facility
  - One area more than the others?
  - More than usual?
    - Call SNHD

Disinfectants

- Use chemicals that are:
  - Effective against norovirus
  - Safe for food contact surfaces
- Ensure the appropriate contact time is used
  - May require reapplication

Are your disinfectants effective against Noro?



enamel surfaces associated with floors, painted surfaces, plastic, stainless steel, vinyl, any hard, non-porous washable surface where disinfection is required. This product's non-dulling formula eliminates the time and labor normally required for rinsing. A potable water rinse is required for food contact surfaces. Do not use on glasses, dishes and utensils.

DIRECTIONS FOR USE:

It is a violation of Federal Law to use this product in a manner inconsistent with the labeling.

When used as directed at a 1:256 dilution (1/2 oz. per gallon of water), this product contains 660 ppm of active quaternary germicide making it highly effective against a wide variety of pathogenic microorganisms.

Using AOAC test methods under Good Laboratory Practices, in the presence 5% soil and 10 minute contact time this product kills the following on hard non-porous inanimate surfaces: *Pseudomonas aeruginosa, Staphylococcus aureus, Salmonella enterica* formerly known as *Salmonella choleraesuis, Acinetobacter baumannii, Acinetobacter calcoaceticus, Enterococcus faecalis* formerly known as *Streptococcus faecalis, Escherichia coli, Escherichia coli* 0157:H7, *Klebsiella pneumoniae, Listeria monocytogenes, Proteus mirabilis, Proteus vulgaris, Salmonella enteritidis, Salmonella typhi, Serratia marcescens, Shigella dysenteriae, Staphylococcus epidermidis, Streptococcus agalactiae, Streptococcus pyogenes* ("Strep A" - Flesh Eating Strain)

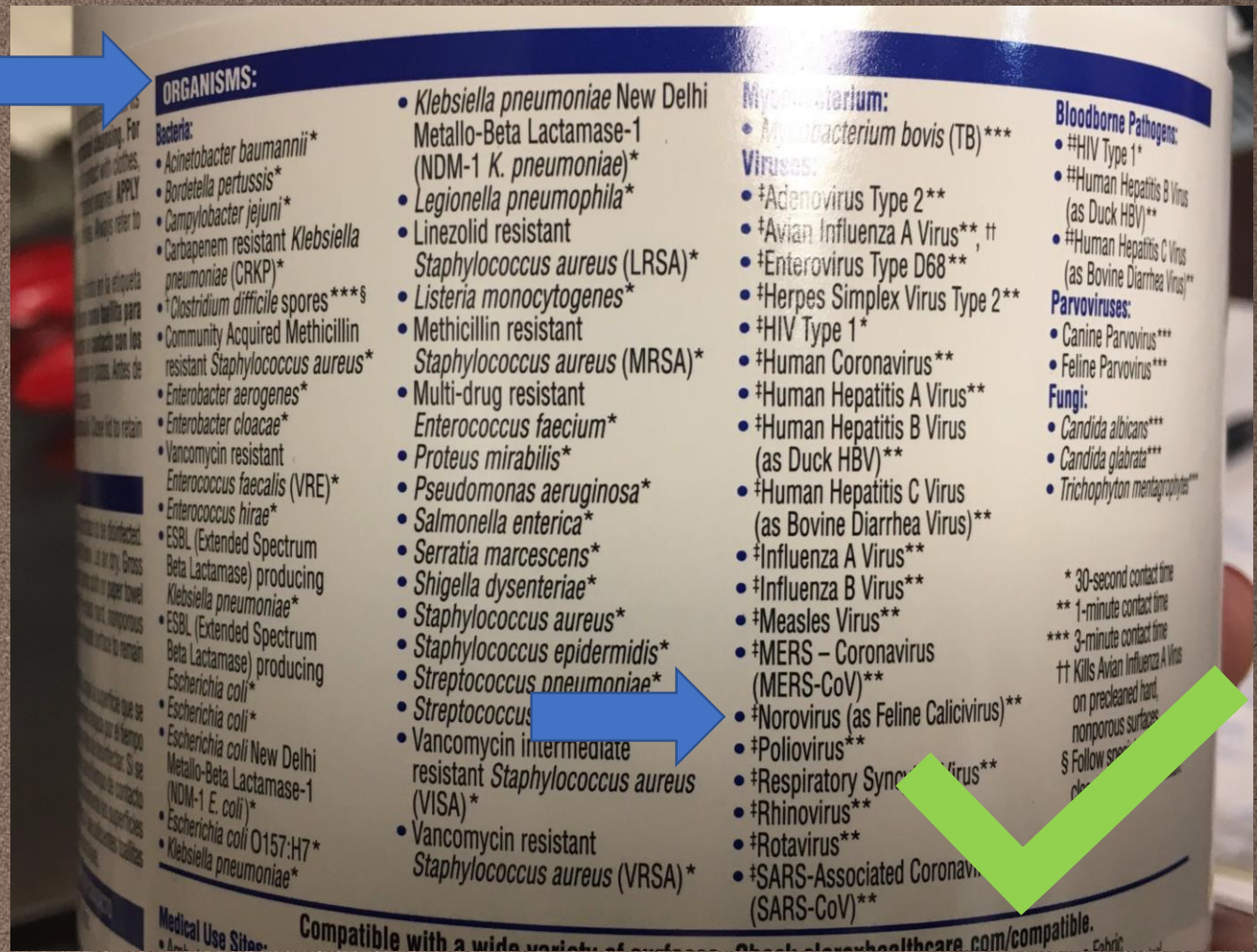
Antibiotic-Resistant Bacteria: *Enterococcus faecalis*, resistant to Vancoymycin (VRE); *Staphylococcus aureus*, Intermediate Vancomycin Resistance (VISA); *Staphylococcus aureus*, resistant to Methicillin (MRSA) Gentamicin (GRSA); *Staphylococcus epidermidis*, resistant to Methicillin (MRSE); *Streptococcus pneumoniae*, resistant to Penicillin (PRSP)

***Viruses:** *Herpes simplex virus Type 1, *Herpes simplex virus Type 2, *Human Coronavirus, *Influenza virus Type A_2 (Hong Kong), *Parainfluenza virus Type 3, *Respiratory syncytial virus, *Rotavirus, *Vaccinia virus

*Kills Pandemic 2009 H1N1 Influenza A virus

300155472 (16/168)

Are your disinfectants effective against Noro?



Bleach Disinfection Concentrations

- **Contact time: 5-20 minutes**
- **Reapply!**

Recommended Environmental Disinfection Solutions

Food contact surfaces, stainless steel, food/mouth contact items NOT contaminated by vomit or diarrhea that have been cleaned with hot water and detergent	**200 ppm** or 1 Tbsp bleach/gallon water (1:250 dilution)
Hard surfaces, non-porous surfaces, tile floor, counter-tops, sinks, toilets and other areas contaminated by vomit or diarrhea that have been cleaned with hot water and detergent	**1,000 ppm** or 1/3 cup bleach/gallon water (1:50 dilution)
Porous surfaces, wooden floors, contaminated by vomit or diarrhea that have been cleaned with hot water and detergent	**5,000 ppm** or 1 2/3 cups bleach/gallon water (1:10 dilution)

Clean up Procedure

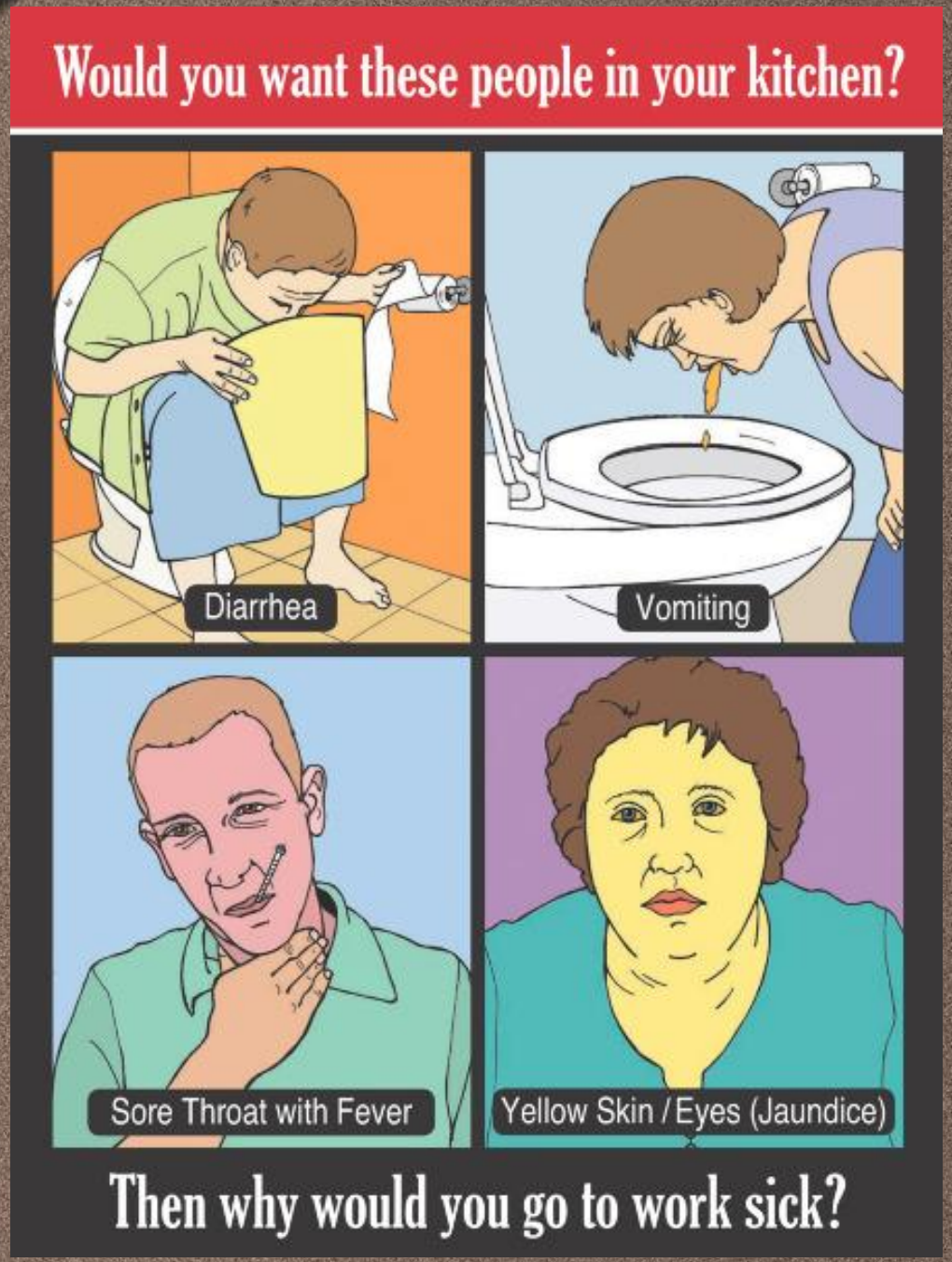
- Personal protective equipment – protect yourself
- Section off a 25 foot radius
- Use absorbent powder and/or cover with towels
- Remove solids and paper towels with disposable scoop and gloved hands
- Clean immediate area with detergent, hot water, and disposable cloths
- Disinfect entire 25 foot radius from the outside in using disposable mop
  - Include all surfaces: tables, cabinets, etc.
- Remove personal protective equipment carefully
- Wash hands

Clean Up Video

- https://www.youtube.com/watch?v=yZTjXf5t3hQ
  - 2:25

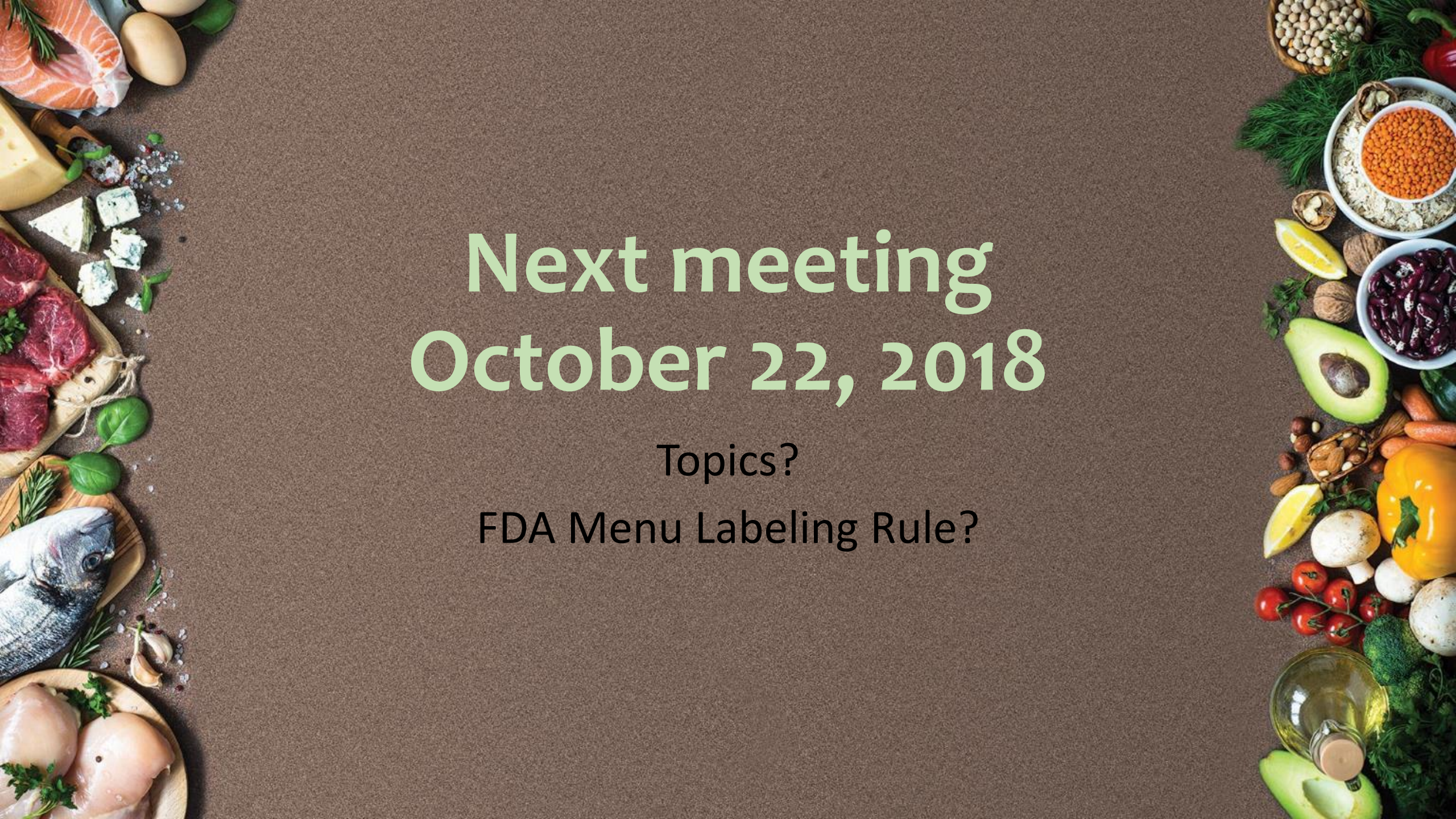
Employee Health

- Make it a priority
- Look for illness in your employees, ask how they're feeling
- Track illnesses in your restaurant
  - Recent increase? Consider disinfecting kitchen
- Do not allow a return to work until symptom-free for up to 72 hours



- **Lauren DiPrete**
  - **Senior Environmental Health Specialist**
  - **diprete@snhd.org**

Q&A Session



Next meeting October 22, 2018

Topics?

FDA Menu Labeling Rule?