

# 2<sup>nd</sup> Quarter Food Safety Partnership Meeting

First ever hybrid virtual (WebEx Event) and in-person (SNHD Red Rock  
Conference Room) meeting

April 25, 2022



# Hybrid Meeting Format

- Thank you for attending!
- Virtual Meeting: WebEx Events
  - You are not able to unmute or show your camera
  - Use chat to share ideas, ask questions, give comments.

## **Chat to “All Panelists”**

- Your questions will be read aloud and responded to
  - Send questions at any time; some will be held until Q&A time
- In-Person Meeting
  - Come up to the podium and use the microphone to share ideas, ask questions, give comments so those attending virtually can hear you



# Agenda

A copy of the slides from today's meeting will be posted on [www.snhd.info/ehrcp](http://www.snhd.info/ehrcp)

You can also email [ehtrainingoffice@snhd.org](mailto:ehtrainingoffice@snhd.org) for a copy



## Welcome & SNHD Food Leadership Team Introductions



## Presentations:

Review of Major Violations

Accela Citizen Access: An Introduction to the New Permit Management Software

Environmental Health Program Updates



## Q&A

Comments regarding adjustments to the EH Fee schedule took place at the listening session 4/7/21. Business impact statement released 4/18/22.

# EH Food Team Staff Updates

- Congratulations to Alexis Barajas, for her promotion to Supervisor of the Spring Valley Office
- 9 EHSs will be released from the training program into their Food Operations Offices this month
- More EHSs will be joining us soon



# EH Food Management Team

- Director – Chris Saxton
- Food Operations General Inspection Manager – Aaron DelCotto
  - Alexis Barajas, Spring Valley Office Supervisor
  - Jason Kelton, North LV Office Supervisor
  - Robert Urzi, Henderson Office Supervisor
  - Tamara Giannini, Strip Office Supervisor
  - Tanja Baldwin, Downtown Office Supervisor
- Food Operations Regulatory Compliance Manager – Larry Rogers
  - Christine Sylvis, Regulatory Support Office Supervisor
  - Nikki Burns Savage, Specialized Foods Office Supervisor
- Consumer Health Manager – Karla Shoup
  - Candice Sims, Plan Review Supervisor
  - Mark Bergtholdt, Special Programs Supervisor



# Review of Major Violations



# Seasonal Imminent health hazards

Veena Ramakrishnan, EHS II

Food Operations – Henderson Office

In = In compliance		OUT = Not In compliance		COS = Corrected on-site during inspection		N/O = Not observed		N/A = Not applicable		R = Repeat violation		
Imminent Health Hazards-Notify SNHD and Cease Operations as Directed								OUT				
A	Interruption of electrical service							<input type="checkbox"/>				
B	No potable water or hot water							<input type="checkbox"/>				
C	Gross unsanitary occurrences or conditions including pest infestation							<input type="checkbox"/>				
D	Sewage or liquid waste not disposed of in an approved manner							<input type="checkbox"/>				
E	Lack of adequate refrigeration							<input type="checkbox"/>				
F	Lack of adequate employee toilets and handwashing facilities							<input type="checkbox"/>				
G	Misuse of poisonous or toxic materials							<input type="checkbox"/>				
H	Suspected foodborne illness outbreak							<input type="checkbox"/>				
I	Emergency such as fire and/or flood							<input type="checkbox"/>				
J	Other condition or circumstance that may endanger public health							<input type="checkbox"/>				

# Imminent health hazards

**IMMINENT HEALTH HAZARD** means a significant threat or danger to health that is considered to exist when there is evidence sufficient to show that a product, practice, circumstance, or event creates a situation that requires immediate correction or cessation of operation to prevent injury based on:

(A) The nature, severity, and duration of the anticipated injury, illness, or disease.

(B) The number of potential injuries and illnesses to public's health.



# What to do when these conditions happen?

- Self close immediately
- Call SNHD to report self closure @7027591110.
- If emergencies occur after-hours, weekends, or holidays call the standby line at 702-759-1000
- If in doubt call your assigned inspector.
- Call repair technician for the concerned problem.
- Once the problem is fixed, you can self reopen but don't forget to give SNHD a courtesy phone call that the issue has been resolved.
- You can use our reopening checklist to ensure safe reopening.



# No electricity

- If you have a known power outage, plan. Freeze as much food as possible.
- If not known, call NV energy to see when it can be restored.
- If it takes more than 2 hours to restore, move cooked foods to freezer immediately. Close the freezer.
- Mobile vendors who have gas generators that encounter mechanical issues need to self close.
- Call SNHD and report the outage as other restaurants might be affected.



# Gross Unsanitary conditions like pest infestation

- If you see more than usual pest activity (roach/rodent activity), call your licensed pest control company immediately.
- Call SNHD and self close.



## Step 1

Contact pest control company



## Step 2

Deep clean facility using proper PPE



## Step 3

Identify harborage areas, seal all holes and gaps, and provide repairs



## Step 4

Discard all affected foods and exposed single use food contact surfaces



## Step 5

Monitor for pests daily using Pest Sighting Log, note any new activity, report findings to inspector

READ REPORTS!



# Inadequate refrigeration

- You need enough refrigeration to keep foods cold. (41° F or less)
- It depends on the operation your facility what is considered adequate refrigeration.
- Call SNHD or assigned inspector if you have multiple units affected.





# Other IHH

- Includes fire, flood and other emergency situations.
- No hot water
- Sewage back up
- Lack of toilet or hand washing facilities
- Toxic materials misuse and food borne illness suspicion





# Food Establishment Inspections: Major Violations

By Rabea Sharif, EHS II

# Foodborne Illness Risk Factors

- According to the CDC every year, an estimated 1 in 6 Americans (or 48 million people) get sick, 128,000 are hospitalized, and 3,000 die from foodborne diseases.
- Improper controlling of these 5 foodborne illness risk factors include:
  1. Poor Personal Hygiene – i.e., improper hand washing
  2. Food from unapproved sources - i.e., food received from unpermitted vendor
  3. Improper cooking/reheating foods – i.e., under cooking raw animal meats
  4. Improper storage of foods i.e., temperature or time control abuse for TCS foods
  5. Cross Contamination – i.e., exposure to chemicals

# Major Violations

Definition: Supports, facilitates, or enables a FBI risk factor violation(s) that have been identified as contributing to foodborne illnesses (FBI).

Section 2 of the inspection report and assessed 3 demerits for each numbered violation

In a snapshot of time the inspector will observe if these violations are in-compliance (IN), out-of compliance (OUT), corrected on site (COS), not observed (NO), not applicable (NA), or a repeated violation (R).



# Major Violations

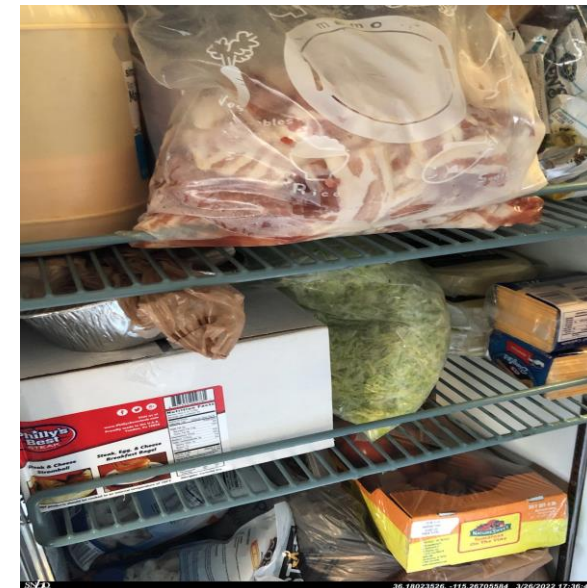
[illegible]



#10: Food and ware washing equipment that are approved, properly designed, constructed, and installed.



#11: Food is protected from potential contamination during storage and preparation.



#12: Food is protected from potential contamination by chemicals. Toxic items are properly labeled, stored, and used.

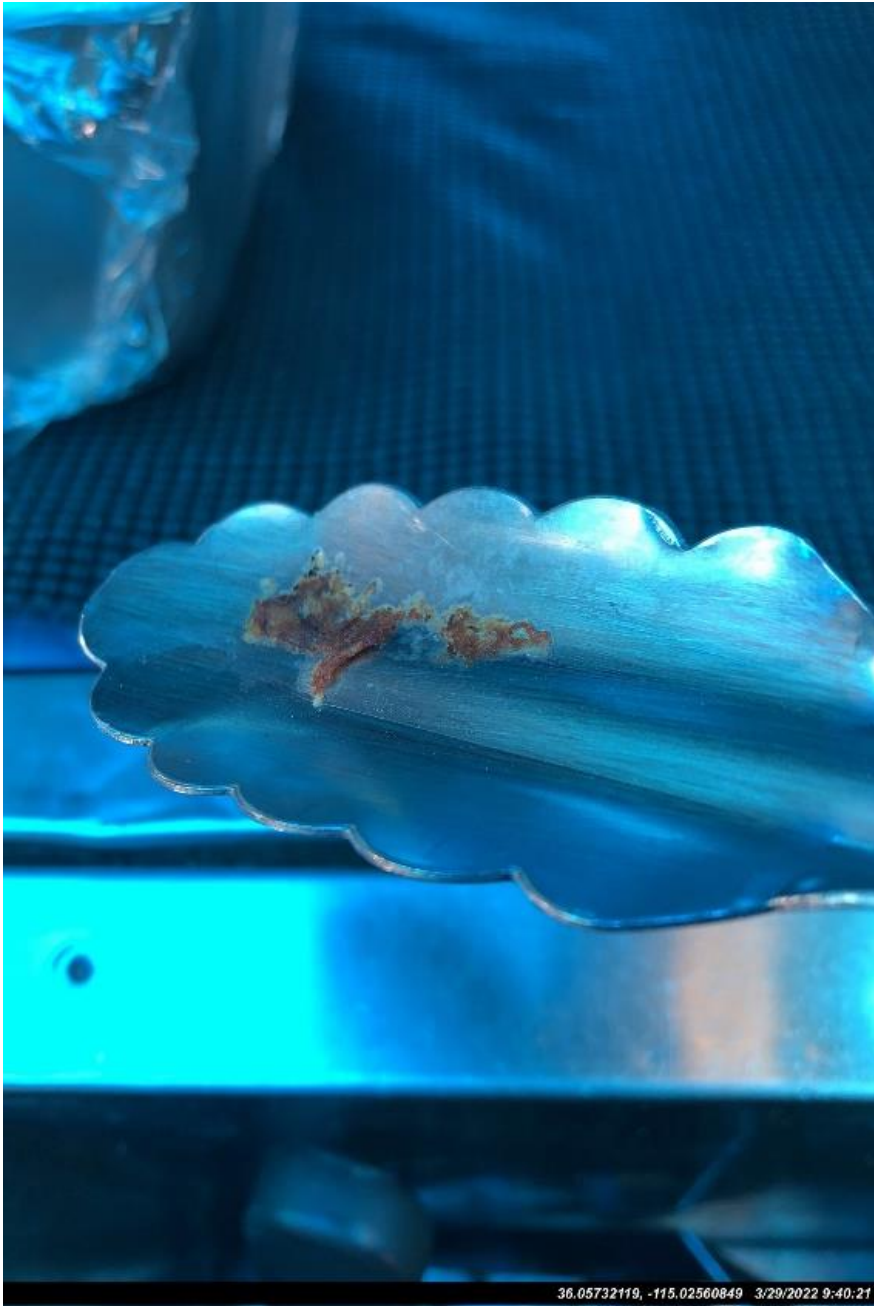






#13: Food is protected from potential contamination by employees and consumers.





36.05732119, -115.02560849 3/29/2022 9:40:21



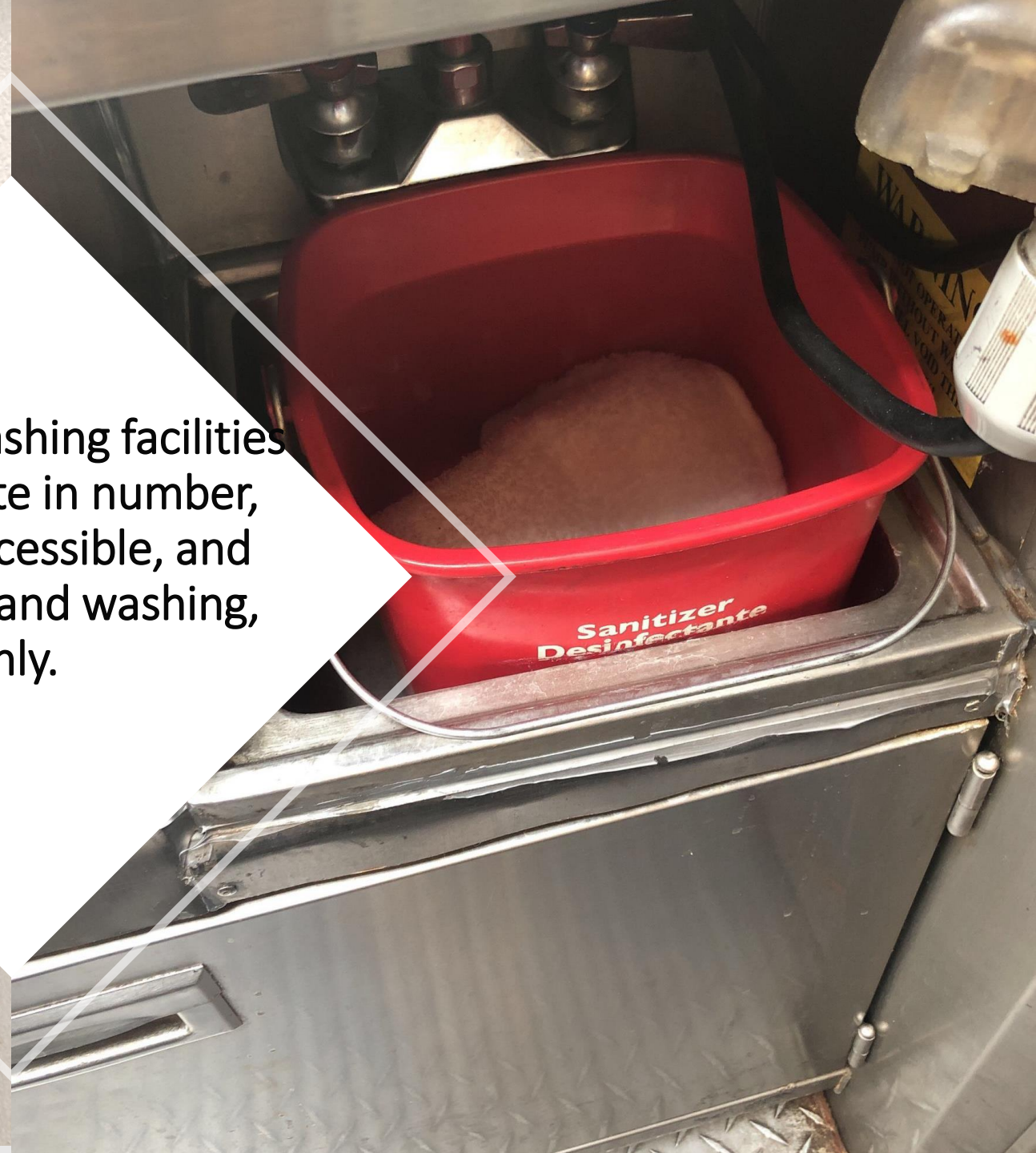
#14: Kitchenware and food contact surfaces of equipment are properly washed, rinsed, sanitized and air dried. Equipment for ware washing is operated and maintained. Sanitizer solution is provided and maintained (as required).

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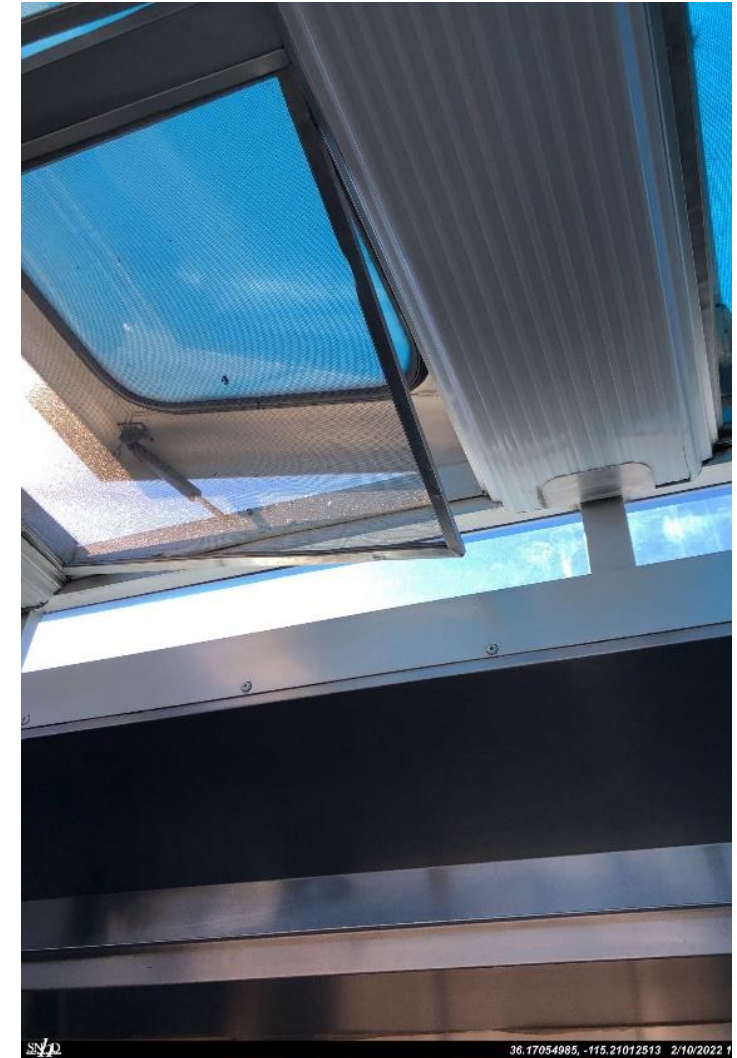
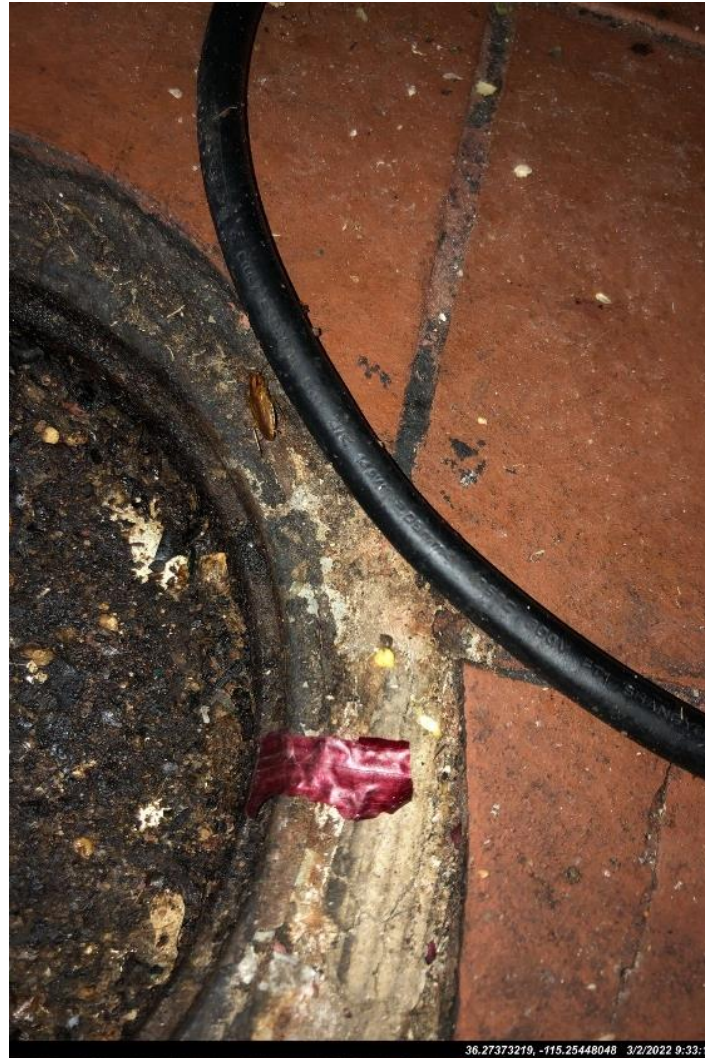


#15: Handwashing facilities are adequate in number, stocked, accessible, and limited to hand washing, only.





#16: Effective pest control measures.  
Animals restricted as required.





#17: Hot and cold holding equipment is present, properly designed, maintained, and operated.

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#18: Accurate thermometers (stem & hot/cold holding) are provided and used.





#19: PHF/TCSs  
are properly  
thawed. Fruits  
and vegetables  
are washed  
before  
preparation or  
service.



#20: Single use items are not reused or misused.



#21: Person-in-charge (PIC) is available and knowledgeable/management certification. Food handler card, as required. Facility has an effective employee health policy.



This Photo by Unknown Author is licensed under [CC BY-ND](#)





#22: Backflow prevention devices and methods are in place and maintained.

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#23: Grade card(s) and required sign(s) are posted conspicuously. Consumer advisory, as required. Records/logs maintained and available, when required. NCIAA-compliant. TCS's labeled and dated, as required. Food sold for offsite consumption is labeled properly.



# QUESTIONS?

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**THANK YOU**



# Accela Citizen Access: An Introduction to the New Permit Management Software

Alexis Barajas, EH Supervisor



# Cool Features of Accela Civic Platform



- Cloud based
  - Uses a web browser (Chrome or Edge) to navigate the permit database
  - No downloaded software to the desktop computer, only need internet access
  - All files/records accessible to office AND field staff
- Simple navigation
  - Database updates immediately when customers submit applications
  - Easily search or reassign work between inspectors
  - Multiple records viewable at the same time
  - Mobile version for field inspection reports



# Cool Features of Accela Citizens Access



- Customer web portal
  - Applications submitted online makes processing quicker
  - Complaints submitted online anonymously or by a customer account
  - Payments made online can be verified instantly
  - Accessible 24-7
- Communication options
  - Automatic notification emails can be sent to the customers
  - Inspection reports and results can be online as soon as they are completed
  - Google Translate for webpages make translation easier for customers





## Next Steps

User Acceptance Testing (UAT) through-May 27

Final Data Conversion in Aug

Followed by Go-Live!



Demonstration





Welcome to Southern Nevada Health District!!

Phone: (702) 759-1000

[Home](#) [Create](#) [Search](#)

[Register for an Account](#) [Login](#)

#### Welcome to the new Citizen Portal

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

#### What would you like to do today?

To get started, select one of the services listed below:

#### Env Health

[Create New](#)

[Search](#)

USERNAME \*

PASSWORD \*

[Forgot Password?](#)

[Sign In](#)

☒ Remember Me

New around here? [Click to Sign up for an account](#)



Search...



### Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

#### Communications via Web Site

Communications made through e-mail and messaging systems shall in no way be deemed to constitute legal notice to the Agency or any of its agencies, officers, employees, agents, or representatives, with respect to any existing or potential claim or cause of action against the Agency or any of its agencies, officers, employees, agents, or representatives, where notice to the Agency is required by any federal, state or local laws, rules, or regulations.

☐ I agree to the above terms

I agree to the above terms

[Continue Registration »](#)

# Guidance Documents

- Plan to create a User Guide to help assist customers with account registration as well as apply for a permit and add additional contacts to an account



Your account is successfully registered.

Congratulations. You have successfully registered an account. Login Now to create new applications.





Welcome to Southern Nevada Health District!!

Phone: (702) 759-1000

[Return to SNHD Homepage](#)

Select Language ▼

Powered by [Google Translate](#)

[Home](#) [Create](#) [Search](#)

Logged in as: Alexis Barajas

[Collections \(0\)](#)

[Cart \(0\)](#)

[Account Management](#)

[Logout](#)

Search...



### Welcome Alexis Barajas

You are now logged in.

### What would you like to do today?

To get started, select one of the services listed below:

#### General Information

[Lookup Property Information](#)

[Create an Application](#)

[Search for a Licensee](#)

[Search for a Food Facility](#)

#### Env Health

[Create an Application](#)

[Search Applications](#)

### Cart (0)

Your cart is empty.



## Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

### General Disclaimer

While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

☐ I have read and accepted the above terms.

[Continue Application »](#)

Search...



### Select a Record Type

Choose one of the following available record types. You may type in a keyword such as sewer, food, or school to find the application you are looking for.

For assistance or to apply for a record type not listed below please contact us.



Search

- ▶ [Apply for a Permit](#)
- ▶ [Apply for a Temporary Permit](#)
- ▶ [Exemption](#)
- ▶ [Register a Certified Professional](#)
- ▶ [Registration](#)
- ▶ [Request a Permit Modification](#)
- ▶ [Request an Ownership Change](#)
- ▶ [Septic/Sewage Disposal System](#)
- ▶ [Subdivision/Parcel Map Plan Review](#)
- ▶ [File a Complaint](#)

[Continue Application »](#)

#### ▼ Apply for a Permit

- ☐ AQUATIC VENUE
- ☐ ASBESTOS WASTE TRANSPORTATION
- ☐ BODY ART
- ☐ CHILDCARE
- ☐ FOOD SERVICE
- ☐ HOTEL, MOTEL OR OTHER PUBLIC ACCOMODATION
- ☐ LIQUID WASTE HAULING
- ☐ MOBILE FOOD VENDOR
- ☐ MOBILE HOME PARK - RV
- ☐ RESTRICTED WASTE MANAGEMENT
- ☐ SCHOOLS AND INSTITUTIONS
- ☐ SOLID WASTE MANAGEMENT FACILITY
- ☐ SUPPLEMENTS AND COSMETICS
- ☐ UNDERGROUND STORAGE TANK
- ☐ WASTE TIRE HAULER





## MOBILE FOOD VENDOR

1 Facility Information	2 Business Information	3 Review	4 Pay Fees	5 Record Issuance
------------------------	------------------------	----------	------------	-------------------

### Step 1: Facility Information > Facility Information

\* indicates a required field.



#### Business Owner

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To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account

Add New

Look Up

#### Address

---

##### Commissary Address

*Street No.:	Direction:	*Street Name:	Street Type:
<input type="text"/>	--Select-- ▼	<input type="text"/>	--Select-- ▼
Unit Type:	Unit No.:		
--Select-- ▼	<input type="text"/>		
City:	State:	*Zip:	
<input type="text"/>	--Select-- ▼	<input type="text"/>	

Search

Clear



Continue Application »

Save and resume later



MOBILE FOOD VENDOR



1 Facility Information	2 Business Information	3 Review	4 Pay Fees	5 Record Issuance
------------------------	------------------------	----------	------------	-------------------

Step 1: Facility Information > Facility Information

\* indicates a required field.

Business Owner

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✔ Contact added successfully.



Alexis Barajas

barajas@snhd.orgTURNED\_OFF

Home phone:

Mobile Phone:(702) 92

Work Phone:

Fax:

[Edit](#) [Remove](#)

▼ [Contact Addresses](#)

[Add Additional Contact Address](#)

To edit a contact address, click the address link.

Showing 1-1 of 1

Address Type	Recipient	Address	Action
Mailing		4800 N Jones Blvd	<a href="#">Actions ▼</a>

## MOBILE FOOD VENDOR



1 Facility Information	2 Business Information	3 Review	4 Pay Fees	5 Record Issuance
------------------------	------------------------	----------	------------	-------------------

### Step 2: Business Information > Business Information

\* indicates a required field.

## Custom Fields

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### MOBILE INFORMATION

\* PERMIT TYPE:

Ice Cream Truck ▼

\* VIN:

12345678910

\* MAKE/MODEL/YEAR:

White/Van/2010|

\* Plate Number:

123ABC

## Attachment

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### ITEMS REQUIRED FOR PLAN SUBMISSION

A completed application signed by the permit applicant.



\* Plate Number:

123ABC

## Attachment

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### ITEMS REQUIRED FOR PLAN SUBMISSION

A completed application signed by the permit applicant.

Signed Instructions for Submission of Plans for Review.

A person in charge able to answer food safety questions and questions about the facility operation and plans.

Proof of Ownership in the form of a lease, deed, or other legal document granting permission for the permit applicant to operate at the specified physical location.

Food Facility Questionnaire

The following documents:

- Nevada DMV Registration (Required)

- Nevada State Business License

- Commissary Letter (if applicable)

- Propane Gas Line Inspection Form (if applicable)

- Menu (if open food is served)

Plans & Specifications: Please submit plans in electronic format (PDF) when possible, or one set of paper drawings or plans (minimum 8.5"x11") for use during the review meeting.

Once staff have verified that the application packet you have provided is complete, you will receive a plan review appointment invitation.

The file type must be one of the following: PDF, JPEG, PNG, GIF, DOC/DOCX, XLS, PPT/PPTX


The maximum file size allowed is 100 MB.

ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf; are disallowed file types to upload.

The maximum file size allowed is 100 MB.

ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf; are disallowed file types to upload.

**This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval. Nevada DMV Registration**

Name	Type	Size	Latest Update	Action
 <a href="#">Health Spanish.pdf</a>	Nevada DMV Registration	1013.34 KB	02/14/2022	<a href="#">Actions▼</a>

Appointments for review will not be conducted until staff verify that the application packet is complete and all required documents, as specified in the Minimum Requirements for Plan Submission (attached), are turned in.

I, the undersigned, as a representative of the permit holder/applicant, have read, understand, and agree to be held to the conditions and responsibilities as provided in this document.

 ☒ By checking this box, I agree to the above certification.

Date: 02/14/2022

 [Continue Application »](#)

[Save and resume later](#)

Now the application is complete and waiting for EH staff to review!



Your application(s) has been successfully submitted.  
Please print your record(s) and retain a copy for your records.

Print/View Summary

4800 Jones

REC22-00000-  
00030

View Summary

Print/View Summary

After the application is reviewed, able to see all the records in my account...



Dashboard  
lists all my  
permits

Notice the  
fee payment  
link shows up  
in the table



## ▼ Env Health

Showing 1-10 of 53 | [Download results](#) | [Add to collection](#) | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Action	Record Type	Description	Project Name	Expiration Date
<input type="checkbox"/>	02/14/2022	<a href="#">REC22-00000-0002X</a>		AQUATIC ALTERATION		condo pool	
<input type="checkbox"/>	02/14/2022	<a href="#">REC22-00000-0002W</a>		AQUATIC CHANGE OF PERMIT HOLDER		Apartment Pool	
<input type="checkbox"/>	02/14/2022	<a href="#">REC22-00000-00030</a>	<a href="#">Pay Fees Due</a>	MOBILE FOOD VENDOR			
<input type="checkbox"/>	02/14/2022	<a href="#">REC22-00000-0002U</a>		BODY ARTIST			
<input type="checkbox"/>	02/14/2022	<a href="#">REC22-00000-0002V</a>		EVENT COORDINATOR - BODY ART			
<input type="checkbox"/>	02/14/2022	22TMP-000249	<a href="#">Resume Application</a>	FOOD VENDOR			
<input type="checkbox"/>	02/14/2022	22TMP-000241	<a href="#">Resume Application</a>	AQUATIC VENUE		townhome pool	



Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

#### Application Fees

Fees	Qty.	Amount
MOBILE ICE CREAM/CANDY	1	\$139.00
MOBILE ICE CREAM/CANDY	1	\$239.00

**TOTAL FEES: \$378.00**

Note: This does not include additional inspection fees which may be assessed later.

[Check Out »](#)

Step 3: Receipt/Record issuance

Receipt



Your application(s) has been successfully submitted.  
Please print your record(s) and retain a copy for your records.

Print/View Receipt

Print/View Summary

4800 Jones

REC22-00000-  
00030

View Receipt

View Summary

Print/View Receipt

Print/View Summary





In progress



## Plan Review

ASSIGNED Alexis Barajas

IN PROGRESS

0.0h

STARTED by

DUE 02/17/2022

### Task Details Sub Tasks (0)

SUBMIT

ASSIGN

RESET

CALCULATE HOURS

CANCEL

HELP

Task Details - Plan Review

Status \*

Ready for Inspection

Status Date \*

02/15/2022



Hours Spent

Due Date

02/17/2022



Staff \*

Current User

Alexis Barajas

Department \*

Current Department

Administration

Assigned to  
Alexis Barajas

Assigned to Department  
Administration

Assigned Date  
02/15/2022

Comments

Standard Comment

Plan review conducted virtually with document review and phone meeting with the owner. Owner will bring truck to SNHD facility on 2/17/22 for inspection at 10:00am.

[check spelling](#)



Display Comment in ACA


Comment Display in ACA

☒ All ACA Users

☒ Record Creator



# Processing Status

 ▼ Application Intake

Due on 04/11/2022, assigned to **TBD**  
 Marked as **Additional Info Required** on 04/21/2022 by Alexis Barajas

→ **Comment:** Plan Review conducted virtually with document review and phone meeting with the owner. Owner will bring truck to SNHD facility on 2/17/22 for inspection at 10:00am.

*Due on 04/11/2022, assigned to TBD*  
*Marked as TBD on TBD by TBD*

Office	Plan Review
Final Permitting Inspection	
Waiver	
Permit Issuance	



Civic Platform

# Questions?

## Thank you

to the Food Ops, Consumer Health, SW & Compliance, and  
Regulatory Support staff that have assisted with this project

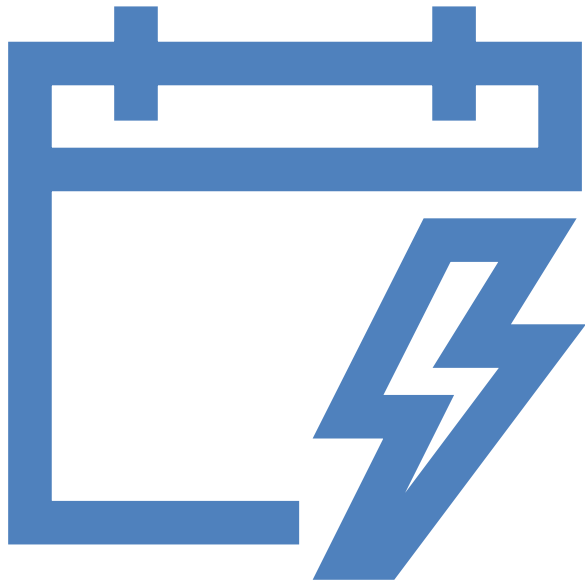


# EH Updates

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Tamara Giannini, EH Supervisor





## Food Handler Safety Training Cards (Health Cards)

- No violations (demerits) through the end of the calendar year



# Inspection Report Last Page

Keep an eye out for the update

- Environmental Health Badge Verification
  - Coming soon on SNHD website
- Accela Citizen Access information for food establishments

# Questions & Answers





# Next Meeting

- Planning
  - Hybrid Format?
  - Presentation Topics?
- Contact us at [ehtrainingoffice@snhd.org](mailto:ehtrainingoffice@snhd.org)
- Presentation slides will be available at [www.snhd.info/ehrcp](http://www.snhd.info/ehrcp) ,  
Presentations – Food Safety Partnership
- See you in the Summer
  - Next Meeting July 25, 2022