



# Orange County Environmental Health Food Protection Program



## How to Get a *PASS*

*Enhancements to the Inspection Notification Seals*

*Effective October 1, 2009*

# How to Get a *PASS*

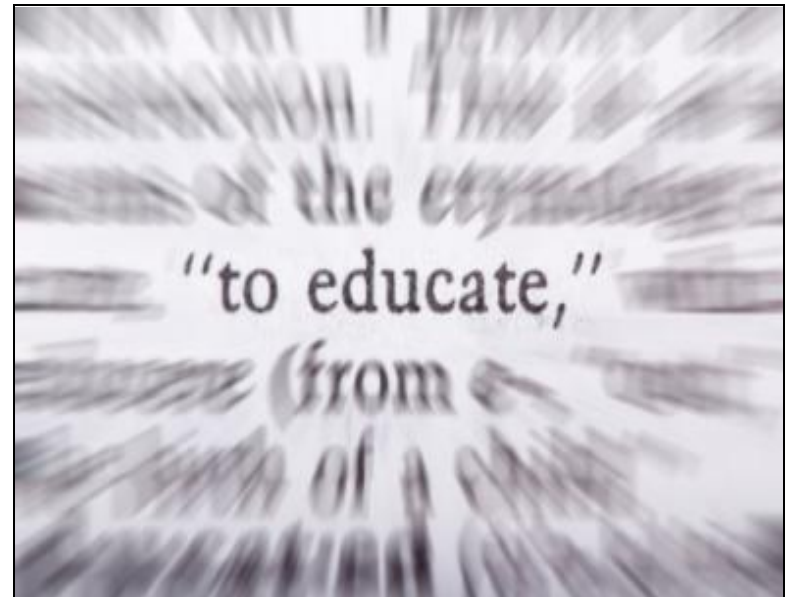


## Agenda

- Purpose of this training
- Overview of the new Inspection Notification Seals
- Major violations
- Imminent health hazards
- Questions & Answers

# How to Get a *PASS*

- The purpose of this training is to give Orange County food facility operators all the information they need to get a **PASS**.
- Covering:
  - Major violations and reasons for permit suspensions
  - What causes these violations
  - Proactive strategies



# Overview of the New Inspection Seals



- Begins October 1, 2009
- Enhanced “look” of the Inspection Seals providing more prominent lettering and clearer message.
- 3 Inspection Seals-The addition of a “Closed” Inspection Seal.

# The *PASS* Inspection Seal



FO43-16.1258P (R05/05) - GTP/281

- The **PASS** Inspection Seal is issued to a facility that is in “**substantial compliance**”.
- “**Substantial Compliance**” =
  - Two or less Major violations that can be corrected during the inspection.
  - Minimal repeat minor violations
  - Having an approved and current Certified Food Handler Certificate
- Approximately 75% of current food facilities do *not* require a reinspection. **We seek 100% !**

# REINSPECTION DUE - PASS Seal

- Issued to a facility that is not in substantial compliance.
  - Greater than two major violations that have been corrected on site.
  - The food facility was inspected and violations that may cause foodborne illness were corrected and a reinspection has been scheduled to ensure continued compliance.
  - Numerous repeat minor violations.
  - No certified food handler.
- Approximately 23% of current food facilities receive this Seal.



The seal is circular with an orange border. The words "COUNTY OF ORANGE" are written in white, serif, uppercase letters along the top arc, and "CALIFORNIA" is written along the bottom arc. The center of the seal is white and contains the following text and fields:

PR# \_\_\_\_\_

Facility Name \_\_\_\_\_

Facility Address \_\_\_\_\_

**REINSPECTION DUE  
PASS**

This food facility was inspected and violations that may cause foodborne illness were corrected. A reinspection has been scheduled to ensure continued compliance.

Date of Inspection \_\_\_\_\_ Pending Date of Reinspection \_\_\_\_\_ Specialist Signature \_\_\_\_\_

Within a reasonable time of request, the food facility operator will provide a copy of the most recent Inspection Report for review.

To report a foodborne illness or an unhealthy or unsanitary condition at a food facility, please call:  
**HCA Environmental Health 24-Hour Hotline at (714) 433-6000**  
or e-mail HCA Environmental Health at:  
**ehealth@ochca.com**

Visit the HCA Environmental Health website for more information:  
**[www.ocfoodinfo.com](http://www.ocfoodinfo.com)**

FD43-16.123RR (03/05) • DTP281

# CLOSED Seal



- Issued when a facility has had its health permit suspended due to imminent health hazards and the facility is ordered temporarily closed.
- Once the permit has been reinstated, the CLOSED seal will be removed and replaced with the appropriate seal.
- The seal may **not** be removed by the food facility operator.
- Only occurs in *less* than 1.5% of the food facilities.



# How to Get a *PASS*

- For all Inspection Seals:
  - The seal must be displayed in a prominent location near the front entrance of the facility.
  - If an Inspection Seal is missing, stolen or damaged, contact your inspector for a replacement.
  - Only the inspector is permitted to remove or replace an Inspection Seal.





# How to Get a Pass



- How do you get a **PASS**?
- Avoid **major** violations
- Major violation means, “A violation of [*California Retail Food Code*] that poses an *imminent health hazard* and warrants immediate closure of the food facility or immediate correction.

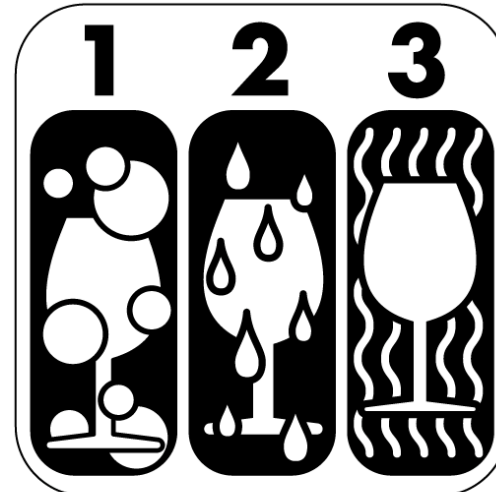


# Major Violations Observed - 2008

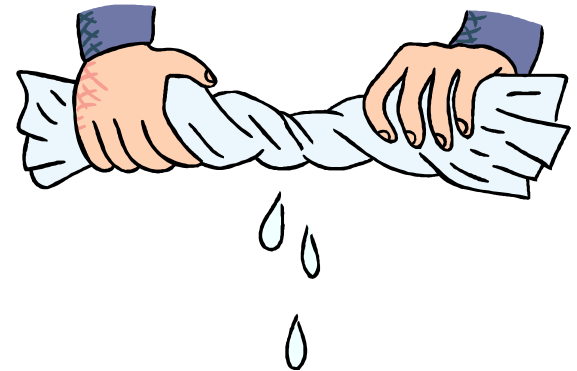
Violation Description	Number of Observations	Rank
Improper Sanitizer Con/Meth	5543	1
PHF Holding Temperature	4205	2
Improper Cooling	1234	3
Improper Handwashing	1182	4
Improper Food Storage	1085	5
Adulterated/Contaminated	1052	6
Eating/Drinking/Smoking	654	7
Unsanitary Utensil/Equipment	593	8
Cockroach Activity Critical	528	9
Improper Reheating	333	10
Inoperable Dishmachine	313	11
Improper TPHC Procedure	307	12
Cross Contamination	291	13
Hot Water ( < 100°F)	288	14
Rodent Activity Critical	236	15
Shellfish Commingling/Tags	154	16
Sewage System Backup	84	17
Ill Employee/Cuts/Sores	71	18
Lack of Handsink/Inaccessible	40	19
Other Vermin Activity Critical	32	20
Improper Cooking	18	21
No Operable Toilets	14	22
Lack of Potable Water	10	23
PIC / Reportable Illness	2	24

# Improper Sanitizer Concentration/Method

- The high frequency of this violation is due to the multiple violations falling under this category.
  - Improper sanitizing of utensils/equipment
  - Reuse of wiping cloths/lack of sanitizer buckets for wiping cloths

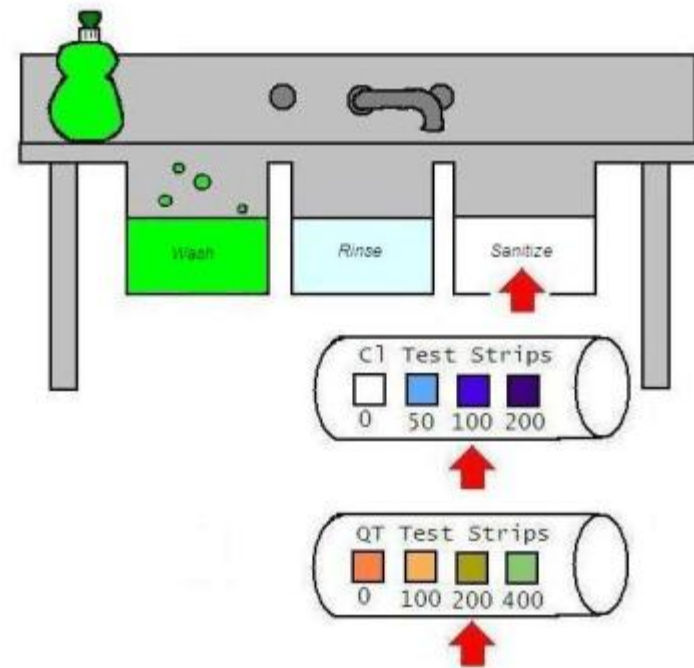


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# Proper Sanitizing

- All utensils and food preparation equipment must be properly washed, rinsed, and sanitized.
  - 100 ppm Cl
  - 200 ppm quaternary ammonia
  - 160°F at the plate level using a mechanical dish machine.
- Air dry utensils and surfaces, do not use a towel.

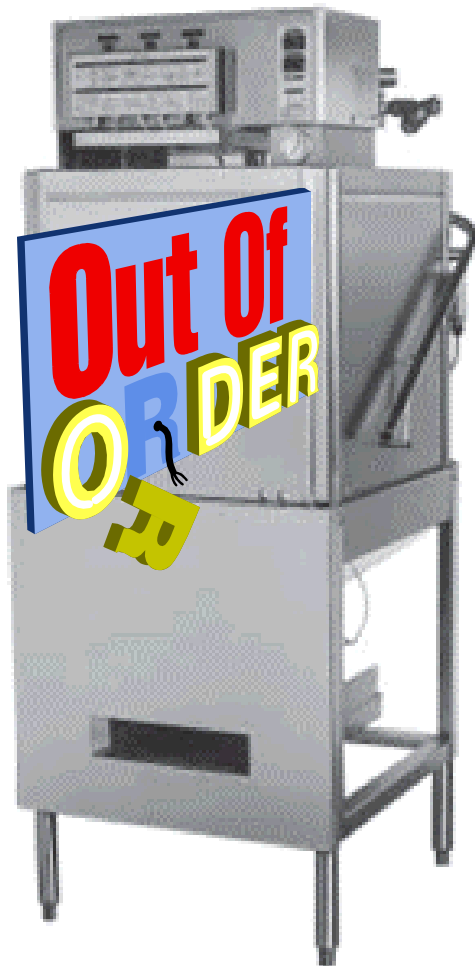


# Keep Wiping Cloths Sanitized



- After using a clean wiping cloth, you must either:
  - Throw it into the linen hamper
  - Store it in a sanitizer bucket
- Maintain the wiping cloth stored in the bucket between uses.
- Maintain the solution in the bucket at either:
  - 100 ppm chlorine
  - 200 ppm quaternary ammonia
- Change the solution when it becomes dirty or the sanitizer level drops.

# Inoperable Dishmachine



- A mechanical dish machine does all three of the same required steps: wash, rinse, and sanitize.
- Low temperature dish machines use a chlorine based sanitizer and must maintain a concentration of 50 ppm Cl.
- High temperature dish machines use temperature to sanitize and must raise the temperature of the utensils to a minimum of 160°F.
- When the dish machine stops working utensils must be properly washed by hand.



# Lack of Potable Water



- A supply of potable water must always be available throughout the entire facility.
- Potable water is necessary for cooking and cleaning.
- If for any reason the water supply is ever cut off or contaminated, you must discontinue any food preparation and service immediately.

# Warm Water (< 100°F )

- Warm water is necessary for proper washing of hands, utensils, and surfaces.
- Minimum temperature of 120°F hot water required throughout the facility.
- The health permit is suspended if the temperature drops below 100°F.
- If you notice a problem with the hot water, call a plumber immediately, and discontinue food service and preparation.

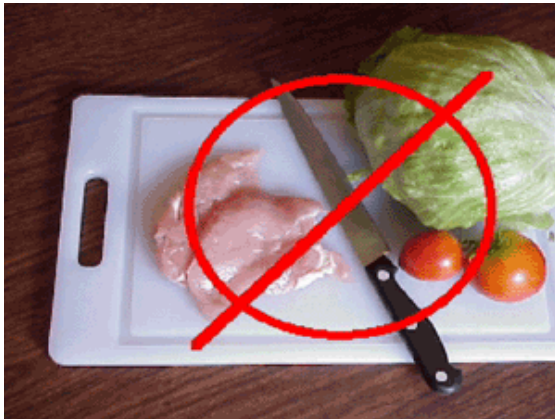


# Sewage System Backup

- Sewage contains a high concentration of harmful bacteria that can make people sick.
- Spills are often the result of a sewer system or grease interceptor failure.
- May occur:
  - Inside with plumbing fixtures backing up.
  - Outside with sewage running off site to a storm drain.



# Cross Contamination



- Cross-contamination occurs when bacteria get transferred from a raw animal product to a ready-to-eat food product.
- Prevent cross contamination by:
  - Using separate cutting boards
  - Preparing raw foods after preparing other foods
  - Wash, rinse, and sanitize utensils after use

# Improper Food Storage



- Improper food storage is a major violation if raw animal products (meat, poultry, and eggs) are stored uncovered above other uncovered produce or ready to eat foods.
- Store all raw animal products below and away from other foods.

# Unsanitary Utensil/Equipment

- Several utensils or pieces of equipment found severely deteriorated or in filthy condition.
- Cold holding equipment that is not capable of maintaining PHF below 50°F.





# Potentially Hazardous Food (PHF)

- Foods that require temperature control because they are capable of supporting the rapid and progressive growth of infectious micro-organisms.



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# Characteristics of PHF



- Contains animal products (meat and dairy products)
- Cooked vegetable or starch product
- Soy products
- Cut melons
- Raw sprouts

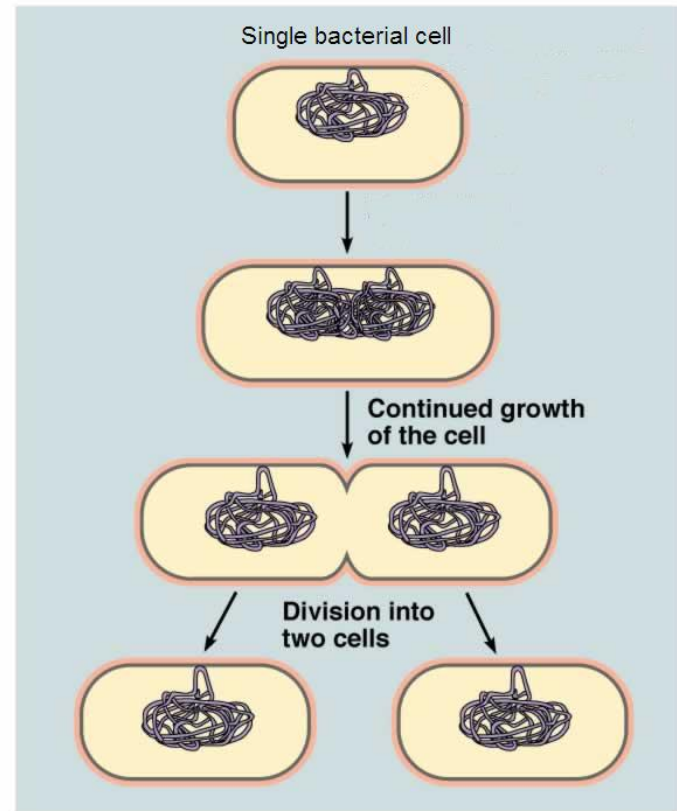
# NOT a PHF

- Dry foods with a water activity value of 0.85 or less.
- Acidic foods with a pH of 4.6 or below.
- Foods with a very high sugar or salt content.
- Food in an unopened hermetically sealed container.



# Bacterial Growth

- The number of bacteria or viruses that a person ingests directly affects the severity of the illness.
- Disease causing bacteria reproduce rapidly at temperatures between 41°F and 135°F.
- Bacteria reproduce by dividing so growth gets increasingly rapid as time goes on.



# Exponential Growth Over an 8 Hour Period

- Start at 100 bacteria (00:00)
- 200 bacteria (00:30)
- 400 bacteria (01:00)
- 800 bacteria (01:30)
- 1,600 bacteria (02:00)
- 3,200 bacteria (02:30)
- 6,400 bacteria (03:00)
- 12,800 bacteria (03:30)
- 25,600 bacteria (04:00)

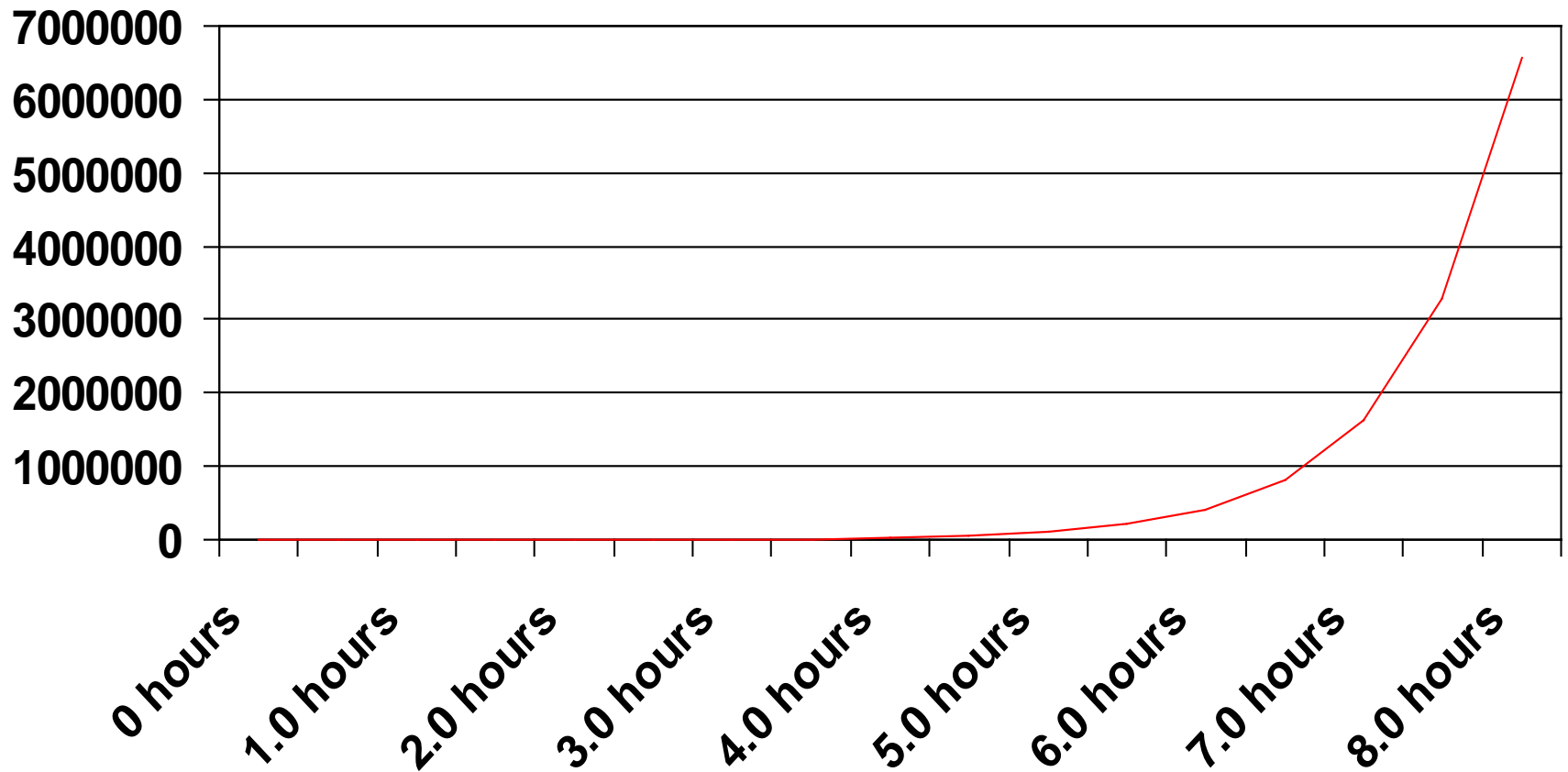
# Exponential Growth Continues

- 25,600 bacteria (04:00)
- 51,200 bacteria (04:30)
- 102,400 bacteria (05:00)
- 204,800 bacteria (05:30)
- 409,600 bacteria (06:00)
- 819,200 bacteria (06:30)
- 1,638,400 bacteria (07:00)
- 3,276,800 bacteria (07:30)
- 6,553,600 bacteria (08:00)



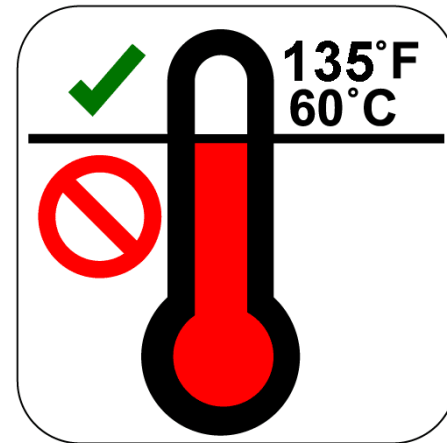
# Exponential Growth

— Number of Bacteria

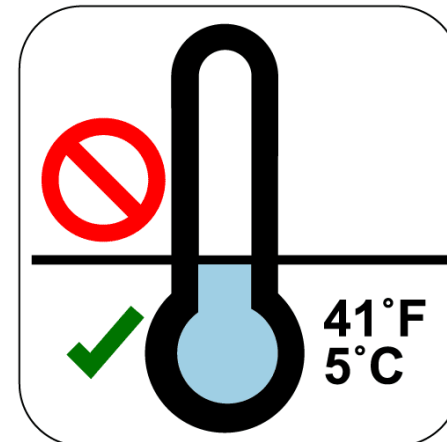


# Holding Temperature of PHF

- Potentially Hazardous Foods (PHF) are foods that require temperature control to ensure that disease causing bacteria do not reproduce rapidly.
- Keep foods out of the **danger zone**: 42°F – 134°F. PHF found not actively being prepared and in the danger zone is a major violation.

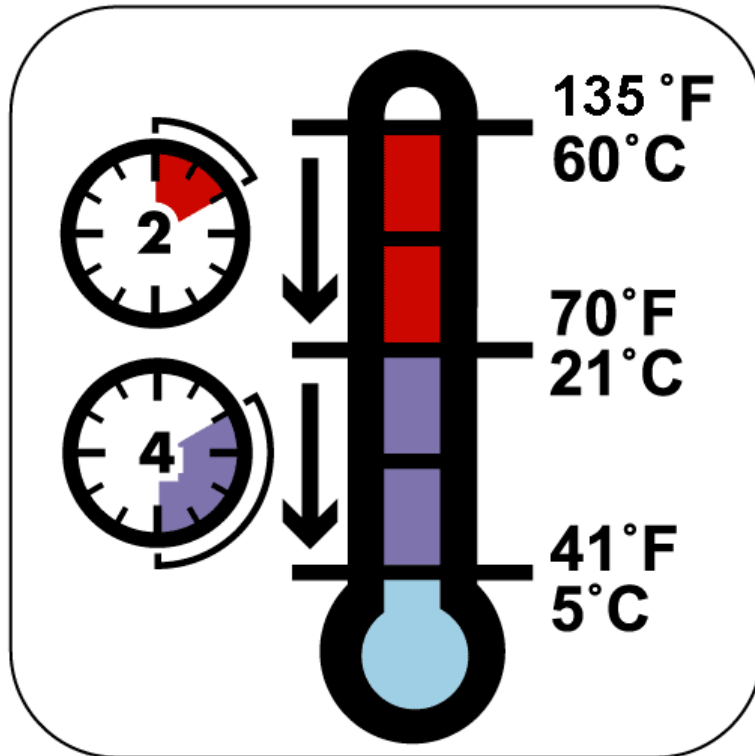


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# Improper Cooling



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- Foods being cooled for cold storage and later use must be rapidly cooled.
  - 135°F to 70°F within 2 hours.
  - 70°F to 41°F within 4 hours.
- When Cooling Foods Don't:
  - Cool at room temperature.
  - Cool in large deep containers.
  - Cool food using plastic containers.
  - Seal containers that are cooling.

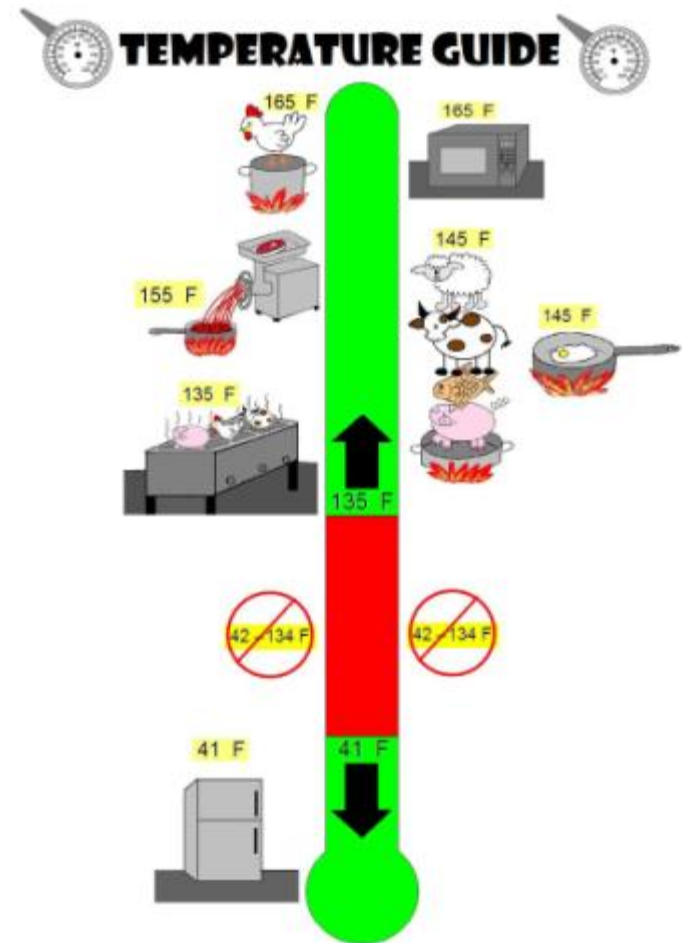
# Proper Cooling

- Approved Cooling Methods:
  - Use an ice bath and stir frequently.
  - Place the food in shallow pans.
  - Separate food into smaller portions.
  - Use rapid cooling equipment. (i.e. blast chillers)
  - Add ice as an ingredient.
  - Use ice paddles.



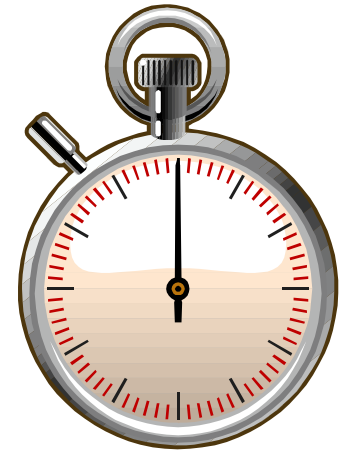
# Improper Cooking

- Animal products must be cooked to a minimum temperature to ensure that harmful bacteria are killed.
- Proper cooking temperatures:
  - Poultry – 165°F
  - Ground Meat – 155°F
  - Fish, Eggs, Pork, and Lamb – 145°F
  - Reheat leftovers to 165°F



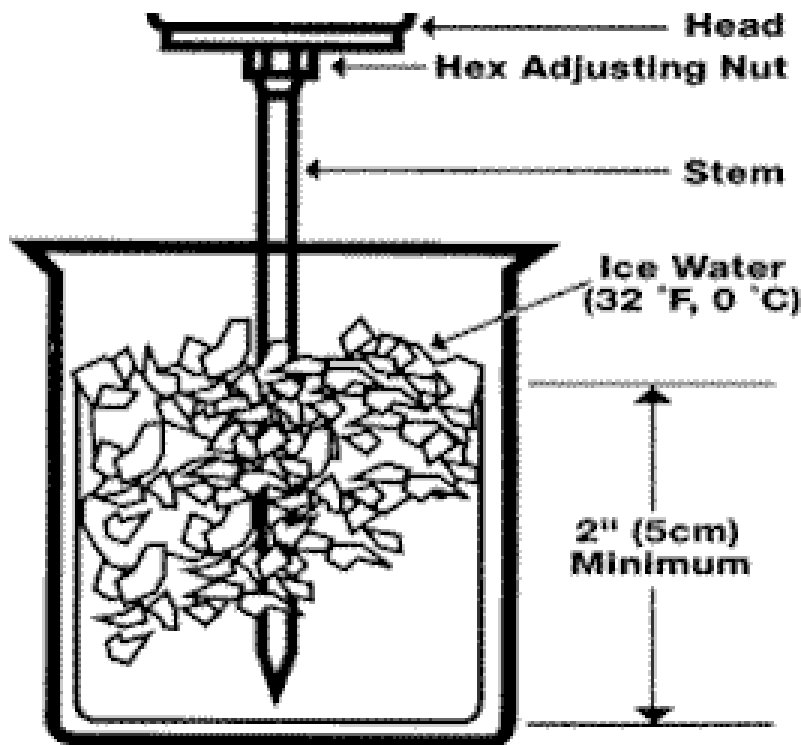
# Improper Reheating

- Any foods that are going to be reheated and held in hot holding equipment must be rapidly reheated:
  - to 165°F
  - Within 2 hours
- Approved equipment for reheating:
  - Microwave oven
  - Stove
  - Conventional Oven





# Thermometer Calibration



- Pack a cup almost to the top with crushed ice, then fill the cup with water.
- Put the thermometer at least 2 inches into the ice slurry. After 60 seconds, read the dial. It should read 32°F.
- If it does not read 32°F do the following:
  - While the thermometer is still in the ice water, use pliers or a wrench to turn the nut on the back of the thermometer until the needle reads 32°F.
  - Wait 30 seconds and check the temperature again. Keep repeating these steps until the thermometer reads 32°F.

# Improper TPHC Procedure

- Time as a Public Health Control (TPHC) allows PHF to be stored at room temperature for up to 4 hours.
- The TPHC foods must be properly labeled.
- Food under a TPHC plan must be discarded after 4 hours.



**Fresh Is Best**



# Proper Handwashing



- Areas most frequently missed during hand washing
- Less frequently missed
- Not missed

(Adapted from Taylor L (1978), An evaluation of handwashing techniques - I, Nursing Times, 12 January, pp 54-55)

- Hands must be washed with soap and warm water:
  - When you get to work before handling food or utensils.
  - After using the restroom.
  - After sneezing or coughing.
  - After touching any part of the body other than the exposed part of the arms that were previously washed.
  - After handling raw animal products.
  - After performing any other non-food related activity (such as taking out the garbage, washing dirty utensils and equipment, eating or drinking, or using pesticides).
- Hands should be washed for 10 to 15 seconds. Approximately 2 times singing "Happy Birthday".

# What You Can't See Can Hurt You



**Bacteria on a hand after handling raw chicken**



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Tel: 020 7836 2460 Fax: 020 7379 0481 Email: [foodlink@fd.org.uk](mailto:foodlink@fd.org.uk) Web: [www.foodlink.org.uk](http://www.foodlink.org.uk)

# It Doesn't Matter What You're Handling

**Bacteria on a hand after touching an old  
dishcloth**



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**Bacteria on a hand after handling raw meat**



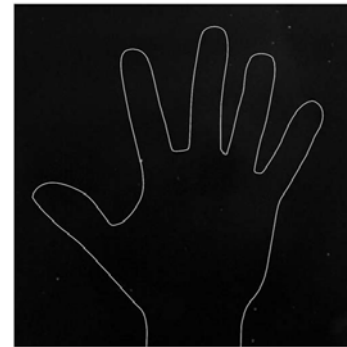
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**Bacteria on a hand after using the toilet  
and before washing hands**



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Tel: 020 7936 2460 Fax: 020 7379 0481 Email: [foodlink@hsl.org.uk](mailto:foodlink@hsl.org.uk) Web: [www.foodlink.org.uk](http://www.foodlink.org.uk)

**See how by washing your hands thoroughly,  
the bacteria is removed**



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# Lack of Handsink/Inaccessible

- A hand wash sink must always be present in any food preparation area.
- Must be equipped with warm and cold running water, soap, and paper towels.
- The sink shall be maintained unblocked and easily accessible.



Yes, there is a  
handwash sink here!

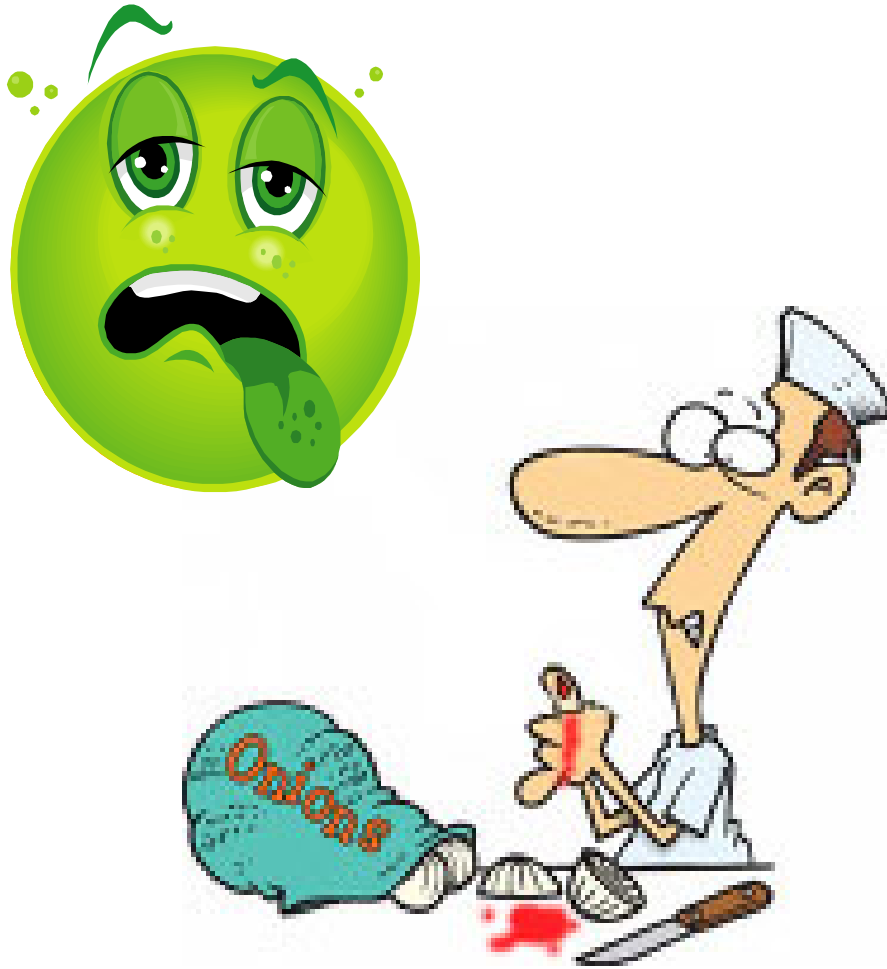
# Eating/Drinking/Smoking



- Eating, drinking, or smoking inside of a food facility is a major violation.
- Smoking is not permitted inside the building.
- Employees may not eat or drink in food preparation or storage areas.
  - Employees may eat and drink in a designated area away from food prep.
  - Beverage cups with lids and straws are permitted as long as they are stored away from food prep and storage areas.



# III Employee/Cuts/Sores



- Employees who have any of these symptoms should not be working around food, equipment, or clean utensils:
  - Vomiting
  - Diarrhea
  - Fever
  - Uncontrolled sneezing and coughing
- Any cuts or sores should be bandaged and covered with a glove.



# Person In Charge / Reportable Illnesses

- Every food facility must have someone designated as the person in charge at all times.
- If the person in charge has to leave, they must designate someone else as the person in charge.
- The person in charge must be able to demonstrate to the inspector that they have adequate knowledge of food safety as it relates to their business.



# PIC / Reportable Illness



- The PIC must exclude any employees from the facility that are diagnosed with:
  - *Salmonella typhi*.
  - *Salmonella spp.*
  - *Shigella spp.*
  - *Entamoeba histolytica*
  - *Escheriachi coli*.
  - Hepatitis A virus
  - Norovirus

# No Operable Toilets

- There must always be at least one working toilet during all hours of operation.
- Toilets in the adjacent facilities will **not** be considered a workaround.
- Portable restrooms will be considered a *temporary* workaround as long as they have:
  - Adequate size storage tank
  - Running warm and cold water at a hand wash sink
  - Soap and paper towels
  - Toilet tissue



# Cockroach Activity in a Critical Area



- Evidence of cockroach activity includes but is not limited to:
  - Live cockroaches
  - Dead cockroaches
  - Spotting
  - Egg cases
  - Molted Skins



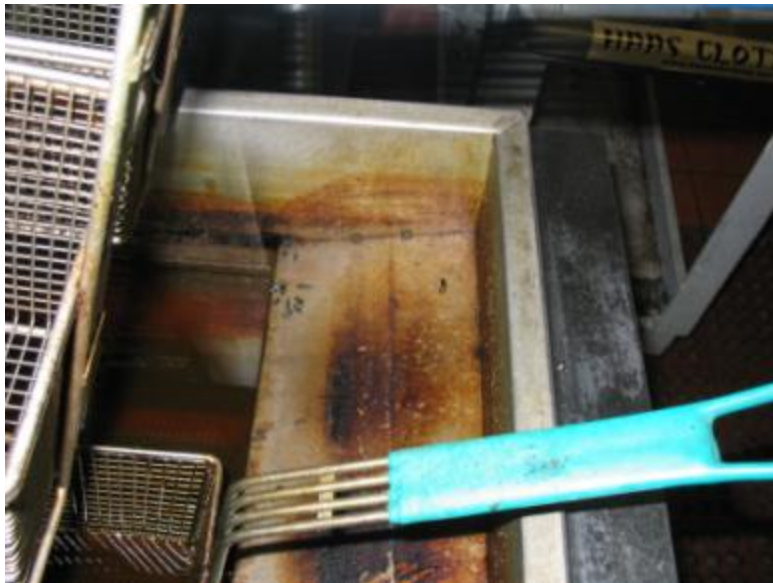
# What You Can Do



- Clean, clean, and clean!
  - Rigorous cleaning of the facility eliminates food and water sources.
  - While cleaning you will uncover possible nesting sites.
- Facility maintenance
  - Seal and close all gaps and crevices where they could hide.
  - Eliminate harborage.
  - Remove excess cardboard and clutter from the facility.
- Inspect deliveries for signs of infestation before you accept them.
- Pest control service
  - Monthly service is adequate when there is no infestation.
  - To eliminate an infestation, several services per month may be required.



# Rodent Activity In a Critical Area



- Evidence of rodent activity includes but is not limited to:
  - Live rodents
  - Dead rodents
  - Droppings
  - Rub Marks
  - Gnaw Marks
  - Urine Stains (observed with a UV light)

# What You Can Do



- Build them out!
  - Seal gaps in the kitchen that would allow entrance.
  - Walk the perimeter outside the facility and seal holes and gaps that would permit entrance.
- Protect all food in the facility
  - They won't stay and live if there is nothing for them to eat.
- Pest control service
  - Glue or snap traps inside the facility to catch them.
  - Bait stations around the outside of the facility to poison them.

# Other Vermin Activity in a Critical Area



- Numerous fruit flies or house flies observed in a food preparation or food storage area.
- Keep flies out of the facility by keeping doors closed and windows screened.
- Keep fly populations down by removing breeding sites
  - Garbage
  - Old Produce
  - Drains and Standing Water



# Adulterated/Contaminated Food and Unapproved Food Source

- Food is considered to have become adulterated when it has been contaminated with poisonous or harmful substances that may render the food impure or injurious to health.
  - Ice used for consumption is also being used to store beverages or food.
  - Putrid or spoiled food.
  - Contamination by dirt, insects, or other unclean surfaces.
  - Food that did not come from an approved source.
  - Re-served food.



# Shellfish Commingling/Tags

- Food facility operators are required to maintain the tag attached to container until it is empty, and then keep it on file for at least 90 days.
- Shellfish are to be stored in separate containers if they have different harvest dates or growing areas.

Bailey	YOUR NAME	
	Address	
Allen	Fax & Phone No.	
	CERT# XXXXXXXX	
ORIGINAL SHIPPER'S CERT. No. IF OTHER THAN ABOVE:		
HARVEST DATE:		SHIPPING DATE:
HARVEST LOCATION:		USA
TYPE OF SHELLFISH: OYSTERS _____ HARD CLAMS _____ SOFT CLAMS _____		
PRODUCT OF USA or CANADA		WILD _____ FARM RAISED _____
QUANTITY OF SHELLFISH:		
_____ BUSHELS		COUNT _____ LBS _____ OTHER _____
THIS TAG IS REQUIRED TO BE ATTACHED UNTIL CONTAINER IS EMPTY OR IS RETAGGED AND THEREAFTER KEPT ON FILE FOR 90 DAYS.		
TO:		RESHIPPER'S CERT. No.
		DATES RESHIPPED



# How to Not Get a “CLOSED”

- Major violation means, “A violation of [California Retail Food Code] that poses an imminent health hazard and warrants immediate closure of the food facility or **immediate correction**.”
- Any major violation that cannot be immediately corrected results in a suspension of the health permit and temporary closure of the food facility.



# Health Permit Suspensions During Calendar Year 2008

<u>Violation Code</u>	<u>Reason for Closure</u>	<u>Number of Closures</u>	<u>Rank</u>
LL02	Cockroach Infestation	262	1
LL01	Rodent Infestation	111	2
LL07	Insufficient Hot Water	100	3
LL05	Sewage Overflow	59	4
LL16	Operating Without a Permit	37	5
LL17	Non-Compliance with NOV	34	6
LL19	Permit Downgrade to Pre-Pack	24	7
LL18	Plumbing in Disrepair	19	8
LL06	No Water Supply	14	9
LL11	Fire, or Other Disaster	7	10
LL03	Vermin Infestation (Other)	6	11
LL21	Lack of Power/Utilities	5	13
LL98	Fire Supression Discharge	5	13
LL20	Other Reason for Closure	3	14
LL08	Employee Restrooms Inop.	2	17
LL10	Unsanitary Conditions	2	17
LL15	Unapproved	2	17

# Owner Initiated Closure



- If you have a major violation that isn't immediately correctable, don't wait for the inspector to suspend your permit.
- Discontinue service immediately and focus on correcting the major violation.
- Owner initiated closures do **not** get posted on the web site or get a CLOSED sign posted at the facility. (a REINSPECTION DUE seal will be posted until a follow-up is conducted.)
- A closure is owner initiated **only** if the facility was closed prior to arrival of the inspector.

[www.ocfoodinfo.com](http://www.ocfoodinfo.com)




- 2 year history of each facility in O.C.
  - Major and minor violations
  - Any regulatory action
- List of closures each month
- PDF copy of report
- List of Award of Excellence winners
- Health news updates
- Recall Information

# Award of Excellence



- The Award of Excellence is given to food facilities that maintain the highest standards of food safety and sanitation.
- Open food facilities must go one calendar year with:
  - No major violations
  - Average of 6 or less minor violations
- Have a least one certified food handler.
- Have at least 2 routine inspections conducted in the calendar year.

# Tools of the Trade

 Orange County Environmental Health  
1341 F. Street, Suite 100  
Santa Ana, CA 92705

## Food Temperature Log

Initials	Date	Time	Food	Location	Temperature	Corrective Action


- Check holding temperatures approximately every 4 hours.
- Cold holding temperatures must be 41°F and below.
- Hot holding temperatures must be 135°F and above.
- Spot check cooking temperatures (i.e. chicken) throughout the day.

- Education is only half of the answer to solving food safety problems.
- Active managerial control is the other half.
- Develop training tools to empower your employees and make them responsible for tasks such as cleaning and taking food temperatures.



# Tools of the Trade

- Supervisor's Role
  - Establish policy and standards
  - Expect accountability
  - Serve as a role model
  - Control, reward, and correct poor behavior
  - Provide Training
  - Provide Resources

 County of San Diego  
1201 S. Dear St., Suite 100  
San Diego, CA 92108

## Cleaning Schedule

Date	Area to be Cleaned	Cleaning Method	Employee Responsible	Manager Verification

- Assign cleaning duty based on specific areas such as the store room, prep line, bar, utensil washing area, etc.
- List specific equipment that needs to be cleaned.
- Use past audits and health inspection reports to target areas that need more attention.

# Tools of the Trade



Orange County Environmental Health  
1341 E. Dyer Rd., Suite 120  
Santa Ana, CA 92705

## Food Facility Self-Inspection Form

### Hot and Cold Holding

Cold foods held at 41°F and below?	Y	N	n/a
Hot foods held at 135°F and above?	Y	N	n/a
Foods rapidly cooled using approved methods?	Y	N	n/a

### Proper Cooking Temperatures

Raw animal products cooked to proper temperatures?	Y	N	n/a
Foods rapidly reheated to 165°F within 2 hours?	Y	N	n/a
A probe thermometer accurate to (+/-) 2°F available?	Y	N	n/a

### Utensils and Equipment

Utensils are scraped of excess food, washed, rinsed, sanitized, and air dried?	Y	N	n/a
Sanitizer concentration is at proper levels? (100 ppm Cl, 200 ppm Quat, or 25 ppm I)	Y	N	n/a
Dish machine is sanitizing properly? (50 ppm Cl or 180°F and 160°F at the plate level)	Y	N	n/a
Test strips present to measure sanitizer concentrations?	Y	N	n/a
Used wiping cloths are placed in a bucket with proper sanitizer levels or in a hamper?	Y	N	n/a
Food is prepared so as to not cross-contaminate raw foods with ready-to-eat foods?	Y	N	n/a
Food is properly covered and stored so as to prevent contamination?	Y	N	n/a

### Employee Hygiene

Are any employees sick, or have any open cuts, sores, or rashes?	Y	N	n/a
All hand wash sinks are accessible, have hot and cold running water, paper towels, and soap available for use?	Y	N	n/a
Employees have been trained and are using correct hand washing procedures?	Y	N	n/a

### Food Sources

Produce is washed prior to preparation or service?	Y	N	n/a
All food comes from an approved source?	Y	N	n/a
Shellfish tags are maintained properly?	Y	N	n/a

### General Facility

Hot water of at least 120°F is available throughout the entire facility?	Y	N	n/a
Grease trap and plumbing functioning properly?	Y	N	n/a
Any signs of vermin activity or vermin harborage?	Y	N	n/a
Equipment is commercial grade and in good condition?	Y	N	n/a
Food, utensils, and equipment maintained 6 inches above the floor?	Y	N	n/a
All food preparation surfaces and equipment clean and sanitized on a regular basis?	Y	N	n/a
Walls, floors, and ceilings in a clean and sanitary state?	Y	N	n/a

# GET INVOLVED!

## Food Safety Advisory Council



- The Orange County Food Safety Advisory Council (FSAC) is an organization of food service operators.
- Identify and address areas of food safety concerns and challenges.
- Promote a close working relationship with the Orange County Food Protection Program.
- For more information on how to become a voting member and have a voice check out the FSAC webpage at [www.ocfoodinfo.com](http://www.ocfoodinfo.com)

# For Additional Information

- Contact your inspector or their supervisor.
- Robert Curtis  
(714) 433 – 6103  
[rcurtis@ochca.com](mailto:rcurtis@ochca.com)
- Orange County Food Protection Program Web Site: [www.ocfoodinfo.com](http://www.ocfoodinfo.com)



# Questions

