



# 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*

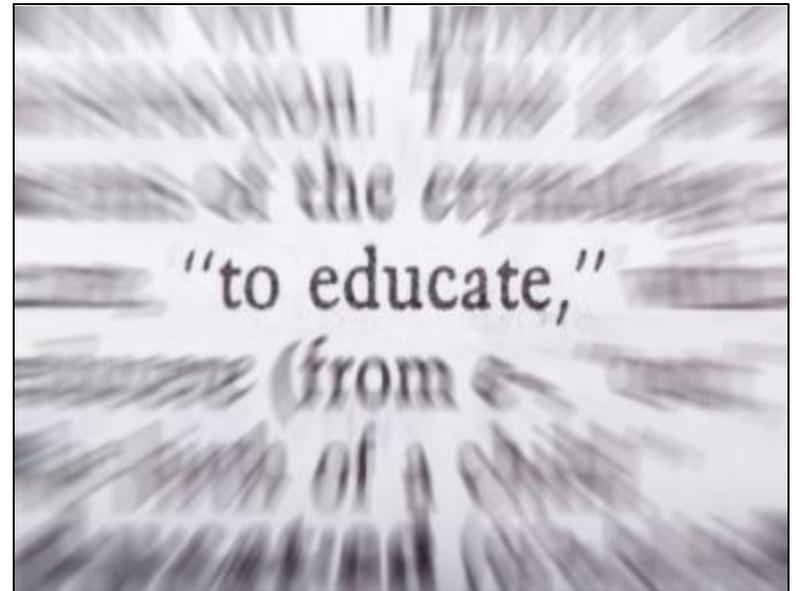


## Agenda

- 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



- 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.

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)

FD43-16.1238R (03/05) - 01PZ81

# 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*

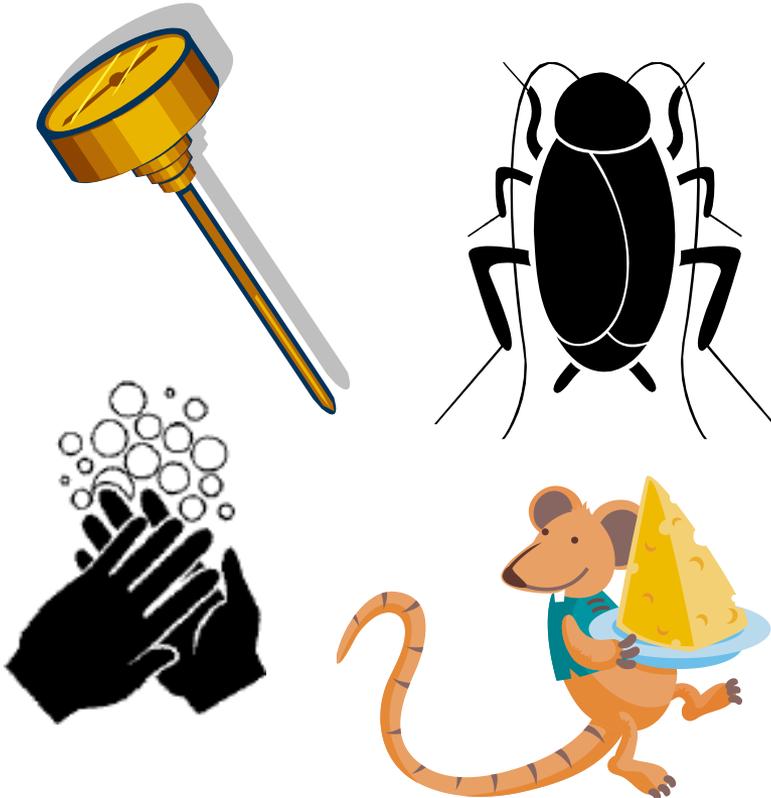
- For all Inspection Seals:
  - The seal must be displayed in a prominent location near the front entrance of the facility.
  - If an Inspection Seal is missing, stolen or damaged, contact your inspector for a replacement.
  - Only the inspector is permitted to remove or replace an Inspection Seal.



# 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.

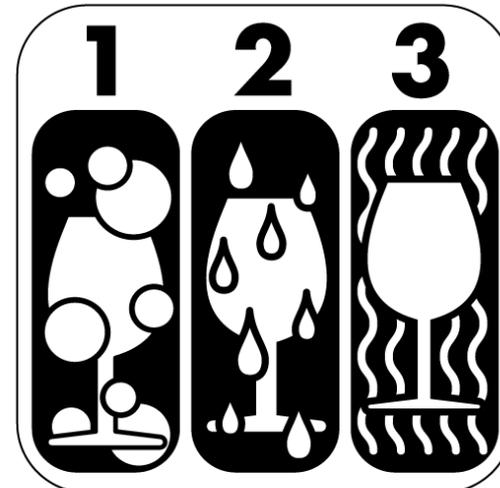


# Major Violations Observed - 2008

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

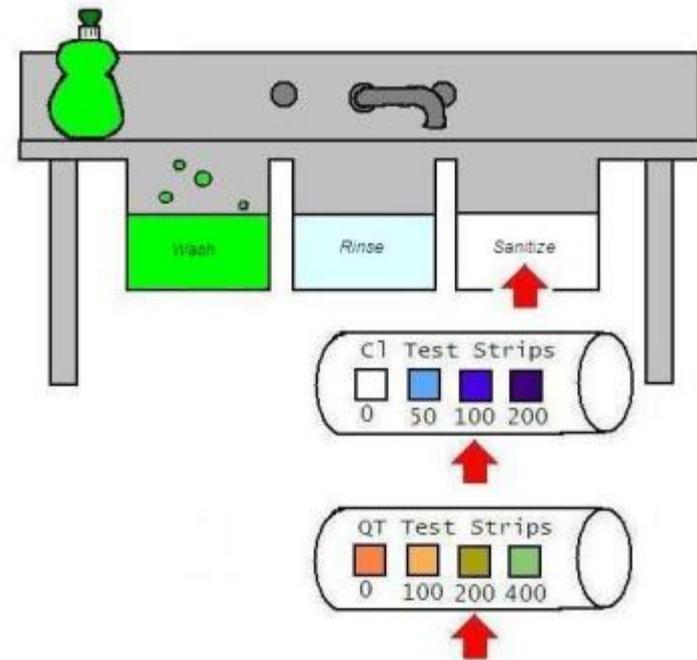


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# Proper Sanitizing

- 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.

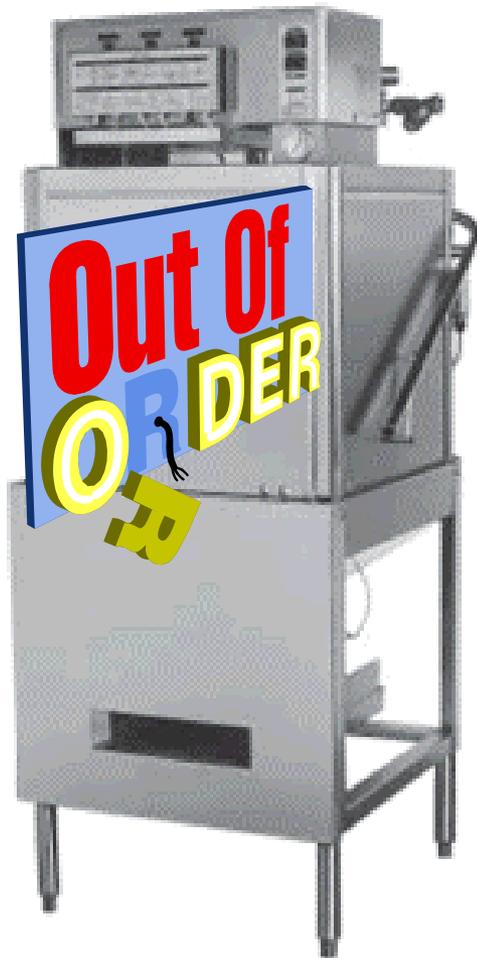


# Keep Wiping Cloths Sanitized



- 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 ( $< 100^{\circ}\text{F}$ )

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

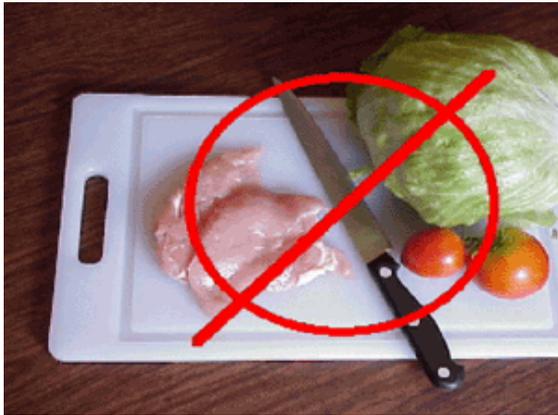


# Sewage System Backup

- 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

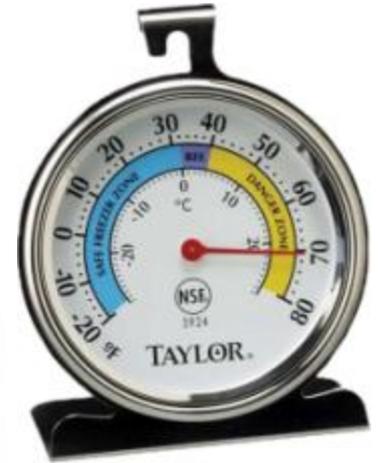
# Improper Food Storage



- 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 microorganisms.



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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

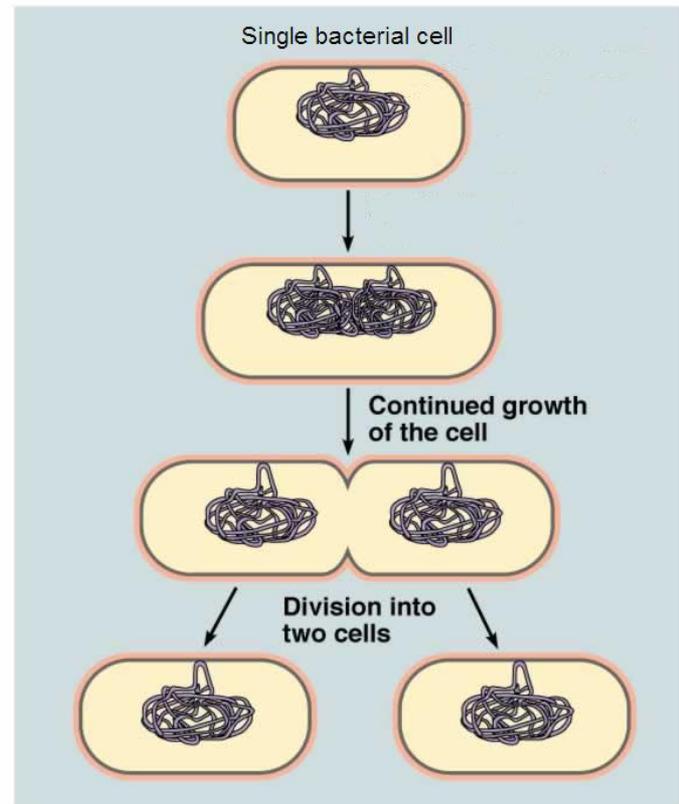
# NOT a PHF

- 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  $41^{\circ}\text{F}$  and  $135^{\circ}\text{F}$ .
- Bacteria reproduce by dividing so growth gets increasingly rapid as time goes on.



# Exponential Growth Over an 8 Hour Period

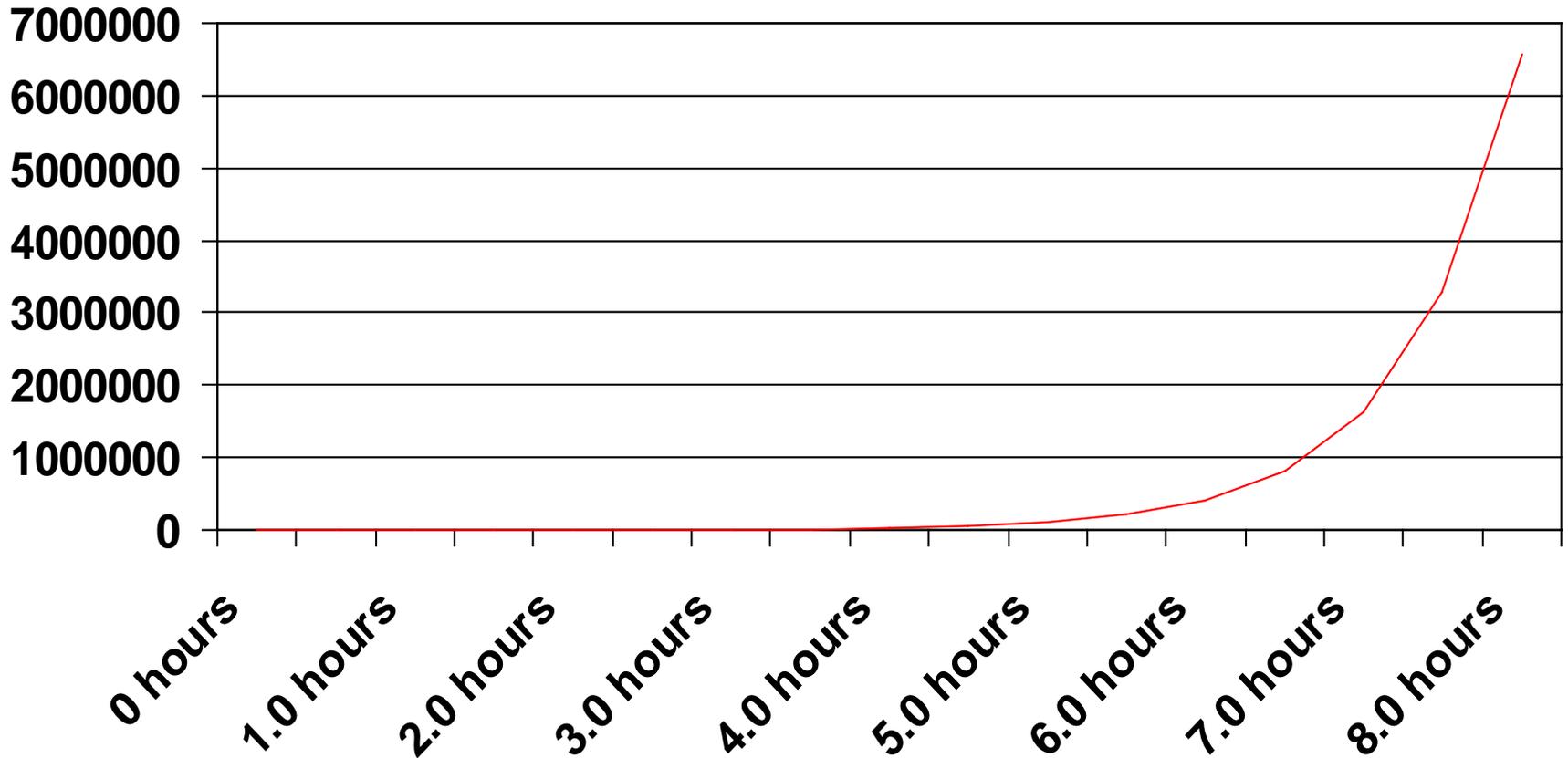
- Start at 100 bacteria (00:00)
- 200 bacteria (00:30)
- 400 bacteria (01:00)
- 800 bacteria (01:30)
- 1,600 bacteria (02:00)
- 3,200 bacteria (02:30)
- 6,400 bacteria (03:00)
- 12,800 bacteria (03:30)
- 25,600 bacteria (04:00)

# 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)

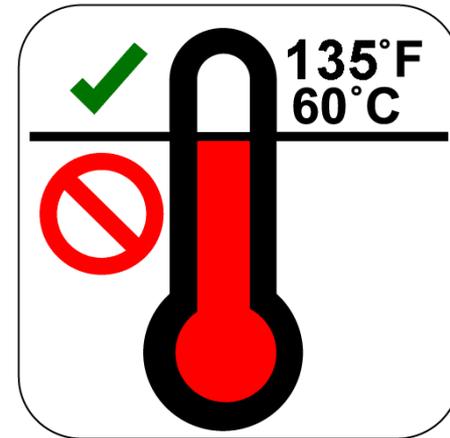
# Exponential Growth

— Number of Bacteria

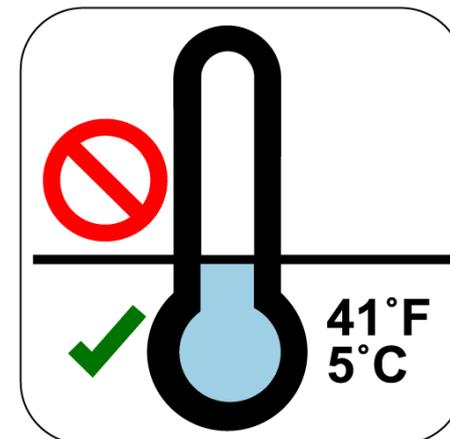


# Holding Temperature of PHF

- 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.

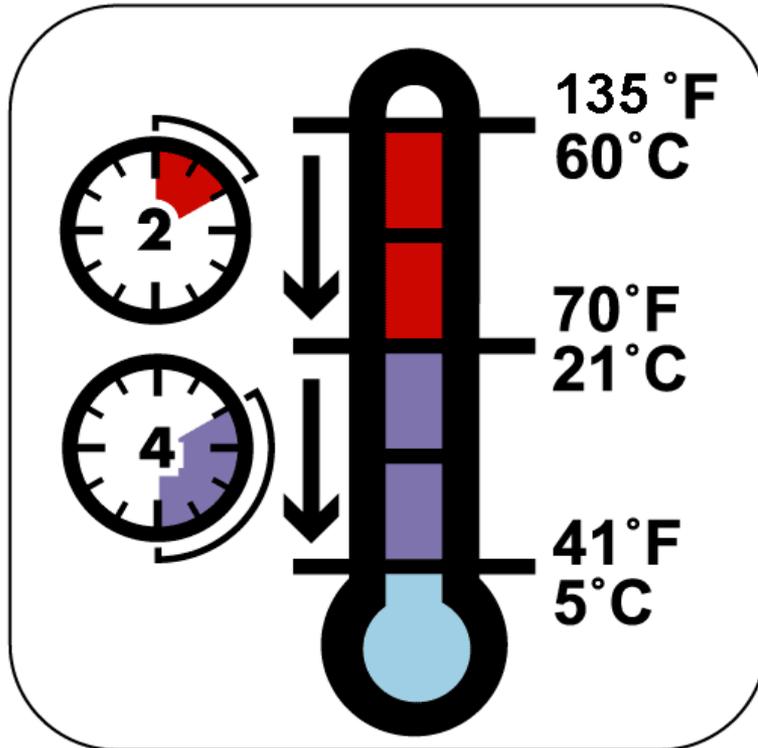


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# Improper Cooling



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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.

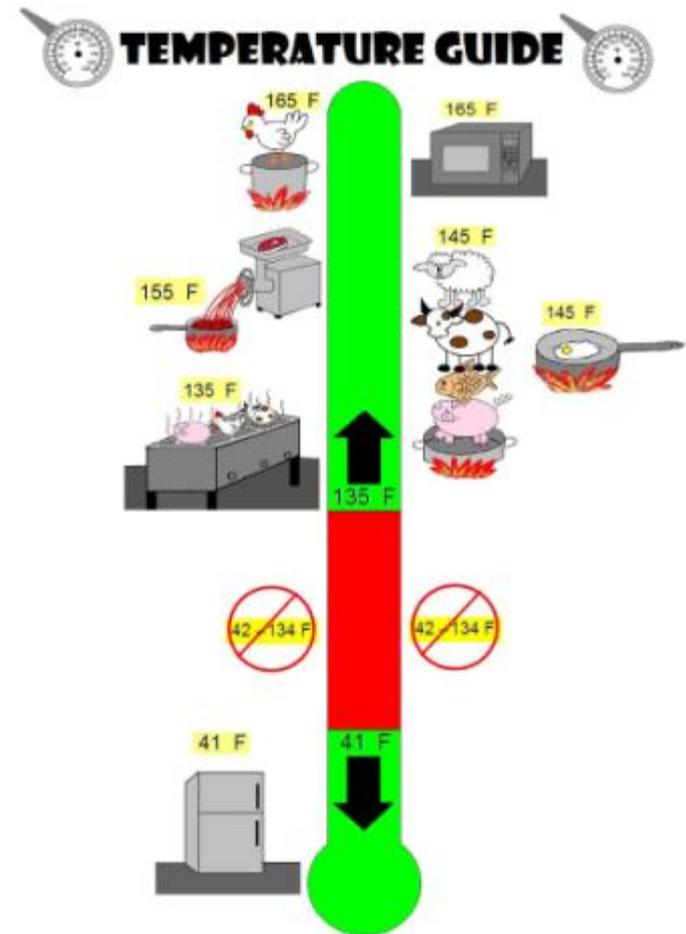
# Proper Cooling

- 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

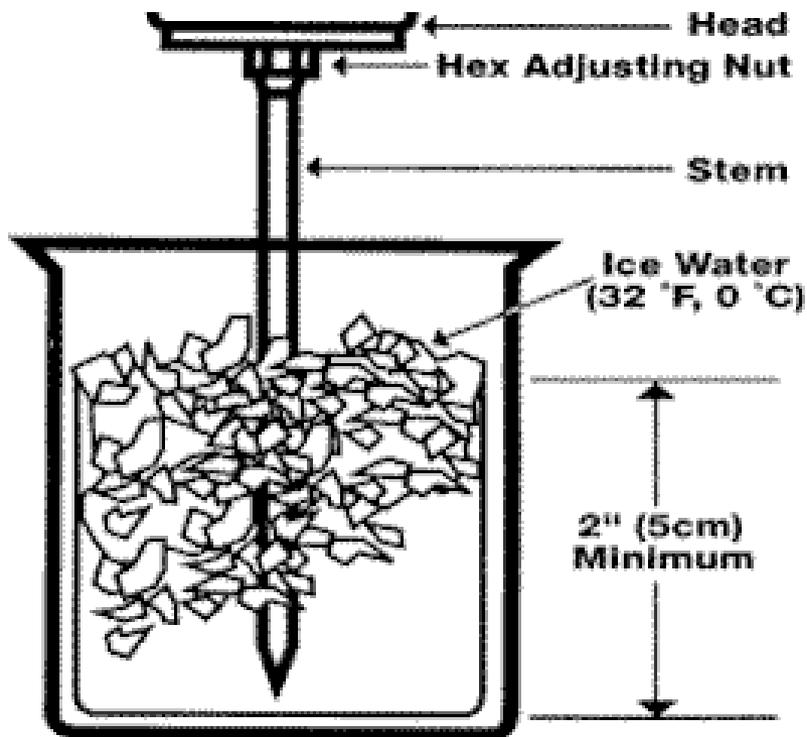


# Improper Reheating

- 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 hand washing 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

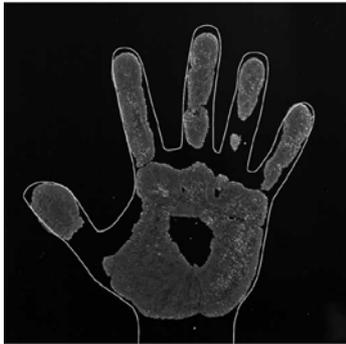
**Bacteria on a hand after handling raw chicken**



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Tel: 020 7836 2460 Fax: 020 7379 0481 Email: [foodlink@fdf.org.uk](mailto:foodlink@fdf.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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**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

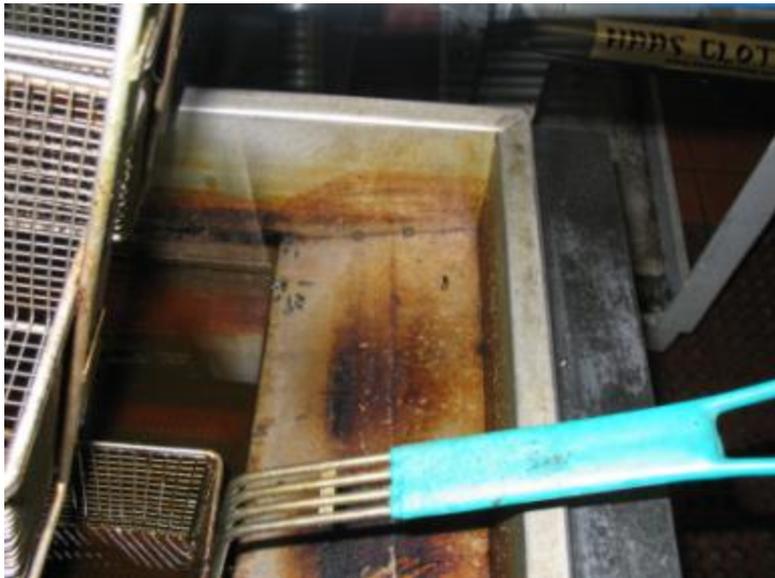


# What You Can Do



- 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		CERT# XXXXXXX
Allen	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 WLD _____ 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 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!

## F S A C 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  
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- Orange County Food Protection Program Web Site: [www.ocfoodinfo.com](http://www.ocfoodinfo.com)



# Questions

