

Director's Message

Summer wouldn't be the same here in Orange County without a seasonal staple – the [OC Fair](#) – which opened its gates to visitors last month and runs through August 13th. What comes to mind when you think of the Fair? Rides? Animals? Concerts? Maybe it's my background in Environmental Health, but my mind jumps straight to food.

Often in government, the services we provide are so seamless that the community-at-large is unaware that we've been behind the scenes working to ensure their health and safety are being promoted and protected. Fair food is the perfect example.

It's a testament to the diligence of our Food Safety team that most

... continued on page 2



Environmental Health Oversees Cleanup of I-405 Plane Crash Site

Little did Hazardous Materials Specialists **Bri Dewey** and **Mark Sutphin** know that their day would turn into a media-filled frenzy involving a major freeway closure due to a plane crash near John Wayne Airport on June 30th.

That morning, a small, twin-engine plane crash-landed and caught fire on the southbound I-405 freeway at MacArthur Blvd. during the tail end of rush hour traffic. Read the OC Register article [here](#). After both occupants were safely transported to a local hospital and Orange County Fire Authority

(OCFA) crews extinguished flames, our Environmental Health division received a call asking for assistance to oversee proper cleanup of the crash site.

"The goal was to ensure that the cleanup of aviation fuel, any crash debris and foam used by OCFA to fight the fire was properly managed and disposed of to protect public health," said **Bri Dewey**, Hazardous Materials Specialist III. "Spill berms (borders made from non-absorbing material that act as sealants to

... continued on page 9

Featured Articles

Donate to OC Shelters with a Simple Click3

A Fair Assessment: Firsthand Look at OC Fair Food Inspections.....4

2017 Compliance Survey Results6

5 Things You Need to Know7

Director's Message

continued from page 1

fairgoers are concerned with what to eat first and less worried about whether it's safe. Before anyone enjoyed a cinnamon roll sundae, fried peanut butter meatball, or bacon chicken leg this year (I'm not making this up – click [here](#) for more), our staffers provided 4 free food safety trainings in a variety of languages for food truck vendors and their crews. Before and on opening day, a total of 225 inspections were conducted. On opening day itself, 25 Environmental Health Specialists were hard at work onsite.

They were also being “shadowed” by an OC Health Care Agency intern who wrote about what she saw, learned and experienced. I hope you'll enjoy her story (I did); it's on page 4.

Best,

Richard Sanchez

Richard Sanchez, Director

Health Disaster Management Recruits Volunteers

Battling 85-degree heat, with water bottles in hand to stay hydrated, our Health Disaster Management Team (HDM) was recently out in full force to recruit Medical Reserve Corps (MRC) volunteers and promote this year's Point of Dispensing (POD) exercise.

The 21st Annual Tustin Police Department Open House drew more than 1,000 attendees this past June while serving as the perfect setting to educate attendees how MRC volunteers assist the community during natural or manmade disasters and at emergency preparedness events.

... continued on page 11



Health Disaster Management staff pictured (left to right) Lindsey Greene, Alison Kellman and Stephen Noriega.

“Volunteering for the MRC is a gratifying experience to help the community be prepared if and when a disaster strikes and also a great way to enhance my medical skills. Working alongside other MRC members and HDM gives us the opportunity to drill and practice for disasters should the need occur to mass distribute medications during a public health emergency.”

Dean Grose, 11-year member



85° heat didn't keep Stephen Noriega and Lindsey Greene from recruiting MRC volunteers during the Tustin PD open house.

Donate to

OC Shelters

With a Simple Click

Have you ever wanted to make a donation to help support one of the County's homeless shelter programs, but didn't know how? Thanks to OC Community Resources' (OCCR) new website, the process is simple... just click [here](#).



Bridges at Kraemer Place is an emergency shelter located in the City of Anaheim. Currently, Bridges has a 100-person capacity, while a second phase of the project is expected to be finished in 2018. It's also expected to bring an on-site health clinic as well as kitchen access. This shelter is open to those 18 and older. The goal of Bridges is to transition clients to provide more permanent housing plans as soon as possible.

OC ARMORY EMERGENCY SHELTERS

The [Orange County Armory Emergency Shelter](#) is a seasonal program (usually December – April) operated by Mercy House Living Centers providing up to 400 beds per night for the homeless at the California National Guard Armories in Fullerton and Santa Ana. The program provides shelter to families and individuals along with a nutritious meal, warm shower, a safe place to sleep, warm clothes, a wide variety of supportive services, and a friendly and safe atmosphere.



On October 5, 2016, the County of Orange in partnership with the [Midnight Mission](#), opened The Courtyard at the former Santa Ana Transit Terminal. Open 24/7, 365 days a year, The Courtyard provides a safe and secure environment to those seeking respite from the streets.

To learn more about these programs and the variety of donation opportunities, visit the OCCR [Shelter Programs](#) website.

A “Fair” Assessment: Firsthand Look at



1. Environmental Health staff (Bottom row, left to right): Annice Guadan, Kiki Cason and Christina Valdez. (Second row, left to right): Valerie Kenekeo, Jackie Hampton, Janene Bankson, Pauline Liu, Mary Jin, Kayci Wright and Karen Gork. (Third row, left to right): Lorena Nieves, Leslie Moffitt, Jenifer Nguyen, Christine Lane, Candy Schmitt, Bruce Freeman, Ivan Flores, Glenn Dimaano, Kevin Dugan and Kevin Do. (Fourth row, left to right): Brian Wong, Peter Huthmacher, Jon Wolent, Dino Jerro, Dennis Ho, Wida Rahimi, Britney Nguyen, Gabriel Barrios, Wendy O'Campo-Choy and Kaiser Milo; 2. Chicken Charlie proudly showcases his famous array of deep fried foods available at this year's OC Fair; 3. Brian Wong conducts a food vendor inspection.

Clean, separate, cook, and chill. These are the four basic food vendor safety practices recommended by the Centers for Disease Control and Prevention for those sweltering summertime fairs. But with 1.345 million visitors and gross sales counting in at \$58 million, the mobile and temporary food facilities at the ever-popular [OC Fair](#) in Costa Mesa require more comprehensive review.

Thankfully, each summer about 30 highly-trained OC Health Care Agency (HCA) food inspectors trek the Costa Mesa fairgrounds, working with vendors to ensure that every scrumptious morsel of the infamous fair food we all know and love is safe to eat and free of disease agents (though they can't necessarily guarantee you'll be able to ride the Zipper, an amusement ride that features strong vertical G-forces and numerous spins, post-indulgence).

As a summer intern for HCA's Communications office, I had the opportunity to shadow



OC Fair Food Inspections

a team of veteran Environmental Health (EH) [Food Protection Program](#) Inspectors on the fair's opening day July 14. While much had to be done before the doors opened at noon, preparations for inspection start days, even months in advance; inspectors strive for quick and efficient visits that maintain a business-friendly environment for the vendors.

Throughout the day I noticed

that these

amicable

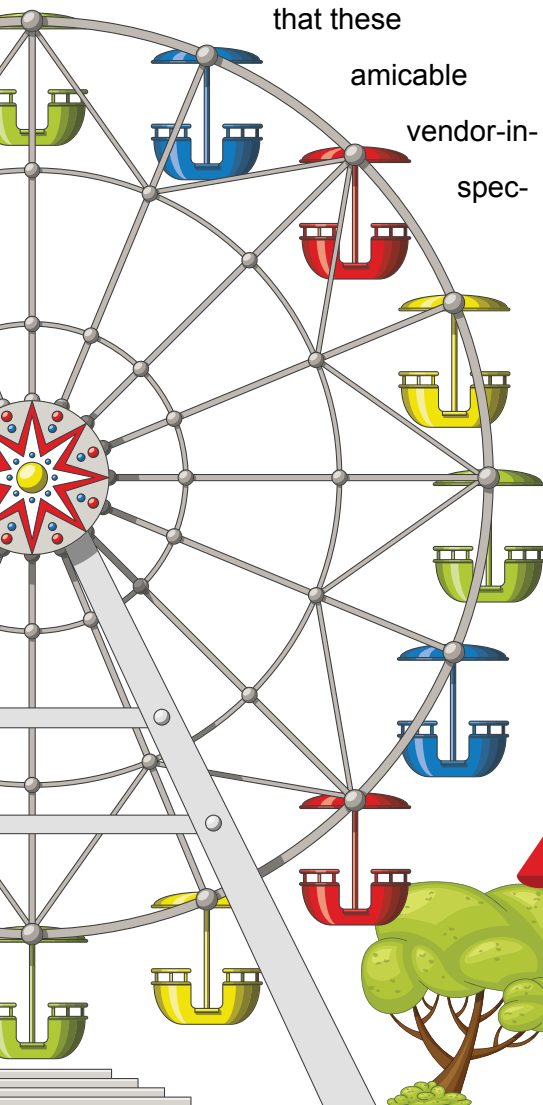
vendor-in-
spec-

tor relationships are encouraged by all parties involved, a nod to a mutual respect that will ultimately benefit everyone, especially the public. What also stood out to me was the diversity of inspection types. Each food facility has its own category (mobile, temporary, or combination) with its own unique set of necessary health-code compliances. Locations ranged from outdoor stops from the Main Mall area to the indoor facilities of the Orange County Promenade and Pacific Amphitheatre. Even the behind-the-scenes cafe where the vendors themselves grab a bite to eat gets a visit from an inspector! Learn more about food inspections [here](#).

But despite this massive scope of inspection, even the smallest of

violations don't go unnoticed. Inspectors are trained observers; with a thermometer in hand and a checklist in the other, they watch for such hazards as inadequate temperature control, traces of vermin, and unsatisfactory chlorine levels in the sanitizer. At one particular temporary food facility, though everything else was up to code, a missing paper-towel dispenser was cause for some alarm. Unsurprisingly, the vendor resolved this issue with impressive speed. At an indoor facility, Senior Environmental Health Specialist **Brian Wong** noticed the lack of light in a commercial mini-fridge used to store items for sale. As it turns out, the fridge had been turned off without the vendor's knowledge.

... continued on page 10





2017

Compliance Survey Results Are In!

We asked questions about your knowledge, attitudes, and experiences about the Health Care Agency's Compliance program during the [2017 Compliance Survey](#), and results from your feedback are in!

Here are the top three topics you collectively wanted to know about. More details and additional results from the survey will be provided by the Office of Compliance via upcoming trainings, in this newsletter and forthcoming staff emails. Read the full 2017 Compliance Survey report [here](#).

- ❖ **Duration of Annual Compliance Training (ACT):** The ACT will continue to be an online training that's an hour in length, but will incorporate more interactive elements, such as real world situations, video clips, slides, and address "hot topics" currently trending throughout the Agency. The goal is to keep the training focused on a few key topics and to ensure that it's relevant to your daily work duties.
- ❖ **Path of Reporting an Issue to Resolution:** The "life cycle" of a Compliance issue when first reported to when it's resolved is a complicated one. Compliance will clarify this process by addressing questions like, "What defines a Compliance issue and what makes it different from a Human Resources or Equal Employment Opportunity issue?" and "How can one ensure anonymity when someone reports an issue to Compliance?"
- ❖ **Role of Chief Compliance Officer:** The Office of Compliance named Chi Rajalingam as the new Compliance Officer (COO) in 2016 and made it their goal to ensure that all HCA staff knew her by name. This year, Compliance will introduce you to her role, what she's responsible for and how she's able to remain impartial to avoid any conflicts of interest.

GOT A QUESTION? ASK COMPLIANCE ONLINE.

Have a question for the Office of Compliance, but don't know who to contact or feel uncomfortable asking it over the phone or in-person? The process is now a simple one, with a new option to submit a question online [here](#). You have the option to remain anonymous or identify yourself to receive a direct response. To help answer your "Frequently Asked Questions" about Compliance, check out the new intranet page section [here](#).



5 Things You Need to Know About West Nile Virus

1 A Laguna Beach female in her 70s tested positive for West Nile Virus (WNV) infection last month, becoming the first human case reported in Orange County this year. Read the OC Register article [here](#). In 2016, there were 36 reported human infections of WNV and 1 WNV-related death in Orange County.

2 Mosquitos are WNV carriers (vectors) that become infected when they feed on infected birds. Infected mosquitos can then spread WNV to humans and other animals when they bite. It's also possible to get WNV from a blood transfusion or organ transplant from an infected donor. Learn more about how it's transmitted [here](#).

3 Most people who become infected don't experience any symptoms, but about 20% will develop fever and may have headache, body aches, nausea, tiredness and sometimes a skin rash. More serious symptoms, such as severe headache, neck stiffness, confusion, muscle weakness or paralysis, occur more rarely. Read an FAQ and learn more about who's at risk for WNV infection [here](#).

4 Now that summer's arrived, so has WNV season. An OC Register article [here](#) indicates that last year's wet winter followed by a recent increase in warmer days has vector control crews across California on high alert for a large increase in mosquitoes. Visit the [Orange County Vector Control District](#) to learn what they're doing to prevent WNV locally.

5 The best way to prevent WNV infection is to take measures to avoid mosquito bites by emptying standing water, ensuring window and door screens are in good condition, using insect repellent containing DEET, limiting outdoor activity at dawn and dusk and wearing long-sleeved shirts and pants when outdoors. For more tips to fight the bite, visit the HCA [West Nile Virus](#) webpage or the State of California's WNV site at www.westnile.ca.gov.

Healthy Recipe of the MONTH

This month's recipe comes from students at La Habra High School, winners of the 2017 national [Kid Healthy Cooking up Change®](#) contest that provides high school students from low-income schools with the opportunity to transform school lunch menus, develop valuable culinary art skills and become leaders in school food reform.

Each team of students was challenged to create a new lunch menu following a strict set of criteria that utilized only ingredients found in school cafeterias and a budget of \$1.25 per serving, all while making it creative, great tasting and nutritious. Learn more about the Cooking up Change® program [here](#).



85° heat didn't keep Stephen Noriega and Lindsey Greene from recruiting MRC volunteers during the Tustin PD open house.



Chicken Kashmir (entree)

Ingredients:

- ½ cup potatoes or tater tots (frozen)
- 48 pieces popcorn chicken (frozen)
- ¼ cup red bell peppers
- ¼ cup salsa, thick and chunky
- ¼ cup garbanzo beans (canned)
- 1 tbsp. curry powder
- 1 cup water
- 1 tbsp. gravy mix
- ¼ cup vanilla yogurt
- 4, 9-inch flour tortillas

Directions:

- Preheat oven to 425 degrees. On a sheet pan, bake tater tots and popcorn chicken for 15-20 minutes. Slice red peppers.
- Spray pan with nonstick spray, heat and sauté peppers, add salsa, garbanzo beans, curry seasoning and 1 cup of garbanzo bean liquid from can. Bring to simmer.
- Add gravy mix, simmer and remove from heat. Coarse chop popcorn chicken, combine with yogurt and stir.
- Place ½ cup of mixture in center of tortilla and top with 4 tater tots, fold into the center, place on sheet tray and heat in 350 degree oven for 5 to 8 minutes.
- Remove from oven, cut wrap in half.

Tropical Kheer (side dish)

Ingredients:

- 1 ½ cup oranges
- ½ cup pineapple tidbits with juice (canned)
- ¼ cup brown rice
- 3 tbsp. vanilla yogurt

Directions:

- Remove peel from oranges with knife and set aside. Cut oranges into small wedges.
- Open canned pineapple and set aside juice. Cook rice with orange peel until tender following instructions using 25% water and remaining pineapple juice.
- Remove from heat, remove orange peel and stir in vanilla yogurt.
- Add pineapple tidbits and fresh oranges. Chill before serving.



Environmental Health Oversees Cleanup of I-405 Plane Crash Site *continued from page 1*

prevent spills from polluting the environment) placed by OCFA around the freeway floor's drainage gates, helped alleviate any additional impact of hazardous material getting into the storm drains. We worked with our partners to ensure that waterways were safe and remaining material on the freeway was properly collected, stored and disposed of."

Environmental Health's response was a multi-jurisdictional collaboration between federal, state and local partners including the California Department of Fish and Wildlife, Caltrans, Orange County Public Works, OCFA and a private hazardous waste contractor that all worked together to properly oversee the cleanup so that the I-405 could safely reopen to commuters.

To learn more about the great work that our Hazardous Waste program does here in Orange County to protect public health, visit www.occupainfo.com/programs/hazwaste.



continued from page 4

Health inspectors are like the public’s unsung investigators, keeping fairgoers (and vendors) safe from the dangers of improper hand washing and tepid food items and beverages.

Yet by the nature of working the fair, inspectors are not without their fair share of exciting and silly stories. Supervising Environmental Health Specialist **Janene Bankson** pointed out the irony of seeing livestock roaming about whilst making food inspection rounds. “You don’t expect to see that when you’re doing inspections,” said Bankson.

Inspectors working the fairgrounds also have the chance to interact with

some fascinating personalities. I was able to experience this firsthand when Environmental Health Specialist II **Glen Dimaano** introduced

me to Charles Boghosian, perhaps better known as “Chicken Charlie.” Boghosian, a fair food mogul and self-proclaimed inventor of the “fried Oreos” had nothing but immense praise for HCA food inspectors.

“ *It’s like a weight off your shoulders. I don’t want to get people sick and I want my employees to know there are regulations.* ”

Charles Boghosian, Chicken Charlie
in reference to routine inspections.

Health inspection at the OC Fair has come a long way. Starting with just two inspectors spending weeks on the grounds to ensure the sanitation

of each facility, the operation has now grown into both an expectation and a comfort for fair vendors. “We’re out there more, [the vendors] know us by name, and they work with us,” said Supervising Environmental Health Specialist **Wida Rahimi**. “We don’t

feel like we’re the regulators because they want to work with us, and that’s the best thing.”

As I walked off the premises that sunny Friday afternoon, fascinated by how quickly the grounds had populated in just over an hour, I felt confident that due to the quality of our health inspections the OC Fair will be able to completely fulfill its main purpose: to provide a safe setting where everyone can enjoy some delicious

fair “fixins,” spend time with family and friends, and most importantly, have fun!



The message of “it’s never too early to plan ahead” resonated as HDM staff encouraged visitors to take part in the upcoming POD exercise on October 26 where flu shots will be provided to the community for free in the cities of Tustin and Westminster. As a result of their educational outreach efforts, 10 applications for potential medical and non-medical [MRC volunteers](#) were completed.

To learn more about the MRC, visit HDM’s [Medical Reserve Corps](#) website or click [here](#) for information about the October POD exercise.

Steve Ambriz Team Excellence Awards

It’s time to mark your calendars for the 2017 Steve Ambriz Team Excellence Awards on, November 8, 2017 from 2 to 4 p.m. at the Hall of Administration Board Hearing Room.

Created by the Health Care Agency’s [Labor Management Committee](#) (LMC), the award is designed to recognize the qualities and characteristics of effective work teams, as well as stimulate creative and collaborative action. Visit the LMC Team Excellence Award intranet webpage at <http://intranet/lmc/team> to learn more about the award, read details about previous winners and learn about what makes an excellent team.



MISSION

In partnership with the community, protect and promote the health and safety of individuals and families in Orange County through:

- Assessment and planning
- Prevention and education
- Treatment and care



Connect with Us



The **What’s Up** newsletter is created and distributed monthly by HCA Communications. Please call (714) 834-2178 with any suggestions or comments.

Uplift

WHAT'S NEW?

We're excited to announce the arrival of a new section to replace **Uplift**, that's designed to feature healthy living topics, resources, recipes and tips for staff! Help us name this new section by sending us your creative and fun health-related titles to HCAComm@ochca.com by Friday, September 1. The top three titles will be up for your vote in next month's newsletter.



“As clinicians from Adult and Older Adult Behavioral Health Services, we frequently discuss the importance of self-care, physical activity, and outdoor recreation with our clients. During this year's Irvine Lake 5k Mud Run, we “walked the walk” or rather “ran the run” while having fun and getting muddy.”

– **Rebekah Radomski**,

Service Chief I, Adult and Older Adult Behavioral Health Service

Pictured (left to right): Nichole Duplesse, Jennifer Rowe, Wendy Elliot, Rebekah Radomski, Erika Punchard, Amanda De Goeas and Vanessa McDowell.

“Teaching my daughter to enjoy nature the way that I do, brings me a lot of joy. This photo was taken during a recent visit to the Newport Bay Conservatory.”

– **Shruthi Sill**,

Hazardous Materials Specialist,
Environmental Health

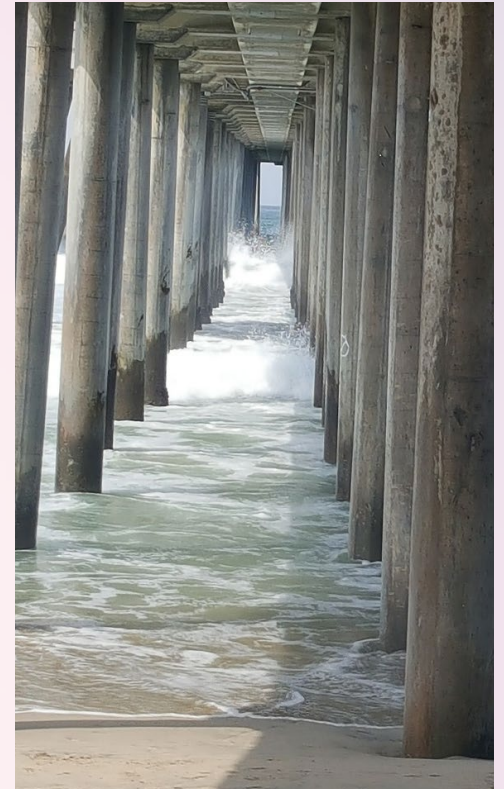


“This quote always reminds me to empower myself, that I have a choice in the destiny of my life and that we can be heroes for ourselves.”

– **Lisa Mau**,

Clinic Social Worker II,
Behavioral Health Services
Authority and Quality
Improvement Services

she needed a
hero so she
became one.



“Sometimes all we need to do is look through the window of Mother Nature to recharge our mind and refresh our soul.”

– **Imelda Castaneda**,

Contract Administrator, Contract Services