

# Creating a Food Safety Culture

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## Agenda

- Why is Food Safety Important?
- How to Build a Food Safety Management Program
- Your Partners in Creating a Food Safety Culture
- What are some common concerns and possible solutions in Food Safety?











#### At What Cost?

The CDC Estimates that the cost to the

U.S. economy on an annual basis is.....

\$15,600,000,000.00

That's \$15.6 Billion





#### In Human Terms

1 in 6 Americans this year will contract foodborne Illness!

That's 48 million people!

128,000 will be hospitalized

3,000 will die due to food borne illness!



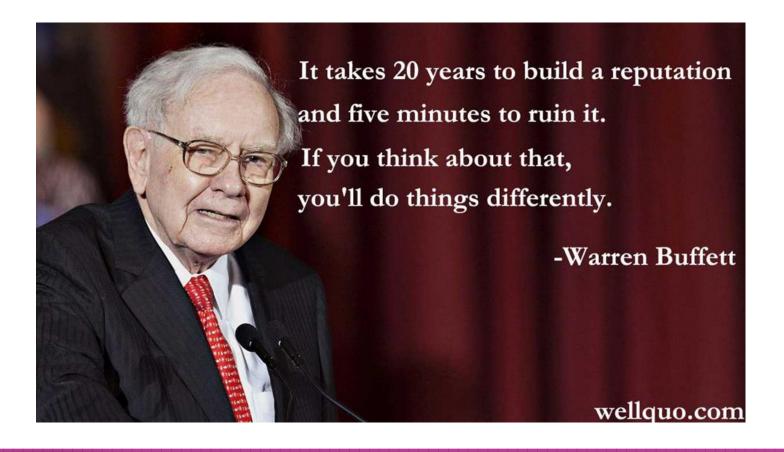


#### In Business Terms

- Loss of Guest Confidence
- Negative Media Exposure/Public Relations
- Loss of Sales/Revenue
- Lowered Staff Morale
- Retaining Expense
- Lawsuits and Legal Fees
- Increased Insurance Premiums











### Social Media







#### **Best Practices**

- Supply Chain Management
  - Choose Vendors Wisely
- Traceability
- Food Safety Plan
  - HACCP
- Recall Plan
- Inspection Plan
- Monitor Current Regulations







#### **Best Practices**



#### 21 C.F.R. § 7.13:

"The article comprising each shipment or other delivery hereafter made by [guarantor] to, or in the order of XXX is hereby guaranteed, as of the date of such delivery, to be, on such date, not adulterated or misbranded within the meaning of the Federal Food, Drug, and Cosmetic Act and not an Article which may not, under the provisions of Section 404, 505, or 512 of the act be introduced into Interstate Commerce."



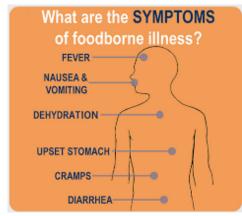


#### What Is Food Borne Illness

Foodborne illness (also called food poisoning) is an **illness** caused by eating foods that have harmful organisms in them.

These harmful germs can include bacteria, parasites, and viruses. They are mostly found in raw meat, chicken, fish, and eggs, but they can spread to any type of food.









#### How Can We Avoid Food Borne Illness?







#### **Food Recalls**





#### Food Recalls

- Recall = Alternative to Administrative Seizure
  - Pre-FSMA: "Credible evidence or information indicating threat of serious adverse health consequences or death"
  - Post-FSMA: "Reason to believe" food is adulterated or misbranded or if "exposure to" food is reasonably likely to cause injury (bottling hazard).
- Three Types:
  - Voluntary
  - Requested (21 C.F.R. §7.40)
  - Mandatory (21 U.S.C. § 350)
- Classes I through III





#### **Alternatives To Food Recalls**

- Market Withdrawal
  - Product already distributed but does not violate law, or
  - Clearly one against which FDA would not initiate action
  - i.e. Product fails internal quality standards, but is not adulterated
- Stock Recovery
  - Same, as a Market Withdrawal, but product not yet distributed.
- Do Not Confuse a Market Withdrawal with a Recall!





#### Food Recall Plan

- Recall team
  - Coordinator
  - Clearly define member roles and responsibilities
  - Contact information
  - Back-up team members
- Procedures to determine if a recall is necessary
  - O Where has the product been shipped?
  - o Has adulterated or misbranded product been sent to restaurants?
  - o Is adulterated or misbranded product available to consumers?
- Scope of recall
  - Microbial Pathogens
  - Foreign Material
  - Undeclared Allergen
  - Misbranding





#### **Food Recall Plan**

- Recordkeeping
- Communications
- Effectiveness Checks
- Returned Product Control/Disposition







#### Food Recall Plan

- Decisions Must be Made Hastily. Delay may:
  - Risk public health;
  - Increase likelihood of administrative seizure
  - Expand scope; and
  - Increase likelihood of punitive damages

- PREPARE, PREPARE, PREPARE
  - Recall Simulations







#### What Can You Do:

- Know your vendors
- Limit the amount of vendors
- Know where your food comes from
- Sign up for FDA Recall Notifications
- Contracts with vendors
- Indemnity Provisions
- Insurance



#### How Can You Be Better?

### Create a Food Safety Culture

Culture is a way of life of a group of people--the behaviors, beliefs, values, and symbols that they accept, generally without thinking about them, and that are passed along by communication and imitation from one generation to the next. Culture is symbolic communication.

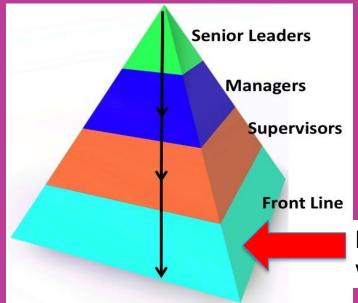


#### **Food Safety Culture Defined**

A FOOD SAFETY CULTURE is when the ENTIRE group of people regardless of rank or status share the beliefs, standards and passion for Safety. Each member is a willing and enthusiastic participant in sharing, teaching and maintaining high standards for themselves and their teams without outside motivation. A culture simply IS and is passed on by the actions of its members through example without thinking. Different than written standards and procedures, a Culture can not be dictated or enforced, but can be nurtured and influenced.



#### It Starts At The TOP



We will never escape the fact that we as leaders, are responsible for the safety of both our guests and our hosts. We "own" the culture of food Safety and delegating tasks does not make us any less accountable

BUT Front Line Staff is the level that you want to drive the culture!!

















GMO toxins mycotoxins hormones bacteria allergens Biological Hazards

HACCPE OOD Safety

Staphylococcus

Physical Hazards Salmonella Clostridium perfringens Shigella pesticides virus

Clostridium botulinum dioxins foreign bodies

chemical residues Listeria heavy metals

















### Building a Food Safety Program

- Focus on Critical Impact Areas
  - Critical Control Points
  - Personal Hygiene
  - Handwashing and Gloves
  - Sanitation and Cleanliness
- Create Policies and Procedures for Consistency
- Build Checklists that are concise and focused
- Train your Staff and Provide Resources and Tools





### What is HACCP? Hazard Analysis Critical Control Point



An internationally recognized system for reducing the risk of safety hazards in food



#### Who is FAT TOM?

Hazardous Analysis of conditions necessary for bacterial growth

Food

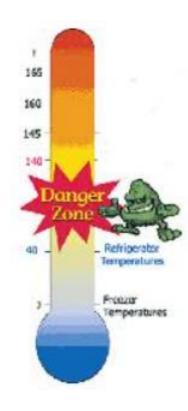
Acid

Time

**T**emperature

Oxygen

Moisture







#### The Flow of Food

HACCP identifies critical points that are essential to prevent, eliminate, or reduce food hazards.







### **Example Forms**

COLD HOLDING EQUI	PME	NI L	.OG												HOT HOLDIN				January Contract	G							
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Freezers must maintain temperature below	v10°F(Dip	pin' Dot	ts Freezer	s must	maintain	tempera	ature belo	ow-30°F	)							_		_	_	_	_	_	_	_	_	_	_
	SUN	DAY	MONDAY		TUE SDAY		WEDNESDAY		Y THURSDAY		FRIDAY SAT		SATU	RDAY	ITEM	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP	TEMP
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#### **More Examples**

	State of Fionica  Department of Business and Professional Regulation  Division of Hotels and Restaurants  www.hospitalityeducation.org													
				CP CHART										
DATE:	A.M.	MIDDAY	P.M.	CORRECTIVE ACTION	CRITICAL LIMITS									
WALK - IN COOLERS					COLD HOLDING All foods should be held 41°F or below.									
COOKLINE COOLERS					Corrective Action: If food is out of temperature for less than 4 hours, rapidly cool to 41°F or less within the remaining time period or discard.									
COOKING					COOKING Poulty products: 165°F/15 seconds Ground beet: 155°F/15 seconds Eggs, fish, pork, beet: 145°F/15 seconds Rare roasts: 130°F/121 minutes At other foods: 145°F/15 seconds									
					Corrective Action: Continue cooking.									
					REHEATING Reheat foods to 165°F within 2 hours.									
REHEATING					Corrective Action: Discard if not reheated within 2 hours.									
					HOT HOLDING All foods should be held 135°F or above.									
HOT HOLDING					Corrective Action: If food is out of temperature for less than 4 hours, rapidly reheat to 165°F or greate within the remaining time period or discard.									
COOLING	2 Hours		6 Hours		COOLING Cool cooked foods from 135°F to 70°F within 2 hours Cool cooked foods from 135°F to 41°F within a total o 6 hours. Food products made from ingredients at roor									
					Corrective Action: Reheat to 165°F and cool properly serve or discard.									
RECEIVING	Tempe	rature at Rece	ipt		RECEIVING All PHFs must be at 41°F or less.									
					Corrective Action: Reject food if not at proper temperature.									
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### **Steps for Success**

- Lead by Example
  - Reinforce Standards
    - Assign Responsibility
      - Don't be Complacent
        - Support Staff Training
          - Identify Gaps and Address





### Inspect What You Expect

The more you look, the more you see

The more you see, the less you tolerate

The less you tolerate, the higher your standards become

The higher the standards, the less you see

--Terry Riddle
Silver Dollar City





#### **Audit for Accountability**

What things can you do to "get ahead" of potential issues regarding Food Safety?







#### Food Safety Inspection Checklist Standard Operating Procedure's (SOP)

C-020

Business Name	Store#	Daily	Monthly	Semiannually	Ann	lual
	-				-	_
Inspectors Name	Date of Ir	enection	- 1	Time of Inspecti	ion	_
	- June of It	apecilion.		inite or mapeut		
Instructions: This checklist can be used daily, in do this inspection based on your business size, inspection. Be thorough and detail orientated. The purpose of this form is to identify potential poses a direct health threat to your customers.	It could take up to	1 hour to	several hou	bar. If the food	is safety	/ iss
then documented.					.,,	
PERSONAL/WORK STATION HYGIENE						
					Yes	1
Employees are to wear the proper uniforms pe	r company standar	ds. Shirts	or polo's tu	cked in and		т
are they wearing belts and socks.						
Employees must wear hats, hair nets and beard kitchen. This includes cooks, prep and dishwast		reparing f	ood or servi	ng food in the		Γ
Employees working in the restaurant or bar mu	st wear black non-	slip shoe	s.			+
Employees should always wear clean and press				customers.		t
Males and females fingernails are trimmed: No						t
Hands are washed frequently.				F		t
Gloves are worn if the employee is cooking, pre	epping or serving f	ood to yo	ur customer:			t
Hand washing signs are posted near all hand w						+
Soap and single ply paper towels or air dryer m both restrooms.	achines are availa	ble near a	ll hand sinks	, especially in		t
Trash receptacles are available near all hand si	nks and restrooms					T
Employees are permitted to wear one ring, suc	h as a wedding rin	g and a w	atch and no	bracelets.		$^{+}$
Eating, drinking, chewing gum, smoking, or usin from preparation, service, storage, and dishwa		ed only in	designated	areas away		T
Employees are in good health,						t
When employees cough or sneeze, they are to	immediately wash	their han	ds.			+
Quiz one employee at the front of the house as proper handwashing procedures.	nd one employee i	n the back	of the hous	e in the		
Wash hand vigorously using hand soap under r seconds. Use single ply paper towel to dry har faucet. Use a fingernail brush to clean under fir paper towel to dry hands. Make sure the heat i	nds and use single ngernails. You can	ply paper use an air	towel to tur dryer blowe	n off the		
Front of the house employee		Pass:	YesN	0		
			YesN			

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Do your own audits.

- **Monthly** 
  - Weekly
    - **Daily**

Whatever works for you.

**Develop your own** systems.

**Utilize employee** accountability systems.







# Remember- If you are scrambling to change, improve, fix, clean, or adjust when it is time for your inspection- it is too late!

Inspection day should be like any other day. (I am not crazy!! Bear with me- I will tell you why...)



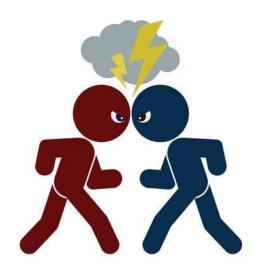


# Get to Know Your Experts as Resources

- Local Health Department
- Government/Regulatory Agencies
- Food Safety Consultants







# The Health Department is not your enemy!

(even the really really really really difficult ones)





## Ignorance is no excuse.

#### **Know your local regulations!**

- Local regulations are consisted of multiple levels.
  - City Regulations
  - County Regulations
  - State Regulations
  - Federal Regulations



Ensure you know which regulations trump which regulations.





# How to be a good partner to your Health Department

- New? Introduce yourself.
  - Be a partner to the Health Dept.
    - Be proactive- if you think there may be a problem, contact them first!
      - Ask questions! They are a great source of info.



# DUE DILIGENCE





# Consultants, Regulatory Agencies, Programs and other stuff

- Food Safety Certification proof
- Regular Food Safety Meetings (bring your local regulatory group or consultants in to speak to your staff)
- Food Safety Job Aides (your local HD can provide some of them)

Do not forget to share all these with your Food Safety partners. They will appreciate it!





# Who is your biggest and most important Food Safety Resource?

Hint: They can make or break your Food Safety Program

Another hint- It is not you, or the Health Department, or your boss





## Your Employees!!!!

(So do not forget to work on that buy in!!)





# Common Concerns, Discussion and PRIZES!

- Ice Machines
- Soda Nozzles
- Gaskets
- Employee Drinks
- Hand Sink Set Up





...you definitely don't have time for this! If you don't have time for this... FDA Take a few minutes for food safety! www.fda.gov/food