



**Environmental  
Management  
Department**

# **HOW TO GET A GREEN AND KEEP IT!**

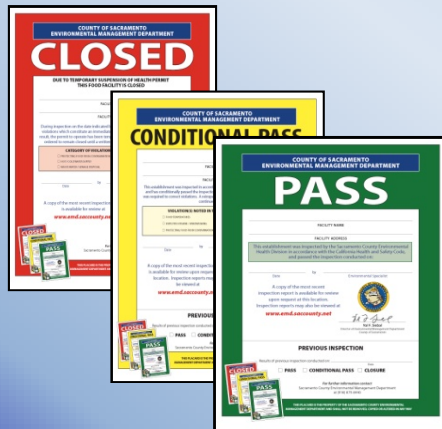
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**Steve LePage, R.E.H.S.**  
County of Sacramento  
Environmental Management Department  
Environmental Health Division  
(916) 875-8440

# HOW TO GET A GREEN AND KEEP IT!

## EMD View

- Protect Public Health
- Help operator be successful with food safety
- Be respectful of the owner's operation



## Owner View

- I'm not prepared
- This is bad timing
- I am not available
- Just finished lunch rush
- Just got a huge order in
- Inconvenient
- Employee may say/do wrong thing
- Unfinished repairs
- The inspector is always going to find something

# HOW TO GET A GREEN AND KEEP IT!

## Inspection Procedures

- Inspections conducted every 4-6 months
- Routine inspections are “unannounced”
- Inspector will ask for owner, manager, or person in charge
  - If you don’t recognize inspector, ask for a photo ID and business card
- A “person in charge” is required to be available at all times
- Beware of fake inspectors

# HOW TO GET A GREEN AND KEEP IT!

## What to do During an Inspection

- If you are busy, you do not have to accompany the inspector
- Walking with inspector is helpful for answering questions and correcting problems immediately
- Answer questions to the best of your ability – you can get back to us if you don't have an answer right away
- If something doesn't make sense – ask for clarification....or ask how you can explain this requirement to your staff



# HOW TO GET A GREEN AND KEEP IT!

## What to do During an Inspection

- As you walk with the inspector, take notes – it will help you remember any problems that were pointed out. Sometimes minor items are not violations, but may need attention so they do not become violations
- Open communication helps build a good working relationship and builds trust
- Remember: the inspector is here to help you protect public health, not “catch you” in a violation



# HOW TO GET A GREEN AND KEEP IT!

## Inspections are “Risk Based”

- How is the facility managing the CDC risk factors
- Not Just looking at cleanliness – but how food is handled
- This type of inspection requires the inspector to ask lots of questions of the operator and staff



# HOW TO GET A GREEN **AND** KEEP IT!

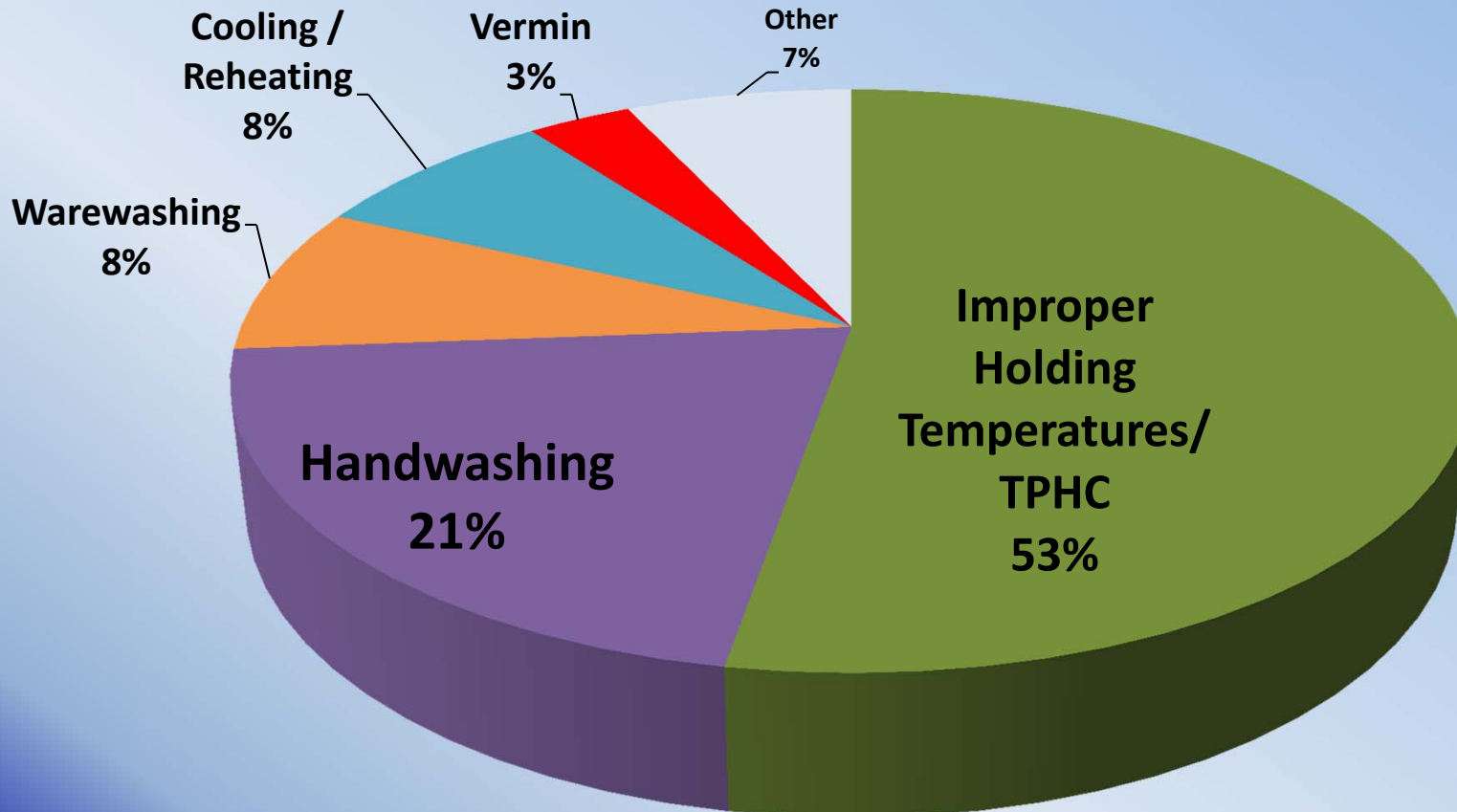
## Most common Major violations

- Improper holding temperatures
- Improper use of Time as a Public Health Control (TPHC)
- Blocked / unstocked handwashing stations
- Improper warewashing (sanitizing)

# HOW TO GET A GREEN AND KEEP IT!

## Major Violations observed during Routine Inspections

4,192 Major Violations observed from July 1, 2015 to March 6, 2016

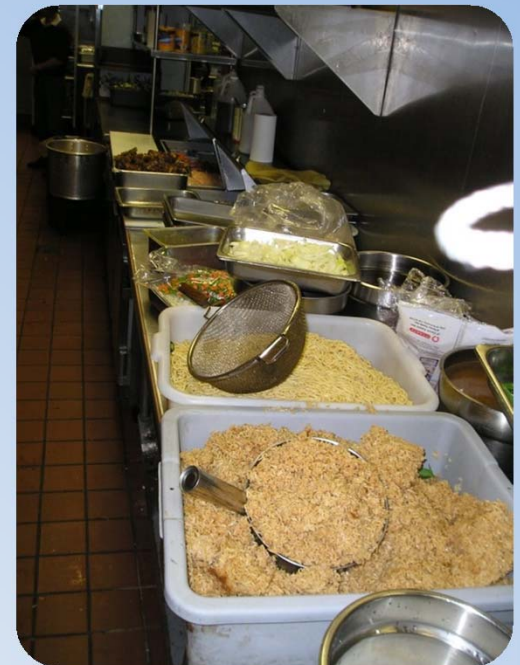




# HOW TO GET A GREEN **AND** KEEP IT!

## Holding Temperatures

- Temperature Danger Zone: 41°F – 135°F
- Keeping potentially hazardous foods (PHFs) at room temperature
  - Often times see more food removed from refrigeration to “prep” than what is possible to prepare or use at the time.



# HOW TO GET A GREEN AND KEEP IT!

## Holding Temperatures

- Improper use of cold-top holding units
  - Overfilled inserts
  - Items placed on top of inserts



# HOW TO GET A GREEN AND KEEP IT!

## Holding Temperatures

- Keep product below the fill line
- Frequently stir foods and/or keep covered



# HOW TO GET A GREEN AND KEEP IT!

## Holding Temperatures

- Spaces between inserts or double pans
- Insufficient ice baths used
- Food not in contact with cold part of inserts



# HOW TO GET A GREEN AND KEEP IT!

## Holding Temperatures

- Improper use of steam table units
  - Overfilled inserts
  - Not enough water in wells
  - Water in wells not hot enough



# HOW TO GET A GREEN AND KEEP IT!

## Time as a Public Health Control

- Discard time not marked
- Discard time exceeded 4 hour time frame



(10 am – 2 pm)

At 2:15 pm

# HOW TO GET A GREEN AND KEEP IT!

## Handwashing

- Handwashing is the easiest and cheapest way to prevent foodborne illness!
- Keep handwashing sinks accessible at all times



# HOW TO GET A GREEN AND KEEP IT!

## Handwashing

- Dispensers fully stocked and functional with soap, paper towels and warm water (above 100°F)





# HOW TO GET A GREEN **AND** KEEP IT!

## Improper Warewashing

- High temperature dish machines measuring below 160°F at the plate level
  
- Check temperature for high temperature dish machine on a regular basis
  - Required 160°F at the plate level
  - Need to have secondary measuring device such as temperature labels, T-Sticks or a waterproof thermometer

# HOW TO GET A GREEN AND KEEP IT!

## Improper Warewashing

- No sanitizer in the 3 compartment sink or dish machine
- Dishwashers and bartenders are not adequately trained how to change machine chemicals and how to “prime” sanitizer
- Check sanitizer levels often
  - Chlorine (bleach) → 100 ppm minimum
  - Quaternary ammonia (QA) → 200 ppm minimum\*

\*Recommend dispensing QA sanitizer at 300 ppm

# HOW TO GET A GREEN AND KEEP IT!

## Inadequate Cooking

Employees must know how to test for final cooking temperatures. Keep a calibrated probe thermometer available at all times.

**This is the last line of defense to kill anything that may cause a foodborne illness.**

- 145°F → Fish, eggs, beef, pork, etc.
- 155°F → Ground beef/pork
- 165°F → Poultry, stuffed foods, foods reheated for hot-holding, etc.

# HOW TO GET A GREEN AND KEEP IT!






## Inadequate Cooking cont'd

This is also useful for reminding employees about proper food storage:

READY → SWIM → WALK → FLY

- Store the **READY**-to-eat foods
- above the food that **SWIMS**
- above the food that **WALKS**
- above the food that **FLIES**

**Proper Food Storage in Refrigerators and Freezers**

Produce, Cooked and Ready-to-Eat Foods	
Fish, Eggs Cook temp: 145°F	
Raw Beef, Raw Pork Cook temp: 145°F	
Ground Meats (hamburger, sausage) Cook temp: 155°F	
Raw Poultry (chicken, turkey, duck) Cook temp: 165°F	

→ All food must be covered (except when cooling)  
→ All foods must be stored 6 inches above the floor  
→ Air must be well-circulated  
→ Do not line the shelves with cardboard or foil

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# HOW TO GET A GREEN **AND** KEEP IT!

## Other common Major Violations

- Improper handwashing or not washing hands between tasks
  
- Improper Cooling
  - Use ice baths, ice wands to stir, shallow containers, etc.
  - Monitor cooling food to ensure it cools from 135°F to 70°F within 2 hours, and 70°F to 41°F or below within 4 hours.
  - Do not tightly cover food until it has reached 41°F

# HOW TO GET A GREEN **AND** KEEP IT!

## Other common Major Violations

- Improper Reheating
  - Cold items are placed into steam table directly from walk-in cooler
  - Items must be reheated to 165°F

**HIGHLY recommend having a digital thermometer accessible for each food prep station**

# HOW TO GET A GREEN **AND** KEEP IT!

## “Low Hanging Fruit” of the Major Violations

- Handwashing sinks blocked / supplies empty
- Restrooms fully stocked
  - Toilet paper dispenser and handwashing supplies
- Warewashing sink or dish machine with no sanitizer
  - Check chlorine / quaternary ammonia concentration or water temperature throughout shift.

**Train employees when to hit the panic  
button!**

# HOW TO GET A GREEN AND KEEP IT!

## Closure (Red Placard) Violations:

- Sewage back up
- Vermin Infestation
- Gross unsanitary conditions (throughout prep area)
- Widespread temperature violations that cannot be corrected
- No hot water





# HOW TO GET A GREEN AND KEEP IT!

## Inspectors must call Supervisor for approval when issuing a Red Placard

- Supervisor is available for closure upon request of operator or inspector
- Open facility as soon as facility is ready

COUNTY OF SACRAMENTO  
ENVIRONMENTAL MANAGEMENT DEPARTMENT

# CLOSED

DUE TO TEMPORARY SUSPENSION OF HEALTH PERMIT  
THIS FOOD FACILITY IS CLOSED

FACILITY NAME \_\_\_\_\_  
FACILITY ADDRESS \_\_\_\_\_

This facility was found to have violations which constitute an immediate danger to public health or safety. As a result, the permit to operate has been temporarily suspended and this facility has been ordered to remain closed until a written reinstatement of permit has been issued.

**CATEGORY OF VIOLATION(S) RESULTING IN CLOSURE:**

<input type="checkbox"/> PROTECTING FOOD FROM CONTAMINATION	<input type="checkbox"/> FACILITY AND EQUIPMENT SANITATION
<input type="checkbox"/> HOT/COOLING/CHILL	<input type="checkbox"/> FOOD PROTECTION/PREVENTION
<input type="checkbox"/> WASTEWATER/SOLIDS DISPOSAL	<input type="checkbox"/> OTHER

Date \_\_\_\_\_ by \_\_\_\_\_ Environmental Specialist

A copy of the most recent inspection report is available for review at [www.emd.saccounty.net](http://www.emd.saccounty.net)

**Val E. Schmitt**  
SAC COUNTY HEALTH  
Director of Environmental Management Department  
County of Sacramento

For further information contact  
Sacramento County Environmental Management Department  
at (916) 875-8440

THIS PLACARD IS THE PROPERTY OF THE SACRAMENTO COUNTY ENVIRONMENTAL MANAGEMENT DEPARTMENT AND SHALL BE RETURNED TO THE OFFICE IN WHICH ISSUED.



COUNTY OF SACRAMENTO  
ENVIRONMENTAL MANAGEMENT DEPARTMENT

# PASS

FACILITY NAME \_\_\_\_\_  
FACILITY ADDRESS \_\_\_\_\_

This facility was inspected by the Sacramento County Environmental Health Division in accordance with the California Health and Safety Code and passed the inspection conducted on: \_\_\_\_\_

Date \_\_\_\_\_ by \_\_\_\_\_ Environmental Specialist

A copy of the most recent inspection report is available for review upon request at this location.  
Inspection reports may also be viewed at [www.emd.saccounty.net](http://www.emd.saccounty.net)

**Val E. Schmitt**  
SAC COUNTY HEALTH  
Director of Environmental Management Department  
County of Sacramento

**PREVIOUS INSPECTION**

Results of previous inspection conducted on: \_\_\_\_\_

CLOSED  PASS  CONDITIONAL PASS  CLOSURE

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# HOW TO GET A GREEN AND KEEP IT!

## Provide Requested Records

Keep these handy and let managers/shift leaders know where they are kept

- Food Safety Certification (i.e. ServSafe)
- California Food Handler cards
- Last inspection Report
- Pest Control Reports / receipts
- Food invoices – shellfish tags
- Repair receipts
- HACCP plan (if applicable)



# HOW TO GET A GREEN AND KEEP IT!

## Exit Interview

- Discuss violations and correction time
- Understand the violations and how to correct them
- Commit to correction and time frame
- Discuss placard and reinspection, if necessary
- Keep copy of inspection report in facility



*Note: Inspectors are not permitted to accept food or beverages (a glass of water is ok)*

# HOW TO GET A GREEN AND KEEP IT!

## Complete Corrections and Provide “Proof of Correction”

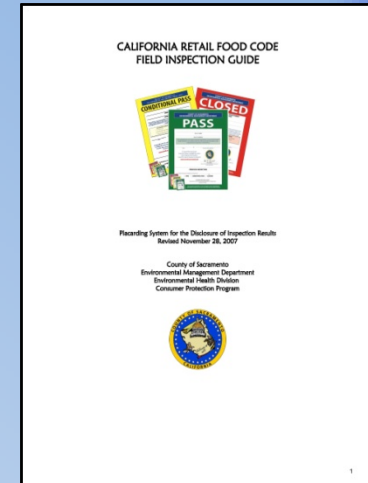
- Correct violations and communicate with inspector
- E mail, fax or mail copies of records/receipts to be placed in file
- Implement self-inspection checklist, cleaning schedules, temperature logs if necessary to ensure compliance
- Educate and train employees on food safety topics

The image shows a tilted 'CUSTOMER SERVICE REPORT' form. The form is filled with handwritten text and has a date stamp at the bottom right that reads 'NOV 19 2000'. The form includes sections for 'CUSTOMER INFORMATION', 'COMPLAINT DETAILS', and 'ACTION TAKEN'. The text is somewhat difficult to read due to the angle and handwriting, but it appears to be a detailed record of a customer complaint and the subsequent actions taken to resolve it.

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## Resources

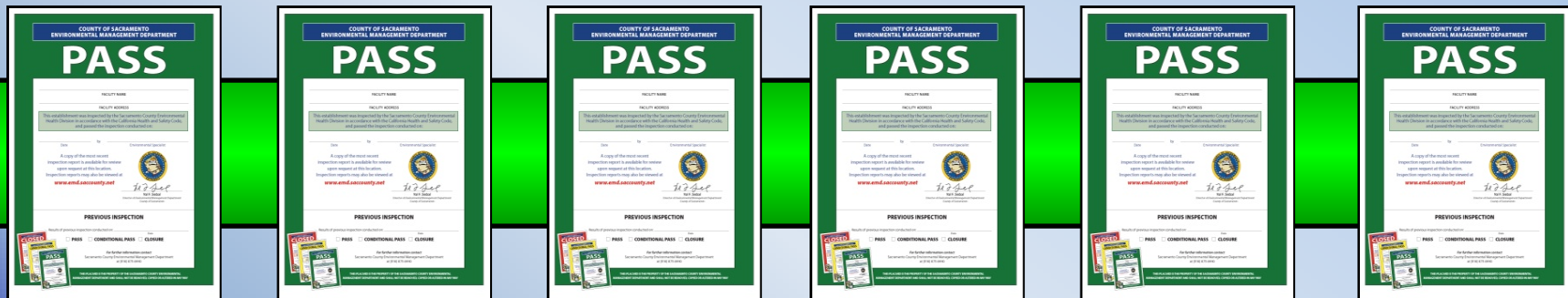
- Contact your inspector directly
- CalCode – available on EMD website
- Field Inspection Guide
- How to Get a Green Video on EMD website
- How to Get a Green Class/Food School
- Self-Inspection Checklist
- Quick Reference Cards
  - Cantonese
  - Russian
  - Tagalog
  - Spanish
  - Korean
  - English
  - Vietnamese



# HOW TO GET A GREEN AND KEEP IT!

## Best way to survive:

- Know what a major violation is
- Know where major violations can occur in your facility
- Institute procedures that will reduce or eliminate chances for major violations
- Train Staff, Be Prepared, Use Available Resources



# HOW TO GET A GREEN AND KEEP IT!

**Oh, and by the way...**

**There is no yellow or red placard quota!**



# HOW TO GET A GREEN AND KEEP IT!

## Questions?

