



**Environmental  
Management  
Department**

# **SURVIVING A “HEALTH INSPECTION”**

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Sacramento County Environmental Management Department

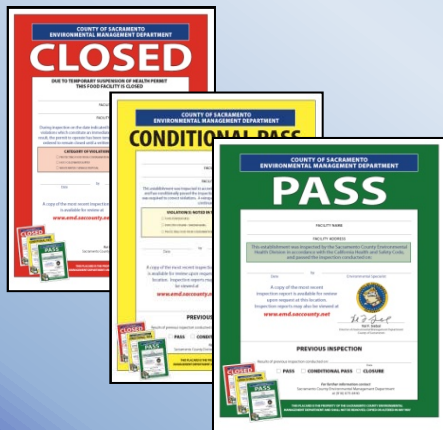
# SURVIVING THE “HEALTH INSPECTION”

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



# SURVIVING THE “HEALTH INSPECTION”

## 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

# SURVIVING THE “HEALTH INSPECTION”

## 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



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## What to do During an Inspection cont’d

- 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



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## 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





# SURVIVING THE “HEALTH INSPECTION”

## Keep an eye out for “Major Violations”

Major violations are based on the CDC risk factors

- Food from Unsafe Sources
- Inadequate Cooking
- Improper Holding Temperatures
- Contamination
- Poor Personal Hygiene



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## Food from Unsafe Sources

- Food prepared from a home
  - EXCEPTION: A supplier with a Cottage Food Operator permit
  
- Shellfish from contaminated waters
  - Tags must be kept with the shellfish and must be maintained, in chronological order for 90 days.



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## 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.

# SURVIVING THE “HEALTH INSPECTION”






## 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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## “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!**

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## Other common Major Violations

- Improper handwashing or not washing hands between tasks
  
- Improper Holding Temperatures
  - Keep cold-top units and steam tables closed and fill in any gaps in cold-top units
  - Frequently stir food products stored in units
  
- Improper use of Time as a Public Health Control (TPHC)
  - Log not filled out / timer not set

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## Other common Major Violations cont'd

### ➤ 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

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## Other common Major Violations cont’d

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

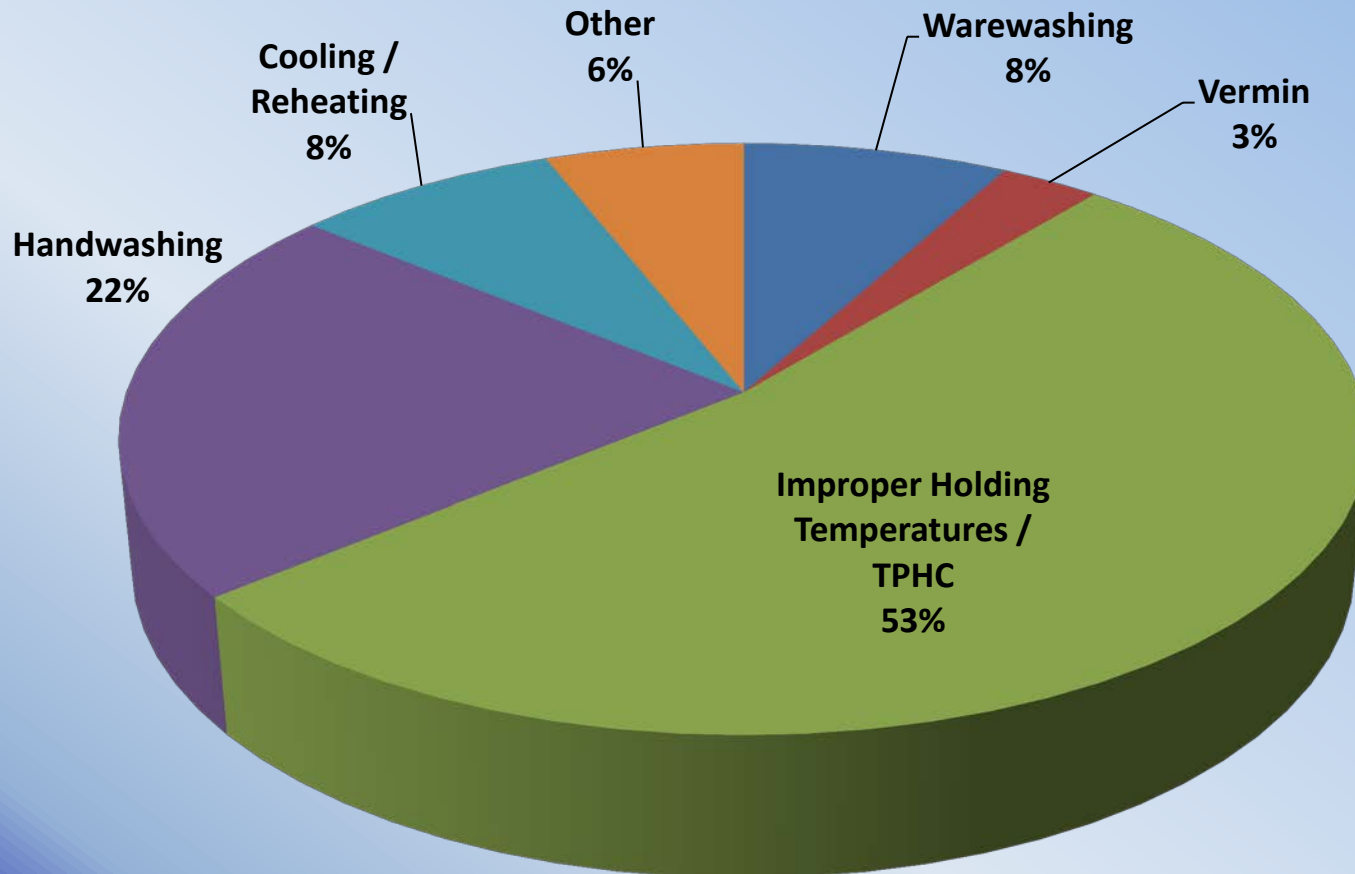
**HIGHLY recommend having a digital thermometer at each food prep station**



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## Major Violations observed during Routine Inspections

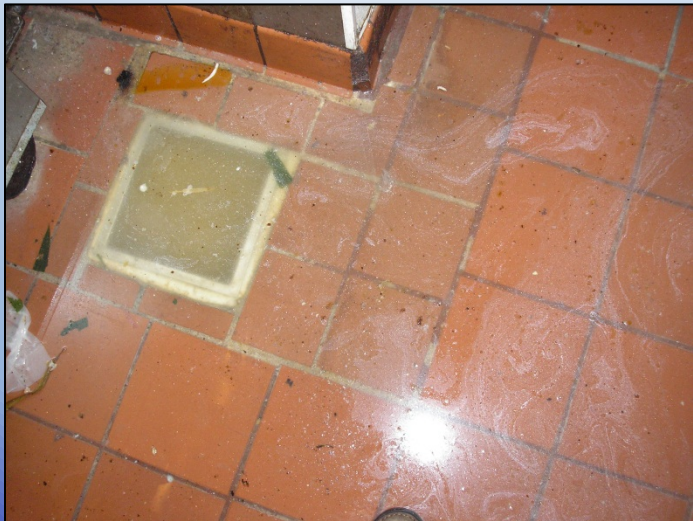
4,506 Major Violations observed from July 2014 to June 2015



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## 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



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## 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

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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 reinspection 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 MAINTENANCE
<input type="checkbox"/> HOT/COLD/REFRIGERATION	<input type="checkbox"/> CORRECT ROUGHNESS/DEFECTS
<input type="checkbox"/> WASTE/WATER/LEACHATE 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*  
Val E. Schmitt, BSE  
Director of Environmental Management Department  
County of Sacramento

For further information contact  
Sacramento County Environmental Management Department  
at (916) 875-8840

THIS PLACARD IS THE PROPERTY OF THE SACRAMENTO COUNTY ENVIRONMENTAL MANAGEMENT DEPARTMENT AND SHALL BE RETURNED TO THE DEPARTMENT BY THE FACILITY OPERATOR.



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)

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Oh, and by the way...

There is no yellow or red placard quota



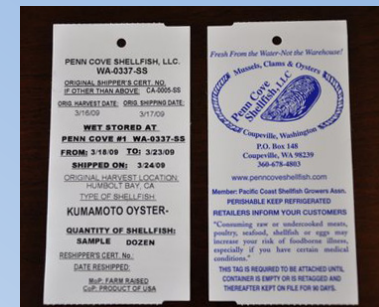


# SURVIVING THE “HEALTH INSPECTION”

## 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)



# SURVIVING THE “HEALTH INSPECTION”

## 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)*



# SURVIVING THE “HEALTH INSPECTION”

## 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

**CUSTOMER SERVICE REPORT**  
Jannine Talusik  
11710 W. 11th St  
Tukwila, WA 98148

Category	Item	Complaint	Resolution	Date
1. Food Safety	11710 W. 11th St	Food Safety	Food Safety	
2. Food Quality				
3. Food Allergies				
4. Food Labels				
5. Food Prices				
6. Food Safety				
7. Food Safety				
8. Food Safety				
9. Food Safety				
10. Food Safety				

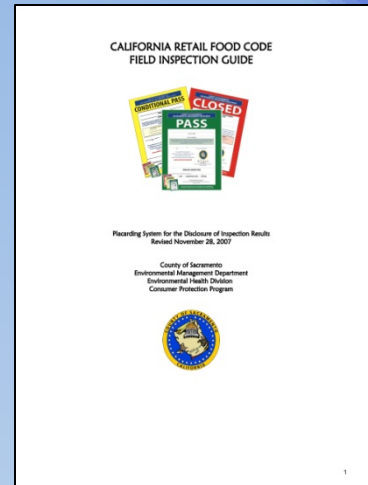
**ACTION PLAN**

NOV 9 2010  
ENVIRONMENTAL HEALTH SERVICES

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## Resources

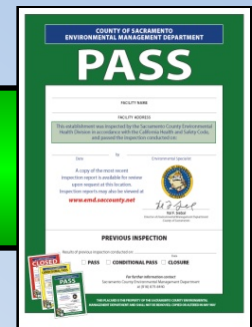
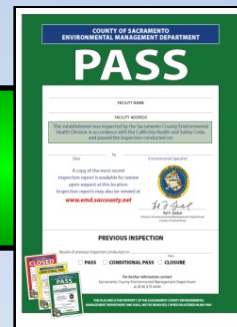
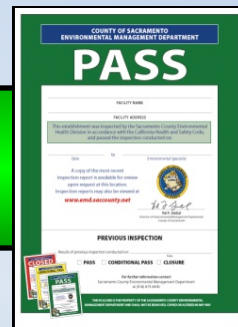
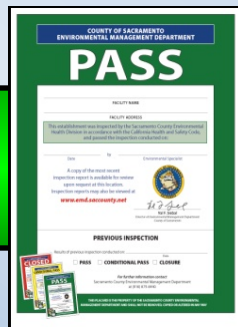
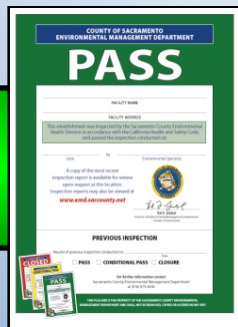
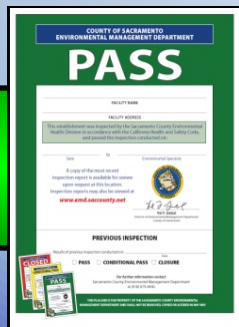
- Contact your inspector directly
- CalCode – available on EMD website
- Field Inspection Guide
- How to Get a Green Video on EMD website
- How to Get a Green Class/Food School
- Self-Inspection Checklist
- Quick Reference Cards
  - Cantonese
  - Russian
  - Tagalog
  - Spanish
  - Korean
  - English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



# SURVIVING THE “HEALTH INSPECTION”

## 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



# SURVIVING THE "HEALTH INSPECTION"

## Questions?

