

**INTERNATIONAL  
FOOD PROTECTION  
TRAINING INSTITUTE**

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**IFPTI Fellowship Cohort IV:  
Research Presentation  
Lisa Potopsingh  
2014-2015**



# *The Impact of Native Language-Based Training on Food Safety Compliance In Suffolk County, New York*

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IFPTI 2014-2015 Fellow

Suffolk County Department of Health  
Services (SCDHS), New York  
Bureau of Public Health Protection

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## Background

- Food Safety Modernization Act (FSMA) identifies foodborne illness as a preventable public health burden.
- The U.S. Food and Drug Administration (FDA) has concluded that higher compliance levels are observed in food service establishments with a certified food manager.



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## Background

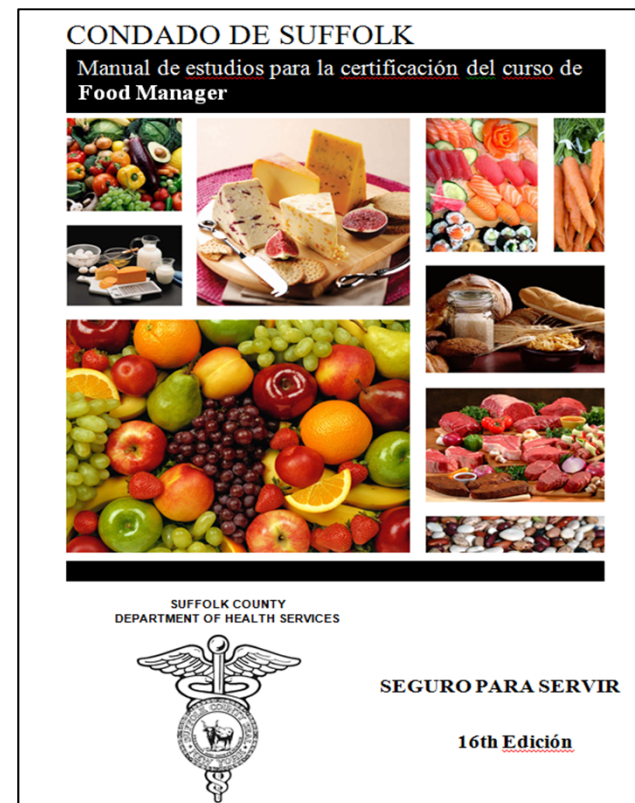
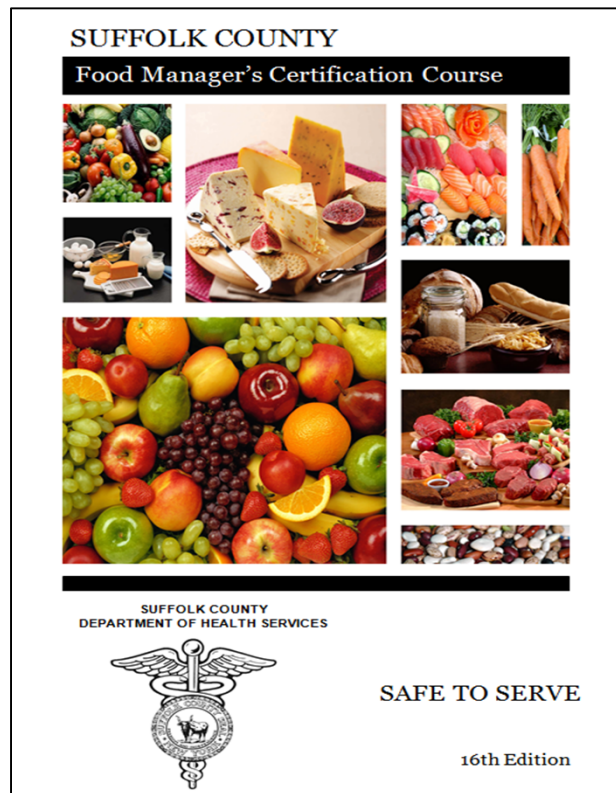
- Local health departments differ across states and communities in regards to services provided.



Image Source: <http://www.movoto.com/>

## Background

- SCDHS currently offers English- and Spanish-based food safety courses.





## Problem Statement

- There has never been an evaluation to determine the relative effectiveness of the non-English language versions of the Food Manager's Course as compared to the English language version for native speakers of other languages.

## Research Questions

1. Is there a difference in the level of compliance before and after attending a native language-based food safety course?
2. What variables appear to be associated with the difference between the outcomes during subsequent inspections of establishments where a person has attended the Food Manager's Course in their native language?

## Study Population

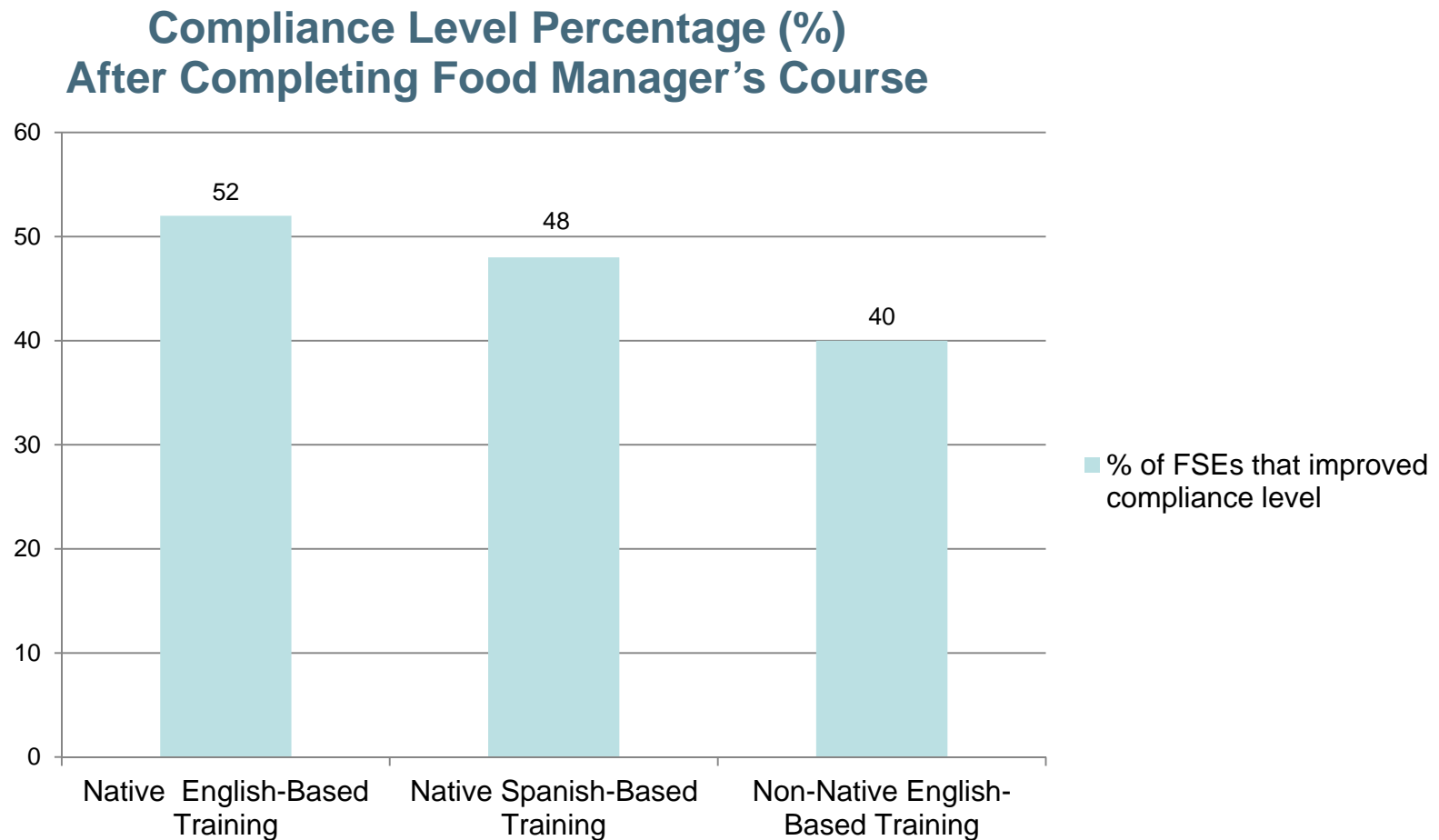
- Food service establishments (FSEs) that employ at least one person in possession of a valid food manager's certificate.
- Inspections were conducted by New York State Food Safety Inspection Officers-Level 1 (FSIO-1).
- Sanitarians in Suffolk County enforce Article 13 of the Suffolk County Sanitary Code.



## Methodology

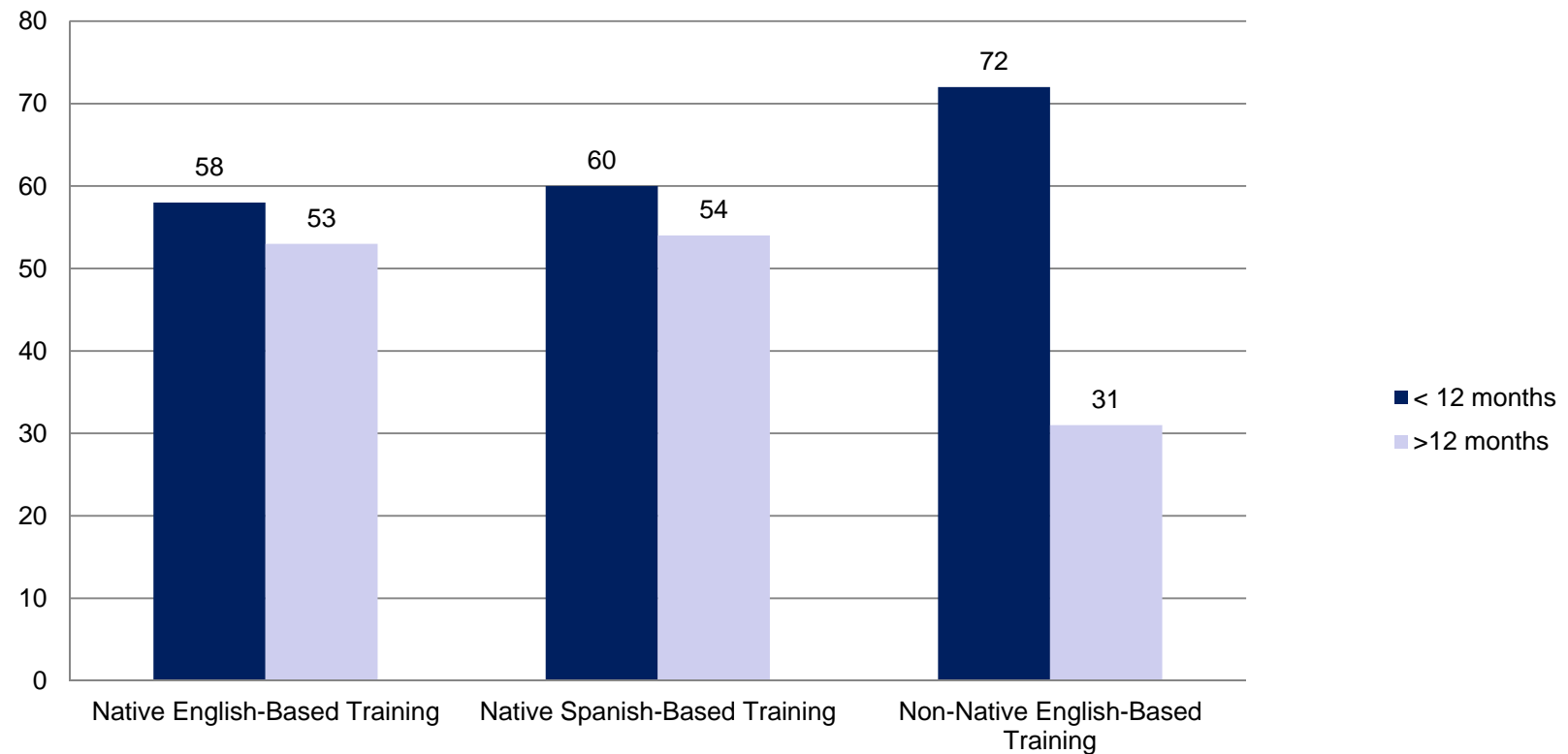
- Quantitative data analysis
  - Comparison of total number of critical violations cited at a FSE before and after at least one employee successfully completed the Food Manager's Course offered by SCDHS.
  - Evaluation of compliance levels of FSEs within each group over time.
- Qualitative data analysis
  - Evaluated and compared interviews of FSIO-1 sanitarians when asked about dealing with language barriers and overall interaction with food service employees during inspections.

## Results



# Results

**Time-Based Compliance Level Percentage (%)  
After Education Provided**



## Conclusions

- Native language-based food safety education results in higher levels of food safety compliance.
- Long-term compliance levels were higher when native language-based education was provided.
- Limitations of this study suggest the need for further research.

## Recommendations

1. Continue to offer Food Manager's Course in multiple languages, as necessary, and evaluate to improve the effectiveness of the training provided.
2. Explore new ways to reinforce habits and behaviors learned during Food Manager's Course.
3. Focus on improving the cultural competency of sanitarians so that guidance, education, and recommendations given during inspections will have a greater impact.
4. Continue to expand the use of translation services to reduce the possibility of miscommunication.

## Acknowledgements

- International Food Protection Training Institute (IFPTI)
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- Bureau of Public Health Protection, specifically:
  - Christopher Sortino, Bureau Chief
  - Stephen Kane, Principal Public Health Sanitarian
  - Jeffrey Minder, Associate Public Health Sanitarian
- All of the Fellows of Cohort IV



# Questions?

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## Suffolk County, New York:

- Occupies the eastern end of Long Island
  - 86 miles long and 26 miles wide.
- Ranks **#23** on the list of most populous counties in the U.S.
- With more than **1.5 million residents**, Suffolk County has a larger population than the following states:
  - New Hampshire, Maine, Hawaii, Rhode Island, Montana, Delaware, South Dakota, Alaska, North Dakota, Vermont, and Wyoming.



Image Source: [www.h34architecture.com/](http://www.h34architecture.com/)

## Suffolk County's Food Protection Program

Bureau of Public Health Protection:

- Employs 19 field sanitarians.
- Is responsible for approx. 4,700 permitted FSEs.
- Permits 1,700 temporary food service establishments.
- Issues 220 annual permits to mobile food vending vehicles.



## Food Manager's Certificates

- Full Service vs. Limited Certificates.
- Expires 3 years from date of issue.

Suffolk County Department of Health Services

STEVEN BELLONE  
County Executive



JAMES L. TOMARKEN, MD  
MPH, MBA, MSW  
Commissioner

**FOOD MANAGER'S CERTIFICATE**

\_\_\_\_\_

Date

This is to certify that \_\_\_\_\_ has  
fulfilled the training requirements to be certified as  
Food Manager, as specified in the Suffolk County  
Sanitary Code.

Certificate No. \_\_\_\_\_

Expires \_\_\_\_\_

*James L. Tomarken MD, MPH, MBA*  
Commissioner



18-0084- 3/12/14

Suffolk County Department of Health Services

STEVEN BELLONE  
County Executive



JAMES L. TOMARKEN, MD  
MPH, MBA, MSW  
Commissioner

**LIMITED  
FOOD MANAGER'S CERTIFICATE**

\_\_\_\_\_

Date

This is to certify that \_\_\_\_\_ has  
fulfilled the training requirements to be certified as  
Food Manager, as specified in the Suffolk County  
Sanitary Code.

Certificate No. \_\_\_\_\_

Expires \_\_\_\_\_

*James L. Tomarken MD, MPH, MBA*  
Commissioner



18-0084- 3/12/14



As of 2013, the Food Manager's Course may be completed online in English, Spanish, or Chinese.

**SUFFOLK COUNTY GOVERNMENT**  
Long Island, New York

Online Food Manager's Class

Lesson 1. Food Manager's Certification

Módulo 1. Curso de manejo seguro de los alimentos para Gerentes

第1课 食品经理认证

Lesson 2. Time/Temperature Control for Safety Food (TCS Food)

Módulo 2. Control de Tiempo y Temperatura para el control de los alimentos considerados TCS

第2课 须时间/温度安全控制的食物 (TCS食品)

Lesson 3. Agents of Foodborne Illness: Bacteria 1

Módulo 3. Enfermedades Transmitidas por Alimentos: Bacterias 1

第3课 食源性疾病的媒介: 细菌 1

Lesson 4. Agents of Foodborne Illness: Bacteria 2

Módulo 4. Enfermedades Transmitidas por Alimentos: Bacterias 2

第4课 食源性疾病的媒介: 细菌 2

Lesson 5. Agents of Foodborne Illness: Bacteria 2

Módulo 5. Enfermedades Transmitidas por



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