Maricopa County Environmental Services Department

Methods Utilized Towards Meeting FDA Voluntary National Retail Food Regulatory Program Standards

Standard 3 – Inspection Based on HACCP Principles

Maricopa County Environmental Services Department

**Working with our community
to ensure a safe and healthy environment**

VISION STATEMENT:
As the recognized regional environmental leader, we will develop and foster innovative environmental health protection programs for the safety of our residents and their environment.

MISSION STATEMENT:
The mission of the Environmental Services Department is to provide safe food, water, waste disposal and vector borne disease reduction controls to the people of Maricopa County so that they may enjoy living in a healthy and safe community.

Maricopa County's Enrollment in the Voluntary National Retail Regulatory Program Standards

- Enrolled in the Program since 2002.

- MCESD met Standards 1, 7, and 9 after the first Self-Assessment in 2002.

- MCESD met Standards 1, 3, 4, 7, and 9 following the last Self-Assessment in 2015.

- Currently conducting the Department's fourth Self-Assessment.

MCESD's History Meeting Standard 3

- **MCESD adoption of the 1999 FDA Food Code by reference in 2001.**

  - **Change in the inspection form to model the FDA's form requiring the selection of In, Out, NO, and NA for each risk factor.**

  - **Class based inspection frequency.**

  - **Code Variance requests.**

  - **Verification and validation of HACCP plans.**

Food Establishment Inspection Report

Maricopa County Environmental Health Division
501 N 44th St. Suite #200
Phone: (602) 506-6616 Fax: (602) 506-6862
esd.maricopa.gov

Date: _____
Time In: _____
Time Out: _____

No. of Priority Violations:	No. of Priority Foundation Violations:	No. of Core Violations:	Grade (optional):	Phone:
Establishment:	Address:	City/State:	Zip Code:	Email:
Permit ID:	Permit Holder:	Purpose of Inspection:	Est. Type:	Risk Category:

FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS

Based on the inspection this date, the items listed below identify violations in operations or facilities which must be corrected. The risk factor violations listed 1-27 and MRF relate directly to the protection of the public from food borne illness. Those items shall be corrected as soon as possible, or by such time indicated, or within 10 days of the date of inspection. All other violations must be corrected prior to the next routine inspection or within the time frame specified. Failure to comply with time limits for correction may result in cessation of your Food Service operations.

Check One: IN=in compliance OUT=not in compliance N/O=not observed N/A=not applicable Check for Repeat: R=repeat violation R2=2ⁿᵈ repeat violation

Compliance Status

			R	R2
Demonstration of Knowledge				
1		Certification by accredited program, compliance with Code, or correct responses	☐	☐
Employee Health				
2		Management awareness; policy present	☐	☐
3		Proper use of reporting, restriction & exclusion	☐	☐
Good Hygienic Practices				
4		Proper eating, tasting, drinking, or tobacco use	☐	☐
5		No discharge from eyes, nose, and mouth	☐	☐
Preventing Contamination by Hands				
6		Hands clean & properly washed	☐	☐
7		No bare hand contact with RTE foods or approved alternate method properly followed	☐	☐
8		Adequate handwashing facilities supplied & accessible	☐	☐
Approved Source				
9		Food obtained from approved source	☐	☐
10		Food received at proper temperature	☐	☐
11		Food in good condition, safe, & unadulterated	☐	☐
12		Required records available: shellstock tags, parasite destruction	☐	☐
Protection from Contamination				
13		Food separated & protected	☐	☐
14		Food-contact surfaces: cleaned & sanitized	☐	☐
15		Proper disposition of returned, previously served, reconditioned, & unsafe food	☐	☐

Compliance Status

			R	R2
Potentially Hazardous Food Time/Temperature				
16		Proper cooking time & temperatures	☐	☐
17		Proper reheating procedures for hot holding	☐	☐
18		Proper cooling time & temperature	☐	☐
19		Proper hot holding temperatures	☐	☐
20		Proper cold holding temperatures	☐	☐
21		Proper date marking & disposition	☐	☐
22		Time as a public health control: procedures & record	☐	☐
Consumer Advisory				
23		Consumer advisory provided for raw or undercooked foods	☐	☐
Highly Susceptible Populations				
24		Pasteurized foods used; prohibited foods not offered	☐	☐
Chemical				
25		Food additives: approved & properly used	☐	☐
26		Toxic substances properly identified, stored & used	☐	☐
Conformance with approved Procedures/Mobile Food				
27		Compliance with variance, specialized process, & HACCP plan	☐	☐
MRF		Risk Factors associated with Mobile Food	☐	☐

Risk factors are improper practices or procedures identified as the most prevalent contributing factors of foodborne illness or injury. **Public Health interventions** are control measures to prevent foodborne illness or injury.

GOOD RETAIL PRACTICES

Good Retail Practices are preventative measures to control the addition of pathogens, chemicals, and physical objects into foods.
Mark "X" in box if numbered item is **not** in compliance Check for repeat: R=repeat violation R2=2ⁿᵈ repeat violation

			R	R2
Safe Food and Water				
28	☐	Pasteurized eggs used where required	☐	☐
29	☐	Water & ice from approved source	☐	☐
30	☐	Variance obtained for specialized processing methods	☐	☐
Food Temperature Control				
31	☐	Proper cooling methods used; adequate equipment for temperature control	☐	☐
32	☐	Plant food properly cooked for hot holding	☐	☐
33	☐	Approved thawing methods used	☐	☐
34	☐	Thermometers provided & accurate	☐	☐
Food Identification				
35	☐	Food properly labeled; original container	☐	☐
Prevention of food Contamination				
36	☐	Insects, rodents, & animals not present; no unauthorized persons	☐	☐
37	☐	Contamination prevented during food preparation, storage & display	☐	☐
38	☐	Personal cleanliness	☐	☐
39	☐	Wiping cloths: properly used & stored	☐	☐
40	☐	Washing fruits & vegetables	☐	☐

			R	R2
Proper Use of Utensils				
41	☐	In-use utensils: properly stored	☐	☐
42	☐	Utensils, equipment & linens: properly stored, dried & handled	☐	☐
43	☐	Single-use & single-service articles: properly stored & used	☐	☐
44	☐	Gloves used properly	☐	☐
Utensils, Equipment and Vending				
45	☐	Food & non-food contact surfaces cleanable, properly designed, constructed & used	☐	☐
46	☐	Warewashing facilities: installed, maintained, & used; test strips	☐	☐
47	☐	Non-food contact surfaces clean	☐	☐
Physical facilities				
48	☐	Hot & cold water available; adequate pressure	☐	☐
49	☐	Plumbing installed; proper backflow devices	☐	☐
50	☐	Sewage & waste water properly disposed	☐	☐
51	☐	Toilet facilities: properly constructed, supplied, & cleaned	☐	☐
52	☐	Garbage & refuse properly disposed; facilities maintained	☐	☐
53	☐	Physical facilities installed, maintained, & clean	☐	☐
54	☐	Adequate ventilation & lighting; designated areas used	☐	☐
MRF		Good Retail Practices associated with Mobile Food	☐	☐

Comments:

MCESD Class Based Inspection Frequency

Classifications for Food Establishments:

- **Class 1 – (ex. prepackaged retail foods and non-food est.)(Annual insp.)**

- **Class 2 – (ex. bakeries, prep. of pre-prepared foods, food banks) (Bi-annual insp.)**

- **Class 3 – (ex. menu limited to cook-serve) (Bi-annual insp.)**

- **Class 4 – (ex. extensive menu involving advanced prep.) (Insp. every four months)**

- **Class 5 – (ex. high risk est. highly susceptible populations and catering operations) (Quarterly inspections)**

MCESD Variance Requests for Food Establishments

- **Variances Required:**
  - **Smoking food as a method of food preservation (3-502.11(A))**
  - **Curing food(3-502.11(B))**
  - **Using food additives as a method of food preservation or to render a food non-TCS (3-502.11(C))**
  - **Reduced oxygen packaging(3-502.11(D))**
  - **Operating a live molluscan shellfish tank(3-502.11(E))**
  - **Custom animal processing(3-502.11(F))**
  - **Sprouting seeds or beans(3-502.11(H))**
  - **Any other activity determined by Department (3-502.11(G)).This includes the live slaughter of animals, fish and/or birds (MCEHC Chapter 8, Section 5, Regulation 3b)**

MCESD Active Managerial Control Intervention Plan

- **Required whenever a Priority violation of the same code reference is noted on two consecutive inspections.**

- **EHS offers the operator the opportunity for a separate AMC Intervention visit.**

- **AMC Intervention visit:**
  - **Root-Cause-Analysis of the out of compliance risk factors.**
    - **Develop a policy**
    - **Develop a training plan on the policy**
    - **Develop a verification procedure for the policy**

- **AMC Class intervention:**
  - **Required whenever a Priority violation of the same code reference is noted on three consecutive inspections.**

MCESD Active Managerial Control Toolbox

- **2015 MCESD was awarded a 5-year FDA Cooperative Agreement Grant.**
  - **Year 1: Risk Factor Survey**
  - **Year 2: AMC Toolbox and training staff on AMC**
  - **Year 3: Outreach, videos linked to inspection reports**
  - **Year 4: Revisions and Updates**
  - **Year 5: Risk Factor Survey**

MCESD Active Managerial Control Toolbox

ENGLISH AMC TOOLBOX

Cold Holding	Hot Holding
Handwashing	Food Contact Surfaces
Cooking	Cooling
Reheating	Approved Source
Employee Health	Cross Contamination

COLD HOLDING TOOLBOX

Mantenimiento en Frío (Cold Holding)

冷藏 (Cold Holding)

HOW TO GET STARTED DEVELOPING YOUR PLAN

Getting Started

1. Let's Start With These Videos

Policy Essentials

Training Essentials

Verification Essentials

2. Review These Documents

- AMC Features (PDF)
- AMC Overview Guidance (PDF)
- Cold Holding Challenges Guidance (PDF)

3. Need Help Developing Your Policy?

- Cold Holding Policy Poster (PDF)
- Policies Are Actions (PDF)
- Cold Holding Policy Guidance (PDF)
- Cold Holding Policy Sample Language (PDF)
- Cold Holding Policy Template (PDF)

4. Need Help Implementing a Training Program?

- Cold Holding Training Poster (PDF)
- Teach Demonstrate Practice (PDF)
- Cold Holding Training Guidance (PDF)
- Cold Holding Log (DOC)
- Cold Holding Log (XLSX)

5. Need Help Establishing Verification Methods?

MCESD Active Managerial Control Toolbox

Cold Holding Policy Essentials

Who?
Everyone Working with Cold TCS Food

What?
Keep TCS Food Under 41°F

When?
Preparation, Storage, Service

Where?
Walk-ins, Reach-ins, Self-Service

How?
Monitor/Log Food & Equipment Temperatures

Correction?
Chill/Discard Food – Repair Equipment

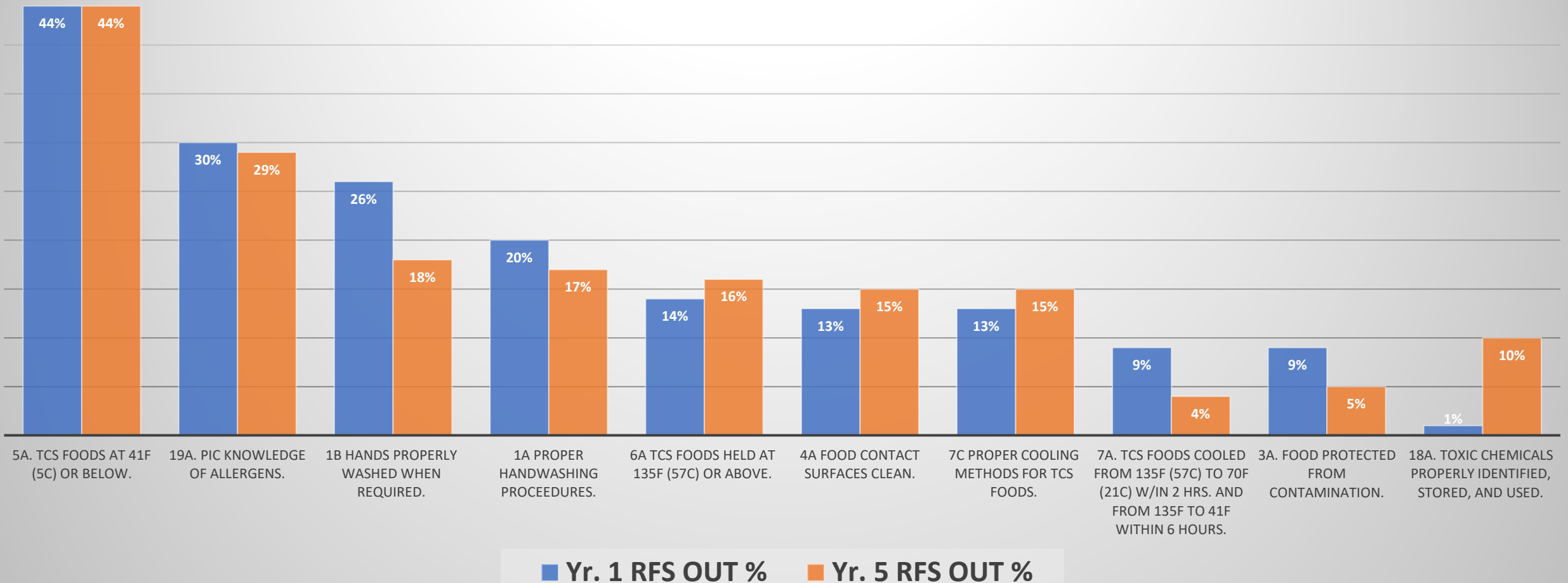**Active Managerial Control Policy: Cold Holding**
Sample Language

Why this is important: Bacteria multiply rapidly in the temperature danger zone (between 41°F and 135°F). To prevent rapid bacterial growth, all cold, time/temperature control for safety (TCS) food(s) must be maintained at or below 41°F.

Who does this apply to:	Example(s): All food employees are responsible for cold holding of TCS foods; Cold prep food employees are responsible for cold holding of TCS foods; Shift managers are responsible for cold holding of TCS foods
When will this be performed:	Example(s): Cold holding of TCS foods occurs during lunch service only (11am - 2pm); Cold holding of TCS foods occurs 24-7 at this food service establishment
Where does this take place:	Example(s): Cold holding of TCS foods is performed in a walk-in refrigerator, walk-in freezer and line prep coolers; Cold holding of TCS foods is performed in reach-in freezers, reach-in refrigerators, drawer coolers and ice baths
How is this completed:	Example(s): Cold holding of TCS foods, at 41° F or below, is ensured by use of properly located indicating thermometers and frequent monitoring of food temperatures using a probe thermometer
Corrective Action:	Example(s): TCS foods that have been above 41°F for 4 hours or more are discarded. TCS foods that have been above 41°F for less than 4 hours is removed from service and rapidly cooled and placed in a functioning refrigeration unit.
Monitoring Steps:	Example(s): The back of the house manager monitors temperatures 2 times during his/her shift using a clean and sanitized probe thermometer; Kitchen employees monitor TCS food temperatures daily, using a clean and calibrated probe thermometer, and record temperatures on a temperature log
Training of Staff:	Example(s): Food employees are required to read these food safety system procedures when they are hired. The kitchen manager then demonstrates the procedures for all employees; Refresher training is provided through daily/weekly tailgate discussions.
Verification of Policy:	Example(s): The Manager on duty spot checks the indicating thermometers in cold holding units and TCS food temperatures with a calibrated thermometer; The Person in Charge (PIC) reviews logs and spot checks TCS food temperatures using a clean, calibrated thermometer….. If infractions of this FSS are repeated, modifications to the training protocol or monitoring steps will be made based on observations and this FSS will be updated accordingly.

2015 Risk Factor Survey Vs. 2020 Risk Factor Survey Out of Compliance Risk Factors

| Risk Factor	Yr. 1 RFS OUT %	Yr. 5 RFS OUT %
5A. TCS FOODS AT 41F (5C) OR BELOW.	44%	44%
19A. PIC KNOWLEDGE OF ALLERGENS.	30%	29%
1B HANDS PROPERLY WASHED WHEN REQUIRED.	26%	18%
1A PROPER HANDWASHING PROCEEDURES.	20%	17%
6A TCS FOODS HELD AT 135F (57C) OR ABOVE.	14%	16%
4A FOOD CONTACT SURFACES CLEAN.	13%	15%
7C PROPER COOLING METHODS FOR TCS FOODS.	13%	15%
7A. TCS FOODS COOLED FROM 135F (57C) TO 70F (21C) W/IN 2 HRS. AND FROM 135F TO 41F WITHIN 6 HOURS.	9%	4%
3A. FOOD PROTECTED FROM CONTAMINATION.	9%	5%
18A. TOXIC CHEMICALS PROPERLY IDENTIFIED, STORED, AND USED.	1%	10%

Maricopa County's
Active Managerial Control Course

- **MCESD's Active Managerial Control Course (AMC) for food service operators.**

  - **Developed in 2012.**

  - **Promotes the active participation of management in the daily operations of their business with a focus on Policy, Training, and Verification.**

  - **Course attendees have a 53% reduction in the occurrence of risk factor violations.**

Verification

Policy

Training
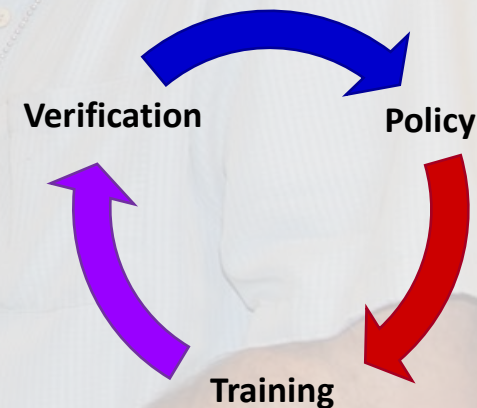
Questions?

Maricopa County Environmental Services Department
Environmental Health Division

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Additional Resources:

https://esd.maricopa.gov/5114/Food-Restaurants