



BOH Forms: #20 Risk-Based Food Inspections SOG

Board of Health and Local Health Department Standard Operating Procedures (SOP)

This **Checklist** highlights many of the permitting requirements for regulated Massachusetts Food Establishments (FE). By adopting this SOG, BOHs meet FDA Voluntary National Retail Food Regulatory Program Standard 3 – Inspection Program Based on HACCP Principles. This checklist is designed to be used in tandem with the *MA Retail Food Code 105 CMR 590.000 that adopts by reference that federal 2013 Food Code and its Supplement (2015) (effective October 5, 2018).*

Remember: BOHs may adopt local ordinances, regulation, and town by-laws that are more strict.

BOH Written Food Safety Policies based on FDA Retail Food Regulatory Program Standards

- Acronyms and Definitions:** [Annex 1]
- Code Compliant Application Forms** [Alliance has model Application Forms]
- Compliant Permit Forms:** [Alliance has model Permit Forms]
- Approved Inspection Form** includes in, out, not observed, not applicable; risk factors, enforcement actions [Annex 15]
- Assigned Risk Categories** to Food Establishments [Annex 6]
- Assigned Inspection Frequency** based on risk [Annex 7]
- Corrective Actions/Risk Control Plans** based on risk [Annex 11]
- Variations** based on risk requires a HACCP – a variance is no longer required for TPHC by 590.003;2013 FC 3-501.19
- HACCP Verification** and Validation for plans required by Code [Annex 9]
- Risk-Based Inspections Standard Operating Guide (SOG)** and Inspector Training and Equipment [This document]

Inspector Competencies

- 5 Foodborne Illness Risk Factors** (Viruses cause the majority of foodborne illness)
- MA Required Trainings:** Certified Food Protection Manager (e.g. ServSafe) AND DPH approved inspector training
- Person in Charge (PIC) Duties - Active Managerial Control Interventions**
- Tasks Before the Inspection**
- Conducting a Risk-based Inspection**
- COVID-19 and Other Enhanced Infection Control Plans and Precautions**
- Closing Conference with Person in Charge (PIC)**
- After the Inspection Steps & Enforcement**
- Annexes and other Resource**

5 Foodborne Illness Risk Factors

- FOOD FROM UNSAFE SOURCES/RECEIVING TEMPS
- INADEQUATE COOKING TEMPERATURES
- IMPROPER HOLDING TEMPERATURES
- CONTAMINATED EQUIPMENT
- POOR PERSONAL HYGIENE

PIC Duties for Food Establishments – MA Food Code 2-103.11 Person in Charge. **[590.002(D)]**

- A. FE Location not for living/sleeping
- B. Restrict Food Prep Area Access
- C. Vendors in Food Prep Area & Code
- D. Handwashing
- E. Monitor Deliveries: Sources & Temps
- F. Monitor After Hour Deliveries
- G. Time/Temp Control Monitoring
- H. Cooling & Temp Monitoring
- I. Hot/Cold Holding Temp Monitoring
- J. Consumer Advisories- Raw Animal Foods
- K. Cleaning/Sanitizing Food Equipment
- L. Consumer Advisories at Salad Bars
- M. Barehand contact with RTE Foods
- N. Allergen Awareness Training
- O. Staff Health Policy - FBI Reporting
- P. Written Policies/Plans Maintained

Active Managerial Control Interventions for Food Establishments – FDA

1. Supervision – Demonstration of Knowledge and Food Code Interventions
2. Employee Health – Implementation of Health Policies
3. Good Hygiene Practices – Hands as a Vehicle of Contamination
4. Approved Sources
5. Protection from Contamination
6. Time Temperature Control for Safety (TCS) – Time Temperature Relationships
7. Consumer Advisories
8. Highly Susceptible Populations – Few FE need to consider this
9. Food Additives and Toxic Substances – Applies only to FE that use these
10. Conformance with Approved Procedures - Applies only to FE that use these

Permit Application Requirements – written applications are required

Owner/Operator Information (New Application required for change of ownership)

- Applicant and Ownership Name and Address
- Establishment Name and Address
- Age of Applicant (must be over 18 to sign legal documents)

PIC (Person in Charge) Information

- Name and Contact Information
- Age - must be over 18
- Certifications (Food Protection Manager, Chokesaver, Allergen Awareness, etc.)

Facility Details

- Permits from Fire and Building Inspector
- Business Permit from the city/town to operate may also be required

Operation Details

- Type or Operation/Permit (Stationary, Mobile, Temporary)
- Dates of Operation
- Menu and Types of TCS Food Preparations (On Demand, In Advance, Using Time as a Public Health Control)
- Expected Size of the operations including the number of seats
- Special Processes or Operations

New Applications also require detailed plans and facility/operations specifications (refrigeration, storage, menus)

Application Fees

Attestation as to accuracy of the information and compliance with all local regulations and requirements

Permit Exempt Operations – not regulated under the Food Code, but must still provide safe food.

Note: If open to the public, must display a sign, *“Not regulated or inspected by the Board of Health.”*

- Whole, uncut produce, unprocessed honey, maple syrup products, eggs held at 45F,
- Venues offering only commercially packaged non-TCS foods like chips and coffee/tea (shelf stable cream only).
- Non-Commercial Community Potlucks or Block Parties.
- Residential Kitchens for specific non-profit events (Bake Sales, Soup Kitchens).
- Residential Kitchens for Day Cares and B & Bs with 6 bedrooms or less serving only freshly made breakfast.
- Private Events (Note: caterers must be licensed in their home community).
- Cooking Classes, Non-Commercial Church Socials, Class Parties (may need permission from school),
- Home Delivery Service for Take Out Food/Groceries (Assumes food is packaged and delivered in a timely manner.)

Inspection Phases

Before the Inspection

- Review FE File and Documents
- Classify FE by Risks
- Determine Type of Inspection
- Inspection Preparations
- Internal Scheduling based on risks, resources and time of year

During the Inspection

- Review Good Inspection Practices with focus on priority items

<ul style="list-style-type: none"> <input type="checkbox"/> Entering the FE <input type="checkbox"/> Targeted Inspection - Assessing Active Managerial Control and High-Risk Factors <input type="checkbox"/> Closing Conference <p><input type="checkbox"/> After the Inspection</p> <ul style="list-style-type: none"> <input type="checkbox"/> Improvement Planning <input type="checkbox"/> Enforcement after Education <input type="checkbox"/> Office Follow-up & Quality Assurance
<p><input type="checkbox"/> Before the Inspection – Food Inspectors required to have 2 levels of training.</p>
<p><input type="checkbox"/> Step 1: Review Food Establishment (FE) File and Documents</p> <ul style="list-style-type: none"> <input type="checkbox"/> Application: type of operation; risk factors, menu, facility, recycling FOG (Fats, Oils, Grease); water/wastewater <input type="checkbox"/> Required Certifications: Food Protection Manager, Food Handler, Allergen Awareness; Chokesaver (25+ seats) <input type="checkbox"/> Previous Inspections: repeat violations raise concerns with the process/procedures <input type="checkbox"/> FE Self-Assessment: if on file or required <input type="checkbox"/> Complaints/Violations: multiple complaints may be contributed to a managerial control problem <input type="checkbox"/> Plans: any plans on file (food processes, emergencies, Risk Control Plans, Variance, HACCP) <input type="checkbox"/> Permit: inspection access a condition of the permit plus seating capacity, menu, certifications, attestations <input type="checkbox"/> Variance Requests: review <input type="checkbox"/> Infection Control Plans: in 2020 this includes COVID-19 Emergency Operation Plans
<p><input type="checkbox"/> Step 2: Classify Food Establishment (FE) by Risks: [Risk Assignment Annex 7: #1 low-risk, 1/yr; #2 medium-risk 1-2/yr; #3: full-service restaurants 2+/yr; #4: High-Risk Pop. 3+/yr]</p> <ul style="list-style-type: none"> <input type="checkbox"/> Highly Susceptible Populations: young, old, immune compromised <input type="checkbox"/> Special processes: sushi, low oxygen, etc. <input type="checkbox"/> Repeat critical violations/complaints <input type="checkbox"/> Large numbers served: (more people at risk, the greater potential for a large outbreak) <input type="checkbox"/> Types of Food – TCS Food prepared in advance or transported to other facilities <input type="checkbox"/> Uneven/inconvenient workflow, equipment, facility <input type="checkbox"/> Menu and Types of Processing (High risk foods, complicated cooking/cooling, special processing, # times food passes through danger zone, etc.) <input type="checkbox"/> Comply with section 590.008 (H); FC 8-401.10 (B) (2) – Risk-based inspection schedule DPH approval
<p><input type="checkbox"/> Step 3: Determine Type of Inspection & Focus of Inspection</p> <ul style="list-style-type: none"> <input type="checkbox"/> Pre-Operation –inspections prior to opening are usually the only scheduled inspections <input type="checkbox"/> Routine – schedule internally at variable hours of operation; usually 2/year <input type="checkbox"/> Follow up/Re-inspection– depends on violation, usually within 1 to 10 days. <input type="checkbox"/> HACCP/Variations – Review/monitor special operations <input type="checkbox"/> Complaint – investigate within 24 hours for critical items; 5 days for others <input type="checkbox"/> Residential Kitchen –only foods that don't require refrigeration; test private well water <input type="checkbox"/> Remote/Virtual Inspection – to review plans, policies, procedures before, after or between onsite inspections. <input type="checkbox"/> COVID-19//Illness Inspection - based on complaints, reports, observations. Required for Foodborne Illness.
<p><input type="checkbox"/> Step 4: Inspection Preparations</p> <ul style="list-style-type: none"> <input type="checkbox"/> Minimum Equipment Kit + Official ID <ul style="list-style-type: none"> o Calibrate Thermometers, including thermocouple type o Chemical test kits for different sanitizer types (chlorine, iodophor, quat); pH papers o Heat-sensitive tape or maximum registering thermometer o Flashlight; alcohol swabs, o Inspection Forms (MA FIER), Inspection Guides, Education Information for the PIC o Pencil and/or tablet <input type="checkbox"/> Clean and Recalibrate Equipment; Replace batteries and Supplies <input type="checkbox"/> Wear clean, professional attire (hair covering/hat; clean outer clothing, work shoes) <input type="checkbox"/> Wellness – model good behavior (no coughing/sneezing even for allergies; stay home when ill)

Step 5: Inspection Scheduling

- By Risk (FE Risk Plan must be approved by DPH) or inspections done about every 6 months.
- By Complaint
- By time of year – seasonal operations
- By time of week/day – busy times
- Before Opening
- Schools must be inspected every 6 months
- Safety Consideration if any
- Other as per your Policies

During the Inspection: Conducting a Risk-Based Inspection

Step 1: Review Good Inspection Practices

- Target Inspection** and focus on high-risk factors
- Be Prepared** with calibrated equipment, forms, and enough time to complete the needed inspection.
- Lead by Example** in dress, hair covering, jewelry, handwashing, cross contamination, problem solving, active listening, professional demeanor
- Conduct Inspections** at variable times and seasons
- Wash Hands** before entering food prep area; observe set up and use
- Look Around** for dry handwash sink, paper towels in garbage, accessibility of sink and pump soap
- Sanitize** thermometers/thermocouples before/after each use
- Don't touch RTE** food or cross contaminate (use gloves and sanitize equipment between uses)
- Take Photos** of critical violations or best practice items that need improvement

Step 2: Entering the Food Establishment

A. Enter through the main business entrance, not the back door.

B. Observe Outside and Inside Building Concerns

- Leaking roof, drainage, access
- Garbage, pests
- Proper Lighting
- Posted license, certifications, and last inspection report

C. Introduction and Permission to Inspect

- Show ID to PIC**

Script: "I am the Food Inspector/Agent for (Town). Here is my card/ID."

- Request access:**

Script: "I am here to do a (Type) Inspection today. I will need to have access to every area of your Food Establishment. Can we get started with a review of your permit and menu; have there been any operations or menu changes? What foods are being prepped today?" Note: inspector can inspect/observe any areas open to the public without permission.

If permission is denied, explain it is a condition of their permit. If still denied, leave immediately and plan enforcement steps.

D. Inspection Priorities - What are you there for?

- Immediate Risks** – **Priority** items such as unsafe food – discard if can't be reheated safely.
- Potential Risks** – dirty bathrooms
- Previous Violations** – work towards compliance
- Special Inspection:** pre-operations; re-inspection; complaint, request, etc. est

Step 3: Targeted Inspection to Assess Active Managerial Control of Risk Factors

A. Opening Dialogue: Assess Degree of Managerial Control (Away from main workflow if possible)

- Permit and Menu Review – are there any changes to operations or menus
- Previous Inspection Reports/Issues
- Food Protection Manager current certification posted– (valid for 5 years)
- Other Postings (Choke Saver, Allergen Awareness, Consumer Warnings, TIPS, etc.)
- Menu and Special Processes Review
- Policies and Procedures (ill employees, emergencies, etc.)
- Questions and Concerns

B. Conduct a Quick Walk Through, Note:

- General cleanliness** (black light shows spilled food as well as rodent urine)
- Dry hand wash sink**, pump soap, paper towels, warm potable water, access, etc.
- Uncovered Food** sitting around; lack of time/temp controls
- Workflow**; food prep/handling
- Receiving** area and receiving temps

C. Determine the Inspection Flow Options:

- Raw to RTE
- RTE to Raw
- More potentially hazardous to less
- Compliance Hot Spots
- High Activity to Low Activity Areas

D. Demonstration of Knowledge: PIC should demonstrate competency in:

- Implementation of Employee Health Policies
- Hands as a Vehicle of Contamination
- Time/Temperature Relationships
- Consumer Advisories
- Special Processes/HACCP Plans

E. Assess Safe Sources and Receiving Temperatures

- Game/wild mushrooms suppliers
- Raw fish for raw consumption – most must be frozen/flash frozen at -4F for 7 days
- Shellfish: Shell stock tags retained for 90 days in chronological order
- Juice and Milk Products
- Examine for evidence of temperature abuse (large ice crystals in frozen foods)
- Examine delivery truck, receiving protocols, and products for potential cross contamination if it can be observed
- Review receiving logs, product labels and tags
- Examine package integrity and temperatures upon delivery, if it can be observed (need to be present while food is being delivered to do this)

F. Assess Contaminated Equipment and Potential for Cross-Contamination

- Storing raw foods above cooked
- Reserving food from other customers such as bread
- Bare hand contact with ready-to-eat foods
- Contaminated ice (mold growth in ice machines; ice scoops stored in ice bin with handle submerged in ice)
- Combining batches/leftovers with new unless reheated together to 165 F - only once
- Reusing utensils without sanitizing
- Storing chemicals in old food containers; near food, area & not labeled as hazardous/non-food item
- Prep sink cleanliness; no sponges

G. Assess Cooking Temperatures and Methods for Measuring

- Temperatures checked every 4 hrs; must reheat in 2 hrs w/out variance
- 135°F for commercial sealed/package cooked foods for hot holding
- 135°F: cooked fruits and vegetables for hot holding; 15 seconds
- 145°F: eggs prepared for immediate service, fish, single pieces of meat; 15 seconds
- 155°F: comminuted meats, ratites, pooled eggs or for hot holding; 15 seconds
- 165°F: poultry, comminuted poultry, stuffed meats; 3 minutes
- 165°F: microwave and stand for 2 minutes
- Don't reheat on steam table (Hot Hold at 135°F after heating w/in 2 hours to 165°F)

H. Assess Holding Time and Temperatures and Date Marking

- Danger zone for 105 CMR 590.000; 2013 FC is 41°F – 135°F
- Hot foods at 135°F can be held indefinitely, but will lose quality
- Corrective Action: reheat 1 time to 165°F for 15 seconds within 2 hours, hold 135°F
- Cold RTE Foods below 41°F and properly labeled, discard opened containers after 7 days
- Date mark all onsite prepared RTE foods held for more than 24 hours; maximum 7 days
- How long before the food will be served? Will the food be used as leftovers?

- Time as Public Health Control:** (not used for susceptible populations; plan must be approved by BOH. Items **must be labeled** if using time as a control). No longer requires a variance.
 - 2+ HRS: Special populations up to 2 hours; discard
 - 4+ HRS: Hot Foods out of temperature control; discard
 - 6+ HRS: Cold RTE foods out of temperature control, discard

I. Assess Reheating for Hot Holding

- Inquire what the history is of hot-held foods
- Ensure it is reheated quickly (reheating in crock pots/steam tables is not acceptable)
- Must use calibrated probe thermometer for cooking/holding temperatures
- Use of infrared thermometer is only suitable for general monitoring of surface temperatures
- Reheating won't kill all pathogens (some bacteria form spores/toxins survive cooking)

J. Assess Cooling

- Ask the food employees and managers questions about cooling procedures in place.
- Cooling in wide/shallow containers, lightly covered, or ice
- Food from 135°F to 70°F within 2 hrs and from 70°F to 41°F within a total of 6 hrs
- Food at room temp cooled from 70°F to 41°F within 4 hours, store
- Corrective Action: reheat 1 time to 165°F for 15 seconds within 2 hours, then cool

K. Assess Personal Hygiene, Hands as a Vehicle of Contamination; Implementation of Employee Health Policies

- Employee health policy- what is policy? Is it written? If not written, then how do employees get trained?
- Pay special attention to hands as vehicle to contamination
- No Eating, drinking, smoking in food prep area
- No bare hand contact with RTE foods
- Handwashing sinks not used properly
- Dirty clothing, fingernails, arms
- Beards and Hair coverings
- Personal habits (dripping sweat/blood, scratching, touching face/hair/mouth, hygiene)
- Illness (coughing, sneezing, diarrhea, open sores, bloody nose, etc.)
- Heavy rings/jewelry that may have food contact (plain wedding ring excepted)
- Accessible, clean, equipped toilets with proper handwashing/signs

L. Assess Compliance with Approved Procedures

- Risk Control Plans
- HACCP Plans
- Written BOH Variances

M. Assess Special Requirements Related to Highly Susceptible Populations (HSP)

- Additional requirement in 590.003; 2013 FC, Chapter 3, Part 3-8.
- Inspect during preparation, service or other active times

N. Assess Labeling, Storage and Use of Poison and Toxic Chemicals

- Store chemicals separate from food.
- Ensure clearly labeled.
- Ensure solutions containing toxic materials are discarded in service sink to prevent contamination of food-contact surfaces.
- Contaminated food should be discarded immediately

O. Assess Compliance with Consumer Advisories/Allergen Awareness/Chokesaver Regulations

P. Evaluate Basic Sanitation and Facilities (Good Retail Practices)

- Air Gaps/Backflow:** 2x diameter of the water supply inlet or have back siphon prevention
- Food Storage:** covered/contained off floor and away from wall 6", unless containers are waterproof
- Chemical Storage:** separate and labeled
- Grease Traps/Sewerage:** cleaned regularly and functioning adequately
- Water Pressure:** for warewashing ((5-30 psi)
- Water Temps:** Handwash: 100°F; Manual Warewashing: 110°F; Sanitizing: 180°F (160°F at the plate); 165°F for single temperature machine
- Allergen Awareness and Choke Saver training**

- Freshness/Quality:** Freshness and quality are not regulated but are signs of other practices that might make food unsuitable for consumption. Use “First in First Out” standard
- Water Activity (Aw)** general indication of how much water is available to pathogens in food. Lower levels of moisture (< 0.85 Aw)
- Water storage:** Restroom/food: 7 gal/per person/day; Food only: 2 gal/per meal served
- Cleanup of vomit/feces:** Who cleans it, what chemicals and supplies used
- Cleaning and Disinfection of Facility:** Cleaning Schedule and Staff assigned to disinfection.
- Sanitizers:**
 - Chlorine (bleach) – 50 ppm or mg/l @75°F for 7 seconds
 - Quaternary ammonium compound (Quats) – follow manufacturer instructions
 - Iodine – follow manufacturer instructions
- Integrated Pest Management** - Rodents/pest activity (black light might help)
 - Inspection for pests and identification of pests
 - Sanitation program for the entire facility
 - Application of 2 or more pest management procedures
 - Use of pesticide and evaluation/follow-up inspection

Q. Completing the FEIR

- FE Info Block:** Name, PIC, Date, Type of Inspection., etc.
- Prioritize the “RED” Section:** with items most likely to contribute to foodborne illness.
- Violations:** IN/OUT marked
- Description of Violations,** place the
 - Item #**
 - Narrative**
 - Chapter and Part of the Violation,** if possible
- Date to Correct,** based on whether the violation is Priority, Priority Foundation or Core, enter a date.
- Signatures:** both PIC and Inspector sign form

Step 4: Closing Conference with Person in Charge (PIC)

A. Addressing Violations: Policy requires follow-up activities on all observed violations.

- Corrected on the Spot (COS)** during the inspection – require immediate corrections for risk-factor violations.
- Corrected within a specific time** frame with reinspection to verify
- Uncorrected from a previous inspection,** but part of a correction plan that should be updated
- Uncorrected with no plans for correction** – may require a fine and other enforcement actions
- An imminent health** hazards and corrective action must be taken immediately by inspector.
- Inspector must observe the violation** – can’t be hearsay or owner’s records unless failing to keep adequate records is the violation. “See it to Cite it.” Data/reports can be used such as disease reports or forms not filed.

B. Variance Requests – must be in writing

- Must include a statement of the proposed VARIANCE of the Code requirement citing relevant Code section numbers.
- Must show that the variance will not result in a nuisance or health hazard.
- Must detail Active Managerial Control strategies.
- A HACCP plan that identifies the risk factors and Food Code intervention strategies may be required.

C. HACCP Plans – must be in writing

- Plan must be reviewed and approved before implementation.
- Plan implementation must be verified and validated when activated.

D. Review with PIC

- Document onsite/immediate corrections taken on the inspection form.
- Priority** items are critical issues that need immediate correction or 3 - 10 days
- Require plans for correcting non-critical violations (90 days to complete).
- Require plans for preventing violations – Develop Risk Control Plans or HACCP Plan.
- Provide educational materials/links.
- Both PIC and Inspector Sign Inspection Form. Can be done virtually or acknowledge with an email.
- Give copy of inspection form to PIC by printing, copying, or emailing.
- Inspector may also require the following from the PIC, depending on issues:
 - Managerial Control Plans to address/prevent repeat violations; require a written improvement plan.

- Change of Equipment Layout Proposal; Equipment Specifications.
 - Develop and Implement Recipe/Process Instructions/Management Systems based on HACCP principles.
 - Establish First-In-First-Out (FIFO) Procedures
 - Written Employee Policies and Procedures
- Development of Standard Operating Procedures (SOPs)/ Risk Control Plans (RCPs)

After the Inspection: Education/Planning/Enforcement/Assurance

Step 1: Improvement Planning – Require written plans for repeat/complex violations

A. Improvement Planning – Require Written Plans

- Change equipment/layout
- Establish Buyer Specifications and First In, First Out (FIFO) Procedures
- Develop and implement recipe/process instructions based on HACCP principles
- Written employee Policies and Procedures (Illness policy especially important)
- Develop and implement Standard Operating Procedures (SOP) and **Risk Control Plans (RCP) Annex 11**
- Develop and implement HACCP based Comprehensive Voluntary Food Safety Management Systems

B. HACCP (Hazard Analysis and Critical Control Point) Planning Annex 8/9

A hazard is defined by NACMCF as a biological, chemical or physical agent that is reasonably likely to occur and will cause illness or injury in the absence of its control. Establishments must consider all three types of hazards – biological, chemical, and physical – The hazard analysis and identification of associated control measures accomplish three objectives:

1. hazards and associated control measures are identified,
2. the analysis may identify needed modifications (also known as interventions) to the initial process or product so that product safety is assured, and
3. the analysis provides a basis for determining Critical Control Points (CCP)

C. Critical Control Point (CCP): last chance before food is consumed to ensure safety. Usually temperature related, but not always. Could be cross contamination during serving.

Step 2: Enforcement after Education Goal is Long-term Compliance with good Retail Food Practices.

A. Voluntary Corrections: Confirm compliance at the next inspection

- Corrected during inspection
- Discussion and plans for other corrections and follow up for long-term control of risk factors
- Policy changes identified and implemented
- Facility changes identified and implemented

B. Managerial Control Changes: Priority changes for issues pose an immediate danger

- Training; Chemical/ Biological/Physical risks
- Workflow; Facility; Layout. Equipment changes
- HACCP Plans written, approved and **validated**.
- Risk Control Plans written and implemented
- Variance Requests written and submitted for approval
- Processes and Practices like handwashing and eating/drinking in food prep area
- Employee Health Policies (stay home when ill, report illness to PIC, reportable diseases to BOH)

C. Involuntary Compliance results from the following enforcement activities:

- Warning letters
- Re-inspections – can have up to 90 days to correct non-critical violations
- Citations/fines, re- inspection fees, administrative hearings, permit suspensions (#28 Job Aid: Enforcement)

D. Orders to Abate/Cease and Desist: nuisances/code violations; administrative orders to abate are issued

- Summary Abatement:** (such as closure) – actual, not potential public health risk; hearing if requested
- Agency Hearing:** (repeat violations or violations not abated)
- Embargo/Disposal:** entitled to hearing, but can't use food until after hearing
- Seizure:** (voluntary seizure best – otherwise hold hearing is advised for expensive foods)
- Injunction/Restraining Order:** Court orders to cease or take actions

Step 3: Office Follow-up

- Follow up:** on Corrective Actions for foodborne risk factors
- Next Inspection:** note/schedule based on risk factors and number of critical out of compliance items

- Education:** send out additional materials and guides as appropriate to FE
- Training Opportunities:** send out notices and links as they become available.
- File Documents**
- Repair and Replace Equipment**
- Update Training** – every year improve your training
- Quality Assurance** – Continuous Process

Healthcare Policy and Enhanced Infection Control Plans during Outbreaks

1. **Healthcare Policy** – require written plan that includes staying home when ill; reporting contagious infections to BOH
2. **Infection Control Plan** – require a written plan during outbreaks
3. **Staff Training Plan** required on Infection Control Plan and Personal Protection Precautions during outbreaks.
4. **Cleaning and Sanitation Plan** – require a written plan during outbreaks.
5. **Hand Hygiene:** require additional employee handwashing stations; public hand sanitizer stations during outbreaks
6. **Signage** - More reminder signage for disease symptoms, protection precautions and handwashing.
7. **Personal Protection Precautions** [Annex 13]

ANNEX List

1. Definitions and Acronyms
2. Inspection Program Support Needs
3. BOH Written Policies and Procedures
4. Questions to Ask During an Inspection
5. Corrective Actions Policy
6. Food Establishment Risk Levels and Permit Classifications
7. Food Establishment Risk Assignment Policy
8. HACCP Plan
9. HACCP Plan Field Verification Report Form
10. Sanitizer Specifications
11. Risk Control Plan Guide and Risk Control Plan
12. Food Establishment Respiratory Illness Self-Assessment
13. BCBOHA Personal Protection Precautions (PPP)
14. Alliance Food Inspector Tip Sheet
15. Williamstown Common Food Establishment Violations
16. Food Establishment Inspection Forms

**ANNEX 1
DEFINITIONS AND ACRONYMS**

Alliance	Berkshire Public Health Alliance
BCBOHA	Berkshire County Boards of Health Association
BOH	Board of Health
C	Centigrade
CAP	Corrective Actions Policy/Plan
CCP	Critical Control Point
CDC	Centers for Disease Control and Prevention
CFR	Code of Federal Regulations
CVD	COVID-19
Danger Zone	41 F – 135 F
DPH	Massachusetts Department of Public Health
EPA	Environmental Protection Agency
F	Fahrenheit
FC	Food Code (Massachusetts)
FDA	Food and Drug Administration
FE	Food Establishment
FTE	Full-Time Equivalent

GHP	Good Hygiene Practices
HACCP	Hazard Analysis and Critical Control Point
ID	Identification
IT	Internal Temperature
mg/L	milligrams per liter
NACMCF	National Advisory Committee on Microbiological Criteria for Foods
ORA-OTED	Office of Regulatory Affairs - Office of Training Education and Development
pH	A measure of acidity and alkalinity of a solution that is a number on a scale on which a value of 7 represents neutrality and lower numbers indicate increasing acidity and higher numbers increasing alkalinity and on which each unit of change represents a tenfold
PIC	Person in Charge
RCP	Risk Control Plan
ROP	Reduced Oxygen Packaging
RTE	Ready to Eat
SOG	Standard Operating Guide
SOP	Standard Operating Procedure
TCS	Time/Temperature Control for Safety (previously potentially hazardous food – includes all animal products, certain higher risk raw vegetables and all cooked vegetables)

ANNEX 2 INSPECTION PROGRAM SUPPORT NEEDS

1. Adequate Resources

- 1 FTE/300 inspections/process reviews or have backup inspectors available.
- Appropriate Equipment
- Regular Training Time

2. Continuous Training

- ServSafe or other approved Food Safety Training as required by State Food Code
- Mass PHIT Food Safety Trainings (offered by the Alliance) or other advanced training
- Online: ORA-OTED modules, LPHI, TRAIN
- Classroom – Alliance, MHOA, DPH, and FDA Courses
- Field Training/Group Inspections – Alliance or other FDA Standardized Inspector, OLRH Training Hubs
- Standardization - FDA Standardized Inspector and DPH
- Continuing Education

3. Inspection Equipment

REQUIRED:

- Thermocouple with the appropriate probes for the food being tested
- Alcohol swabs or other suitable equipment for sanitizing probe thermometers
- Chemical test kits for different chemical sanitizer types
- Heat-sensitive tape or maximum registering thermometer for dishwashers
- Flashlight
- Head cover, such as baseball cap, hair net, or equivalent.

OPTIONAL:

- Tape Measure
- Black light
- Gloves
- Camera/Cell Phones
- Lab Coat to cover street clothes – highly recommended by FDA

POTENTIALLY SHARED EQUIPMENT WITH OTHER TOWNS

- Pressure gauge for in-line pressure of hot water at injection point of ware washing machine (5-30 psi)

- Light meter
- Time/temperature data logger
- pH meter
- Water activity meter
- Computers with or without an electronic inspection system
- Foodborne illness investigation kits/sample collection kit

ANNEX 3 BOH WRITTEN POLICIES AND PROCEDURES

- Written Policies**, Applications, Permits, Forms that meet FDA Voluntary Retail Standards.
 - Permit Application – Alliance Model Forms
 - Inspection Form – Alliance Approved Inspection Form
 - Risk Assessment for each FE [Annex 6]
 - Inspection Frequency Assignment for each FE [Annex 7]
 - Corrective Actions [Annex 12]
 - Variance Requests [Annex 13]
 - Verification and Validation of HACCP Plans [Annex 8]
 - Remote or Virtual Inspections Policy [BOH Job Aid # 30: Remote Inspections]
 - Compliance and Enforcement Policy [BOH Job Aid # 28: Enforcement]
 - Infection Control Plan and/or COVID-19 Control Plan [Annex 11; Annex 13]
 - Risk Control Plan [Annex 11]
- Maintained Database/Filing system**
 - FE records filed by name and/or location
 - Copies of all inspection and related actions kept in file
 - List maintained of pending FE inspections
 - Self-Inspection Guides and education materials/links/folder
- Access Procedures** on what to do if inspection access is denied
 - Remind PIC that unannounced inspections are a condition of permit to operate
 - Hold hearing to rescind permit
 - Obtain Administrative Search warrant from housing court to enter
 - Enforce based on what can be seen in public areas
 - Charge a fee for return inspections
- Ethics Policy** on items like gratuities and favors
 - May not accept any gratuities of any value or kind
 - May accept a coffee or water during longer inspections
 - Must treat all FE equally.
- Safety Policy** – leave; take backup; call 911
 - If concerned about anyone’s personal safety, call 911
 - Leave until police arrive
 - Take an officer along on the next inspection
 - Wear properly fitted PPE and follow hygiene and decontamination procedures
 - Follow Personal Protection Precautions [Annex 13]
- Sick Leave Policy** – no inspections when ill
- Code Compliance Verification Process**
 - Document Review
 - Record Review
 - Self-Assessment Review
 - Phone call follow up with or without photos
 - Remote or Virtual Inspection
 - Onsite Verification – inspector must see violation; no hearsay

ANNEX 4 QUESTIONS TO ASK DURING AN INSPECTION

RECEIVING

1. Is their food from an approved source?
2. How do they verify that their food is from an approved source?
3. How do they know if the food is at the proper temperature upon receipt?
4. What kind of refusal policy do they have?
5. Do they keep receiving logs (not required)?
6. How do they verify the source of shellfish?
7. How do they maintain certification records for fish that must be frozen to destroy parasites as specified in the Food Code?

COLD STORAGE/COLD HOLDING

1. How do they monitor their refrigeration units to ensure that they are maintaining proper temperature?
2. Is their date marking procedure acceptable?
3. How do their employees know what food is to be used first?
4. Are their storage practices for RTE and raw food acceptable?
5. Where are their thermometers stored? Are they calibrated? How often?
6. What kind of monitoring procedures do they implement for ensuring food is at the proper cold holding temperature?
7. Do they keep temperature logs (not normally required)?

PREPARATION

1. What steps do they use to prevent cross-contamination?
2. What training is given for handwashing?
3. What is their handwashing policy?
4. How do they clean and sanitize their equipment?
5. How do their employees eliminate bare hand contact with RTE food?
6. How do their employees minimize bare hand contact with food that is not RTE?
7. How do they process fruits and vegetables before service?
8. Do they serve a highly susceptible population?

COOKING

1. Does the staff know the correct cooking temperatures?
2. Do they have a consumer advisory?
3. Are cooking temperatures monitored?
4. What corrective actions are taken when food does not reach the proper temperature?
5. Are cooking temperature logs maintained (not required)?

COOLING

1. How is food cooled?
2. How are temperatures monitored?
3. How do they ensure that the prescribed time frames are met?
4. What corrective actions do they take if the time frames are not met?
5. Are cooling records maintained (not required)?

REHEATING

1. What happens to leftovers?
2. How are food products reheated? Stove/oven, microwave, steam table, other?
3. How are temperatures monitored?
4. Are reheating records maintained (not required)?
5. What corrective actions are taken?

HOT HOLDING

1. How are cooked foods held until service?
2. How is temperature controlled? Steam table, stove/oven, hot box, other?
3. How are the temperatures monitored?
4. How are temperature records maintained (not required)?
5. What corrective actions are taken when food is found out of temperature?
6. Is temperature maintained during distribution if food is transported off-site?

TIME ALONE AS A PUBLIC HEALTH CONTROL

1. How long is TCS food being held out of temperature before or after cooking?
2. How is the time out of temperature controlled?
3. How is time monitored?
4. How are time records maintained? As specified

ANNEX 5 CORRECTIVE ACTIONS POLICY

Out-of-Control Procedure	Associated Hazards	Immediate Correction Action(s)	Intervention Strategies for Achieving Long-term Compliance
Bare Hand Contact with RTE Food	Bacteria, Parasites, Viruses via Fecal-oral Route	Use Gloves or Utensils. Cook or Discard. Conduct Hazard Analysis.	Good Hygiene Practices (GHP), Train Employees, SOP/HACCP Development
Cold Holding	Vegetative Bacteria, Toxin/Spore-forming Bacteria, Scrombrotoxin (Finfish)	Cook and Cool. Conduct Hazard Analysis. See participant manual for additional guidance.	Change Equipment, Risk Control Plan (RCP), Train Employees, Develop SOP/HACCP/Recipe
Contaminated Equipment	Bacteria, Parasites, and Viruses	Clean and Sanitize Equipment; Discard or Reheat RTE Food.	Train Employees, Change Equipment or Layout, Develop SOP
Cooking	Vegetative Bacteria, Parasites, Viruses	Continue Cooking to Proper Temperature.	Change Equipment, RCP, Recipes; Train Employees, Develop SOP/HACCP
Cooling	Toxin-forming and Spore-forming Bacteria	Reheat and cool again. Conduct Hazard Analysis.	Change Equipment, RCP, Recipe; Train Employees, Develop SOP/HACCP
Cross-Contamination of RTE Foods with Raw Animal Foods	Bacteria, Parasites, and Possibly Viruses	Discard or Reheat RTE Food.	Change Equipment Layout, RCP, GHP, Train Employees, Develop SOP/HACCP/Recipe
Food Source/ Sound Condition	Bacteria/Parasites/ Viruses/Scombrotoxin/ Ciguatera Toxin	Reject or Discard.	Change Buyer Specifications, Train Employees
Freezing to Control Parasites	Parasites	Freeze Immediately; Discard; or Cook.	Change Buyer Specifications, RCP, Develop SOP/HACCP/Recipe, Change Equipment, Train Employees
Handwashing	Bacteria, Viruses, and Parasites	Wash Hands Immediately; Conduct Hazard Analysis. See participant manual for additional guidance.	Change Equipment Layout, GHP, Train Employees, RCP, Develop SOP/HACCP
Hot Holding	Toxin-forming and Spore-forming Bacteria	Reheat. Conduct Hazard Analysis. See SOG for additional guidance.	Change Equipment, RCP, Train Employees, Develop SOP/HACCP/Recipe
Receiving Temperatures	Scombrotoxin, Bacteria	Reject or Discard.	Change Buyer Specifications, Recipes. Train Employees, Develop SOP/HACCP
Reheating for Hot Holding	Vegetative Bacteria; Toxin-forming and Spore-forming Bacteria	If reheated once, discard. Conduct Hazard Analysis. Participant manual for additional guidance.	Change Equipment, RCP, Train Employees, Develop SOP/HACCP/Recipe
Handwashing	Viruses, bacteria, toxins, contaminants	Demonstrate 20 seconds with soap, paper towels. Handwashing stations Sanitizer accessibility for staff/patrons	Require Staff Training; changes to handwash stations; signage to remind staff/patrons to wash 20 sec. frequently
Ill Staff	Viruses, bacteria	Send Staff home, clean, non-food contact; remote work	Review Illness Policy; GHP, Training;
COVID-19: Reduce Exposures	COVID-19 Control Plan	Must display self-certification Signage posted.	Require Staff Training, GHP Require updates to Plan
Masks	COVID-19 Control Plan	Require masks	Update Policy to ensure masks worn
Social Distancing	COVID-19 Control Plan	Close seats, space lines	Engineering Controls; Add barriers, move seats
Employee Health	COVID-19 Control Plan	Train Staff on symptoms/procedures. Screen Staff; Send ill Staff home	Policy Changes Staff Training
Patron Health	COVID-19 Control Plan	Masks, Social Distancing Sanitizers; Improved air flow	Engineering Controls & Signage Policy Changes; Staff Training
Cleaning and Disinfecting	COVID-19 Control Plan	Staff Training; Clean/Disinfect high contact surfaces. Close and clean if infections. Proper Disinfectants - CDC	Update Plan; Staff Training
Cross Contamination; Food Handling SOP	COVID-19 Control Plan	Sanitize, Handwashing	Engineering Controls; Signage Policy Changes; Staff Training
Air Quality	COVID-19 Control Plan	Open windows; move outside Clean HVAC system; monitor for mold; increase outside air; use HEPA filters	Engineering Controls

ANNEX 6

FOOD ESTABLISHMENT RISK LEVELS AND PERMIT CLASSIFICATIONS

Risk Based Food Inspection Program

Our number one goal is to protect the public health and protect Berkshire County residents and visitors from foodborne illness. To reach the goal, we focus our inspection efforts on facilities that may present a greater risk based upon various aspects of the food operation including types of food and populations served and number of meals served under less than ideal conditions. This approach is called a Risk-Based Inspection Program.

Although foodborne illness can happen in any food facility, it is more likely to occur where many different kinds of perishable foods are handled and processed. To concentrate our resources where the highest risks of foodborne illness occur, we have designed a risk-based inspection program that adjusts inspection frequency based upon the volume and types of food handling that take place at food establishments within Solano County. A [risk assessment analysis](#) is completed for each food establishment upon opening or when there is a change of menu or type of operation. Based upon the results of the analysis the food establishment is assigned to one of four [risk categories](#):

Risk Level 1: One inspection/year minimum

Examples Include: Roadside produce stands, most convenience marts, some taverns, and coffee shops with additional minimal food handling. This risk level is assigned to a permit that allows limited preparation steps of potentially hazardous foods, such as hot dogs, and includes sectioning of melons, heating of individually pre-packaged ready-to-eat foods for immediate service without opening of the package, and preparation of espresso and/or blended drinks. It also includes cold holding of commercially pre-packaged ready-to-eat foods, such as sandwiches, without opening of the package. Risk 1 does not include hot holding of food. Mobile cart operations with espresso are included in this risk category as are mobile trucks with frozen foods or meat. These types of operations are inspected once a year.

Risk Level 2: Two inspections/year minimum

Examples include: Most fast food chain-type facilities, bakeries, donut shops, and convenience stores with some hot food sales. This risk level is assigned to a permit that allows food processing steps such as receiving, storing, preparing, cold holding, and serving potentially hazardous foods. It does not include hot holding of food. It includes limited preparation steps, such as baking bread, frying donuts, and grilling or toasting sandwiches for immediate service. Examples of this type of operation include on-site baking, making smoothies with raw ingredients (fruit, eggs, etc.), opening ready to eat prepackaged foods for heating or service, cooking waffle cones or cake mixes. Grocery stores with pre-packaged raw meat, poultry, or seafood are also included. These operations receive one routine inspection and one educational visit each year with the exception of schools which receive two routine inspections.

Risk Level 3: Three inspections/year minimum

Examples include: Full-service restaurants and supermarkets with food preparation. This risk level is assigned to a permit that allows operations with complex food preparation steps, including thawing, cutting, cooking, cooling, cold holding, reheating, hot holding, and serving of potentially hazardous foods. It includes all operations that provide cooking or hot holding of foods, including meat and seafood markets and mobile trucks. These operations receive two routine inspections and one educational visit each year.

Risk Level 4: Four inspections/year or as needed

Examples include: Hospitals, preschools, nursing homes and other institutions serving highly susceptible populations like the elderly, those in poor health, obese, low income, etc. Also include Retail Food with special processes like smoking reduced oxygen to extend shelf-life where HACCP plans are required., curing or

Why implement a risk-based food inspection program?

Our goal is to minimize foodborne illness by inspecting those establishments that pose the greatest risk and helping them reduce risks through education and enforcement. The U.S. Food and Drug Administration recommends that all retail food inspection programs assign the frequency of inspections based on the food safety risks at each establishment. Solano County's Risk-Based Inspection Program was created using the U.S. Food and Drug Administration's recommendations and guidelines.

How will my business benefit from this service?

All food establishments will benefit from this program. Facilities with the highest risk will receive more frequent contact with our environmental health specialist for both inspections and consultations. Medium risk facilities will receive needed contact for verification of compliance. Low risk facilities will benefit by receiving only the necessary number of inspections each year, and a reduced annual fee resulting from our shift in resources.

Will a high-risk establishment receive the same type of inspection as a low-risk establishment?

A high-risk establishment, like a full-service restaurant will receive a complete hazard analysis inspection, which will identify critical points in the food preparation process where food could be mishandled or contaminated. Since a low-risk establishment, like a

convenience store typically does not handle unpackaged foods, the inspection will focus mainly on food source, storage, and general cleanliness.

If I were to expand or reduce my food menu, will my establishment need to be re-assigned to a different risk category?

Changing your menu or expanding or reducing your food operation may result in a change of your risk category. If you need assistance in identifying the risk of your current or proposed food operation, please contact your environmental health specialist at (707) 784-6765.

What can I do if my food establishment is assigned to an incorrect risk category?

If you feel your facility has been incorrectly assessed, please call your district environmental health specialist who will review your food operational risk.

Risk Category	Food Illness Risk Factors to Consider	Illness/Outbreak Risk Factors	Inspection Frequency
<p>#1: No Cook</p> <p>Low COVID-19 Risk</p>	<p>Low Risk, No Cook Foods: Convenience Stores: hot dog carts, and coffee shops. Pre-packaged, non-potentially hazardous foods (non-time/temperature control for safety (TCS) foods). Non-potentially Hazardous foods (non-TCS foods); coffee. Heat only commercially processed, potentially hazardous foods (TCS foods) for hot holding. No cooling of potentially hazardous foods (TCS foods). Good Managerial Control: Category 2 that have shown through historical documentation to have achieved active managerial control of foodborne illness risk factors. No Variances:</p>	<ul style="list-style-type: none"> • Fewer People • No Waiters • Pre-packaged • Limited Self-service • Good CVD Practices • Takeout • Delivery • History of Non-Compliance 	<p>1/year or as needed.</p> <p>CVD: May use self or remote assessment.</p>
<p>#2: Limited Cooking</p> <p>Medium COVID-19 Risk</p>	<p>Medium Risk, Limited Cooking Retail food stores: schools not serving a highly susceptible population, and quick service operations. Limited menu: Most products are prepared/cooked and served immediately. May involve hot and cold holding of potentially hazardous foods (TCS foods) after preparation or cooking. Limited TCS Foods: Complex preparation of potentially hazardous foods (TCS foods) requiring cooking, cooling, and reheating for hot holding is limited to only a few potentially hazardous foods (TCS foods). Good Managerial Control: Category 3 & 4 that have shown through historical documentation to have achieved active managerial control of foodborne illness risk factors. Newly Permitted: New Category 1 until history of active managerial control of risk factors is achieved and documented.</p>	<ul style="list-style-type: none"> • Housing & Food • Volunteers • Outside Service • History of Non-Compliance 	<p>2/year</p> <p>CVD: May use self or remote assessment.</p>
<p>#3 Full Cooking</p> <p>High COVID-19 Risk</p>	<p>Higher Risk, Full Cooking Full-Service Restaurant: Extensive menu and handling of raw ingredients. Complex Preparation: cooking, cooling, and reheating for hot holding involves many potentially hazardous foods (TCS foods). Variety of Processes: require hot and cold holding of potentially hazardous food (TCS food). Raw Animal Foods: Good Managerial Controls: Category 4 that have shown through historical documentation to have achieved active managerial control of foodborne illness risk factors. Newly Permitted: New Category 2 until history of active managerial control of risk factors is achieved and documented.</p>	<ul style="list-style-type: none"> • Hot/Cold Bars • Large Groups • Inside Service • History of Non-Compliance 	<p>3/year</p> <p>CVD: May use self or remote assessment.</p>
<p>4. HACCP Plan required</p> <p>Very High COVID-19</p>	<p>Highest Risk Institutions: preschools, hospitals, nursing homes Retail Food Processing or special processes (smoking, curing, reduced oxygen to extend shelf-life) Highly Susceptible Population: Elderly, Black, Poor Health, Obese, Hypertension, Low Income.</p>	<ul style="list-style-type: none"> • At-Risk Groups • Lack of Trained Staff • History of Non-Compliance 	<p>3 or 4 per year and as needed</p>

ANNEX 7
FOOD ESTABLISHMENT RISK ASSIGNMENT POLICY

Risk Category	Food Illness Risk Factors to Consider	COVID-19 (CVD) Risk Factors	Inspection Frequency
<p>#1: No Cook</p> <p>Low COVID-19 Risk</p>	<p>Low Risk, No Food Prep Convenience Stores: hot dog carts, and coffee shops. Pre-packaged, non-potentially hazardous foods (non-time/temperature control for safety (TCS) foods). Non-potentially Hazardous foods (non-TCS foods); coffee. Heat only commercially processed, potentially hazardous foods (TCS foods) for hot holding. No cooling of potentially hazardous foods (TCS foods). Good Managerial Control: Category 2 that have shown through historical documentation to have achieved active managerial control of foodborne illness risk factors. No Variances:</p>	<ul style="list-style-type: none"> • Fewer People • No Waiters • Pre-packaged • Limited Self-service • Good CVD Practices • Takeout • Delivery • History of Non-Compliance 	<p>1/year or as needed.</p> <p>CVD: May use self or remote assessment.</p>
<p>#2: Limited Cooking</p> <p>Medium COVID-19 Risk</p>	<p>Medium Risk, Limited Cooking Retail food stores: schools not serving a highly susceptible population, and quick service operations. Limited menu: Most products are prepared/cooked and served immediately. May involve hot and cold holding of potentially hazardous foods (TCS foods) after preparation or cooking. Limited TCS Foods: Complex preparation of potentially hazardous foods (TCS foods) requiring cooking, cooling, and reheating for hot holding is limited to only a few potentially hazardous foods (TCS foods). Good Managerial Control: Category 3 & 4 that have shown through historical documentation to have achieved active managerial control of foodborne illness risk factors. Newly Permitted: New Category 1 until history of active managerial control of risk factors is achieved and documented.</p>	<ul style="list-style-type: none"> • Housing & Food • Volunteers • Outside Service • History of Non-Compliance 	<p>2/year</p> <p>CVD: May use self or remote assessment.</p>
<p>#3 Full Cooking</p> <p>High COVID-19 Risk</p>	<p>Higher Risk, Full Cooking Full-Service Restaurant: Extensive menu and handling of raw ingredients. Complex Preparation: cooking, cooling, and reheating for hot holding involves many potentially hazardous foods (TCS foods). Variety of Processes: require hot and cold holding of potentially hazardous food (TCS food). Raw Animal Foods: Good Managerial Controls: Category 4 that have shown through historical documentation to have achieved active managerial control of foodborne illness risk factors. Newly Permitted: New Category 2 until history of active managerial control of risk factors is achieved and documented.</p>	<ul style="list-style-type: none"> • Hot/Cold Bars • Large Groups • Inside Service • History of Non-Compliance 	<p>3/year</p> <p>CVD: May use self or remote assessment.</p>
<p>4. HACCP Plan required</p> <p>Very High COVID-19 Risk</p>	<p>Highest Risk Institutions: preschools, hospitals, nursing homes Retail Food Processing or special processes (smoking, curing, reduced oxygen to extend shelf-life) Highly Susceptible Population: Elderly, Black, Poor Health, Obese, Hypertension, Low Income.</p>	<ul style="list-style-type: none"> • At-Risk Groups • Lack of Trained Staff • History of Non-Compliance 	<p>3 or 4 per year and as needed</p>

ANNEX 8 HACCP PLAN

Food Establishment:						Date	
Food/Menu Items:							
Process Step	Hazards	CCP (Y/N)	Critical Limits	Monitoring	Corrective Action	Verification	Records
Receive							
Store							
Prepare							
Cook							
Cool							
Reheat							
Hold							
Serve							
Prerequisite							

Process 1: Food Preparation with No Cook Step

Example flow: Receive – Store – Prepare – Hold – Serve

(other food flows are included in this process, but there is no cook step to destroy pathogens)

Process 2: Preparation for Same Day Service

Example flow: Receive – Store – Prepare – Cook – Hold – Serve

(other food flows are included in this process, but there is only one trip through the temperature danger zone)

Process 3: Complex Food Preparation

Example flow: Receive – Store – Prepare – Cook – Cool – Reheat – Hot - Hold – Serve

(other food flows are included in this process, but there are always two or more complete trips through the temperature danger zone)

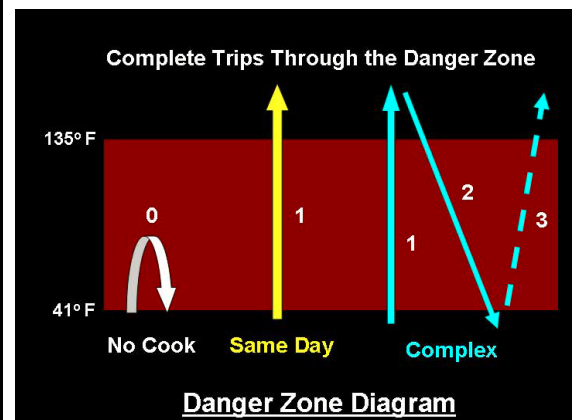
(A hazard is defined by NACMCF as a biological, chemical or physical agent that is **reasonably likely to occur**, and will **cause illness or injury in the absence of its control**. Establishments must consider all **three types of hazards – biological, chemical, and physical** – The hazard analysis and identification of associated control measures three objectives:

1. hazards and associated control measures are identified,
2. modifications (also known as interventions) needed to the initial process or product so that product safety is assured, and
3. basis for determining Critical Control Points (CCP) in Principle 2.

NOTE: cooking doesn't remove toxins or physical contaminants – food must be discarded.

Critical Control Point (CCP): last chance before food is consumed to ensure safety. Usually temperature related, but not always. Could be cross contamination during serving. **SOPs and Risk Control Plans (RCP):**

RECEIVE (source & temps) – **STORE** (temps, covered, clean/dry)– **PREPARE** (temp/time, contamination – **COOK** (temp/time) – **COOL**(time, temp 41°F, covered)– **REHEAT** (time/temp 165°F) – **HOLD** (Time 4 hrs or Temp above/below danger zone) – **SERVE** (cross contamination, handwashing, bare-hand contact, illness)



**ANNEX 9
HACCP FIELD VERIFICATION REPORT FORM**

Date Written Plan Validated		
Establishment Name		
Address		
Person-in-Charge		
Food Product		
Special Process		
Validated Plan Review	<input type="checkbox"/> In <input type="checkbox"/> Out	HACCP Plan validated after review by BOH
Prerequisites	<input type="checkbox"/> In <input type="checkbox"/> Out	The establishment has implemented effective standard operating procedures and is compliance with 105 CMR 590.000 and the 2013 FDA Food Code. Violations are documented on the Inspection Form.
Accurate Description of Product/Process/Use	<input type="checkbox"/> In <input type="checkbox"/> Out	Food Flow is consistent with approved workflow chart.
Hazard(s)	Critical Control Points (CCP)	Preventative Measures/Critical Limits (CL)
Monitoring Procedures	<input type="checkbox"/> In <input type="checkbox"/> Out	
Food Employee Knowledgeable of CCP/CL	<input type="checkbox"/> In <input type="checkbox"/> Out	
Verification Process	<input type="checkbox"/> In <input type="checkbox"/> Out	
CCP/CL Records Accurate	<input type="checkbox"/> In <input type="checkbox"/> Out	
Employee Training Records	<input type="checkbox"/> In <input type="checkbox"/> Out	
Inspector Name		Date of Field Verification

ANNEX 10 SANITIZER SPECIFICATIONS

A chlorine solution shall have a minimum temperature based on the concentration and PH of the solution as listed in the following chart:

Concentration Range (MG/L)	Minimum Temperature PH 10 or less °C (°F)	Minimum Temperature PH 8 or less °C (°F)	High Temp Sanitizing
25 – 49	49 (120)	49 (120)	Manual: 77C/171F
50 – 99	38 (100)	24 (75)	Stationary Rack: 74C/165F
100	13 (55)	13 (55)	Other Machine: 82C/180F

- (C) Chemical manual or mechanical operations, including the application of SANITIZING chemicals by immersion, manual swabbing, brushing, or pressure spraying methods, using a solution as specified under § 4-501.114. Contact times shall be consistent with those on EPA-registered label use instructions by providing: (1) Except as specified under Subparagraph (C)(2) of this section, a contact time of at least 10 seconds for a chlorine solution specified under ¶ 4-501.114(A),^P
- (2) A contact time of at least 7 seconds for a chlorine solution of 50 MG/L that has a PH of 10 or less and a temperature of at least 38° C (100° F) or a PH of 8 or less and a temperature of at least 24° C (75° F),^P
- (3) A contact time of at least 30 seconds for other chemical SANITIZING solutions,^P or
- (4) A contact time used in relationship with a combination of temperature, concentration, and PH that, when evaluated for efficacy, yields SANITIZATION as defined in ¶ 1-201.10(B).^P

Chemicals. Chemicals approved as sanitizers for food-contact surfaces in retail/foodservice establishments are chlorine, iodine and quaternary ammonium. Their concentration, contact time, advantages and disadvantages are described in Table 1.

Chemical Sanitizer	Concentration/Contact Time	Advantages	Disadvantages
Chlorine	50 mg/L in water between 75 °F (24 °C) and 100 °F (38 °C) for 7 seconds	<ul style="list-style-type: none"> • effective on a wide range of bacteria • not affected by hard water salts • generally inexpensive 	<ul style="list-style-type: none"> • corrosive, irritating to the skin • effectiveness decreases with increasing pH of solution • deteriorates during storage and when exposed to light • dissipates rapidly • loses activity in presence of organic matter
Iodine	Follow manufacturer's use directions; contact time at least 30 seconds	<ul style="list-style-type: none"> • forms brown color • not affected by hard water salts • less irritating to skin than chlorine • active against a wide range of non-spore-forming bacteria • activity not lost as rapidly as chlorine in presence of organic matter 	<ul style="list-style-type: none"> • bactericidal effectiveness decreases greatly with increase in pH (most active at pH 3.0 and very low acting at pH 7.0) • less effective against bacterial spores and bacteriophages than chlorine • may discolor equipment and surfaces
Quaternary Ammonium Compounds	Follow manufacturer's use directions; contact time at least 30 seconds	<ul style="list-style-type: none"> • nontoxic, odorless, colorless, noncorrosive, nonirritating • stable in the presence of heat, relatively stable in the presence of organic matter • active over a wide pH range • active against thermophilic organisms 	<ul style="list-style-type: none"> • slow destruction of coliform and psychrophilic organisms • incompatible with anionic detergents and hard-water salts • ineffective against bacteriophages

Table 1. Details for Chemical Sanitizers Commonly Used in Retail/Foodservice Establishments

Factors that influence the efficacy of chemical sanitizers include the following:

- **Concentration.** Too little will result in an inadequate reduction of microorganisms; too much can be toxic, corrosive to equipment and can lead to less cleanability over time.
- **Temperature.** Sanitizers generally work best between 55 °F (13 °C) and 120 °F (49 °C).
- **Contact time.** To kill microorganisms, cleaned items must be in contact with the sanitizer for the manufacturer-recommended time.

Annex 11 RISK CONTROL PLAN GUIDE

Overview:

The purpose of this guide is to help food operators, with the help of their inspector, write a simple yet effective Risk Control Plan.

The use of Risk Control Plans for addressing chronic problems in food service establishments is encouraged. Benefits of a Risk Control Plan include:

- The plan, developed by the operator, allows the operator to consider all of the options and decide what is best for his/her establishment.
- Input from the sanitarian helps to create a team approach to problem solving.
- Creates long-term behavioral changes.
- Restores managerial control over procedures that have the chance for causing foodborne illness.

Definitions:

CDC Identified Risk Factors: The practices or behaviors, which have been identified by the Centers for Disease Control through epidemiological data as being the most prevalent contributing factors of foodborne illness or injury. CDC risk factors include:

- Poor personal hygiene
- Food from unsafe sources
- Inadequate cooking
- Improper holding temperatures
- Contaminated equipment

Food Code Interventions:

- a) Demonstration of knowledge.
- b) Hands as a vehicle of contamination,
- c) Employee health,
- d) Time temperature relationships,
- e) Consumer advisory.

Hazard: Any biological, physical, or chemical property that may cause an unacceptable consumer health risk.

Risk: The chance or probability for harm to occur.

Risk-based Inspection: An inspection approach focused on identifying significant behaviors and practices associated with the risk factors identified by the CDC and the Food Code interventions.

Risk Control Plan: A mutually agreed upon plan that is written by the management of the food establishment and approved by the sanitarian. The plan describes the establishment's management system for controlling the chance of harm to occur.

Uncontrolled Hazard: An unmanaged source of harm.

When to Initiate a Risk Control Plan

For the most part, the normal inspection and inspection report writing process is sufficient to eliminate Food Code violations. Violations are noted and then corrected. However, some uncontrolled hazards may become continuous or chronic.

The Risk Control Plan process requires management to analyze the problem and propose a solution. Management is required to implement the plan over a given period of time while keeping records to verify the plan is working. Repeating the desired behavior over a given time period creates good long-lasting habits.

Types of hazards normally covered under a Risk Control Plan

Typically, Risk Control Plans address uncontrolled hazards that are **procedural or behavioral** in nature. Virtually any type of procedure needing managerial control ranging from facility/equipment cleaning and maintenance, equipment monitoring, time/temperature compliance, food handling, employee hygiene, etc. can benefit from a Risk Control Plan.

One-time actions to fix a problem such as the installation of a vacuum breaker on a hose bib or the installation of a ventilation hood over a piece of cooking equipment are generally addressed by other means.

Elements of a Risk Control Plan:

1. Identify the Hazard

- What is the Hazard to be controlled.

2. Control the Hazard

- How will the Hazard be controlled?
- Who is responsible for control?
- What are the critical control points (CCP)?
- What are the critical limits (CL)?
- What are the corrective actions that will be taken should the critical limit not be met?
- The agreed time frame for correction.

3. Monitor the Process

- What monitoring and record keeping are required?
- Who will do the monitoring?
- How with the results be tracked and communicated to the PIC and inspector?

Sample Risk Control Plan

A Risk Control Plan does not have to be written using any special form. This guide includes an example of a form for those that wish to use it, and a guide for completing the attached Risk Control Plan :

DESCRIBE THE VIOLATION (RISK FACTOR) / FOOD CODE SECTION NUMBER: (this is to be filled out by the inspector)

- This is a brief statement of the problem. For example, "Hamburgers are being cooked to 130 degrees F." State the code number of the violation observed. Why is this violation a food safety hazard?

The following questions should be answered by the person-in-charge (PIC) in the Risk Control Plan. Assistance can be provided by the inspector.

DESCRIBE THE PROBLEM. WHY IS THIS PROBLEM OCCURRING? WHY IS IT DIFFICULT TO CONTROL THIS PROBLEM? (Uncontrolled Process / Hazard examples can be found at the end of the document) The critical limit is the standard for each control measure to be applied for the purpose of eliminating, preventing, or minimizing a hazard. **Example:** The critical limit for cooling chili is to assure the food temperature goes from 135 degrees to 70 degrees within 2 hours, and from 70 degrees to 41 degrees within an additional 4 hours.

(The FDA "Food Spec Sheet" and the "Equipment Spec Sheet" contain a summary of critical limits to control many hazards. The Spec sheets are available on the MDA website.)

Knowing that the standard for food safety is to cool chili to 70 degrees within 2 hours, and to 41 degrees in an additional 4 hours, why is the chili not being cooled properly? Is there a problem with monitoring the

process? Is there a lack of proper equipment to allow this standard to be met? What is the **real issue** that exists to prevent this critical step from occurring?

HOW WILL YOU CORRECT THE PROBLEM?

In your facility, what can be done to assure that the chili will be cooled correctly? What are some approved cooling methods? What are some possible alternatives to cooling chili?

WILL STAFF NEED TO BE RE-TRAINED? WHO WILL TRAIN THEM? When you have figured out how to solve your problem, you must make sure that this plan will be followed to assure a long term correction. Who cooks and cools the chili? Do they understand the new process? Have you trained them to now cool foods properly? Do they understand that this solution is not only for the chili, but for all foods that need to be properly cooled?

HOW WILL THE CORRECTIVE ACTION BE MONITORED?

- **WHO WILL MONITOR IT? HOW OFTEN?**

It is important to devise a plan to instruct employees what to do when they observe that the critical limit is not met. Otherwise, the hazard will remain uncontrolled and unsafe food may be served to the public. Many corrective actions are simple. For example, the corrective action to be taken when an employee finds the temperature of a cooked hamburger to be 130 degrees F is "Continue to cook until critical limit is met".

Other corrective actions may be more complex. The operator, for example, may set a critical limit of 38 degrees F for cooler unit air temperature. There may be a series of corrective actions that he/she might want to take when the limit is exceeded:

- Employee responsible for monitoring will notify the manager when the air temperature of a refrigerator reaches 41 degrees F
- The manager will check the temperature setting of the unit. Adjust if necessary.
- The manager will check the temperature of potentially hazardous food and the unit air temperature within 2 hours.
- If the critical limit is not met, transfer the potentially hazardous food to another cooler and call the repair service

- **WHO WILL CHECK THAT THE MONITORING WAS DONE? HOW OFTEN?**

Active Managerial Control is an important component to any risk control plan. Without monitoring, it is impossible to know that food safety issues are being addressed. By putting a plan into place where monitoring occurs at regular intervals, a long term correction can occur.

- **WHAT WILL BE DONE IF THE CORRECTION IS NOT WORKING TO CONTROL THE VIOLATION?**

When the person in charge discovers a problem with the correction, a new plan should be developed to promote food safety.

HOW WILL YOU COMMUNICATE THE RESULTS TO THE INSPECTOR? To work toward a long-term correction, a communication plan should be developed with your inspector. Sometimes this is as simple as faxing charts (cooling / cold holding / hot holding / etc.) to your inspector weekly for a couple of months. For more serious violations, your inspector might arrange to stop by the facility (daily, weekly, monthly) to see if assistance can be provided.

The Risk Control Plan should be agreed upon by both the person-in-charge and the inspector, creating a plan for long-term compliance for the violation.

Uncontrolled	Hazard
Food Source	Presence of pathogenic microorganisms, toxins produced by microorganisms, and/or chemical contaminants
Freezing	Failure to destroy parasites, prevent growth of pathogenic microorganisms
Cooking	Failure to destroy pathogenic microorganisms
Cooling	Failure to prevent growth of pathogenic microorganisms
Reheating	Failure to destroy pathogenic microorganisms
Hot Holding	Failure to prevent growth of pathogenic microorganisms
Cold Holding	Failure to prevent growth of pathogenic microorganisms
Thawing	Failure to prevent growth of pathogenic microorganisms
Cleaning	Failure to prevent the transfer of pathogenic microorganisms from a soiled surface to a clean food contact surface or directly onto food
Sanitizing	Failure to destroy pathogenic microorganisms that may remain on a food contact surface after cleaning
Employee Health	Failure to prevent communicable diseases from being transmitted to food by infected employees
Employee Hygiene	Failure to prevent the introduction of foreign objects into food; prevent the possibility of transmitting disease through food
Bare Hand Contact	Failure to prevent the possibility of transmitting disease through food
Knowledge of the Person in Charge	Failure to designate a person to be in charge of food safety operations, to be knowledgeable about foodborne disease prevention

RISK CONTROL PLAN

Food Establishment: _____ Person-in-Charge _____

Address: _____ Manager: _____

Phone Number: _____ Inspection Date: _____

TO BE FILLED OUT BY THE INSPECTOR:

Describe the violation (Risk Factor): _____

Food Code Section Number: _____

TO BE FILLED OUT BY THE PERSON IN CHARGE: (Use additional sheets if needed)

1. **Identify the Hazard:** Why is this problem occurring? Why is it difficult to control this problem?
2. **Control the Hazard:** How will you correct the problem?
 - a. What are the Critical Control Points (CCP)?
 - b. What are the Critical Limits (CL)?
 - c. What are the Corrective Actions?
 - d. What is the time frame for the Corrective Actions?
3. **Monitor the Process:** Who and how will you verify that the Hazard is being controlled?
 - a. Will staff need to be re-trained? Who will train them?
 - b. How will the corrective action be monitored? (logs, charts, visual monitoring of staff, etc.)
 - c. Who will be responsible for monitoring it? How often?
 - d. Who will check that the monitoring was done? How often?
 - e. What will be done if the correction is not working to control the violation?
 - f. How will you communicate the results to the PIC and inspector?

Submitted by PIC: _____ Approved by INSPECTOR: _____

If you do not feel comfortable filling out the risk control plan form, you can use a narrative as a written summary of the plan. The narrative should include a description of what needs to be controlled, how it will be controlled, the necessary records, name of the person who is responsible, training and equipment needs, and how the results will be communicated to the sanitarian. As an example:

"This plan is intended to assure the adequate cooking of hamburgers.

Sally Brown, the head chef, will train Bob and Jimmy, the grill line cooks, the proper procedures to cook hamburgers and to take temperatures using a digital thermometer.

Hamburgers will be cooked to an internal temperature of 155 F for 15 seconds. Bob and Jimmy will make random temperature checks. If the hamburgers are not cooked to at least 155 F, the hamburgers will be returned to the grill until 155 F is reached.

Sally will take four random temperatures of hamburgers in the morning and four random temperatures of hamburgers in the afternoon. She will record the temperatures on her production chart. In addition to returning any undercooked hamburgers to the grill, Sally will provide additional training and may make personnel changes if necessary, should the critical limit be exceeded. A note about any corrective action taken will also be recorded on the production chart.

Sally will fax a copy of the production chart to Bill Smith, sanitarian, on Monday morning of each week. Sally will fax the charts for a period of two months ending on September 30, 2003.

Bill Smith will review the charts, notify Sally if there are any concerns, and conduct a follow-up inspection after September 30, 2003

Annex 12
RESPIRATORY ILLNESS OUTBREAK CHECKLIST

Facility Name: _____ **Address** _____ **Contact Info.** _____

- PIC:** We have a knowledgeable Person-in-Charge (PIC) during ALL operating hours.
 - Illness Monitor:** The PIC has designated a person to ensure illness protocols are followed on all shifts.
 - Masks:** As appropriate, we will recommend and provide masks as necessary.
 - Cleaning and Disinfection:** We have staff designated to clean and disinfect frequently touched surfaces.
 - Operations:** We will simplify our menu/operations to reduce cross contamination and food prep by wait staff.
 - Seating:** Outdoor seating, take-out and other operation changes will be approved by the Board of Health (BOH).
 - Bathrooms:** Bathrooms with enhanced cleaning schedules will be maintained.
 - Waiting:** Waiting area/lines are managed as recommended by DPH/BOH.
 - Signage:** We will post signage as recommended by DPH/BOH concerning respiratory illnesses.
 - Hand Sanitizer:** We have 60%+ ethanol/70%+ isopropanol pump hand sanitizer available for staff and patrons.
 - Health Screening:** We screen our staff daily for illness and require sick staff to stay home.
 - Enhanced Air Quality:** We will install and maintain HEPA air filters and have improved our ventilation.
 - Food Code:** We will continue to meet the requirements of the Massachusetts Food Code 105 CMR 590.00.
 - Inspections:** We will notify the BOH at least 24 hours before resuming or changing operations.
 - Outbreaks:** If contact tracing links my establishment with an outbreak we will work with the BOH on options.
 - Handwashing:** We promote handwashing in our bathrooms and in food service areas.
 - Other Strategies:**
- I affirm and certify that the information provided is true, I am 18, the person-in-charge (PIC), the owner or an authorized representative/agent of the establishment referenced in this self-certification and with authority to submit this certification to the Board of Health and grant access for inspections as allowed by law.*
- I will call the BOH at least 24 hours before any re-openings.*

Name

Title

Date

ANNEX 13
BCBOHA PERSONAL PROTECTION PRECAUTIONS (PPP)

*Personal Protection Precautions are a **system** that requires you do **ALL** of these all the time. Protect yourself, your family and your neighbors by practicing these precautions. And remember, outside is safer than inside; masks are for almost everyone.*

Practice Be Safer Precautions to Reduce the Virus Load:

- **Stay Home:** stay home if feeling ill or have underlying health conditions.
- **Self-Monitoring:** report these symptoms immediately to your employer and health care provider:
 - sudden loss of smell or taste or sudden onset of extreme fatigue
 - fever over 100 F or 38 C; dry cough, sore throat, trouble breathing – call your doctor
- **Social Distancing:** maintain 6-feet of social distancing from those outside your family unit.
- **Limit Physical Sharing:** don't share hugs, handshake, food, personal items or phones.
- **Masks:** wear a face mask when in public places and work, especially when you are walking around.

- **Hand Hygiene:** wash hands frequently with warm water and soap for 20 seconds to kill viruses; supplement with hand sanitizer rubbed until dry.
- **Face Hygiene:** avoid touching your face; especially your eyes, nose, and mouth.
- **Sanitizing:** clean and disinfect frequently touched surfaces often, including your personal spaces & phone.

Handwashing is a contact sport that requires a minimum of 20 seconds contact with lots of soap bubbles to dissolve the virus coating and kill the virus. Use warm water, pump soap and vigorously rub palms, backs, wrists between fingers and fingertips for 20 seconds. Silently count/sing to make sure it is 20 seconds. Dry with a single use paper towel and use the towel or the back of your wrist to turn off the water. Wash hands as soon as you arrive, between tasks, before/after eating and before you leave. *When in doubt, wash your hands.*

Masks are First on, Last Off and should seal as tightly as possible around the nose, mouth and chin. Pantyhose sections may improve fit/effectiveness. Handle new masks with washed hands. Only handle **used** masks by the ties or rubber bands, never the inside or front. Wash hands well before and after.

Cloth Face Coverings: do not reuse visibly soiled or wet cloth masks until washed and dried. Wear one to work and bring 2 more along. If riding public transportation, remove mask, safely store, wash your hands, put on a clean mask, and wash your hands again before working.

Gloves are Last On, First Off and should only be used on freshly washed hands. Gloves are required when handling Ready to Eat (RTE) foods. Use a glove anytime you have a cut on your hand. Reusing gloves is not recommended as they develop small tears and are hard to take off without tearing or contaminating the inside. If you must reuse gloves, wash them thoroughly with soap and water before removing, and then remove carefully without tearing, keeping the outside out, if you can, and let them air dry wet side out. Then wash your hands thoroughly again with soap and water for 20 seconds, dry with a single use paper towel and finish with plenty of hand sanitizer that is rubbed in well and left to air dry.

Mask and Glove Storage: store in separate, labeled paper bags if you need to save either of these for another use. Let paper, construction or hospital type masks dry for at least 3 days before reuse. Gloves should also sit for at least 3 days before reuse.

Use Hand Sanitizer: 60% ethanol/70% isopropanol pump hand sanitizer is not a substitute for handwashing as fats and proteins on hands keep it from working well. Hand sanitizer is used as a supplement to handwashing or when handwashing is not practical. Rub sanitizer everywhere vigorously on hands and fingers and let air dry before handling a clean mask and after removing a used mask, before and after eating or touching any potentially contaminated surfaces.

Avoid Eating, Drinking and Face Touching: Avoid touching your face, eating or drinking without freshly washed hands. If you must eat or drink, please wash your hands, go outside and wash your hands again when you return. Consider using only single serving, pre-packaged foods and drinks in closed containers with straws. If you must touch your face, wash your hands or use a clean tissue or towel.

ANNEX 14 FOOD INSPECTOR TIP SHEET

Mass Food Code Sections	590.010	Guidance for Retail Operations
590.001 FC-1 Purpose and Definitions	590.011	Additional Statutory Requirements
590.002 FC-2 Management and Personnel	590.012	Admin. Examination: Food Embargo
590.003 FC-3 Food	590.013	Vending Machines
590.004 FC-4 Equipment, Utensils and Linens	590.014	Permits: Suspension and Revocation
590.005 FC-5 Water, Plumbing and Waste	590.015	Service of Orders/Hearing
590.006 FC-6 Physical Facilities	590.016	Criminal Penalties
590.007 FC-7 Poisonous/Toxic Materials	590.017	Advisory Committee
590.008 FC-8 Compliance and Enforcement	590.018	Severability
590.009 Special MA Requirements		

HACCP Steps:

1. Hazard Identified
2. Critical Control Points CCP Determined
3. Critical Control Limits CCL Established
4. Monitoring Procedures Established
5. Corrective Action Procedures Established
6. Verification Procedures Established
7. Documentation Procedures Established

PIC Duties - Active Managerial Control Interventions

- Q. FE Location not for living/sleeping
- R. Restrict Food Prep Area Access
- S. Vendors in Food Prep Area & Code
- T. Handwashing
- U. Monitor Deliveries: Sources & Temps
- V. Monitor After Hour Deliveries
- W. Time/Temp Control Monitoring
- X. Cooling & Temp Monitoring
- Y. Hot/Cold Holding Temp Monitoring
- Z. Consumer Advisories- Raw Animal Foods
 - AA. Cleaning/Sanitizing Food Equipment
 - BB. Consumer Advisories at Salad Bars
 - CC. Barehand contact with RTE Foods
 - DD. Allergen Awareness Training
 - EE. Staff Health Policy: FBI Reporting
 - FF. Written Policies/Plans Maintained

P = Priority – main items contributing directly to safe food

Pf = Priority Foundation supports Priority Items

5 FDA Foodborne Illness Risk Factors

- Food from unsafe sources/receiving temps
- Inadequate cooking temps
- Improper holding temps
- Contaminated equipment
- Poor personal hygiene

TCS Foods: Animal products + cooked veggies + sprouts + cut melons, tomatoes, leafy greens + garlic in oil.

Code Nomenclature and Conventions Example

CHAPTER: 3 Reference heading to find a Part

PART: 3-3 Protection from Contamination after Receiving

SUBPART: 3-301 Preventing Contamination by Employees

SECTION: 3-301.11 Preventing Contamination from Hands*(Stricken in 105CMR.590.03 (E))

PARAGRAPH: 3-301.11 (A) Food employees shall wash their hands.

SUBPARAGRAPH: 3-301.11 A(1) Usually designated with a number.

Section Numbers ending in **0** OR **00** are **FYI** and **NOT DEBITABLE**. Need another section to be violation.

SECTIONS ENDING IN: # 110 ARE DEBITABLE

**Core = general Code items such as sanitation-
Shall:** It is a command /imperative; **May Not:** Absolutely prohibits; **May:** Permissive

Inspection Form Elements

TWO SECTIONS: Each has violations that are Priority, Priority Foundation, Core

1. **Top (RED) 1-29:** Foodborne Illness Risk Factors and Public Health Interventions
2. **Bottom (BLUE) 30 - 56:** Good Retail Practices (GRP) and MA only items

IN= in compliance, **OUT=** not in compliance or **COS =** Corrected on the spot **R =** Repeat Violation

Correction times – immediately or

P = 72 hours; Pf = 10 days; C = 90 days or as agreed in a written plan

Correction Options: food embargo/voluntary disposal; more training, permit modifications, written HACCP plans or Corrective Action Plans (CAP), employee restrictions/exclusions, closure/revocation.

Food Time/Temps for Safety Rules of Thumb

Danger Zone = 41F to 135F (40F – 140F is easier to remember – old standard)

Maintain Food at 135F indefinitely, though it will lose quality.

Keep Open Foods Refrigerated for 7 days (must label)

Reheat to 165F one time if food falls below 135F for less than 2 hours; otherwise discard

Cannot mix batches unless for immediate service or reheat everything to 165F

Time as a PH Control (TPHC) – requires a written plan.

2 Hrs. Unknown/Special populations up to 2 hours; then discard.

4 Hrs. Hot RTE Foods: 4 hours above 41F and below 135F; then discard.

6 Hrs. Cold RTE Foods: 6 hours from internal temp of 41F to 70F; then discard.

Quick Guide to Cooked Food Temps – Check Code for Details

Food Type/Process	Temperature	Hold Time/Appearance	Details
Fruit and Vegetables	135F		
Whole Meat	145F	3 minutes	
Ground Meat	160F		
Ham, fully cooked	140F		
Ham, uncooked	145F	3 minutes	
Poultry, Game	165F	15 seconds	
Eggs	145F	15 sec/Till Firm	
Egg Dishes	165F		
Fin Fish	145F	Or flesh is opaque	
Shrimp, Lobster, Crabs		Flesh opaque	
Clams, Oysters, Mussels		Shells open	
Leftovers, Casserole	165F		
Raw Fish	-4F	7 days	Freeze 7 days to kill parasites
Microwave Cooking	165F	2 minutes, stirred	
Reheating for Hot Holding	165F	15 seconds	2-hour max time to reheat from 41F
Cooling	135F – 41F	6 hrs. total	135F to 70F in 2 hours

Time/Temp Relationship for Whole Meats/Roasts

Final Cook Temp (°F)	Internal Temp (°F)	Time in Minutes Held at Temp.	Final Cook Temp (°F)	Internal Temp (°F)	Time in Minutes Held at Temp.
130°F		112 minutes	140°F		12 minutes
131°F		89	142°F		8 minutes
133°F		56	144°F		5 minutes
135°F		36	145°F		4 minutes
136°F		28	147°F		134 seconds
138°F		18	149°F		85 seconds

Sanitizers

Chlorine Concentration	Minimum Temperature Contact Time 7 – 10 sec.		Iodine Contact Time 30 sec	Quaternary Ammonium Contact Time 30 sec.	High Temp Sanitizing Ware Washing	
	pH 10 or less °C (°F)	pH 8 or less °C (°F)			Manual	Machine
Mg/L			Minimum temperature of 20°C (68°F), ^P pH of 5.0; Concentration between 12.5 MG/L and 25 MG/L; ^P	Minimum Temp of 24C/75F. Follow Manufacturer’s Directions	77C/171F	74C/165F
25 – 49	49 (120)	49 (120)				82C/180F
50 – 99	38 (100)	24 (75)				Manifold
100	13 (55)	13 (55)				90C/194F

ANNEX 15
COMMON FOOD ESTABLISHMENT VIOLATIONS

TOWN OF WILLIAMSTOWN - BOARD OF HEALTH

1. Improper restriction or exclusion of employees with illnesses.
2. Hand washing not performed frequently or properly.
3. Gloves not being worn when preparing RTE food.
4. Clean outer clothing and/or aprons not worn.
5. Hair restraints not worn; improper restraint of hair.
6. Excessive jewelry on hands; fingernail polish.
7. Wiping cloths in sanitizer not available or easily accessible.
8. Sanitizer test papers not available.
9. Floors, windowsills, underneath tables and equipment not kept clean.
10. Insufficient lighting; unshielded lights; damaged lights.
11. Unused, unnecessary articles and equipment not discarded.
12. Build-up of debris and articles in corners, floor junctures, etc.
13. Dirt/dust build-up on ceilings, walls, lights, vents, in cooler fans.
14. Dumpster areas not kept clean and closed; no concrete/asphalt pad.
15. Outer openings not maintained; intact screens and self-closing doors.
16. Bathrooms not adequately cleaned.
17. Hand washing signs not posted.
18. No liquid soap and paper towels in bathrooms/hand washing areas.
19. No thermometers in coolers/refrigerators.
20. No probe-type thermometers for product internal temperature.
21. Food items not properly stored or segregated.
 - a. 6 inches off floor and away from walls; food covered and labeled.
22. Food items not properly thawed.
 - a. Under refrigeration or under cool, running water.
23. Food items not properly cooled.
 - a. In shallow pans; cool to 70°F within 2 hours, below 41°F within 4 hours.
24. Temperature of food items not monitored.
 - a. Less than 41°F, more than 135°F
25. Improper food use/handling, preparation, and/or service.
26. No warning for raw or undercooked foods on premises or in menu.
 - a. "WARNING: Items listed with an asterisk (*) may contain raw or undercooked meats, poultry, seafood, shellfish, or eggs and may increase your risk of foodborne illness, especially if you have certain medical conditions."

ANNEX 15
FOOD ESTABLISHMENT INSPECTION FORMS

<p>Town of Williamstown Board of Health 31 North Street, Williamstown, MA 01267 Tel./Fax: (413) 458-9344 FOOD ESTABLISHMENT QUICK INSPECTION REPORT</p>	
Establishment Name	
Date/Time of Inspection	Date/Time of Re-inspection
Owner/Manager/PIC	
Signature	
CHECK VIOLATED PROVISIONS	
<input type="checkbox"/> 1. Improper restriction or exclusion of sick employees. <input type="checkbox"/> 2. Hand washing not performed frequently or properly. <input type="checkbox"/> 3. Gloves not being worn when preparing food. <input type="checkbox"/> 4. Clean outer clothing a/o aprons not worn. <input type="checkbox"/> 5. Hair restraints not worn; improper restraint of hair. <input type="checkbox"/> 6. Excessive jewelry on hands; fingernail polish. <input type="checkbox"/> 7. Wiping cloths in sanitizer not available or easily accessible. <input type="checkbox"/> 8. Sanitizer test papers not available. <input type="checkbox"/> 9. Floors, windowsills, underneath tables & equipment not kept clean. <input type="checkbox"/> 10. Insufficient lighting; unshielded lights; damaged lights. <input type="checkbox"/> 11. Unused, unnecessary articles & equipment not discarded. <input type="checkbox"/> 12. Build-up of debris & articles in corners, floor junctures, etc. <input type="checkbox"/> 13. Dirt/dust build-up on ceilings, walls, lights, vents, in cooler fans. <input type="checkbox"/> 14. Dumpster areas not kept clean & closed; no concrete/asphalt pad. <input type="checkbox"/> 15. Outer openings not maintained; intact screens & self-closing doors. <input type="checkbox"/> 16. Bathrooms not adequately cleaned. <input type="checkbox"/> 17. Hand washing signs not posted. <input type="checkbox"/> 18. No liquid soap and paper towels in bathrooms/hand washing areas. <input type="checkbox"/> 19. No thermometers in coolers/refrigerators. <input type="checkbox"/> 20. No probe-type thermometers for product internal temperature. <input type="checkbox"/> 21. Food items not properly stored or segregated. a. 6 inches off floor & away from walls; food covered & labeled. <input type="checkbox"/> 22. Food items not properly thawed. a. Under refrigeration or under cool, running water. <input type="checkbox"/> 23. Food items not properly cooled. a. In shallow pans; cool to 70°F w/i 2 hours, below 41°F w/i 4 hours. <input type="checkbox"/> 24. Temperature of food items not monitored. a. Less than 41°F, more than 135°F <input type="checkbox"/> 25. Improper food use/handling, preparation, a/o service. <input type="checkbox"/> 26. No warning for raw or undercooked foods on premises or in menu. <input type="checkbox"/> 27. Other: _____ <input type="checkbox"/> 28. Other: _____	

Town/City of _____ - Board of Health Food			Type of Operation		Type of Inspection	
Establishment Inspection Report (Alliance 2020.10.18)			<input type="checkbox"/> Food Service Establish. <input type="checkbox"/> Retail Food Store <input type="checkbox"/> Residential: Cottage Foods <input type="checkbox"/> Residential: B and B <input type="checkbox"/> Mobile/Pushcart <input type="checkbox"/> Temporary Food Establish. <input type="checkbox"/> Farmers' Market <input type="checkbox"/> Other _____		<input type="checkbox"/> Routine <input type="checkbox"/> Re-inspection <input type="checkbox"/> Pre-operation <input type="checkbox"/> Illness Investigation <input type="checkbox"/> General Complaint <input type="checkbox"/> HACCP <input type="checkbox"/> COVID Control Plan <input type="checkbox"/> Other _____	
Name	Permit #	Date/Time of Inspection				
Address		Date/Time of Scheduled Re-inspection				
Telephone		<input type="checkbox"/> In-person <input type="checkbox"/> Remote <input type="checkbox"/> Mixed <input type="checkbox"/> Self-Assessment				
Owner	Risk Category <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4		HACCP <input type="checkbox"/> Yes <input type="checkbox"/> No			
Person in Charge (PIC)	Certification Expiration Date	Name of Inspector				

Based on an inspection today, the items marked 'OUT' indicate violated provisions of 105 CMR 590.000 and the 2013 FDA Food Code. THIS REPORT SERVES AS OFFICIAL NOTICE OF VIOLATED PROVISIONS AND OFFICIAL ORDER TO CORRECT SAID VIOLATIONS. FAILURE TO COMPLY MAY RESULT IN THE SUSPENSION OR REVOCATION OF YOUR FOOD ESTABLISHMENT PERMIT AND CESSATION OF FOOD ESTABLISHMENT OPERATIONS. Violated provisions must be corrected by the scheduled date of the re-inspection. You may request—in writing—a hearing before the Board of Health if you are aggrieved by this order. The Board must receive the request within 10 days after the receipt of this order in accordance with 105 CMR 590.015(B)

Maximum correction times - Unless shorter time period is specified: **P – Priority Item (72 hours)** **Pf – Priority Foundational Item (10 days)**
C – Core Item (90 days) **IN– In compliance** **OUT – Out of compliance** **NA – Not Applicable** **NO – Not Observed**
COS – Corrected On-Site during inspection **R – Repeat Violation**

FOODBORNE ILLNESS RISK FACTORS/PUBLIC HEALTH INTERVENTIONS

COMPLIANCE STATUS	IN	OUT	NA	NO	COS	R	COMPLIANCE STATUS	IN	OUT	NA	NO	COS	R
SUPERVISION							FOOD/COLOR ADDITIVES & TOXIC SUBSTANCES						
1							27						
Person in Charge Present, demonstrates knowledge, performs duties							Food additives: approved & properly used						
2							28						
Certified Food Protection Manager							Toxic substance properly identified, stored & used						
EMPLOYEE HEALTH							CONFORMANCE WITH APPROVED PROCEDURES						
3							29						
Mgt., food employee & conditional employee: knowledge, responsibilities and reporting							Compliance with variance/specialized procedure/ HACCP plan						
4							GOOD RETAIL PRACTICES AND MASSACHUSETTS-ONLY SECTIONS						
Proper use of restriction & exclusion							SAFE FOOD AND WATER						
5							30						
Procedure for responding to vomiting & diarrheal events							Pasteurized eggs used where required						
GOOD HYGIENIC PRACTICES							31						
6							Water & ice from approved source						
Proper eating, tasting, drinking, tobacco							32						
7							Variance obtained for specialized processing methods.						
No discharge from eye, nose & mouth							FOOD TEMPERATURE CONTROL						
PREVENTING CONTAMINATION FROM HANDS							33						
8							Proper cooling methods used; adequate equipment for temperature control						
Hands clean & properly washed							34						
9							Plant food properly cooked for hot holding						
No bare-hand contact with RTE food							35						
10							Approved thawing methods used						
Adequate hand wash sinks properly supplied & accessible							36						
APPROVED SOURCE							Thermometers provided & accurate						
11							FOOD IDENTIFICATION						
Food obtained from an approved source							37						
12							PREVENTION OF FOOD CONTAMINATION						
Food received at proper temperature							38						
13							Insects, rodents & animals not present						
Food received in good condition, safe & unadulterated							39						
14							Contamination prevented during food preparation, storage & display						
Required records available: shellstock tags, parasite destruction							40						
PROTECTION FROM CONTAMINATION							Personal cleanliness						
15							41						
Food separated and protected							Wiping cloths: properly used & stored						
16							42						
Food contact surfaces: clean/sanitized							Washing fruits & vegetables						
17							PROPER USE OF UTENSILS						
Proper disposition of returned, previously served, reconditioned & unsafe food							43						
TIME/TEMPERATURE CONTROL FOR SAFETY							In-use utensils properly stored						
18							44						
Proper cooking time & temperatures							Utensils, equipment & linens: properly stored, dried & handled						
19							Single use/single service articles: properly stored & used						
Proper reheating procede. for hot holding							45						
20							Gloves properly used						
Proper cooling time and temperature							46						
21													
Proper hot holding temperature													

22	Proper cold holding temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Proper date marking & disposition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Time as a Public Health Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONSUMER ADVISORY							
25	Consumer advisory provided for raw/undercooked food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIGHLY SUSCEPTIBLE POPULATIONS							
26	Pasteurized foods used; prohibited food not offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

UTENSILS, EQUIPMENT & VENDING				
47	Food & non-food contact surfaces cleanable, properly designed, constructed & used	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48	Warewashing facilities: installed maintained & used; test strips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49	Non-food contact surfaces clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PHYSICAL FACILITIES				
50	H & C water available; adequate pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51	Plumbing inst.; proper backflow devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Food Establishment: _____ Inspection Date: _____

COMPLIANCE STATUS		IN	OUT	NA	NO	COS	R
PHYSICAL FACILITIES (CONT.)							
52	Sewage & waste water properly disposed]		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
53	Toilet features: properly constructed, supplied & cleaned		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
54	Garbage and refuse properly disposed; facilities maintained		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
55	Physical facilities installed, maintained & cleaned		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
56	Adequate ventilation & lighting; designated areas used		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
ADDITIONAL REQUIREMENTS LISTED IN 105 CMR 590.011							
M1	Anti-choking procedures in foodservice establishment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M2	Food allergy awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPLIANCE STATUS		IN	OUT	NA	NO	COS	R
REVIEW OF RETAIL OPERATIONS LISTED IN 105 CMR 590.010							
M3	Caterer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M4	Mobile Food Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M5	Temporary Food Establishment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M6	Public Market: Farmers' Market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M7	Residential Kitchen: Bed & Breakfast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M8	Residential Kitchen: Cottage Food Ops.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M9	School Kitchen: USDA Nutrition Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M10	Leased Commercial Kitchen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M11	Innovative Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LOCAL REQUIREMENTS							
L1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Item/Location	Temp °F	Item/Location	Temp °F	Item/Location	Temp °F

Item #	Description of Violations	Date to Correct	Item #	Description of Violations	Date to Correct

Number of Violated Provisions Related to Foodborne Illness Risk Factors and Intervention (Items 1 through 29)

Number of REPEAT Violated Provisions Related to Foodborne Illness Risk Factors and Intervention (Items 1 through 29)

Discussion with PIC _____

CORRECTIVE ACTION REQUIRED? YES NO
 Voluntary Compliance Employee Restriction/Exclusion Re-inspection
 Embargo Voluntary Disposal Other:
 EMERGENCY SUSPENSION EMERGENCY CLOSURE

Inspector's Signature: _____ PIC Signature: _____