HB
378

HOUSE COMMITTEE REPOI

(11)

Date Referred to Committee: February 24, 2004 FURTHER REFERRALS:

Date of Committee Action: 3-2-04

The FINANCE Committee considered: HB 378

HOUSE BILL NO. 378 FOOD, DRUGS, COSMETICS, CERTAIN DEVICES

"An Act relating to the Alaska Food, Drug, and Cosmetic Act, including sales, advertising, certain devices, food donors, and food banks; making certain violations of organic food provisions and of the Alaska Food, Drug, and Cosmetic Act unfair methods of competition and unfair or deceptive acts or practices under certain of the state's unfair trade practices and consumer protection laws; and providing for an effective date."

Recommends it be replaced with [ ] HCS *or* [ ] CS *for* _____(_____)

For Senate Bills with new title: [ ] Technical Title [ ] New Title: HCR_____ [ ] Same Title [ ] New Title

[ ] attach amendments

[ ] add new referral to _____Committee

[ ] Letter of Intent_____Committee

List of Abbrev for Depts.:
ADM
CED
COR
CRT
EED
DEC
DFG
GOV
HSS
LEG
LAW
LWF
MVA
DNR
DPS
REV
DOT
UA

NEW FISCAL NOTES *Assigned by Chief Clerk's Office

List by Dept(s):	*FN#	Fiscal	Indet.	Zero

PREVIOUS FISCAL NOTES

List by Dept(s):	FN#	Fiscal	Indet.	Zero
LAW	#1			✓
DEC	#2	✓		

Signing with recommendations	Printed Last Name	DP	DNP	NR	AM
	Meyer	✓			
	Hawker			✓	
	STOLTZE			✓	
	Foule			✓	
	CROFT			✓	
	MOSES			✓	
	Fate	✓			
	FOSTER	X			
Chair:	Harris			✓	
Chair:	Williams	X			

FISCAL NOTE

STATE OF ALASKA
2004 LEGISLATIVE SESSION

Fiscal Note Number: 1
Bill Version: HB 378
(H) Publish Date: 2/9/04

Revision Date/Time (Note if correction):
Dept. Affected: LAW
Title "An Act relating to the Alaska Food, Drug, and Cosmetic Act, including sales, advertising..."
RDU Civil
Component Environmental
Sponsor House Finance
Requester House Health, Education and Social Services
Component No.

Expenditures/Revenues (Thousands of Dollars)

Note: Amounts do not include inflation unless otherwise noted below.

OPERATING EXPENDITURES	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
Personal Services						
Travel						
Contractual						
Supplies						
Equipment						
Land & Structures						
Grants & Claims						
Miscellaneous						
TOTAL OPERATING	0.0	0.0	0.0	0.0	0.0	0.0
CAPITAL EXPENDITURES						
CHANGE IN REVENUES ( )						

FUND SOURCE (Thousands of Dollars)

1002 Federal Receipts						
1003 GF Match						
1004 GF						
1005 GF/Program Receipts						
1037 GF/Mental Health						
Other (Specify Type--Do not abbreviate)						
TOTAL	0.0	0.0	0.0	0.0	0.0	0.0

Estimate of any current year (FY2004) cost: 0.0
Mark this box (X) if funding for this bill is included in the Governor's FY 2005 budget proposal:

POSITIONS

Full-time						
Part-time						
Temporary						

ANALYSIS: *(Attach a separate page if necessary)*

This bill amends AS 17.20.005 by adding a requirement that training, testing and certification be required for individuals who handle or prepare food, their supervisors, and their employers to ensure knowledge of food safely and sanitation. It also broadens the potential penalties and fines that may be imposed on anyone who violates one of the prohibited acts under the Food, Drug and Cosmetics Act but provides certain exceptions, under certain circumstances for disseminators of false advertising, and for donors of food to a food bank and to food banks themselves. The bill also gives concurrent jurisdiction to the Attorney General to act against violators of this revised statute.

Passage of this legislation will have a negligible fiscal impact on the Department of Law.

Prepared by: Kathryn A. Daughhetee, Director
Phone 465-3673
Division Administrative Services
Date/Time 2/2/04 1:13 PM
Approved by: Kathryn Daughhetee for Gregg D. Renkes, Attorney General
Date 2/2/2004
Agency Department of Law

(Revised 12/2003 OMB)

FISCAL NOTE

STATE OF ALASKA
2004 LEGISLATIVE SESSION

Fiscal Note Number: 2
Bill Version: HB 378
(H) Publish Date: 2/9/04

Revision Date/Time (Note if correction):
Dept. Affected: Environmental Conservation

Title: An Act Relating to Food, Drug and Cosmetics
RDU: Environmental Health
Component: Food Safety and Sanitation

Sponsor: Representative Bill Williams
Requester: House HESS Committee
Component No.: 2343

Expenditures/Revenues (Thousands of Dollars)

Note: Amounts do not include inflation unless otherwise noted below.

OPERATING EXPENDITURES	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
Personal Services	106.7	106.7	106.7	106.7	106.7	106.7
Travel	5.0	5.0	5.0	5.0	5.0	5.0
Contractual	13.2	13.2	13.2	13.2	13.2	13.2
Supplies	72.0	2.0	2.0	2.0	2.0	2.0
Equipment	13.8	2.0	2.0	2.0	2.0	2.0
Land & Structures	0.0	0.0	0.0	0.0	0.0	0.0
Grants & Claims	0.0	0.0	0.0	0.0	0.0	0.0
Miscellaneous	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL OPERATING	210.7	128.9	128.9	128.9	128.9	128.9
CAPITAL EXPENDITURES						
CHANGE IN REVENUES (1005/1156)	80.0	157.0	77.0	157.0	157.0	77.0

FUND SOURCE (Thousands of Dollars)						
1002 Federal Receipts	0.0	0.0	0.0	0.0	0.0	0.0
1003 GF Match	0.0	0.0	0.0	0.0	0.0	0.0
1004 GF	0.0	0.0	0.0	0.0	0.0	0.0
1005 GF/Program Receipts	0.0	0.0	0.0	0.0	0.0	0.0
1037 GF/Mental Health	0.0	0.0	0.0	0.0	0.0	0.0
1156 Receipt Supported Services	210.7	128.9	128.9	128.9	128.9	128.9
TOTAL	210.7	128.9	128.9	128.9	128.9	128.9

Estimate of any current year (FY2004) cost: 0.0
Mark this box (X) if funding for this bill is included in the Governor's FY 2005 budget proposal:

POSITIONS

Full-time	2	2	2	2	2	2
Part-time	0	0	0	0	0	0
Temporary	0	0	0	0	0	0

ANALYSIS: *(Attach a separate page if necessary)*

See Attached

Prepared by: Kristin Ryan, Director
Phone 269-7645
Division: Division of Environmental Health
Date/Time 1/14/04 12:00 AM

Approved by: Kurt Fredriksson, Deputy Commissioner
Date 1/14/2004
Agency: Department of Environmental Conservation

FISCAL NOTE #2

STATE OF ALASKA
2004 LEGISLATIVE SESSION

BILL NO. HB 378

ANALYSIS

This bill authorizes the department to implement key elements of the new food safety program called - Active Managerial Control (AMC). This includes certification requirements for food service managers, separate food worker certification and testing, and authority to issue civil fines.

REVENUES

Food Worker Certification: Regulations will be implemented that require food workers to pass an exam administered by the department. A $10.00 fee will be assessed for a three-year certification with a $10.00 fee for each re-certification. There are approximately 16,000 food workers employed in the state.

- FY2005 – Half of the food workers will be certified in the first year of implementation producing $80.0 in receipts. (There is a one-year grace period in effect that extends into FY2006).
- FY2006 – The other half of food workers will be certified plus 45% in new certifications representing estimated industry turnover for seasonal workers generating revenue estimated at $152.0.
- FY2007 – Third year revenue is from turnover certification only.

Revenues continue in this pattern with a three-year re-certification cycle.

Civil Fines: Revenue projections include a minimal amount for civil fines at a rate of $5.0 per year. The department will impose fines for failure to comply with the food safety system requirements or repeat or serious food safety violations. Food establishments will have a one year grace period for the necessary training and to implement the AMC system. Revenue from fines will not begin until after the grace period has expired (FY2006 or later) and are, at this point, difficult to estimate.

OPERATING COSTS

Personal Services: An Environmental Health Technician, will track compliance, deposit payments, issue certifications, and distribute training materials. An Environmental Health Officer will supervise Train-the-Trainer instruction on the requirements for food worker training and will coordinate with state and national providers of training for the Certified Food Protection Manager (CFPM) certification requirement in conjunction with state proctored exams.
Travel: Cost of conducting training, audits and to provide technical assistance.
Contractual: Funding for maintenance and support of the certification system and basic position support costs.
Supplies: Costs include a first year, one-time expenditure of $70.0 for the purchase and implementation of a Food Safety System (software) that will provide food worker training and testing on-line and in multiple languages. Training and certification will be available in remote as well as urban areas, and to workers for whom English is not the primary language.
Equipment: Standard equipment purchases in the first year with ongoing maintenance costs.

FUNDING

Receipts from annual food establishment permit fee collections will be used to fund AMC activities.

FISCAL NOTE #2

Personal Services New Position Detail

Department of Environmental Conservation

Scenario: A Scenario for FY2005 Fiscal Notes (3605)
Component: Food Safety & Sanitation (2343)
RDU: Environmental Health (207)

PCN	Job Class Title	Time Status	Retire Code	Barg Unit	Location	Salary Sched	Range & Steps	Budgeted Months	Split / Count	Annual Salary	COLA	Premium Pay	Annual Benefits	Total Costs
18-#015	Environmental Health Tech.	FT	A	GP	Anchorage	2A	12B	12.0		31,308	0	0	15,944	47,252

Justification:

This position will be responsible for tracking compliance with the food worker certification requirement, deposit of the certification fees, issuance of the certifications and the distribution of training materials.

Funding Detail:

1156	Receipt Supported Services	100.00%	47,252
	Total Funding:	100.00%	47,252

PCN	Job Class Title	Time Status	Retire Code	Barg Unit	Location	Salary Sched	Range & Steps	Budgeted Months	Split / Count	Annual Salary	COLA	Premium Pay	Annual Benefits	Total Costs
18-#016	Environmental Health Officer	FT	A	GP	Anchorage	2A	16B	12.0		41,136	0	0	18,257	59,393

Justification:

This position will be responsible for providing food worker and Active Managerial Control (AMC) training, proctoring certification exams and "training the trainer" for 3rd party trainers in food worker and AMC requirements.

Funding Detail:

1156	Receipt Supported Services	100.00%	59,393
	Total Funding:	100.00%	59,393

Component Summary:

Total New Positions: 2

Fund	Description	Fund Percent	Fund Amount
1156	Receipt Supported Services	100.00%	106,645
	Total Funding:	100.00%	106,645

Note: If a position is split, an asterisk (*) will appear in the Split/Count column. If the split position is also counted in the component, two asterisks (**) will appear in this column.

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CHANGE IN REVENUES ( )						

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REPRESENTATIVE
BILL WILLIAMS
Co-Chair
(907) 465-3424
Fax: (907) 465-3793

INTERIM ADDRESS
50 Front Street, Suite 203
Ketchikan, Alaska 99901
(907) 247-4627
Fax: (907) 225-7157

Alaska State Legislature
House Finance Committee

State Capitol, Juneau, Alaska 99801-1182

REPRESENTATIVE
JOHN HARRIS
Co-Chair
(907) 465-4859
Fax: (907) 465-3799

INTERIM ADDRESS
State Capitol, Room 507
Juneau, AK 99801-1182

HB 378

Sponsor Statement

HB 378 amends provisions in Title 17 relating to the powers of the Commissioner of the Department of Environmental Conservation (DEC) relating to food offered or sold to the public. The bill makes it possible for DEC to require food-handling operators to become trained and certified and assess fines. Both of these capacities are needed as part of the new food safety paradigm - Active Managerial Control. In addition, the bill defines a violation of labeling or advertising as a violation of the unfair trade and consumer protection provisions.

Currently, AS 17.20.005 allows the Commissioner of DEC to issue orders, regulations, permits, embargoes, and quarantines. This includes inspection, sanitation standards, food handling methods, and labeling. Under this bill, the Commissioner of DEC will have additional authority to ensure knowledge of food safety and sanitation by individuals who handle or prepare food for the public, and persons who supervise or employ those individuals. This bill also authorizes DEC to impose a civil fine for a violation of the Alaska Food, Drug, and Cosmetic Act.

HB 378 also clarifies that a violation of the label or advertisement provisions in AS 17.20, or a violation of the representation requirement in AS 17.06 is an unfair or deceptive trade practice under Alaska's Statutes. This will allow the Attorney General's office to investigate labeling violations that are not food safety or sanitation concerns.

THE
FOLLOWING
DOCUMENT(S)
ARE
POOR
ORIGINAL
COPIES

AARP Alaska

February 27, 2004

The Honorable John Harris, Co-Chair
House Finance Committee
Alaska State Capitol, Room 507
Juneau, Alaska 99801-1182

The Honorable Bill Williams, Co-Chair
House Finance Committee
Alaska State Capitol, Room 515
Juneau, Alaska 99801-1182

RE: HB 378 (House Finance Committee) – Support

Dear Co-Chairs Harris and Williams:

On behalf of the Alaska members of AARP, we recommend you and your colleagues on the House Finance Committee support your Committee bill HB 378.

According to the Centers for Disease Control and Prevention, 76 million illnesses and 5,000 deaths in the United States each year are linked to food-borne pathogens. Older Alaskans, along with children and people with suppressed immune systems, are particularly vulnerable to these pathogens.

Food-borne pathogens are found in all types of food. The federal and state government has a responsibility to ensure that the food supply is safe. This is particularly important for food which we purchase and eat away from our homes. Unfortunately, almost half the health problems related to food-borne pathogens resulted from eating in some type of a food service establishment. Any of us that have ever suffered "food poisoning" from a visit to a restaurant can vouch for the significant consequences we have suffered, both physically and economically through lost work, productivity, etc.

Certification of food protection managers has been found to improve food sanitation practices. Training for workers by those certified managers does decrease food-borne illnesses.

Our state food safety and sanitation staff have methods to train and certify food protection managers, even in remote areas.

HB 378 will provide for this training. It also will provide fines for failing to comply with out public health and food safety standards. AARP believes that both the certification process and the ability to impose fines are important to food safety in Alaska.

AARP recommends an "AYE" vote on HB 378.

Should you have any questions about our position, please feel free to contact Marie Darlin, Coordinator of the AARP Capital City Task Force (907- 586-3637); Patrick Luby, AARP Legislative Representative (907-762-3314); or me (907-245-5259).

Thank you for your consideration.

Sincerely,

Marguerite Stetson

Marguerite Stetson
AARP State Coordinator for Advocacy
3009 Northwood Street
Anchorage, AK 99517-1871
907-245-5259 (voice)
907-245-5279 (fax)
ffmas@aurora.uaf.edu

CC: Vice-Chair Kevin Meyer
Representative Mike Chenault
Representative Bud Fate
Representative Richard Foster
Representative Mike Hawker
Representative Bill Stoltze
Representative Eric Croft
Representative Richard Joule
Representative Carl Moses
Marie Darlin
Patrick Luby

House Bill 378
Testimony

Kristin Ryan - Director, Division of Environmental Health

- Restaurant industry sales account for 4 percent of the U.S. gross national product. According to the National Restaurant Association, Alaska saw sales of $878 million in 2003, and is projected to see sales of $922 million in 2004 (a 5% increase).
- Nationwide, the industry employs 12 million people, the nation's largest private-sector employer. In Alaska the numbers vary by season but averages to about 20,000 or 3% of the population (total pop 626,932).
- In 2000, an E. Coli outbreak at a Kenai restaurant resulted in 31 known sick Alaskans and an estimated 300 more unknown. The cause was infected workers, poor hand washing, food temperature control and cross contamination - All things easily avoided by a knowledgeable workforce. The operation permanently closed as a result.

Alaska needs a more effective food safety system - a system that ensures operators and staff are knowledgeable about food safety and accountable for controlling practices and procedures that contribute to foodborne illness. A system that sets reasonable standards, can be equitably implemented in both urban and rural settings, and does not rely on an infrequent government inspection to determine if standards are being met on a day-to-day basis.

- **Certification is a necessary part of an effective food safety system.**
- **Enforcement tools are necessary to promote compliance.**
- **Certification and enforcement are key components of Alaska's new Food Safety protection system called Active Managerial Control.**

1. Certification is a necessary part of an effective food safety system.

a. Government food protection programs across the country are grappling with diminishing resources and ineffective delivery systems. Relying on government inspections as the primary tool to ensure high sanitary standards is no longer considered an effective method to ensure food offered or sold to the public is safe. The premise that inspections can improve sanitation of restaurants is flawed. Alaska has never been able to inspect frequently enough to truly protect public health. A national trend toward a more effective food safety program makes it a food worker's responsibility to practice established safe food handling skills 365 days a year, and prove it through certification and testing.

b. A national study found restaurants for which managers were required to attend a training and certification program demonstrated significantly improved sanitation practices that were sustained over a two-year follow-up period.

c. Alaska's food permit holders were asked what they needed for a safe food handling system. Out of 321 respondents 89% stated mandatory food manager certification was necessary and 82% believed mandatory food handler training was also necessary.

d. Forty-one States or local governments have mandated certification requirements. Most remaining jurisdictions have voluntary programs like Alaska's current program.

e. It is a mark of professionalism to meet criteria determined by one's peers. Lawyers take the bar examination, doctors pass boards, and public accountants become CPAs. The process of certification and demonstrated knowledge raises professional esteem and expectations.

2. Enforcement tools are necessary to promote compliance.

a. Issuing a notice of violation, closing a facility, or pursuing criminal prosecution are currently the only enforcement tools DEC can use to promote compliance. Closing a facility is only appropriate when a serious health threat exists, and there are practical, procedural, and economic constraints to pursuing criminal prosecution for regulatory violations. Having the capacity to issue appropriate fines for violations that are significant or repeat violations provides a more reasonable, efficient, and effective mechanism to ensure food offered or sold to the public is safe and deter subsequent violations.

b. Some say that the threat of consumer lawsuits is adequate motivation for operators to serve safe food. However, many foodborne illnesses go unreported and cannot be attributed to a specific eating establishment. The median reported cases were 25:1.

3. Certification and enforcement are key components of Alaska's new Food Safety protection system called Active Managerial Control.

Each individual in the food chain from farmer to processor to retailer to consumer has some responsibility for food safety. The ultimate responsibility at the retail level lies not with the regulator but with the food service operators.

What makes an effective food safety system or regulatory program?

a. Unambiguous statutory authority. Alaska has a solid statutory foundation to ensure sanitary practices are used in the operation of a food handling establishment.

b. Documented basis for concern.

1. Centers for Disease Control estimates 76 million illnesses, 325,000 hospitalizations and 5,000 deaths a year caused by foodborne illness
2. Foodborne illness can be traced to several sources--61% is traced to the foodservice industry, 32% to homes and 7% to food processing plants.

c. Protective standards - With nearly 100 years of food safety regulation experience in the U.S. we know that the 5 risk factors that must be controlled are: food from unsafe sources, inadequate cooking, inadequate holding, contaminated equipment and poor personal hygiene.

d. Rational regulatory scheme. 32 Alaska food safety experts (Food Safety and Sanitation staff) have reviewed how jurisdictions and industry ensure food safety in other states and developed Alaska's new regulatory scheme called Active Managerial Control. As the name implies, responsibility for food safety has been clearly placed on operators. It consists of food service workers that are knowledgeable about the causes of foodborne illness and practices to control them, written standard operating procedures and self-audits, and DEC enforcement implemented through on-sight inspections and record audits. HB 378 is needed to make the proposed rational regulatory scheme of AMC possible.

e. Documented compliance. AMC incorporates various ways for operators to document and DEC health officers to verify compliance.

f. Enforcement. Flexible mechanisms are needed to promote compliance through appropriate actions that prevent and deter rather than ineffective mechanisms that only react and punish.

- **Certification is a necessary part of an effective food safety system.**
- **Enforcement tools are necessary to promote compliance.**
- **Certification and enforcement are key components of Alaska's new Food Safety protection system called Active Managerial Control.**

Knowledgeable Workforce

Trained Workers

Certified Managers

Managing Risks

Quarterly Self Assessments

Standard Operating Procedures:

Cleaning & Sanitizing
Handwashing
Employee Health
Receiving and Storage
Risk Factor related SOPs

Enforcement

Record Audits

Risk Based Inspections

Enforcement Actions

Dirty dining?

'Dateline' hidden cameras investigate cleanliness of America's top 10 fast food chains

Fast food: It's served fast and you eat it fast, maybe too fast to notice the restaurant is a little dirty. The fact is that no one has ever done a national survey looking at the cleanliness of fast food chains — until now. Recently, we took our Dateline cameras undercover for the first-ever investigation of whether America's top 10 fast food chains are clean and safe. How did your favorite restaurant do? We're a nation fueled by fast food: burgers and fries, tacos, fried chicken. It's hot, tasty and easy. And with millions and millions of meals sold every day, most of us just assume it's all clean and safe. But when it's not, it can be devastating.

After eating at this McDonalds in Erwin, Tenn., last March, one hundred people became violently ill. Some ended up in the hospital, dehydrated and even hallucinating. The Centers for Disease Control says sick restaurant employees very likely contaminated food with a virus, although McDonald's disputes that.

Meanwhile, after eating at a KFC in Colorado, Gianni Velotta was infected with a dangerous salmonella bacteria. His mother says he almost died.

Natalie Velotta: "His kidneys weren't working. I mean, there's just no words to explain how bad it actually was."

How do your favorite restaurants rate?

Was there any way to prevent it? Well, had Natalie Velotta checked, she'd have learned health inspectors had cited and fined that KFC just a few months earlier.

Velotta: "If I would have known that they had several health violations, I would not have eaten there."

But who has time to check health inspection reports before they go to a fast food restaurant? Virtually no one, so Dateline decided to do it.

The biggest 10 chains have 75,000 restaurants. We couldn't look at all of them, so we hired a survey company to choose a sample, 100 restaurants from each chain, 1,000 in all, spanning 38 states.

We then collected and examined local health inspection reports for the last year and a half on each of those 1,000 restaurants. Some were inspected just once, some more often during that period.

In a first of its kind national investigation, Dateline is going to use these health inspection reports to find out which fast food chains in our survey are the cleanest and the dirtiest. What we found may do more than surprise you. Some of the horror stories in Dateline's dirty dining survey just might turn your stomach.

In a Chicago, in a Wendy's, inspectors found dead rodent decomposing on a rat trap. At a California Taco Bell, someone bit into a taco, only to find chewing gum. An inspector in Texas found a worm in a Wendy's salad. At a Hardee's in Florida, a customer was handed a cup of soda with blood dripping from it. There was blood on her change as well.

The list goes on. A cockroach in someone's soda, a sharp metal object in a man's sandwich. But as disgusting as those things are, they are rare. Experts say the things you can't see can be even more hazardous.

So what can be done about all this? Well, health inspectors tell us it's not that easy to just close down a restaurant, and they say their power is limited when it comes to even imposing heavy fines. What they can do is cite restaurants for what is known as a hazardous or critical violation.

Caroline Smith-Dewaal is with the Center for Science in the Public Interest, a food safety watchdog group.

Smith-Dewaal: "A critical violation is something that happens in a restaurant that may result in the food becoming contaminated."

Lea Thompson: "By definition, is a critical violation something that could make you sick?"

Smith-Dewaal: "Yes."

Critical violations are a benchmark for judging a restaurant's cleanliness. Most food regulations mandate they be corrected immediately, and they are the only type of violations we counted in our survey. They include things like handling ready-to-eat food with bare hands or unwashed hands, undercooked meat, improper food holding temperatures, sick employees preparing food, and a host of other potentially

hazardous problems.

What may shock you is just how many restaurants had critical violations. More than sixty percent of all fast food restaurants in our sample had at least one critical violation in the last year and a half.

How many total violations did each chain have? Here comes Dateline's dirty dining survey — it's a top 10 list where no fast food restaurant wants to come in number one:

10: TACO BELL

The 100 Taco Bells we sampled had the fewest total critical violations, 91, making it the best performer in our survey. But it was not without problems. Recurring violations included dirty food preparation counters and rodent droppings.

9. MCDONALD'S

The golden arches, the 100 McDonald's we looked at came in with a total of 136 critical violations. Some didn't have a trained and certified food handler on the job, required by law in many states.

Thompson: "It's that important?"

Smith-Dewaal: "Absolutely. We can't have food prepared by people who don't know that you can't combine raw meat with cooked meat, with people who don't understand the importance of proper temperatures in food preparation."

8. KFC

The 100 KFCs we sampled tallied up 157 critical violations, and two thirds of the "finger lickin' good" restaurants had at least one critical violation. Remember, it was at a KFC, the Health Department says, little Gianni Velotta picked up salmonella poisoning last year. We've now learned that another child was also sickened there, and the same restaurant has since been cited for three more critical violations.

While the Velotta's have settled a lawsuit against the restaurant, a lawyer for the owner of the franchise contends the salmonella cases did not originate there.

7. SUBWAY

The 100 Subways we looked at totaled 160 critical violations. A recurring problem at the sandwich chain was improper food holding temperatures.

Thompson: "What does that mean?"

Smith-Dewaal: "That means that bacteria in the food that's already cooked can start to grow, and it can reach levels that can cause serious illness for someone who consumes it."

6. JACK IN THE BOX

The 100 Jack in the Box restaurants had a total of 164 critical violations. A Ventura, Calif., Jack in the Box was a trouble spot. It had several customer complaints of food borne illness.

5. DAIRY QUEEN

The 100 Dairy Queens we examined totaled 184 total critical violations. One Dairy Queen in Hampton, Va., rang up a number of critical violations last summer for grime, debris, and a inaccurate thermometer.

When Dateline went back recently to take a look, the restaurant invited us in, and showed it had fixed the problem.

4. HARDEES

The 100 Hardee's tallied 206 critical violations. Again and again inspectors cited the presence of insects and rodents.

Smith-Dewaal: "Rodents and roaches are gross. But more importantly, they can also spread germs from food to food, and carry germs into a restaurant."

Last May, one restaurant was cited for not having soap in the employee's sink. Yet, inspectors found employees handling ready-to-eat food with their bare hands.

3. WENDY'S

100 Wendy's had 206 critical violations. That's the same as Hardees, but more Wendy's restaurants had violations. So Wendy's is number three in our Dateline dirty dining survey.

At a Wendy's in Mesa, Ariz., inspectors noted repeated problems with food holding temperatures, mice droppings on the shelves, bare hand food contact, and one food borne illness complaint.

2. ARBY'S

The 100 Arby's had 210 critical violations. The roast beef specialists had recurring violations for improper hand-washing and employees handling ready-to-eat foods with their bare hands.

Smith-Dewaal: And clearly, if the person isn't washing their hands or using other sanitation practices, they can really make people very sick.

1. BURGER KING

So which fast food chain finished number one on Dateline's dirty dining list? It's Burger King. The 100 Burger Kings we sampled rang up a whopping 241 total critical violations. Health inspectors cited a Virginia Burger King for 14 separate critical violations: employees not washing their hands, uncovered food in the fridge, grime and debris found on this ice chute, and on the drink machine at the drive-thru widow. We observed one employee scooping ice into a cup with his bare hands, an apparent critical violation.

SO WHAT'S THE BIG PICTURE?

The 1,000 restaurants we sampled totaled 1,755 critical violations, and 613 restaurants were cited at least once. That's more than 60 percent with problems inspectors consider potentially hazardous to your health.

Still, in an industry where millions of meals are served...

Thompson: "Is it unrealistic to expect a fast food restaurant to come up with a clean bill of health every single time an inspector walks in the door."

Smith-Dewaal: "The government inspector is the last checkpoint. The restaurant itself should be doing inspections and checking for critical violations every day. They shouldn't wait for a government inspector to tell them they're doing it wrong."

Steve Grover of the National Restaurant Association represents fast food restaurants. He's a former health inspector himself.

Thompson: "Does Dateline's survey concern you?"

Steve Grover: "It concerns me. I do not find critical violations acceptable."

Thompson: "Why are they there in the first place?"

Grover: "Because no one's perfect. I tell the executives every day, 99.9 percent is not good enough, when it comes to food safety."

Thompson: "What about 60 percent?"

Grover: "Sixty percent is not good enough when it comes to food safety."

Grover argues as long as critical violations are being corrected promptly, then the system is working. Inspectors are doing their job, and the restaurants are following the advice of the inspectors as they come through.

Most fast food restaurants are owned by individuals, but most chains say they inspect every restaurant that has their name on it.

In a letter to Dateline, Burger King says it is "Extremely disappointed" by (the) findings... We want to assure our guests we will quickly investigate... and take immediate and appropriate actions..." The president of Wendy's writes, "one critical violation on a health inspection report is one too many." And Hardees says, "We must always do better. Any critical deficiency is unacceptable - which is why we address them immediately." McDonald's says "No one cares more about operating clean, safe restaurants than McDonald's."

All are unanimous in agreeing with KFC that "Food safety is our number one priority." The Velottas, whose little boy became almost died, hope that's true.

Velotta: "Every single time I go to a fast food restaurant, there's that doubt in the back of my mind that they could get sick. Every single time."

Memorandum

DATE: November 7, 2000

TO: FOR THE RECORD

FROM: Michael Beller, M.D., M.P.H.
Medical Epidemiologist

THRU: Sue Anne Jenkerson, R.N.C., M.S.N., F.N.P.
Nurse Epidemiologist

FROM: Kim Mynes-Spink, R.N., B.S.N.
Nurse Epidemiologist

SUBJECT: Final Report - Escherichia coli O157:H7 outbreak-Kenai Peninsula

Introduction

On July 18, 2000, the microbiologist at Central Peninsula General Hospital in Soldotna reported four laboratory-diagnosed cases of Escherichia coli O157 infection and said other patients with diarrhea had been seen in the emergency department. An outbreak investigation was immediately begun. This report summarizes Interim Reports of July 20, 21, and 28 and presents additional information collected since the last Interim Report.

Methods

We interviewed persons living on or visiting the Kenai Peninsula in July who developed an acute gastrointestinal illness (diarrhea, abdominal cramping, or bloody diarrhea) or had a positive stool specimen for E. coli O157. Initially, subjects were interviewed because they presented to Central Peninsula Hospital with gastrointestinal symptoms. After notification of Kenai Peninsula physicians of the outbreak and news media coverage beginning on July 20, other ill persons contacted the Section of Epidemiology. A questionnaire was used for the interviews (Attachment 1).

Because the interviews suggested that the source of the outbreak was the Mad Moose restaurant in Sterling (see Results), we interviewed all workers there. We obtained

worker schedules and compared shifts with times and dates that ill patrons had eaten at the restaurant.

Stool specimens were collected from all restaurant workers (irrespective of illness status) and requested from ill persons identified during the interviews. Some ill persons did not submit specimens. Positive specimens from hospital laboratories were sent to the State Public Health Laboratory and the U.S. Centers for Disease Control and Prevention (CDC) for confirmation, complete identification, and pulsed field gel electrophoresis (PFGE), a type of "genetic fingerprinting." The enzymes used for the PFGE were XbaI and BlnI. PFGE also was performed on an Anchorage E. coli O157:H7 isolate from July 2000 and a Sterling isolate from September 2000. In order to examine isolates unrelated to the outbreak, PFGE was done on three E. coli O157:H7 isolates from sporadic Alaska cases during 1998.

On July 19, the Department of Environmental Conservation (DEC) inspected the implicated restaurant. Food samples, including ground beef and hamburger patties, were obtained and sent to the State Public Health Laboratory and cultured for E. coli O157. The next day, the DEC inspector used culturette swabs to collect samples from a cutting board, a meat slicer, and kitchen surfaces. The swabs were sent to the DEC laboratory in Palmer and used as cleanliness indicators and for quality control at the laboratory.

On July 18, the U.S. Department of Agriculture issued a recall for ground beef contaminated with E. coli O157 that had been sold by an Anchorage meat supplier. We obtained information on the ground beef sold by the supplier and the sources of meat used by the restaurant. CDC compared the PFGE pattern of the E. coli O157 isolate from the recalled ground beef to the isolates from ill restaurant patrons and workers.

We obtained from the restaurant owner a list of 28 patrons that had eaten at the restaurant during July 6 to 9, 2000 and paid by check. They were interviewed about illness in their households.

On August 23, Dr. Michael Beller and Kim Mynes-Spink met with the restaurant owner to review our findings and answer questions. The owner was given information about E. coli O157:H7, graphs used in the investigation, and the PFGE results.

Results

In all, 58 persons were investigated who either had gastrointestinal illness or worked at the restaurant. Stools were collected from 39 of them, including all 12 restaurant workers. Since all persons with a positive stool culture had eaten at the Mad Moose 2 to 7 days before becoming ill and no other common exposures - restaurants, grocery stores, or social gatherings - were identified, we defined cases as follows:

1. A **confirmed case** was a person who within 8 days eating or working at the Mad Moose on or after July 1, 2000 either
   - had a stool culture positive for E. coli O157:H7, or

- met the clinical case definition (see below) **and** had eaten one or more meals at the restaurant with a person with a positive stool culture.

2. A **clinical case** was a person who ate or worked at the Mad Moose on or after July 1 and within 8 days had diarrhea, abdominal cramping or bloody diarrhea but did not have a positive stool culture.
3. A **secondary case** was a person with a stool culture positive for E. coli O157:H7 who developed acute gastrointestinal symptoms within 3 weeks of having contact with a household member who had eaten or worked at the Mad Moose.

There were 19 confirmed cases (16 patrons and three workers; all but two of which were laboratory confirmed), 10 clinical cases (nine patrons and one worker), and two secondary cases (both were siblings of a worker). This left 18 persons who reported being ill but had not eaten at the Mad Moose (five submitted stool for culture; all were negative) and nine employees who did not report having gastrointestinal symptoms and had negative stool cultures. All persons with E. coli O157:H7 infection in Alaska during April to August 2000 (except for an Anchorage resident with E. coli O157:H7 infection during June, see below) had either eaten or worked at the Mad Moose or lived with someone who had.

The most common symptoms experienced by cases were bloody diarrhea and abdominal cramping (Table 1). Cases ranged from 10 months to 73 years of age. Nearly 75% of the cases (23/31 or 74%) resided on the Kenai Peninsula; 12 in Kenai or Soldotna and 11 in Sterling. The remaining cases resided in Anchorage (n = 3), the State of Arizona (n = 3), and Wasilla (n = 2). For confirmed cases, 11 were male and eight were female; clinical cases included five males and four females; both secondary cases were male. Eleven cases were hospitalized; there were no deaths or serious sequelae, such as hemolytic uremic syndrome.

Among Mad Moose patrons, illness onset dates ranged from July 10 to July 24 (Figure 1). Patrons ate at the restaurant from July 7 to July 19 (Figure 2). The restaurant was closed on July 10, July 17, and July 20 to August 4. The mean interval between eating at the Mad Moose and onset of symptoms was 2.8 days (range: 2 – 7 days).

Among the 25 patron cases, none reported eating breakfast at the restaurant, 11 had lunch, 11 had dinner, and three had more than one lunch or dinner. Two were unsure of meal dates. No common food items were identified: nine had hamburgers, five had prime rib, three had club sandwiches, and one each had cashew salad, chef's salad, turkey sandwich, bacon-lettuce-tomato sandwich, and chicken fried steak (Table 2). Because patrons had difficulty recalling food items other than the main course, we did not ask them about salads, side dishes, or beverages.

Four restaurant workers reported having gastrointestinal symptoms during July, onsets were from July 11 to July 16 (Figure 2). Three of the four had positive stool cultures. The ill worker with a negative culture had illness onset on July 11 but did not submit a stool specimen until July 31. Employees had meal privileges at the restaurant and ill workers had eaten multiple meals.

Nine of the E. coli O157:H7 isolates were submitted to CDC; all were confirmed. The State Public Health Laboratory conducted PFGE on isolates from 17 confirmed cases, an isolate from an Anchorage infection in July 2000, an isolate from a Sterling infection in September 2000, and three unrelated isolates from 1998. Twelve patron isolates and three employee isolates had an indistinguishable PFGE pattern, which was termed the "outbreak pattern." Two of the outbreak pattern isolates were submitted to the State Public Health Laboratory by an Arizona laboratory since the patients, both patrons of the Mad Moose, had returned home to Arizona by the time of illness onset. Two patron isolates were indistinguishable from the outbreak pattern with the B1nI enzyme but had a one band difference with XbaI enzyme. The three isolates from previous infections and the July Anchorage isolate had PFGE patterns markedly different from the outbreak pattern (the ill Anchorage resident had not eaten at the restaurant). The September Sterling isolate was similar to the outbreak pattern though the patient had not eaten at the restaurant (see attachment).

Findings from the DEC inspection conducted on July 19 were: inadequate separation of cooked meat, uncooked meat and other foods; use of a cutting board that could not be cleaned thoroughly; inappropriate cooling process for prime rib; and inadequate hand washing between handling uncooked meat and other foods.

All 13 food samples taken on July 19 tested negative for E. coli O157:H7. Results from the culturette swabs varied from common organisms such as Streptococcus to Enterobacter cloacae; no E. coli O157:H7 was identified.

A small amount of ground beef used by the restaurant was purchased from a major retail store in Soldotna. Most of the ground beef served during the outbreak was purchased from a supplier on the Kenai Peninsula. From July 6 to July 18 the restaurant received three 80-pound shipments. The supplier had purchased meat from an Anchorage distributor. This distributor had sold ground beef to multiple suppliers including the Kenai Peninsula supplier and an Anchorage supplier that had been the subject of the USDA recall.

The PFGE pattern of the E. coli O157:H7 isolate obtained by USDA from the recalled ground beef was different than the outbreak pattern. The restaurant owner denied purchasing any meat from the Anchorage supplier. The sausage and bacon served during breakfast were purchased from a different supplier on the Kenai Peninsula. The restaurant also obtained steak, prime rib, seafood, produce and miscellaneous items from this supplier.

We completed telephone interviews with 29 residents from 14 households on the list of restaurant patrons that had paid by check during July 6 to July 9. Five patrons had breakfast, five had lunch, and 21 had dinner; two of the lunch patrons also had breakfast during July 6 to July 9 (Table 3). Four reported having diarrhea 2 to 7 days after eating at the restaurant, all four reported having lunch or dinner at the restaurant on July 7 or July 9. The restaurant owner said 150 to 200 patrons ate lunch or dinner each day during July.

By applying the attack rate for lunch and dinner patrons in the survey (4/26 or 15%) to the estimated 1,500 to 2,000 lunch or dinner patrons served during July 7 to 19, we estimated at 225 to 300 persons may have been ill after eating at the restaurant.

All three workers with laboratory confirmed infection worked during the outbreak period. The other ill worker (with a negative stool culture) last worked on July 8 and became ill on July 11. All employees were involved in some food handling, preparation, or serving. There was no individual work schedule that matched the dates that ill patrons ate at the restaurant.

After the restaurant re-opened on August 4, one case of E. coli O157:H7 was reported from Sterling through the end of September. This case was not linked to the implicated restaurant (see attachment). There were seven other E. coli O157:H7 infections reported in Alaska between August 4 and September 30: five in Anchorage and one each in Seward and Fairbanks. None of these were linked to the restaurant

Discussion

Alaska has had very few E. coli O157:H7 infections reported (an average of 6.3 per year during 1997-1999), so the occurrence of almost 20 cases in less than a month is very unusual. The facts that all 19 laboratory confirmed cases either ate or worked at the Mad Moose and that 15 had an identical PFGE pattern were overwhelming evidence of a link between illness and the restaurant. The conclusion is further supported by the:

- absence of any other common exposure despite careful and extensive questioning,
- presence of serious sanitation deficiencies at the restaurant,
- mean interval between eating at the restaurant and illness onset was the same as the established incubation period (3 to 4 days, range 2 to 8 days) for E. coli O157:H7 infection, and
- observation that the outbreak stopped when the restaurant closed.

Although the epidemiologic and laboratory evidence demonstrated that the restaurant was the source of the outbreak, the investigation did not implicate any particular food item, food handler, or practice. This does not alter the conclusion that the outbreak came from the restaurant. Nearly all the patrons who became ill after eating on July 7, 9, and 11 had eaten hamburgers or prime rib. Given the well-established link between beef and E. coli O157:H7 and DEC's observation of food handling deficiencies, it is possible that the initial patrons and employees became ill after eating undercooked meat. Subsequently, infected restaurant workers could have been the source of illness among patrons who ate during July 13 to 19. A ground beef recall which occurred at the same time as the outbreak had no connection to the outbreak.

Food and kitchen surface samples taken on July 19 and 20 tested negative for E. coli O157:H7. These samples were collected 10 to 12 days after the outbreak started and were not from the same food shipments the ill patrons ate. Environmental swabs were collected after the restaurant closed and cleaning had occurred. Clearly, the culture results do not mean that meat served earlier did not contain E. coli O157:H7, that kitchen

surfaces were not contaminated, or that foods were not cross-contaminated with E. coli O157:H7 from meat.

Humans generally excrete E. coli O157:H7 for 1 or 2 weeks after being infected. Therefore, some of the nine workers who had negative stool cultures in mid- to late-July could have been culture positive earlier in the month. In particular, the worker with illness onset on July 11 could have had E. coli O157:H7 infection despite a negative culture of a stool collected on July 31.

Because the infectious dose is low, E. coli O157:H7 is readily transmitted from one person to another. Since the three workers with positive stool cultures worked while ill, a worker could have passed infection to patrons. We did not find a link between employee schedules and when patrons dined. However, the restaurant owner said the work schedule we were given was not the actual schedule (employees were allowed to trade days off or shifts). We requested a copy of the actual work schedule, but the owner did not provide one.

This outbreak was probably larger than the 31 cases identified. Investigation suggested that 15% of lunch and dinner patrons during the outbreak, or 225 to 300 persons, might have been sickened. Since some persons with E. coli O157:H7 infection have relatively mild symptoms, and many persons with diarrhea do not obtain medical care, we suspect that the true number of cases was substantially larger than the number of confirmed and clinical cases. The restaurant was in a community with a large influx of out-of-state tourists and additional cases may have returned home before becoming ill.

In conclusion, our investigation traced an E. coli O157:H7 outbreak to a restaurant. The restaurant was closed and the outbreak stopped. DEC worked with the owner and employees to correct all deficiencies before the restaurant re-opened. Because the source of the outbreak was quickly identified, disease transmission was stopped even though the precise mechanism of spread was not determined.

Acknowledgments: Janet Gleason and Lenore Wynkopp at Central Peninsula Hospital were extremely helpful in providing up-to-date information as the outbreak progressed. Patty Little, PHN at the Kenai Health Center quickly and efficiently completed interviews and collected stool specimens.

Attachments: Interim Reports
Memo to the Record, Escherichia coli O157 – Sterling

CC: Brad Tufto, DEC
Jerry Ferrington, DEC
Cory Willis, DEC
Janet Gleason, Central Peninsula Hospital
Patty Little, Kenai Health Center

Audits and Inspections

Audits

- New and existing establishments will initially be required to submit their SOPs, records, and self-inspections for review.
- Annually, and as part of the permit review process, a percentage of randomly selected establishments will be required to submit their self-inspections and records.

Inspections

- On-site evaluations of establishments will be conducted to determine their control of risk factors, to review SOPs and how they are implemented, and to audit required records and self-inspections.
- Enforcement actions, including administrative fines, may be initiated for risk factors that are not being controlled, imminent health hazards and other serious violations of the regulations.

12/01/2003

Implementing the New System

Target Schedule

GOAL

Public Notice Food Code	Spring	04
Revisions Adopted	Fall	04
CFPM Required	Fall	04
Food Worker Training	Fall	04
AMC Workshops	Fall	04
AMC Required	Fall	05

Elements of this new food safety system will be included in draft revisions to the Food Code (18 AAC 31). Food Establishment operators are encouraged to comment and will be directly notified when the draft regulations go out for public notice.

Your input is important, and can improve the regulations. Every comment will be considered, and changes may be made based on the comments received.

For more information visit our website:
www.state.ak.us/dec/deh/

Food Safety & Sanitation

Active Managerial Control:

Improving Alaska's Food Safety System

Active Managerial Control is a comprehensive food safety system. It includes operators and staff who are knowledgeable about food safety issues, and are responsible for controlling practices and procedures that contribute to foodborne illness. It can be implemented in both urban and remote settings.

This new system offers greater assurance that safe food is served throughout Alaska.

Alaska Department of Environmental Conservation
Division of Environmental Health
Food Safety and Sanitation Program
555 Cordova Street
Anchorage, AK 99501
(907) 269-7501 FAX (907) 269-7510

Elements of "Active Managerial Control"

Elements of Alaska's Food Safety System include trained food workers, standard operating procedures, monitoring and recordkeeping of certain risk factors, self-inspections, audits, and field evaluations. The details of these elements are explained below.

1. Training

- Establishments that serve unpackaged food will need to have a Certified Food Protection Manager (CFPM). She/he must pass a nationally recognized exam to become certified.
- All food workers must have food safety training and pass an exam.
- Many options will be available for both manager and food worker training, including self-study, online, and classroom training.

2. Written SOPs (Standard Operating Procedures)

Establishments must have SOPs that describe their policies on,

- proper handwashing,
- employee health,
- training,
- food sources,
- receiving and storage,
- chemical use and storage, and
- sanitation.

3. SOPS, monitoring, and recordkeeping will also be required, where applicable, for the following:

- hot and cold holding
- cooking,
- cooling,
- reheating, and
- handling ready-to-eat food.

4. Food Safety Checks

- Regular food safety checks, conducted by the operator, will help verify that the establishment's procedures, and good retail practices are being followed, and any required records are maintained.

The 5 Risk Factors for Foodborne Illness

Unsafe Holding Temperatures
Inadequate Cooking
Contaminated Equipment
Food from Unsafe Sources
Poor Personal Hygiene

Food Safety and Sanitation Program: Operator Assistance

DEC will hold workshops and provide training to help operators understand and implement Active Managerial Control. In addition, FSS plans to:

Provide Food Safety Training Opportunities

- Publish a list of CFPM Training Courses and Exams.
- Conduct Train the Trainer courses for employers and others who want to provide food worker employee training.
- Offer food worker training, testing, and certification online.
- Provide free training materials online and in print.

Provide Model SOPs and Forms

- Publish a Compliance Manual which will include permit applications, plan review requirements, instructions on identifying processes and risk factors, templates for writing customized SOPs, and example forms for recordkeeping and self-inspections. It will be available online and in print.
- Publish a Resource Manual to help operators implement their active managerial control system. It will include procedures for controlling risk factors, examples of policies, reproducible signs, and other information.

Washington State Department of Health

Division of Environmental Health

Food Safety and Shellfish Programs

Site Directory:

Food Safety Program
- Home Page
- Rule Revision
- Program Staff
- Publications
- Related Links

Food Safety Training:
- Food Worker Cards
- Workshops

Shellfish Programs
- Biotoxin Program
  - Biotoxin Bulletin
  - Public Beaches
  - Publications
- Commercial Shellfish
- Growing Areas
- Recreational Shellfish
- Publications

NEW!
- Growing Area Maps

Office Directions (pdf) requires free Adobe Acrobat Reader ®

Alternative File Format Information

Learn more about the Division of Environmental Health

Food Safety Program

The Food Safety Program provides oversight, technical assistance, and training to local health jurisdictions on retail food safety issues, and participates with other state, federal, and local agencies in the investigation of suspected cases of foodborne illness*.

The links listed on this page provide information about the retail food safety program in Washington State and links to related information and services.

Note: Local (county) health agencies issue food worker cards and license all permanent, temporary, and mobile retail food service establishments. For more information, please contact your local (county) health agency.

* ***Suspected cases of foodborne illness*** should be reported by the victim or his/her family directly to the local (county) health agency where they live. If a person has difficulty contacting the local health agency, contact one of our Food Safety Program Staff or call (360) 236-3330.

Regulation Revisions:

Chapter 246-215 WAC, Food Service, is undergoing its first major revision in 10 years. The link below provides information on this process.

Food Service Rule Revision Process

Chapter 246-217 WAC, Food Worker Cards, was recently revised to increase fees. For more information, see Food Worker Card Fee Increase.

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Links to external resources are provided as a public service and do not imply endorsement by the Washington State Department of Health.

Food Safety & Shellfish Programs
7171 Cleanwater Lane
PO Box 47824
Olympia, WA 98504-7824
(360) 236-3330

Last Update : 01/14/2004 04:06 PM
Send inquires about DOH and its programs to the Health Consumer Assistance Office
Comments or questions regarding this web site? Send mail to the SubSite Developer .

Washington State Department of Health

Division of Environmental Health
Food Safety and Shellfish Programs

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- Growing Area Maps

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Alternative File Format Information

Learn more about the Division of Environmental Health

Food Safety Training

Food Worker Training

Anyone working in the food service industry must have a food worker card.

Food worker cards are issued by county health departments for a small fee, and require the applicant to pass an exam on safe food handling practices.

Test reference materials and information on exam locations and dates should be obtained from the county (local) health department in which the individual wishes to work. The document "Working Healthy: Food and Beverage Worker Manual" (an online document on the *Public Health - Seattle & King County* Web site) may also be a helpful reference.

An initial food worker card is valid for two years from the date it is issued; renewal cards are valid for three years.*

* A five-year renewal card can be obtained if the food worker has taken an *approved* [1] Additional Food Safety Training course within the previous two years (see list below). "Additional Food Safety Training" is defined as the completion of comprehensive training on food safety of at least four (4) hours in length. Training may include topics such as proper cooking, hot-holding, cold-holding and cooling of potentially hazardous foods; cross-contamination prevention; HACCP; and/or proper hand washing techniques. (WAC 246-217-010)
(View WAC 246-217, Food Worker Card Regulations, at the Code Reviser's web site.)

[1] How does an "Additional Food Safety Training" course get approved?

Additional Food Safety Training

List of Approved Courses

Completion of an approved Additional Food Safety Training course will enable a food worker to obtain a renewal card that is valid for five years if taken within two years of the time of renewal. Training courses approved for this purpose are:

- All Washington State local health department manager certification programs.
- Costco Manager Training
- Costco Associate Training
- DMA (Dietary Managers Association) - Food Protection Training Program or Sanitation and Safety Course (resulting in the Certified Food Protection Professional (CFPP) credential)
- Experior Assessment - Food Manager Certification
- Food Safety and Sanitation Course - Island Market Company, Inc. (dba Vashon Thriftway)
- Fred Meyer - Food Safety Certification Class
- Grant County Health Department 4-Hour Food Safety Training
- HANA Concepts Training
- Learn Associates Training
- NEHA 2-day Manager Certification Program
- NEHA 1-day fast-track Manager Certification Program
- NEHA 1-day Review Program
- Seattle Central Community College Culinary Arts - Principles of Sanitation Class (HOS110)
- ServeSafe Manager Certification
- ServeSafe Employee Certification
- "Serving it Save" Food Safety Training Program
- Town and Country Markets - Food Safety in the Workplace

This list was last updated May 14, 2003

Additional Food Safety Training course approval

Approval of Additional Food Safety Training courses can be obtained from the local health department or, if it impacts more than one county, the state health department. Approval must be obtained *in advance*, which means food workers cannot simply present proof of an *unapproved* training course to the person issuing food worker cards and expect to receive a five-year card.

To obtain Department of Health approval, send a letter requesting approval along with the course outline to:

Department of Health
Office of Food Safety and Shellfish Programs
P.O. Box 47824
Olympia, WA 98504-7824.

For more information on the approval process, contact Janet Anderberg, Public Health Advisor, at (425) 745-1726 or e-mail janet.anderberg@doh.wa.gov

Back to List of Approved Courses

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Food Safety Workshops

Semi-annual food safety workshops are held at several locations in the spring and fall of each year. These workshops include a variety of food safety training topics. The workshops are always changing and are open to anyone who is interested in on-going food safety education. Those welcome to attend include state and local regulators, state and local food epidemiologists and industry members wanting food safety updates and new or emerging food safety information.

Whenever workshops are scheduled, information on dates and registration will be posted at this location.

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Food Safety & Shellfish Programs
7171 Cleanwater Lane
PO Box 47824
Olympia, WA 98504-7824
(360) 236-3330

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Public Health
Seattle & King County

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Alonzo L. Plough, Ph.D., MPH, *Director and Health Officer*

WORKING HEALTHY

Food and Beverage Worker Manual
Food Worker Card Hotline: (206) 296-4791

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Environmental Health Services Division
999 Third Avenue, Suite 700 □ Seattle, WA 98104-4039
T (206) 205-4394 F (206) 296-0189 u www.metrokc.gov/health

City of Seattle
Gregory J. Nickels, *Mayor*

King County
Ron Sims, *Executive*

» Why read this manual?

Think about a restaurant where you recently ate or worked. Was the hot food hot and the cold food cold? Did the server have clean hands? Was there soap in the restroom? And paper towels? Was there trash on the floors? Was the table, equipment or counter clean? Public Health - Seattle & King County notices these things because any place where food is prepared and served to the public must be kept safe. You, your friends and family are also the public, and should be interested in keeping a food business safe.

Why? Because people can get sick if food sits at room temperature, or if germs get into food or drinks. "Clean" is not the same as "safe." Hands can look clean, but if they have germs on them, they are not safe. Food can smell good, but if there are germs in it that are like poison, it is not safe. This is why all food workers, **like you**, must learn how to **prevent** illness with safe food and food service. **These safe habits will also help keep you and your family healthy.**

When you have read this manual, you are ready to take the Food Workers' Test. When you pass this test, you will receive a Food Worker Card; which is your permit to work in food service. After reading this, you will know how to:

1. Prevent **food poisoning** -- that could make someone sick.
2. Keep food at **safe temperatures**.
3. Prevent **contamination** of foods.
4. Check where safe, clean foods come from and how to store them.
5. Wash, rinse and **sanitize**.

After you pass your test, be sure to bookmark to these webpages and use it to remember how to handle foods safely. If something comes up that you cannot answer with this information, ask your boss or call Public Health - Seattle & King County Environmental Health Services. In Seattle and King County call the number of the health center or office closest to you. Click here for a list of Environmental Health centers. The health centers are also listed in the Blue Pages of the phone book under King County, Health Centers. If you are outside of King County, please call your local health department for help.

Be sure to check out the definitions that contain words and terms that explain safe food handling methods.

» Your own health comes first

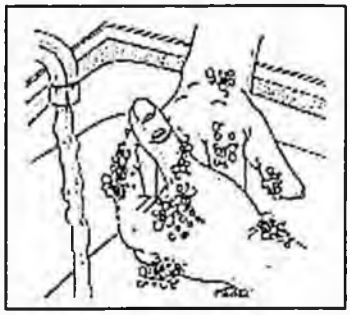
Handwashing is very important.

Wash your hands often when working with food and drinks -- this gets rid of germs that can make people sick. Washing your hands well is one of the most important good health habits. It sounds too easy, but handwashing really works to wash away germs from your hands.

Remember to always wash your hands:

- **before** you touch anything used to prepare food,
- **before you put on disposable gloves.**
- **after** you work with raw meat, fish and poultry.
- **after** you handle trash and take out garbage.

The best way to wash your hands is:



1. Wet your hands with warm water.
2. Use soap.
3. Rub your hands briskly together to loosen any dirt and germs. Pay special attention to your fingernails where germs can hide. Take plenty of time -- 20 seconds.
4. Rinse your hands under clean, warm water.
5. Dry your hands on a paper towel or with an air dryer.

It's also really necessary to wash your hands:

- after you go to the bathroom (use the toilet); both men and women must do this, and it is very important!
- after you eat.
- after you touch your face, hair, or body.
- after you blow your nose, after you cough or sneeze, because you must cover your mouth.

Wash your hands after your break; and if you smoke, wash your hands afterwards.

Your kitchen should have a handwashing sink with hot water, soap and paper towels. Do not use your apron or dishtowels to dry your hands.

Germs, such as bacteria and viruses, grow easily, so think of your hands as always "contaminated." Just because they look clean does not mean they are clean. Germs are too tiny to see with your eyes. If you do not wash your hands in the right way, your hands can put germs in food, which gets eaten by your customers. They may then get sick from these germs. This is called "food borne illness" or "food poisoning".

Work only when you are well

If you feel sick you should not go to work. The germs you bring to work can spread when you sneeze and cough, and when you touch food, dishes, counters, utensils, forks, knives and spoons, pots, pans, and other people.

- Do not work if you have a cold, flu, a runny nose or sore throat.
- Do not work if you have loose bowels (diarrhea).
- Do not work if you are throwing up (vomiting).
- Do not work if you have Hepatitis A. Tell your boss; someone must tell Public Health right away (call the office or health center nearest to you).
- Do not work with foods if you have an infected cut a burn or a sore on your hand. If the sore is not infected, cover it with a bandage and wear a rubber or plastic glove.
- If someone at home is sick, be sure to wash your hands carefully before you start work. Washing your hands at home will also help prevent the spread of illness there.

Take care of how you look and how you act

You want to look clean and be clean when you are at work. Your clothes must be clean, and your apron or uniform should be fresh.

As you know, it is not healthy to smoke or use any form of tobacco. If you use tobacco, do not smoke or chew it while you are working or when you are near

food or dishwashing areas. Smoke only while you are on a break. After you smoke, wash your hands with care before you return to work.

Keep your hair clean and neat. For your safety, wear it close to your head, tied back, or in a net or under a hat.

» What makes people sick from food?

Food borne illness

People can get sick when the food they eat has germs. Germs cause food borne illness or food poisoning. Some foods are more likely than others to grow germs that cause food poisoning; these are called potentially hazardous foods. Germs grow easily in foods like meat, fish, poultry and milk; they grow fast in refried beans, cooked rice and baked potatoes. These are all foods that are moist or damp, and they have protein that the germs need to grow. Germs also grow well in other foods kept warm in the "Danger Zone".

Is it part of your job to protect the food and stop germs from growing, so that no one will get food poisoning.

- First, wash your hands well.
- Second, Use barriers between your bare hands and ready-to-eat foods.
- Third, be sure the food is wholesome and protect it from germs.

There are different kinds of germs; bacteria are the most common. They are everywhere, they grow fast, and they may spoil food or cause food borne illness. Some bacteria make poison. Almost always the food looks and smells good, but it may have enough bacteria to make someone sick. (Two examples of this are potato salad that has not been kept cold enough, and chicken soup that has not been kept hot enough). One kind of bacteria that you may hear about is Salmonella; it is not named for a fish; in fact, it's not found in fish at all. It is in dairy foods, poultry and eggs, and it can cause very serious food poisoning.

A virus is another kind of germ that causes food poisoning; some viruses can travel through the air, in liquids and foods that a sick person touches. Hepatitis A is spread by a virus. Someone can have the virus and not know it. When a food worker with the virus does not wash her or his hands well after using the toilet, the virus is carried to the food the worker handles. This is one reason there is a law that all food workers **must** wash their hands.

Parasites are tiny worms or bugs that live in fish and meat. They die if they are frozen long enough or cooked long enough.

If you keep food very hot or very cold, out of the "Danger Zone", germs will not grow.

Chemicals, such as rat bait or cleaners, can cause some food poisoning. You must be sure to keep all chemicals away from food.

What to do if you or a customer gets sick from food

When people get sick from food, they may feel like they want to throw up (nausea), they may throw up (vomit), they may have chills, cramps (pain in their belly), loose bowels (diarrhea); they may have a fever.

Here is what you must do right away if you or a customer gets sick from food:

- Call the nearest office of the Public Health office.
- Save the food that may be causing the sickness. Do not serve that food. Do not throw out any food until Public Health tells you to. Mark it clearly and put it in the refrigerator.

You should report all food borne illness to Public Health--those at work, at home, at church, on picnics. Someone from the Public Health Department will help you to find out how it happened, and how to prevent it in the future.

If someone needs first aid for choking, see the "First Aid for choking" section to learn what to do when this happens.

» Food temperatures

When you eat out, you eat foods that are made by someone else. You trust them to make it safe for you to eat. Now you will be preparing food for other people, and they will trust you to do all that you can to keep them from getting sick.

You need to carefully prepare food that you will serve or sell. You will wash raw vegetables; you will cook, cool, reheat, freeze and thaw food. You must keep germs that are already in the food from growing and causing food poisoning. **Washing your hands carefully, and cooking and cooling foods the right way, are the most important things you can do to help keep your customers healthy.** Be sure you understand this part, and do these things at work and at home. Your good habits will keep you, your customers and your family safe.

Temperature control

This section is about how to kill germs with heat during cooking and how to stop their growth by keeping the food hot or cold. This is called temperature control, and you need thermometers to check food temperatures. There are special thermometers to check foods; there are also special thermometers to check refrigerator temperatures.

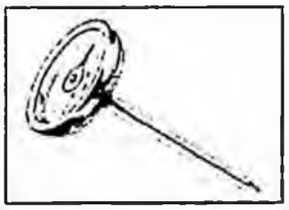
The "Danger Zone"

Bacteria, or other germs, need time, food and moisture (or wetness) to grow; but they won't grow when the temperature of the food is **colder than 45º F (7º C) or hotter than 140º F (60º C).** The temperatures in between 45º and 140º are in the "Danger Zone." Keep potentially hazardous foods out of the "Danger Zone!" For example, when food is left in the "Danger Zone", bacteria can grow fast, and make poisons that can make your customers and family very sick.

Preparing food

- Wash your hands.
- No barehand contact. Use barriers such as tongs, papers, spoons or gloves to prepare and serve ready-to-eat foods.
- Get the food to be fixed from storage, the stove, the cooler or freezer. Take a little food out at a time, and keep the rest hot or cold until you are ready to work with it. Prepare potentially hazardous foods just before you need them.
- Don't let the temperature of the food stay in the "Danger Zone."

Cooking food



Use a metal stem thermometer to check temperatures while cooking food to make sure that it gets done all the way inside. Different foods have to reach different temperature degrees to be done or safe. The metal stem thermometer measures the inside, or internal, temperature of the food. A thermometer that works best shows a range of 0° F to 220º F (0º C to 104º C). The only way you can be sure that the food is cooked enough is to use a metal stem thermometer placed in the center of the food, even if you also use a thermostat to control the temperature in the oven.

When is the food cooked safe?

Here are a few examples of potentially hazardous food and how hot they must be to be safe. They can be hotter, but they must be at least this hot to kill germs:

- Poultry and Stuffing: 165º F (74º C)
- Pork: 150º F (66º C)
- Beef, Lamb, Fish and Seafood: 140º F (60º C)
- Rare Beef: 130º F (54º C)
- Hamburger (ground beef): 155º F (68º C)

You must place the thermometer in the thickest part of the meat or in the center of the food to get a true reading. (Do not touch a bone with the stem of the thermometer.)

All poultry, all food made from poultry, all stuffed meats, and the stuffing in them must reach 165º F or hotter to destroy Salmonella and other bacteria.

Hamburger (ground beef) must be cooked to 155º F. This includes all kinds of hamburger such as taco meat and meatloaf, as well as hamburger patties.

Pork and all foods made from pork must cook to at least 150º F to prevent trichinosis, a very serious illness.

Fish, seafood's, all foods made with seafood, and all other meats, such as beef and lamb, must be cooked to 140º F or hotter to kill the bacteria that cause foodborne illness. Some people like rare beef, and this is the one meat that can be cooked to only 130º F if it is served right away. No raw meat is really safe to eat.

Never cook large roasts, turkeys or stuffed turkeys while they are still frozen. Their big size keeps the insides from cooking to a safe temperature. You must thaw them first so the heat can reach the center of the meat faster.

Microwave ovens do not cook evenly; you must stir and turn the food while it cooks to make sure it cooks to the same temperature in every part. Check the food with a metal stem thermometer before you serve it. (Do not keep the thermometer in the food while it is cooking in the microwave oven.)

How cold is cool? How hot is warm?

Between the time you cook the food and you put away the cooked food in a cooler or freezer, its temperature can fall into the "Danger Zone." You will learn about how to keep cooked foods hot, **hot holding**, and how to reheat cold food. You will also learn how to get cooked foods cool, and how to keep food cold, **cold holding**. We begin with cooling hot food the right way.

Cooling

You always take a chance when you have to cool down food. The best way to have safe food is to make it fresh each day, just before you serve it. If you have food that is leftover or made in advance, you must cool it and store it safely. The first rule to remember about cooling: Cool hot food as fast as you can to 45º F (7º C) or below, past the "Danger Zone."

Food that is not cooled fast enough is one of the leading causes of food borne illness.

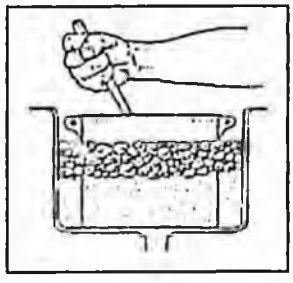
Cooling solid and soft foods

Here are the six steps to cool solid and soft foods such as meats, refried beans, rice, potatoes, casseroles, stews, chili and thick soups or chowders:

1. Wash your hands.
2. Before you put away any food, you must place it in shallow metal pans, with the food no more than 2inches deep. For very thin soups or stocks you may cool foods in pans 4 inches deep.
3. Cut large roasts and turkeys into pieces no larger than 4 pounds.
4. Put all meats and other hot food in the cooler or refrigerator as quickly as you can, right away; **do not let the food sit at room temperature for more than 30 minutes.**
5. Do not stack pans; leave space for air to move around them.
6. Wait until the food has cooled to below 45º F before you cover it.

Cooling liquid foods

When you cool thin soup, sauces and gravy, you can use shallow 4-inch metal pans, or you can use the ice and water method, called an "ice bath". Remember, you want the food to cool as fast as possible to below 45º F.



For shallow pan cooling, quickly put the hot food in metal pans that are wide with low sides; the food must be no more than 4 inches deep. Do not cover the food until it has cooled to 45º F in the refrigerator. It may be hard to carry a shallow pan with thin soup in it. The ice bath method works well for this job. Here are nine steps you take to cool food with an ice bath:

1. Wash your hands.
2. Close the drain in a large sink. Place the metal pot or pan of hot food in the sink.
3. Fill the sink with ice up to the level of food in the pot.
4. Add cold water to the ice.
5. Stir the soup or sauce often so that it cools all the way to the center.
6. Add more ice as the old ice melts.

7. Check the food temperature with the metal stem thermometer. (Clean the thermometer stem after each use.)
8. Be sure you have cooled the food from 140º F to under 45º F in less than 4 hours.
9. Put the cooled foods into the refrigerator or freezer.

Each refrigeration unit, cold table or cooler must have its own thermometer that gives a true measure of how cold the air is, but you must also check the food with a metal stem thermometer. Air in the cooler must be able to move around the food, so the pans and dishes need to have space between them; do not crowd them.

Cold holding

For cold holding, do not let food stand at **room temperature** because that will allow germs to grow. Store foods in a refrigerator, refrigerated display case, in ice, or other approved method. Always cold hold foods at 45° F or less. Fish, shellfish, poultry, milk and red meat will stay fresh longer if you cold hold them below 40° F (4° C). Use the metal stem thermometer to check the food in cold holding, for example, in salad bars, areas where you prepare food, and in coolers. If you use ice to keep the food cold on a salad bar or food display, be sure that the ice comes up to the level of the food that is in the pan or dish. **Food must be colder than 45° F when you put it in the ice.** Cold hold foods at 45° F or less.

Thawing frozen food

There are only three safe ways to thaw foods, and you must plan ahead to allow enough time to do it right:

1. Thaw food in the refrigerator; it may take a few hours or a few days. This is the best and safest way. Be sure to put meat in a container to catch the meat juices and to keep them from dripping on the food below.
2. Hold the food under cool, running water, never under warm or hot water.
3. In a microwave oven; you must then cook it or serve it right away.

Never thaw food at room temperature, on a counter or in warm water. These methods let harmful bacteria grow to high numbers (the "Danger Zone").

Some special rules for cold salads and sandwich spreads

You have learned about potentially hazardous food, and how the bacteria grow very easily in them. These foods must not be left at room temperature for even a short time. Foods like potato salad; pasta or macaroni salad egg salad and chicken salad has to be cold enough to keep germs from growing. When you make these foods, start with cold ingredients.

- Wash your hands before handling the salad ingredients.
- Make cold salads with cold cooked foods such as potatoes, pasta, chicken and eggs; all ingredients should be chilled to 45° F.

If you wonder about keeping something cold, keep it cold while you check with a supervisor, the boss or the Health Department.

Hot holding

After the food is cooked and ready to serve, keep it warm enough to stop any germs from growing. There is special equipment for this. You must turn on steam tables, soup warmers, and heated surfaces before you need them so that they will be hot enough when you put the cooked

food into them. Set the temperature control a little above 140° F, and then check the food with your metal stem thermometer to make sure the food **stays** at least at 140° F at all times. Stir liquid foods (like soups and gravies) so they don't get cold on top. Covers on the pans will help to keep the heat in and the food warm enough. Do not try to heat cold foods in these warmers. **Hot hold food above 140° F.**

Reheating

Food that is cooked and then cooled may need to be heated again. When you must reheat food, do it very quickly (within one hour) to 165° F (74° C). The right way to do this is on the stove burners, or in microwave ovens, convection ovens, or double boilers. Do not use anything that will heat the food slowly, because it takes too long to pass the "Danger Zone." Stir the food to be sure that all parts of it are hot. Then use your metal stem thermometer to check the temperature. **Reheat foods to 165° F.**

What about food left at the table?

When a customer leaves food on a plate or at the table, you must throw it away. If you have food like chips, rolls and bread and some of it is left over, you cannot serve it again. **Unopened** packages of crackers, jelly, candy or sugar may be served again.

When the equipment breaks down or power goes off

If the electric power goes off, if the water supply is damaged, if there is no hot water, if the sewer or waste system backs up in the drains:

- Close the business right away.
- Call the Health Department for help and advice.

If something goes wrong with the stove, the refrigerators, the freezers, the steam tables, salad bar or display coolers, any equipment that keeps the food safe to serve, you must think and act quickly:

- Be sure potentially hazardous hot foods stay hot (at least 140° F or more).
- Be sure potentially hazardous cold foods stay cold (at least 45° F or colder).

If a refrigerator does not work right, the temperature of the food in it can reach the "Danger Zone." Before you move the food to another cooler check its temperature with the metal stem thermometer. If it is still colder than 45° F (7° C), move it quickly to a cooler or refrigerator that is OK.

If a freezer lets food thaw, check the food temperature with a metal stem thermometer. You can prepare the food, if it is still colder than 45° F.

If hot holding equipment like a steam table or soup warmer fails, measure the temperature of the food it was holding. If the food is still hotter than 140° F (60° C), you have two choices:

- Move the hot food to equipment that is OK and that will keep it hot.
- Cool the food quickly using shallow metal pans or an ice bath.

You must throw out food that has gotten warmer than 45° F or cooler than 140° F. Do not serve it and do not give it to staff, family or shelters. Call your local Health Department office for help and advice.

» Use wholesome food

You want all the food in your store or restaurant to be healthy and safe right from the start. This section talks about where the food comes from, how to check it, how to store it and how to handle it.

Where did that food come from?

Use food that comes from sources that are approved by the Public Health Department--that's the law. Look for "USDA" on meats. Look for "Pasteurized" on milk. Look for certification numbers on the package of shellfish. Canned foods, fresh foods and dairy products must come from companies, brokers or dairies that have been inspected and are clean.

You cannot sell food that has been prepared at someone's home. Food for the public must be prepared in a kitchen approved for that purpose. People trained by the Public Health Department, Food Inspectors, must check the kitchen to make sure you prepare and store the food in a safe way.

- Check the food as it comes in. It's a good idea to write the date on it before you store it.
- Look for unsafe or adulterated foods. Moldy food, smelly meat, damaged or swollen cans are not safe to use. If you are not sure, get rid of it. Remember the rule: "If in doubt, throw it out."
- Tell your boss about any bad food you find.

Good food needs good storage

- Keep all foods off of the floor.
- Rotate the stock by storing foods so you can use older food first. "First in, first out" is a good rule to follow.
- Cover, label and date dry foods.
- Store foods away from cleaners and poisons.
- Be careful about storing food in galvanized cans or other containers with metal coatings. (Some foods can "pull off" the metal and that can cause poisoning.) If plastic bags are used, they must be approved for food use.

Take special care of foods that go in the refrigerator or freezer.

- Store food in clean, safe containers with labels and dates.
- Check the temperature: Freezers need to be at least 0° F (-18° C).
- Put **raw** meat on the lowest shelf and unwashed food **below** clean cooked food.
- Refrigerators need to be 45° F (7° C) or colder. Dairy products and meat will keep longer at 40° F (4° C). Seafood will keep longer at 30° (-1° C).

Remember the "Danger Zone" begins above 45° F. Be sure that thermometers give true temperatures in the refrigerators.

Keep foods safe from cross-contamination

As a food handler you must prevent cross contamination. Cross contamination happens when germs from raw or unclean foods get into foods that are ready to serve or that will not be cooked again before you serve them. Here are some important ways that you can prevent cross contamination:

- In the refrigerator: Don't let raw meat, fish or poultry drip onto foods that will not be cooked before serving.
- Wash your hands between handling raw meat and foods that will not be cooked before eating.
- Store raw meat, fish, and poultry on the lower shelves of the refrigerator.
- Never store foods that will not be cooked before serving in the same container as raw meat, fish, or poultry.
- Use a hard cutting surface or a board, with no splits or holes where germs can collect. It is easier to really clean that kind of surface well.
- Wash, rinse, and sanitize the cutting surface and all the utensils and knives **every** time you finish cutting raw meat, fish, or poultry.

Keep foods safe from contamination

- Wash your hands before handling food.
- Wash, rinse, and sanitize the cutting surface and all the utensils and knives every time you finish with a job or between preparing different foods.
- Use utensils to mix food. .
- Use a clean spoon or fork to taste food and do not reuse it until you sanitize it. You need to be careful with bulk foods.
- Store bulk foods in covered bins and containers.
- You and customers should use utensils with bulk foods. Tongs and scoops work well.

What can you add to food?

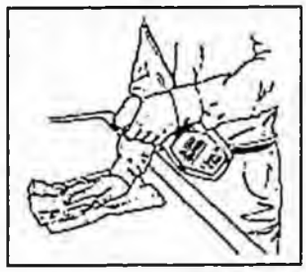
Chemicals that you add to food as you prepare it are food additives.

You cannot add sulfiting agents to food at a store or restaurant. In the state of Washington there is a law against adding these chemicals at the retail level. You cannot use ingredients for freshening or whitening if they contain sulfiting agents.

Some people are allergic to sulfites. Employees in food service should learn what menu items have sulfites, so they can tell their customers who ask.

If anyone complains about getting sick from food additives, you or your supervisor must report it to the Health Department.

» A clean workplace is safer



It takes more than soap and water to keep a food business clean and safe. It also takes chemicals and care to use them the right way. You want to be safe and you want to get the job done in a safe way for your customers. Some of the chemicals you will need are detergents, sanitizers and pesticides. These help stop germs dead in their tracks.

These are very important rules:

- Know what the directions say for using chemicals. Read the labels and talk to your boss about when to use them and how much to use. **Be sure you really understand the directions!**
- Keep all chemicals away from food. You must put them **below** food, never on a shelf above food, or above any area where you fix food.

- Can you tell what the labels say? Are they easy to see? They must be. If they are not, tell the boss. Mark them clearly with ink that lasts.
- Keep all chemicals in the bottles or boxes they come in. If you put them in a different container, label them clearly.

How to get it clean and keep it clean

- Use wiping cloths to clean counter tops, tables, cutting boards and equipment. Rinse the wiping cloth in a sanitizing water mix of **1-teaspoon bleach and one gallon of cool water**; do not add soap to this mix. (If you use another kind of sanitizing mix, be sure it is approved by the Public Health Department. Change the sanitizing mix often; do not let it become dirty.
- Clean and sanitize whenever there is a chance of cross contamination. Sanitize at the start and end of the workday. Clean during your shift as soon as you see a spill.
- Wash, rinse and sanitize each surface that touches food, for example, a meat slicer or grinder and cutting boards. Sanitize equipment after each use. Follow the directions on the equipment so that you can get into all the spaces where germs can grow.

The right way to wash dishes by hand

Dishes, utensils and equipment that touch food must be washed in five steps. This is the only way you can wash dishes by hand. You must **wash, rinse and sanitize** them in a three-sink unit. These are the five steps for the right way to wash dishes by hand:

1. Scrape leftover food and grease from the dishes and throw it away.
2. In the **first sink**, wash the dishes with hot water and detergent.
3. In the **second sink**, rinse them with clean warm water.
4. In the **third sink**, sanitize the dishes to destroy bacteria. Sanitizers may be chlorine bleach or other chemicals approved by the Public Health Department. For example, use one teaspoon of bleach for each gallon of cool water in the sink.
5. Air-dry the dishes and utensils. Do not use a towel to dry them.

The right way to wash dishes in a dishwasher

Your business may have a commercial dishwasher. This dishwasher will wash, rinse, and sanitize dishes, equipment, and utensils. There are 3 steps you must use to wash dishes by machine:

1. Scrape leftover food and grease from the dishes and throw it away.
2. Load dishes into the machine and run the full cycle.
3. Air-dry the dishes and utensils. Do not use a towel to dry them.

The commercial dishwasher uses the sanitizing chemicals in the final rinse, or the water is very hot. At the end of the day, clean the dishwasher and check the spray holes and traps to remove bits of food.

Don't set it down - put it away!

Now that everything is clean and dry, put them away in storage areas that are also clean and dry. This will protect them from contamination. Keep equipment and utensils off of the floor, away from drains, water lines and open stairs. Put things away carefully and quickly; do not let them sit on counters and tables where they will be handled and moved around.

Cups and glasses should be put away upside down on clean surfaces. When you pick them up again, do not touch the rims. When you put away eating utensils (forks, spoons and knives), touch only the handles, and protect the parts that contact food.

A good habit to practice at work and at home is to handle utensils, dishes and glassware as little as possible to prevent the transfer of germs.

Storing utensils while they are being used: Utensils that are in continuous use may be stored in a running water dipperwell, in hot water, in ice water, or in the food with the handle sticking out of the food.

Or, they can be stored clean and dry between uses.

Cleaning never stops

There should be a daily schedule for cleaning so that no area is forgotten. Complete cleaning of walls, ceilings, and mopping and sweeping of floors should be done when there is the least amount of food around, such as after closing or between busy times. However, you should clean work surfaces, tables, and equipment as they are used. Cleaning as you go will help reduce the chance for cross contamination. You and the other employees will be safer too if everything is kept clean and in the proper place.

After cleaning wash your hands before handling food.

Pests

Cockroaches, flies, weevils, mice and rats are some of the pests that can get into a food business. Don't let them in, and don't let them eat.

Some of the ways to keep pests out is to clean the entire place often on a regular schedule. Use screendoors, and cover small holes where mice and rats can get in. Cover garbage with lids that fit well and remove garbage often. Keep the areas around garbage containers clear of trash and litter.

If pests become a real problem, a licensed pest control service may need to help solve it. If food workers have to use pesticides, **be very careful with them**. Pesticides are poison that kill rodents and insects, but they can also poison humans. Read the directions on the can or box; or have your boss read them to all of the staff. Be sure you understand how to use pesticides. (See section above on storing chemicals.)

Before using pesticides, put away all food, and cover the work surfaces. Be sure that the pesticides you use are approved for use by food workers. Let the Public Health Department help you deal with pest control questions.

» Key points

All of the information you have learned to become a food and beverage worker will help you and your family stay healthy too. Take this time to review the key ideas.

1. Wash your hands often, and wash them well.
2. Work only when you are healthy, not when you are sick.
3. Prevent food poisoning by keeping food out of the "Danger Zone," the temperatures in between 45° F and 140° F.

4. Cook foods until they reach proper temperatures.
5. Keep food safe from cross contamination with careful storage and sanitizing.
6. Store chemicals for cleaning and pest control away from food, utensils and equipment.
7. Keep your workplace clean and safe. This will help keep you safe and well.

What to do if you see something wrong at work

You may see a problem at work and when you check this book you learn the right way to manage it. You will have to decide what to do next. You have some choices.

- You can take action yourself to correct it.
- You can tell your boss about it, and together you can take steps to correct it. If the problem continues, you and the boss can call the Public Health Department to help figure out a way to solve the problem. Remember, a problem is easier to fix in the beginning before it grows too big and expensive. The health of your customers, the staff and yourself is the most important factor to think about. Don't ignore the problem.

This information is available as a booklet called "Working Healthy". If you want a copy of this booklet, pick one up when you get your Food Workers card or ask your food inspector for one.

» First aid for choking

1. Ask: Are you choking?
2. If a victim cannot breathe, cough, or speak.
3. Give the Heimlich Maneuver.
   - Stand behind the victim.
   - Wrap your arms around the victim's waist.
   - Make a fist with one hand. Place your fist (thumbside) against the victim's stomach in the midline just above the navel and well below the rib margin.
   - Grasp your fist with your other hand.
   - Press into stomach with quick upward thrust.

4. Repeat thrust if necessary.

» Definitions

- **Adulterated**
  Something unneeded has been added to or has grown in the food to contaminate it.
- **Bacteria**
  A germ with only one cell. There are many different kinds; but many can cause illness when they grow and multiply.
- **Barriers**
  Barriers for ready –to-eat foods* are utensils that protect the food being touched by bare hands.
- **Bulk foods**
  Foods sold in large amounts in big containers, usually not in packages.
- **Certification**
  Legal proof that something has been inspected and approved as safe.
- **Commercial dishwasher**
  Commercial means "for business." A place of business, like a hospital, a school or a café that serves food to large numbers of people usually uses a dishwashing machine that is different from the kind used at home.
- **Contamination**
  When food has too many germs or something unsafe in it (like chemicals), it is contaminated. It is unsafe.
- **Convection oven**
  An oven with fans that move the hot air around to give more even heat.
- **Cross contamination**
  Food that is contaminated can pass germs to food that is pure. Even when the worker has clean hands, this can happen when surfaces and utensils have germs on them.
- **Dairy**
  Milk and foods made from milk like cream, cottage cheese, soft cheese; foods that are used instead of milk products, like liquid "non-dairy" creamer.
- **Danger Zone**
  Temperature of food between 45º F (7º C) and 140º F (60º C).
- **Detergents**
  Cleaning powders and liquids that work like soap, but are made in a different way; they have chemicals in them that are not in soap.
- **Environmental Health Services**
  Professional staff who protect the public's health. They do this by inspecting food businesses and by educating and testing workers who handle and prepare food.
- **Food borne illness**
  Sickness from eating food that was not safe; food poisoning.
- **Food Poisoning**
  Illness caused from food that has too many germs or something unsafe in them (like chemicals).
- **Galvanized**
  A steel container coated with zinc, a metal that prevents rust.
- **Hepatitis A**
  A virus that causes liver disease. It spreads when someone has the virus in the feces (or poop). The viruses can get on hands, and then on to food that another person eats. This is one reason to wash your hands well after using the toilet!
- **Ingredients**
  Foods that are part of a mixture; for example, mayonnaise and sugar are ingredients in some salad dressings.

- **Metal stem thermometer**
  It measures the temperature of foods. It has a round top with a long pointed sensor made of steel to stick into the food. Do not use any other kind of thermometer to test the temperature of food.
- **Parasite**
  A tiny animal that lives inside other animals.
- **Pesticides**
  "Cide" mean kill. These chemicals kill pests.
- **Potentially hazardous**
  Possibly unsafe. Some foods can become unsafe if they are left too long at room temperature or in the "danger zone".
- **Poultry**
  Birds raised for meat. Chicken and turkey are the most common kinds of poultry; duck and goose are also sold for food.
- **Ready-to-eat**
  Ready-to-eat foods are any foods that will not be thoroughly cooked or reheated before being served to the customer. Some examples are prepared fresh fruits, cold salads, sandwiches, bread, and garnishes, french fries and ice served to customers.
  Sanitize
  Kill germs with chemicals or high heat.
- **Sanitizers**
  Very strong chemicals that kill germs. A good sanitizer is chlorine bleach.
- **Stuffed meats**
  Meat, poultry or fish that has a hole or is wrapped around a filling of soft food, like bread or rice mixed with liquids, then cooked together. Stuffed meats take longer to cook safely than unstuffed meats.
- **Sulfiting agent**
  A kind of salt used to help keep some foods, including meats, looking fresh.
- **Temperature**
  The amount of heat or cold. There are two different ways to measure temperature. In this manual when you see F, read "Fahrenheit", ("fair-n-hite"). That is the way the United States measures temperature; freezing equals 32º F and boiling water equals 212º F. When you see C, read "Celsius" ("sell-see-us"), or "Centigrade." That is the way many countries measure temperature; freezing equals 0º C and boiling water equals 100º C. To change Fahrenheit to Celsius, subtract 32 from the Fahrenheit temperature and divide by 1.8. To convert from Celsius to Fahrenheit, multiply the Celsius degrees by 1.8 and add 32.
- **Thermostat**
  Something that can be set to control the temperature of an oven, a freezer, a cooler, or a heater. Once you set it, it will keep the unit hot or cold at the same temperature (unless it is broken.)
- **Trichinosis**
  A disease caused by eating a parasite, a worm, found in pork that is raw or undercooked. It causes pain, nausea, vomiting and diarrhea.
- **Virus**
  A germ that can live inside of a cell. If given the chance, viruses will multiply enough to cause disease. While some dead viruses can be used to fight disease, there really are no "good" viruses. Soap and hot water will wash away viruses.
- **Wiping cloths**
  Cotton cloth with finished edges that do not come loose. Strong enough to be sanitized after each use and to be washed often in detergent.

» Public Health Centers

Public Health - Seattle & King County services are provided through Public Health Centers located in Seattle and King County. Contact the Center nearest you for more information about services. Not all services are offered at every center.

Most Public Health Centers are open 8:00 AM to 5:00 PM, Monday through Friday. If there is an urgent need for after-hours assistance from the Health Department, call (206) 682-7321.

The following are Public Health Centers, which offer Environmental Health Services for food establishments:

Kent / Alder Square Public Health Center
Environmental Health
(206) 296-4708 or (206) 296-4666
1404 South Central Avenue, Suite 101
Kent, WA 98032

Downtown (Seattle) Public Health Center
Environmental Health
(206) 296-4632
2124 Fourth Avenue
Seattle, WA 98121

Northshore Public Health Center
Environmental Health
(206) 296-9791
10808 NE 145th Street
Bothell, WA 98011

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