INFORM
November 20, 2013

Ernest Julian Ph.D.
Incidence of Foodborne Diseases

– 52% of known sources of foodborne illness occur in retail setting

– 1/3 of all meals are eaten outside of the home

– Salmonella alone costs $365 million in direct medical costs a year
Outbreaks: Working Together

• Industries role
  – Provide factual information
  – Cooperate with investigators
  – Supply requested information quickly

• Governments role
  – Develop a hypothesis based upon the facts
  – Investigate validity of information provided
  – Validate hypothesis
  – Share non-confidential information with industry in timely manner
What does Industry bring to the Table during Investigations?

- Sources of products and distribution
- Internal practices
- Menu item composition
- Employee contact info, schedules, illness history...
- Any unusual occurrences

Quickly implement:
- Corrective actions,
- Product withdrawals or recalls

Lessons learned
- How to prevent future occurrences
CIFOR Industry Workgroup

• Approximately 30 members from Industry and CIFOR

• Review model practices and propose projects

• Three subgroups
  1. Recalls
  2. Traceability
  3. Foodborne Illness Protocols*
CIFOR Industry Guidelines

CIFOR Foodborne Illness Response Guidelines for Owners and Operators of Food Establishments

Project Summary:
• Sought out and consolidated best practices for retail food establishments (single operators/chains) on responding to foodborne illness reports and investigations.

Charge:
• Develop guidelines and tools to guide retail food establishments through a foodborne disease outbreak investigation.

Author Group:
• Representatives from industry, trade organizations, local, state, and federal agencies = Credible and Balanced Membership.
CIFOR Industry Guidelines Workgroup

- Lisa Hainstock – Co-chair - AFDO*/MI Dept of Agriculture
- George Nakamura – Co-chair – NEHA*/Nakamura Leasing
- Becky Stevens-Grobbelaar - Co-chair - YUM Brands
- Catherine Adams Hutt - RDR Solutions Consulting/NRA
- April Bogard - Minnesota Department of Health
- Mary Cartagena - FDA CFSAN
- Frank Ferko - Co-chair - US Foodservice
- Tom Foegle – Windsor Foods (former Brinker International)
- Jill Hollingsworth - Food Marketing Institute
- Danny Ripley - Metro Health Dept, Nashville/Davidson County
- Kirsten Larson - Association of PH Laboratories
- Karen Neil – CDC/DFWED
- Mary Sandford - Burger King Corporation
- Paulo Mohyla - McDonalds Corporation
- Richard Parker - H-E-B Quality Assurance-Scientific Affairs
- David Nicholas – NY State Dept of Health
- Past: Tomeji Miller (Plano, TX)

*Association Affiliation, Member of CIFOR Committee
CIFOR Industry Guidelines

- Numerous calls, meetings and over 1000 volunteer hours

- 33 documents reviewed for potential incorporation
  - 19 accepted
CIFOR Industry Guidelines

Project Work Output:

- Flow Diagram and Protocol
- 14 Tools
- 5 more Tools-Incorporate 5 FDA Posters
CIFOR Industry Guidelines Provide *Positive and Proactive* Steps Retail Food Establishments Can Take

- Building communication channels with investigators BEFORE crisis

- Identifying industry needs and guidance for working quickly and transparently with health & Ag officials investigating an outbreak

- Manage the issue protecting public health and limiting business impact
CIFOR Industry Guidelines Content

Information and tools centered on:
• Outbreak Investigation Prep - Recommendations
• Food Establishment Self-Assessment
• Media Interactions
• Store Closure and Reopening Procedures
• Control measures
• Flow Diagram: Guidelines and Tools
• Terms and Definitions
Flow Diagram for Guidelines and Tools
Tools - Avoiding an Outbreak

- Tools 1-2 – Customer Complaints and Illness Tracking Forms
- Tools 3A and 3B – Menu Ingredient listing
- Tools 7A and 7B – Employee Illness Decision Trees
- Tools 7C-7G – FDA’s Educational Posters
- Tool 11 - Sample Self Inspection Form
CIFOR Illness Decision Tree

DECISION TREE 1
When to Exclude or Restrict a Food Employee Who Reports a Symptom and When to Exclude a Food Employee Who Reports a Diagnosis with Symptoms Under the FDA Food Code (Section 2-201.11/2-201.12)

IS THE FOOD EMPLOYEE REPORTING LISTED SYMPTOMS?

YES

- Symptoms of V, J, D
  - EXCLUDE PER TABLE 1A.

- Symptoms of Infected Wound or Cut
  - RESTRICT PER TABLE 1A.

- Symptoms of ST with F
  - HSP
    - EXCLUDE PER TABLE 1A.
  - GEN. POP (NON-HSP)
    - RESTRICT PER TABLE 1A.

If reporting a diagnosis with Hepatitis A virus, or Typhoid fever

- EXCLUDE PER TABLE 1B.

If reporting a diagnosis with Shigellosis, Norovirus, or EHEC/STEC and symptoms of V or D

- EXCLUDE PER TABLE 1B.

Key: (V) Vomiting; (J) Jaundice; (D) Diarrhea; (ST with F) Sore Throat with Fever; (HSP) Highly Susceptible Population; (Gen. Pop.) General Population
I Should Have Stayed Home

- I woke up feeling awful. I had diarrhea and was sick at the same time.
- All I wanted to do was go back to bed, but with bills piling up, I couldn’t afford to stay home.
- I got to work and punched in. I am sure I looked as bad as I felt. I know I shouldn’t be here.
- Orders were stacking up, so I immediately began to prepare burgers.
- Carole was having a great time with his family. This was his favorite restaurant.
- When the food came, he dug right in and finished his burger and part of his sister’s.
- That night, Carole doubled over with a stomach ache. He was so sick. He ended up being taken to the emergency room.
- I found out 33 other people got ill from me handling their food when I was sick. The Health Department closed the restaurant.
- I should have done what I knew was right and stayed home. I could have prevented all of this. Because the restaurant was closed for awhile, I lost income. I was also embarrassed.

Protect People Everywhere. Stay home if you are sick.

TOOL 7E
Tools - During an Outbreak

• Employee Communications Meeting
• Employee Listing
• Employee Health Assessment Form
• Product Sampling Procedure
• Sample Chain of Custody
• Distributor and Supplier Information Form
• Food Flow Chart
• Employee Workstation Schematic
Employee Communications Meeting

• Mandatory for all employees
• Topics:
  – Overview of Confirmed Illness
  – Employee Interviews
  – Confidentiality
  – Media Contact
  – Review of Policies
  • Hand Hygiene
  • Glove Use
  • Employee Health
### Food Flow Chart Form

- For All Prep Processes:
  - Food Preparation areas cleaned and sanitized?
  - Produce and other foods properly washed?
  - Avoid cross contamination during preparation?
  - Steps in process?
  - Possible hazards?
  - Possible contaminations?

- Establishment Name: .................................................................
- Date: ...........................................................................
- Person Completing This Task: ..........................................
- Suspect Food Item: ..............................................................
- Ingredients: ...........................................................................

### Food Flow Overview

<table>
<thead>
<tr>
<th>STEP (List Step Prior Process Guide)</th>
<th>NOTES (Refer to Process Guide)</th>
<th>EMPLOYEE ASSIGNED TASK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step #1 - Receiving</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step #2 -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step #3 -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step #4 -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step #5 -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step #6 -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step #7 -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step #8 -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step #9 -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step #10 -</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### TOOL 14 - SAMPLE RE-OPENING SELF INSPECTION CHECKLIST FORM

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>Y</th>
<th>N</th>
<th>COMMENTS / CORRECTIVE ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. All equipment at correct storage/holding temperatures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Thermometer in refrigerated storage and/or holding equipment.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Walk-in cooler or freezer door and lock function properly.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Equipment/food contact surfaces are clean and sanitized (free of all grease and food debris) in good repair and functioning properly. Such as, not limited to:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Dish Stations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Heated Cabinet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Cold Line (Prep Table)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Display Cases</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Hot wok/food hold units</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Ice Machine (ex: ice stored properly)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Ovens/Microwaves</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Fryers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Grills/Certified Toaster</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Sinks (wash in cooler etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Prep tables, mixer, dough mixer, etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Calibration thermometer available to check equipment and product temperatures.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Utensils are clean and sanitized, free of food debris and properly stored.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Dishwasher is clean, equipped with soap, and sanitized (low temperature) or reaches 180°F rinses (high temperature)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Sanitize last shelf available.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Wire basket properly stored in airtight basket when not in use.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FOOD, PACKAGING AND SUPPLIES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. No expired ingredients. Receiving data and rotation evident.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Only approved ingredients stored in area.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. All food, packaging, and supplies are properly stored to prevent cross contamination.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Cans are not dented or leaking.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Refrigerator temperature is less than or equal to 41°F.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Hot water temperature is at least 120°F.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PEST ELIMINATION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. No insect infestation evident (roaches, multiholes house fly)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. No rodent fecal material evident</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. No rodent excreta material evident</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Mouse traps (floor perimeter, in ceilings, attics, basement)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Rodent trap (black to light area)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Pest and rodent control areas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FACILITIES INCLUDING STORAGE AREAS (basement, attics, sheds):</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. All holes and cracks in floors, walls, ceilings, and doors are sealed.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. All storage bins are in good repair.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. All lights (such as work top, freezer, facility, ceiling are in working order, covered and shielded.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Unoccupied areas have appropriate back-up emergency gas.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Plumbing in good repair, no leaking sinks, toilets.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Exhausted equipment, supplies, packaging etc. removed from premises to prevent rodent infestation.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Hot water heater is functioning properly, hot water (120°F min) to hand sink.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Compost area clean, MDC stored, 7 ft. of leaves.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. All hand wash sinks functional and fully stocked (soap, paper towels, hand wash soap etc)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Buffers clean, functional and good working order.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. All storage lockers/exposed are 6 inches off floor, clean and free of grease and food debris.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. All packaging, food ingredients, and supplies stored at least 6 inches off floor.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. All floor drains clean, free of grease, food, and have a secure drain cover.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Floor, ceiling, floor containing live of grease, debris, and buildup.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Ceiling in good repair and cleaning</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Drain, roof, fire, water pictures, picture, picture clear and in good repair.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. Recommend the kitchen hand wash sink have disposable glove dispenser.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. All ADA compliance and stocked bags, pet wrap, etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Chilling Freezer only used as required by regulatory authority.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. Health Permit status only used as required by regulatory health authority.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. Electrical and water available.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. No evidence of animals, insects present - no odors.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. No evidence of animals, insects present - no odors.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. No evidence of animals, insects present - no odors.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### EMPLOYEES

1. Employees or persons assigned to or hired to clean facility symptomatic for at least 24 hours prior to cleanup (e.g. cold symptoms of nausea, vomiting, diarrhea, jaundice, etc). |   |   |                              |
2. Employees assigned to clean facility with previous diagnosed with Hepatitis A, E, C or Norovirus, or other diseases related to the jurisdiction have received Regulatory Health Authority approval to return to work. |   |   |                              |
CIFOR Industry Guidelines

Next Steps

• Available at http://www.cifor.us

• Spread word of the availability of the CIFOR Industry Guideline via CIFOR membership, trade and private sectors

• Goal: Maximum Industry outreach/impact
For more information about CIFOR, please contact CSTE or NACCHO.

CSTE
Dhara Patel
dpatel@cste.org
(770) 458-3811

NACCHO
Amy Chang
(202) 507-4221
achang@naccho.org