

# CIFOR INDUSTRY GUIDELINES

## FOODBORNE ILLNESS RESPONSE GUIDELINES

For Owners, Operators and Managers of Food Establishments



**CIFOR** Council to  
Improve  
Foodborne  
Outbreak  
Response  
Detect - Investigate - Control - Prevent

**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

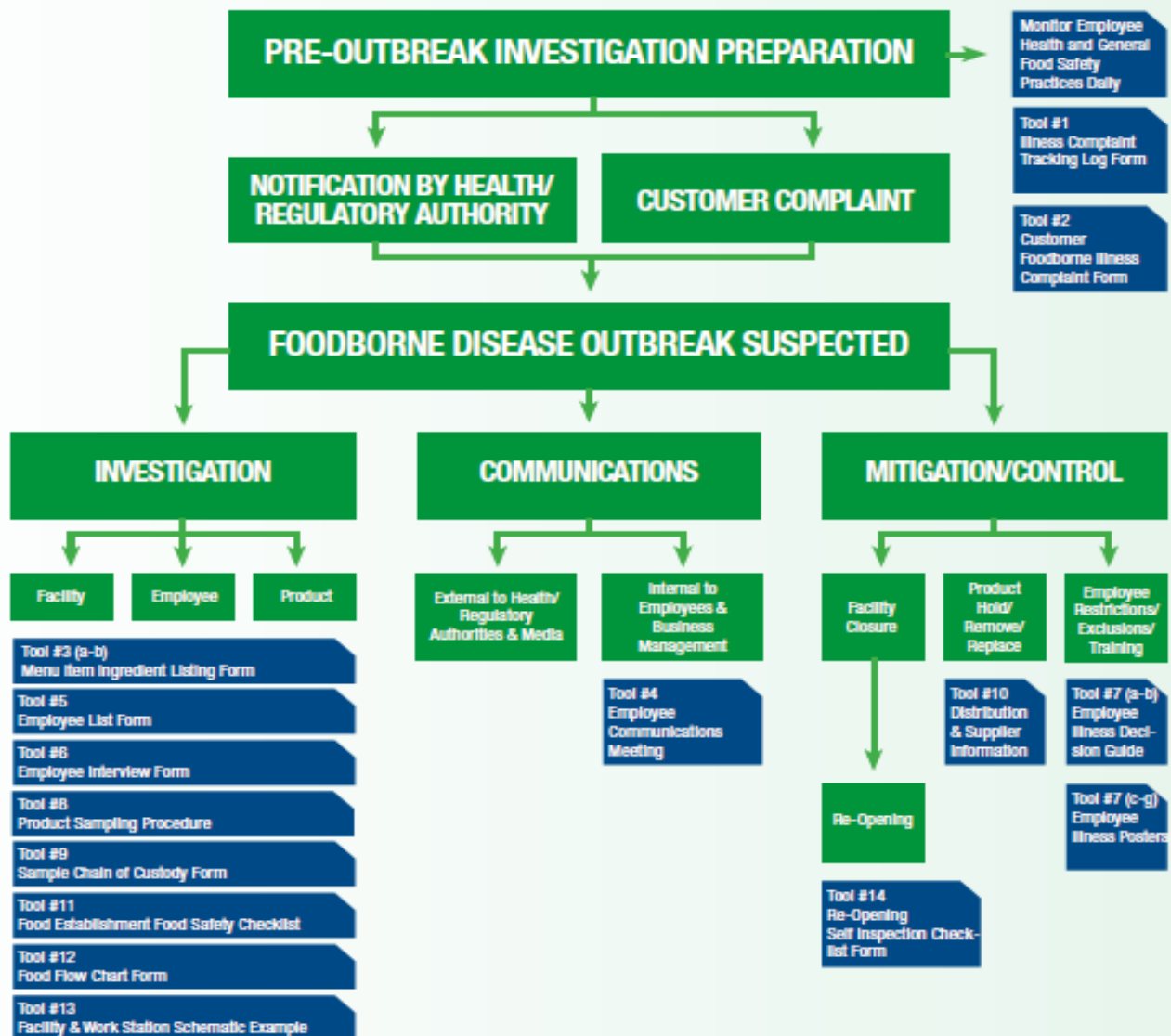
# ***CIFOR Industry Guidelines Content***

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

FLOW DIAGRAM FOR GUIDELINES AND TOOLS



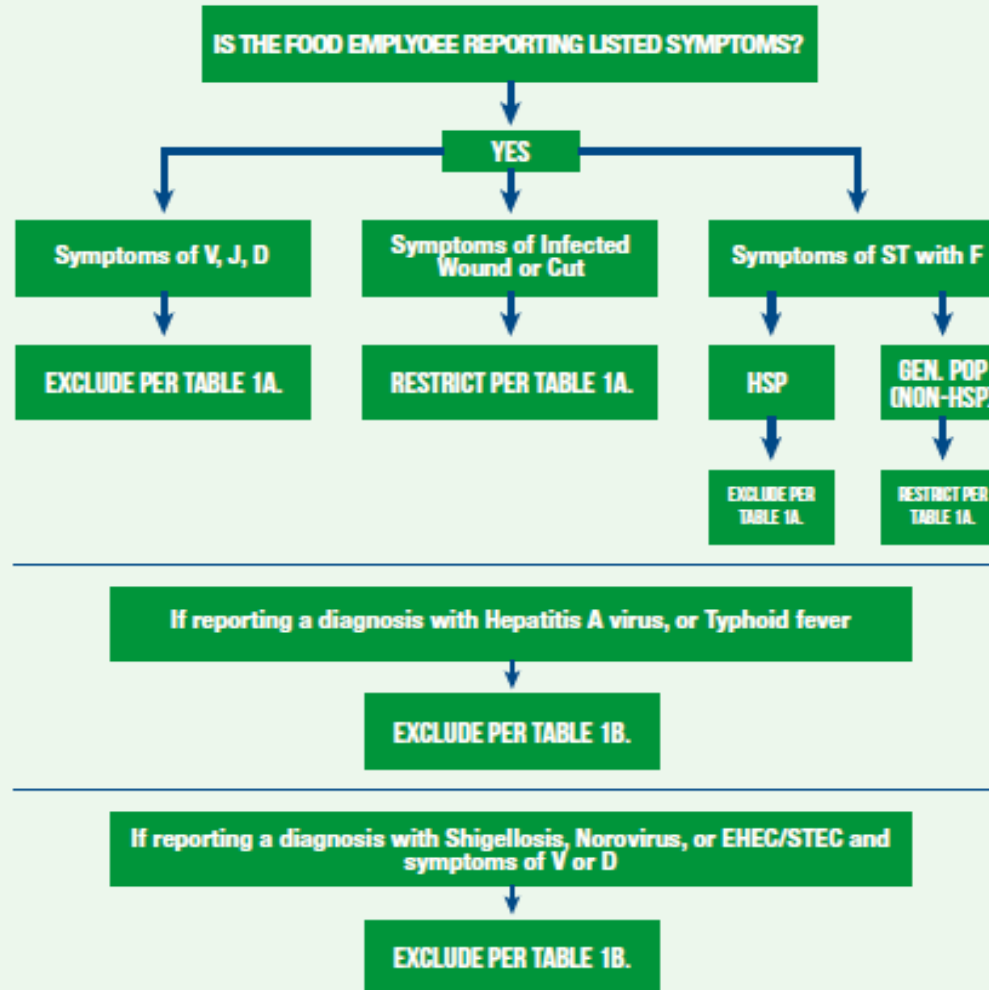
# Tools - Avoiding an Outbreak

- 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)



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

# FDA Employee Illness Posters

## 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 knew I shouldn't be here.



Orders were stacking up, so I immediately began to prepare burgers.



Carlos 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, Carlos 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.**



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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

## 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 Tool: .....

Suspect Food Item: .....

Ingredients: .....

### FOOD FLOW OVERVIEW

STEP (List Step From Process Guide)	NOTES (Refer to Process Guide)	EMPLOYEE ASSIGNED TASK
Step #1 - Receiving		
Step #2 -		
Step #3 -		
Step #4 -		
Step #5 -		
Step #6 -		
Step #7 -		
Step #8 -		
Step #9 -		
Step #10 -		

# Re-opening Checklist

## CIFOR FOODBORNE ILLNESS RESPONSE

### TOOL 14 - SAMPLE RE-OPENING SELF INSPECTION CHECKLIST FORM

EQUIPMENT	Y	N	COMMENTS / CORRECTIVE ACTION
1. All equipment at correct storage/holding temperatures			
2. Thermometer in refrigerated storage and/or holding equipment.			
3. Walk-in door closes automatically.			
4. All 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: <ul style="list-style-type: none"> <li>• Drink Stations</li> <li>• Heated Cabinet</li> <li>• Cold Line/ Prep table</li> <li>• Display Cases</li> <li>• Hot wells/hot hold units</li> <li>• Ice Machine (except stored properly)</li> <li>• Ovens/microwaves</li> <li>• Fryers</li> <li>• Grills/Charbroilers/Toasters</li> <li>• Gasolts (wash-in coolers etc.)</li> <li>• Prep table, mixer, dough roller, etc.</li> </ul>			
5. Calibrated thermometer available to check equipment and product temperatures.			
6. Utensils are clean and sanitized, free of food debris and properly stored.			
7. Dishwasher is clean, equipped with soap, and sanitizer (low temp machine) or machine 180°F rinse (high temperature)			
8. Sanitizer last stripe available.			
9. Wiping towels properly stored in sanitizer bucket when not in use.			
<b>FOOD, PACKAGING AND SUPPLIES</b>			
1. No expired ingredients. Receiving date and rotation evident.			
2. Only approved ingredients/chemicals evident.			
3. All food, packaging, chemicals are properly stored to prevent cross contamination.			
4. Cases are not dented or swollen.			
5. Refrigerator food temperatures are less than or equal to 41°F.			
6. Hot food temperatures are at least 132°F.			
<b>PEST ELIMINATION</b>			
1. No insect infestation evident (coaches, fruit/bean/house flies)			
2. No rodent (ouse/infestation evident <ul style="list-style-type: none"> <li>• mouse/hat faces (floor perimeter, in ceiling, attic, basement)</li> <li>• urine trails (need black light to assess)</li> <li>• gnawed packaging</li> <li>• nesting areas</li> </ul>			
3. No unapproved pesticide and/or baited traps evident.			
<b>FACILITIES INCLUDING STORAGE AREAS (basement, attics, shade):</b>			
1. All holes and cracks (floors, walls, ceilings, doorways) are sealed.			
2. All floor/ceiling tiles are in good repair.			
3. All lights (such as walk-in, fluores, hood, ceiling) are in working order, covered and shielded.			
4. Hoses/pipes have appropriate backflow device/air gap.			
5. Plumbing in good repair, not leaking (sinks, toilets).			
6. Excess/unused equipment, supplies, packaging etc. removed from premises to prevent rodent/insect harborage.			
7. Hot water heater is functioning properly, hot water (100°F min.) to hand sink.			
8. Dumpster area clean, lid closed, free of pests.			
9. All hand wash sinks functional and fully stocked (soap, paper towels, hand wash sign etc.).			
10. All toilets clean, functional and good working order.			
11. All storage racks/shelves are 6 inches off floor, clean and free of grease and food debris.			
12. All packaging, food ingredients, chemicals stored at least 6 inches off floor.			
13. All floor drains clean, free of debris/flex, free flowing and have a secure grate.			
14. Floor, ceiling, floor corners/edges free of grease, debris, and buildup.			
15. Ceiling tile in good repair and ceiling is clean.			
16. Dining room furniture, fixtures (lights, pictures, posters) clean and in good repair.			
17. Recommend the Kitchen hand wash sink have disposable glove dispenser.			
18. First Aid Kit available and stocked (bandages, CPR mask etc.).			
19. Choking Porter posted as required by regulatory authority.			
20. Health Permit/License available as required by regulatory/health authority.			
21. Food Manager Certificate and/or Food Handler Cards current and on file.			
22. Electricity and water available.			
23. No sewage backup; grease traps operational -- no odor.			
24. No evidence of smoking, if applicable.			
<b>EMPLOYEES</b>			
1. Employees or persons assigned or hired to clean facility asymptomatic for 36 hours prior to cleanup (i.e. NO symptoms of nausea, vomiting, diarrhea, jaundice, etc).			
2. Employees assigned to clean facility AND previously diagnosed with Hepatitis A, E, coli O157:H7, shigellosis, typhoid fever or Norovirus or other diseases regulated in the jurisdiction have received regulatory/health authority approval to return to work.			

TOOL 14

# *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.**

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