



Food Safety Partnership

FOURTH QUARTER MEETING

Monday, October 23, 2023
8:30 – 10:00 AM

The meeting will begin soon

Food Safety Partnership Meeting

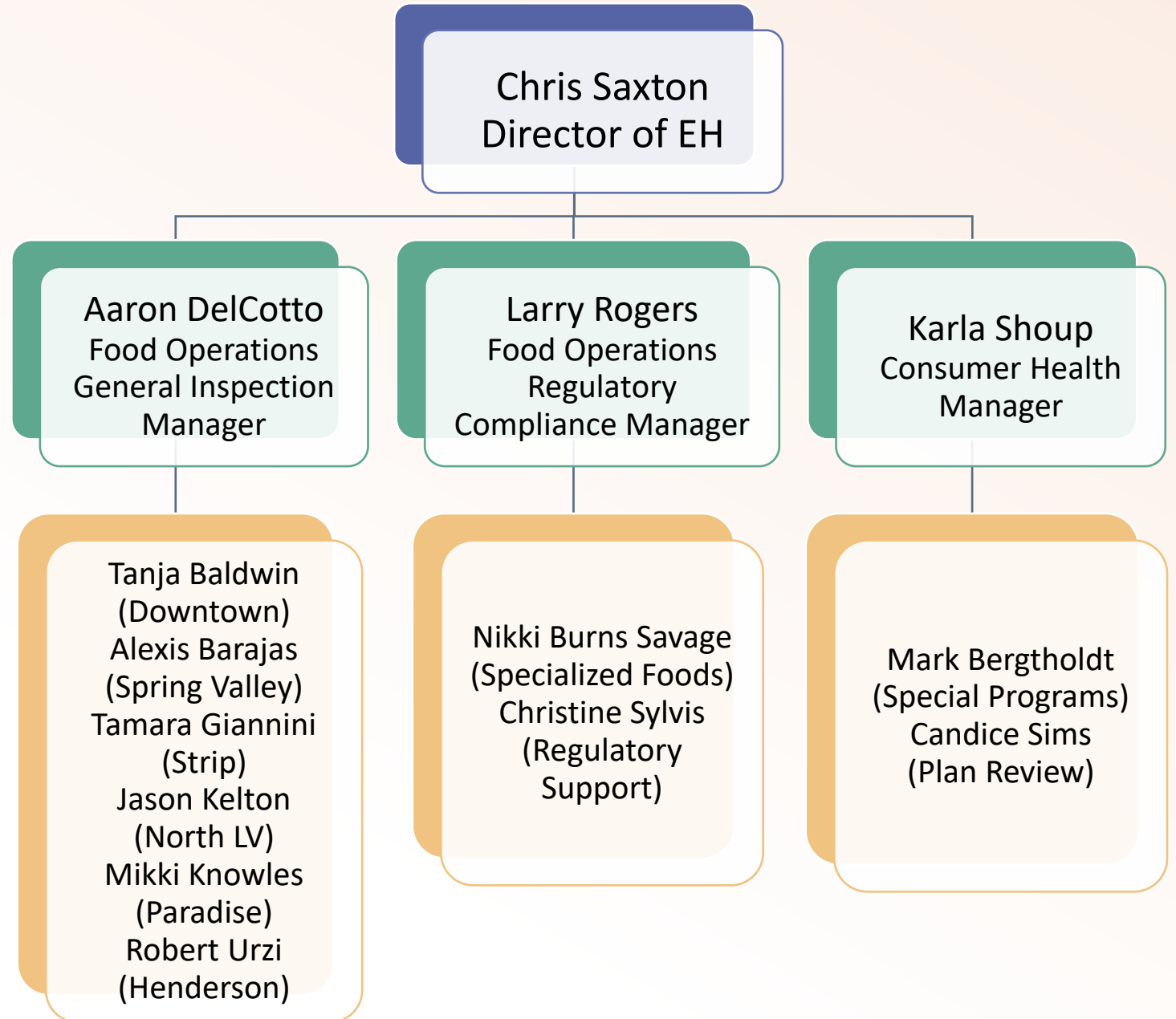
- Thank you for attending!
- Platform: WebEx Events
- You are not able to unmute or show your camera
- Chat to “All Panelists” to share ideas, ask questions, and give comments.
- Send questions at any time; some will be held until Q&A time
- A copy of the slides will be posted on www.snhd.info/ehrcp





Agenda

- SNHD Environmental Health Introductions
- Food Safety Culture
- SB 92, Sidewalk Vendors
- Environmental Health Updates
- Q&A



New Food Operations Staff

- July 24, 2023
 - Alexis Galvez
 - Alyssa Hall
 - Deshawn Thompson
 - Kimberly Gonzalez
- October 2, 2023
 - Jonathan Vinh
 - Lauren Weber
 - Natalya Decicco
 - Sara Erickson

FOOD SAFETY CULTURE

FOCUS GROUPS IN SOUTHERN NEVADA

Lauren DiPrete, MPH, REHS

Senior Environmental Health Specialist

Southern Nevada Health District



DEFINITION

Food Safety Culture is the patterned ways of **thought and behavior** around food safety that is learned through the socialization at a food establishment and **persists over time**. Food Safety Culture refers to the attitudes, beliefs, practices, and values that determine what is **happening when no one is watching**.

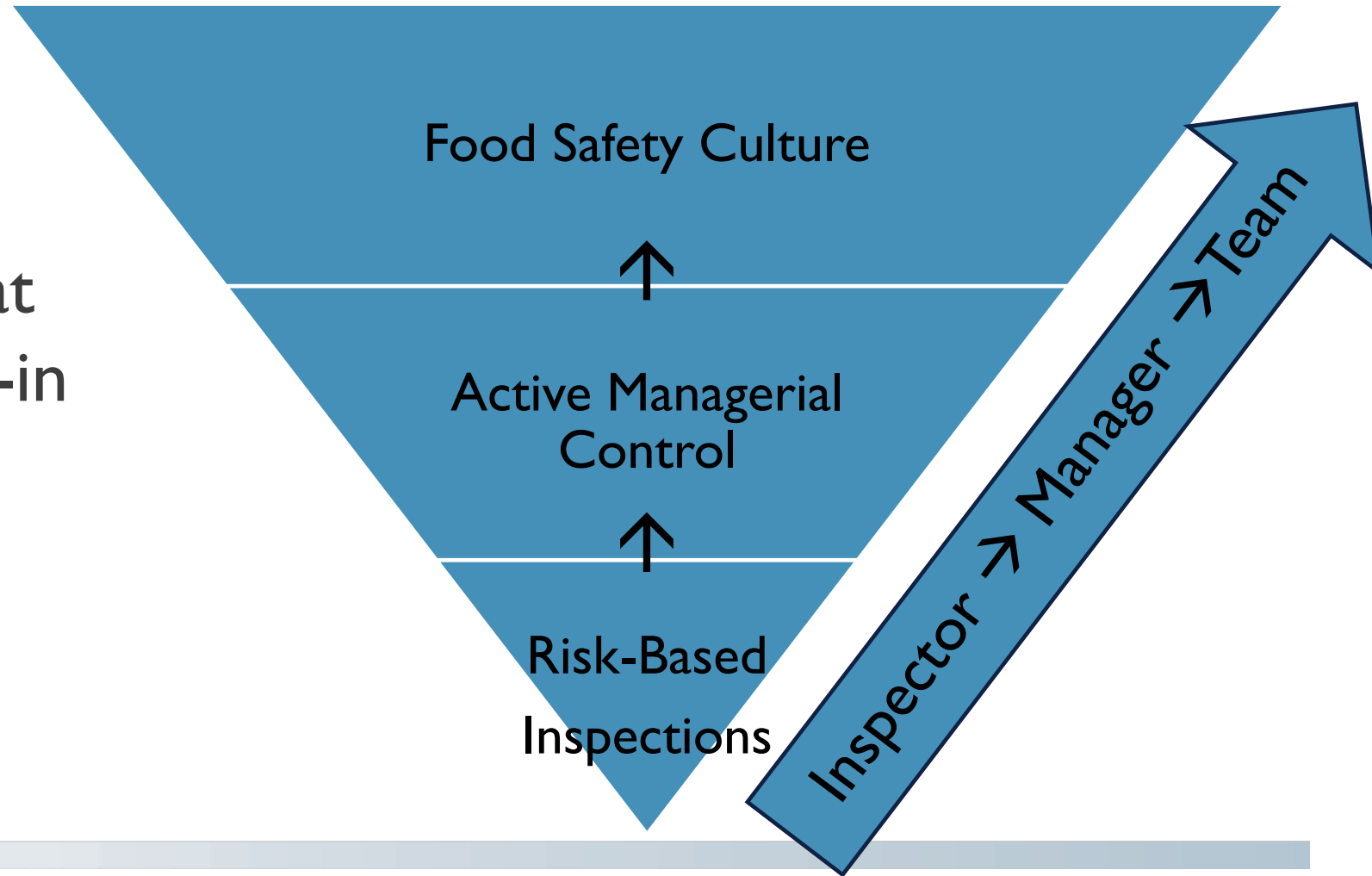
WHAT IS IT?

KEY POINTS

- Different from food safety policies
 - Group-level beliefs and actions, not individual
 - Permeates throughout the organization
 - Learned through socialization and incorporation into the group
 - Sustained culture over time, not a focus of the month
-
- How and what the people in a food establishment think and do about food safety

FOOD SAFETY IS EVERYONE'S RESPONSIBILITY

- Good food safety culture emphasizes that safe food requires buy-in and support of the whole team.



The assessment of food safety culture

C.J. Griffith

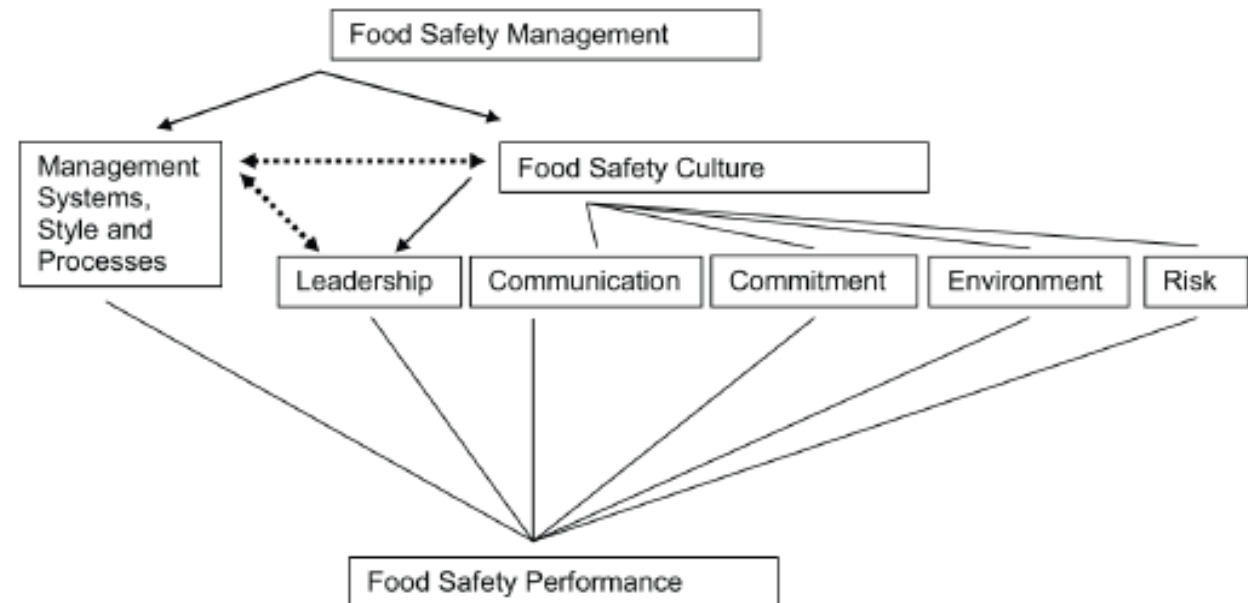
Von Holy Consulting CC, Bellville, South Africa, and

K.M. Livesey and D. Clayton

*Cardiff School of Health Sciences, University of Wales Institute Cardiff,
Cardiff, UK*

Whilst often different terminology, categories and categorizations are used they often describe the same basic underlying concepts. In applying work on organizational and safety culture to food safety, six indicators of safety culture from other highly regulated environments, were identified as applicable to studying food safety culture in relation to food safety performance (Figure 1):

- (1) management systems, style and processes;
- (2) leadership;
- (3) communication;
- (4) commitment;
- (5) environment; and
- (6) risk awareness, perception and risk taking behaviour.



FOCUS GROUPS

- 8 questions corresponding to the 6 characteristics of food safety as identified in previous study:
 - Management systems
 - Leadership
 - Communication
 - Commitment
 - Environment
 - Risk Awareness

FOCUS GROUPS

- 8 focus groups conducted
 - 7 virtual, one in person
 - 7 in English, one in Spanish
 - 5 with managers, 3 with staff
- 49 participants total



LEADERSHIP

Training is Important

- Ongoing and applied training most important
- Emphasize the why

Recognition is Important

- Encouragement and celebrating success to encourage food safety

MANAGEMENT SYSTEMS

Recordkeeping

- Accountability and verification of food safety

Oversight

- Teach – set expectations
- Correct – in the moment
- Retrain – pull aside
- Discipline – repercussions
- *Requires present and engaged management*

COMMUNICATION

Routine Meetings with 2-way communication

- Must create space for everyone to share/interact

Reluctance for Staff to Speak Up to Managers

- Fear of response
- History of inaction so why bother
- Language barriers
- Cultural barriers

Building Rapport

- Managers being present and checking in with staff, builds foundation for future communication

COMMITMENT

Staff report mostly intrinsic motivations

- Responsibility, morals, ethics, thinking of feeding their family, right thing to do

Managers report motivating commitment in 4 ways

- *Acknowledging effort - matches staff's intrinsic motivations*
- Leading by example and empowering role models
- Rewards: prizes, bonuses, manager for a day
- Technology: automatic line check software

ENVIRONMENT

Staff report lack of space and equipment

- Important for new permits and plan review

Short staffing is big issue

- Increased pressure on staff, managers report cross training and filling in

General upkeep improves morale

- Invest in speedy repairs, let staff feel proud of where they work

COVID Constraints

- Staffing, supply chain, costs

RISK AWARENESS

Both groups agree that corners are cut when busy

- Due to pressure from managers
- Pressure from customers
- From staff being overworked and tired
- From cost pressures

Managers educate about the risk of foodborne illness by

- Formal training
- Current events
- Reinforcement in casual conversations
- Posters as procedural reminders

TAKE AWAYS

Staff need more space and equipment

- Opportunity for regulatory intervention at plan review stage?

Staff are reluctant to share with managers

- Could be dangerous, improving this could have big influence on food safety

Soft skills and relationship building reported as important for FSC

- Managers being present and receptive to input
- Managers recognizing effort of staff
- Managers reinforcing food safety concepts casually after formally training on them

COVID constraints are hitting restaurants hard and affecting FSC

- Short staffing, supply shortages, increased costs

FOR MANAGERS

Act on what is communicated to you

- And if you can't now, explain why, don't dismiss

Recognize effort

- Celebrate successes, give shout outs, show appreciation

Work on soft skills

- Procedures and policies are not enough, it's how you share and enact them

Be present and engaged

- Be available, know what's going on with kitchen and with staff

FOR REGULATORS

Focus on soft skills and communication

- We are influencing FSC when we go in, lead by example

Empower managers to empower staff

- Encourage them to build buy-in from team, emphasize that it's a team effort

Empower staff

- Talk to them on inspections, build them up, allow them to show off their job/skillset

Focus Groups Among Retail Food Establishment Staff and Management Reveal Obstacles and Promoters of Good Food Safety Culture

by Lauren DiPrete, Tiberio Garza, and Mark Spinrad

Focus Groups



- 8 questions asked
- 8 focus groups conducted
- 7 virtual, 1 in person
- 7 in English, 1 in Spanish
- 5 with managers, 3 with staff
- 48 participants total

Promoters of Good Food Safety Culture



Routine, 2-way communication



Appreciation



Ongoing, applied training

Obstacles of Good Food Safety Culture



Staff reluctance to talk to management



Short staffing



Lack of space and resources

NEXT STEPS

Quantitative Survey

- Larger audience
- Explored more questions
- Seek confirmation and clarification

Educational Workshop for Restaurant Managers

- Share findings and how to apply them practically

Intervention Study?

- Partner with restaurants
- Measure baseline FSC, apply findings, and measure outcomes

THANK YOU

LAUREN DIPRETE, MPH, REHS
DIPRETE@SNHD.ORG


The background of the slide is a photograph of a classical building's entrance. It features several large, fluted columns made of light-colored stone. In front of the columns is a wide set of stone steps that lead up to the building. The lighting is soft, and the overall tone is warm and professional.

SNHD and Senate Bill 92

Sidewalk Vendors

A large orange circle is positioned on the left side of the slide, partially cut off by the edge.

Main Impacts of SB 92

- Empowers and limits local governments' abilities to restrict street food vending
 - Creates the Task Force on Safe Sidewalk Vending within the Office of the Nevada Secretary of State
 - Requires SNHD to adopt regulations
- 
- A series of four yellow curved dashes are located in the bottom right corner of the slide.



Direct Impacts on SNHD

- Must accept identification cards from non-US issued authorities for food handler safety cards (no change needed)
- Must adopt payment plans for sidewalk vendor permit application fees
- Must adopt regulations for sidewalk vending by the end of 2025
 - 2023 Food Regulations allows for permitting sidewalk vendors as open-air vendors
 - SNHD would not need to draft new regulations now
- Must adopt regulations the Task Force deems “necessary”

Operational Requirements for Sidewalk Vendors

- Sidewalk Vendors must follow all current regulations, which mandates they have a permit from the Health Authority.
- Food offered to the public may not be prepared from home kitchens.
- Food must be:
 - Ingredients bought the same day and prepared at the sidewalk vendor location, or
 - Ingredients stored and food prepared at a permitted commissary location.
- The operator is financially responsible for their permit(s), including any payment plans.
- All other sanitary requirements for food establishments remain.



Sidewalk Vendor Task Force



Created the Task Force on Safe Sidewalk Vending in the Office of the Secretary of State.



The Task Force will review existing laws relating to sidewalk vending and make recommendations to the State and municipalities and submit a report to the Legislature every even year.

SNHD must adopt regulations deemed “necessary” by the Task Force.



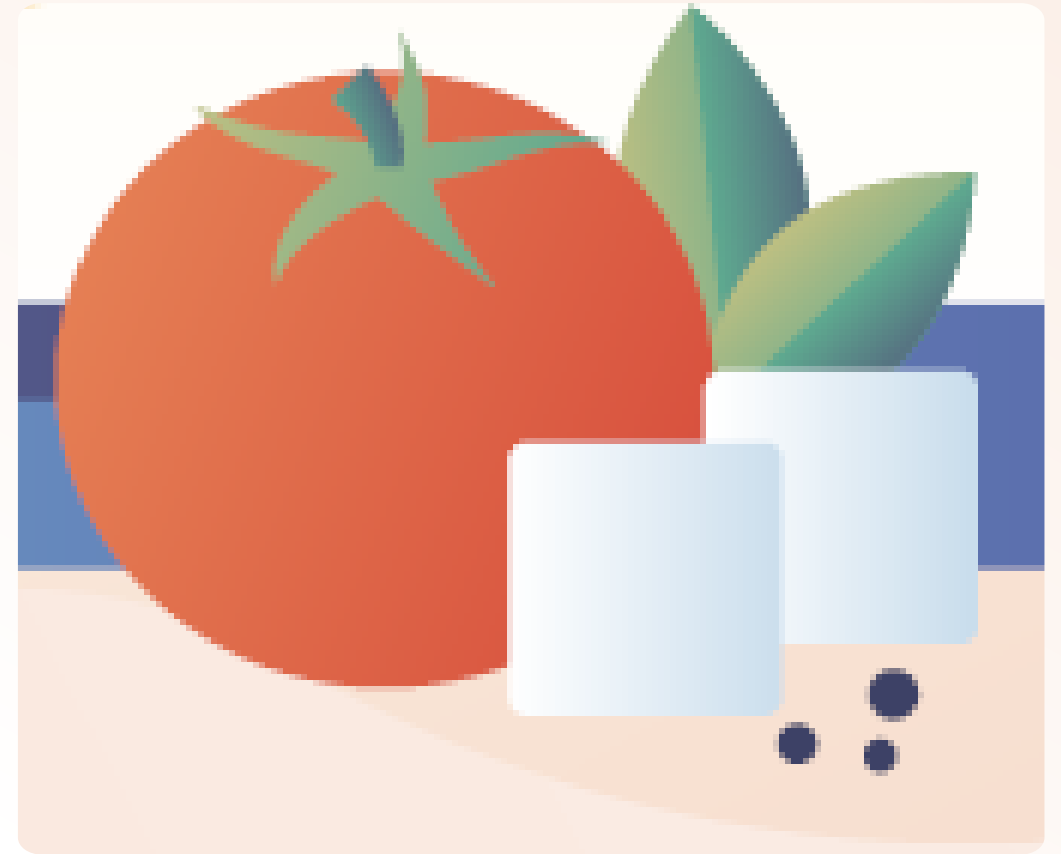
The Task Force members have been selected. Per the bill, the task force will be comprised of representatives from: Health District (1), Business Licensing (1), Gaming/Restaurant (1), Law Enforcement (1), Secretary of State (1), Members at large with preference to representatives of sidewalk vendors (4). The members at large include two vendors, one representative from the Clark County public defender’s office, one representative from Make the Road NV, and one representative from the Las Vegas Chamber. They will begin meeting at the end of October 2023.

- Questions



EH Updates

Christine Sylvis



Ghost Kitchens and Commissaries

- Ghost Kitchen – When a permitted restaurant produces food under another name with the focus to sell online food orders for delivery using third-party apps (aka “cloud kitchen”)
- Commissary (Chapter 1) means a permanent food establishment that serves to provide support for or is shared by three or more permit holders that prepare, store, or sell food from the same site address.
- Servicing Area (Chapter 1) means an operating base location to which a mobile food establishment or transportation vehicle returns regularly for such things as vehicle and equipment cleaning, discharging liquid or solid wastes, refilling water tanks and ice bins, and boarding food.

Ghost Kitchens and Commissaries

- Commissary permit is for the facility providing services to other food establishments
- Establishments operating out of a commissary must have their own health permit (cannot work under the commissary permit)



Special Event Review

Temporary Food Establishment (TFE)

Limited to 14 consecutive days in conjunction with a special event

TFE size limits*:

Low risk food - 400 sq foot

High risk food - 200 sq foot

*A proposal for alternate booth sizes may be submitted at least 30 days prior to an event if the event has more than 100 vendors

14-201

Temporary Food Establishment Requirements

HANDSINK

- Stocked and maintained at all times
- Within 10 feet of food area
- Must be self-contained with minimum 5-gallon water supply
- Waste tank must be 15% greater
- Provide 100°F water
- Provide hands-free continuous flow of warm water

14-203.3

Special Event Requirements

Event Coordinator Permit required if:

- 5 or more permitted vendors (if different owners)
- 2 or more tasting booths (1 tasting booth will be permitted as a TFE)

14-101.1

Q&A Time

- What questions do you have for us?
- What's on your mind?
- How can we help?

Chat to “All Panelists”

Food 
Safety
Partnership



Next Meeting

- January 22, 2024
 - Suggested Topics?
- Send comments, questions, or suggestions to EHTrainingOffice@snhd.org
- Copy of presentation and register for next meeting at www.snhd.info/ehrcp
- Contact us: 702-759-0500