

The **Southern Nevada Health District**  
Environmental Health Division  
invites you to attend the

# Food Safety Partnership

THIRD QUARTER MEETING

**Monday, July 22, 2024**  
**8:30 - 10:00 AM**

All are welcome to attend this virtual meeting.

**The meeting will begin soon**





## Food Safety Partnership Meeting

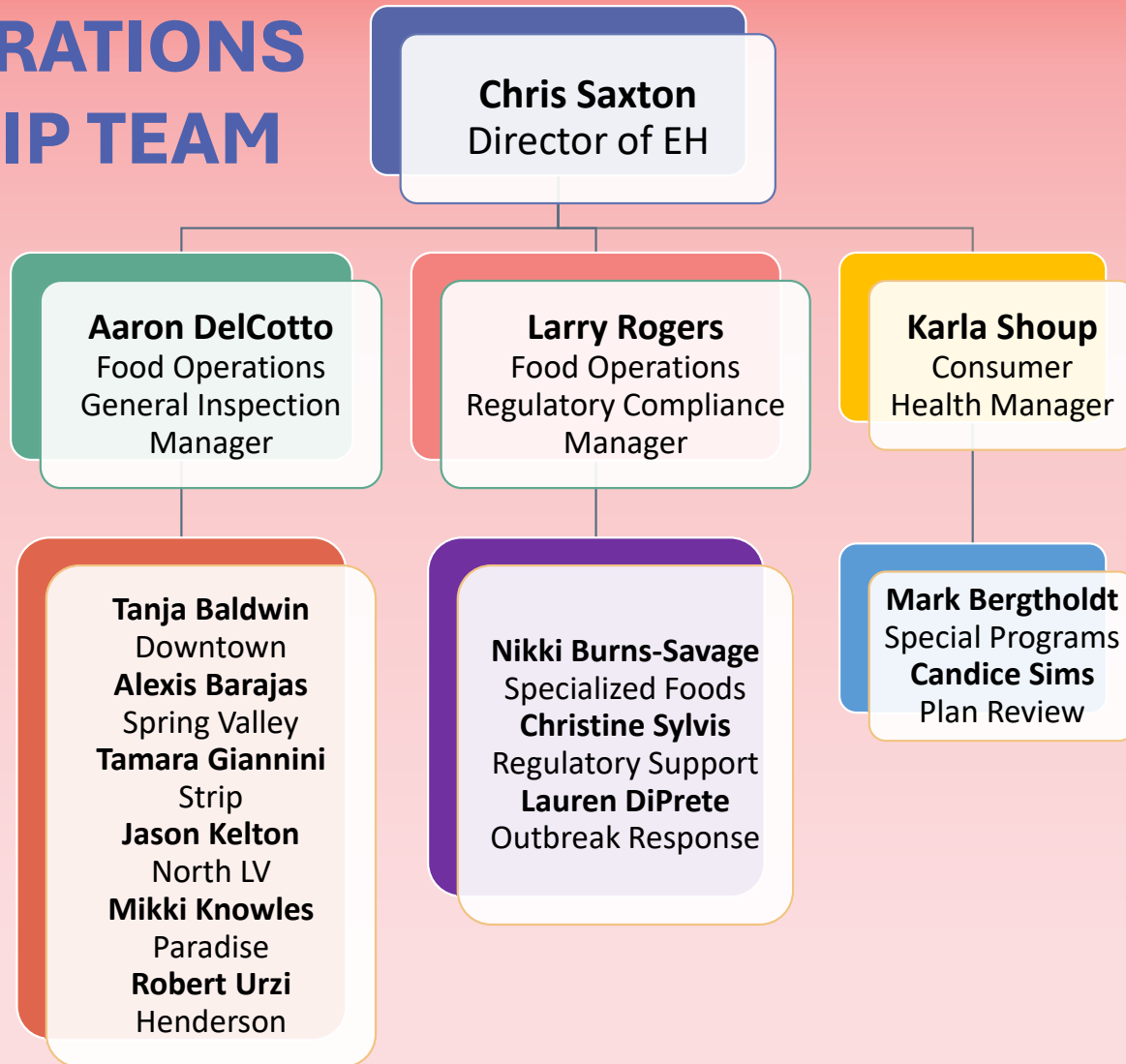
- Thank you for attending!
- Platform: WebEx Events
- You are not able to unmute or show your camera
- Chat to "All Panelists" to share ideas, ask questions, and give comments.
- Send questions at any time; some will be held until Q&A time
- A copy of the slides will be posted on [www.snhd.info/ehrcp](http://www.snhd.info/ehrcp)

# Agenda

---

- SNHD Environmental Health Introductions
- Top Five Violations and Imminent Health Hazards in Food Establishments
- Food Donations
- Food Safety Culture Research Updates
- Environmental Health Updates
- Q&A

# FOOD OPERATIONS LEADERSHIP TEAM



## Meet Our Newest EHSs

---

Carlos Herrera (6/10/24)

---

Jalen Jones (6/10/24)

---

Abel Hernandez (7/8/24)

---

Nosa Nwaonumah (7/8/24)

---

Jamie Roberts (7/8/24)

---

Mercer Wright (7/8/24)



# IMMINENT HEALTH HAZARDS [IHH] &

---

## TOP 5 VIOLATIONS

Cynthia Wade

Environmental Health

Southern Nevada Health District

# WHAT IS AN IMMINENT HEALTH HAZARD?

---

## Imminent Health Hazard:

\*A significant threat or danger to health that is considered to exist when there is evidence sufficient to show that a product, practice, circumstance, or event creates a situation that requires ***immediate* correction** or **cessation of operation** to prevent injury based on:

- (A) The number of potential injuries, and
- (B) The nature, severity, and duration of the anticipated injury.

**\*2023 Food Regulations**



# EXAMPLES OF IMMINENT HEALTH HAZARDS

---

- Power outage
- No hot water/no water
- Gross unsanitary conditions
- Sewage backup
- Inadequate refrigeration
- Inadequate employee toilets & handwashing facilities
- Suspected foodborne illness outbreak
- Other conditions which may jeopardize public health



# POWER OUTAGE



# NO WATER/HOT WATER



# GROSS/UNSANITARY CONDITIONS



# SEWAGE BACK UP



# INADEQUATE REFRIGERATION



- Foods out of temperature due to lack of working refrigeration
- Facility cannot safely operate

# INADEQUATE EMPLOYEE RESTROOMS & HAND WASHING FACILITIES

---

- RESTROOMS

- Lined trash receptacle (covered-women's)
- Self-closing (to open food handling area)
- Toilet paper available for each stall

- HAND WASHING

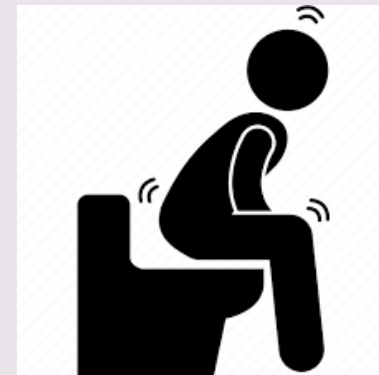
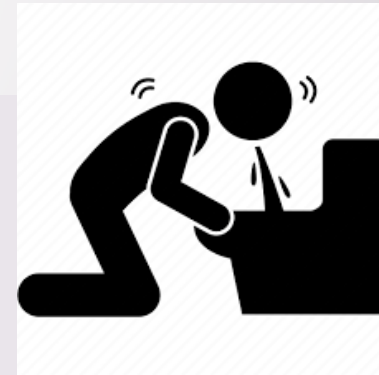
- Used for hand washing ONLY!
- MUST be located to allow convenient use by employees OR in, or immediately adjacent to restrooms (5-204.2)

## BOTH:

- Accessible at all times to employees
- Provide: hand soap, hot water of 100°F minimum, & disposable paper towels

# SUSPECTED FOODBORNE ILLNESS OUTBREAK

- Closure may occur if:
  - Multiple reports identify that foodborne illness may be linked to a facility
  - Uncontrolled risk factors exist that are associated with an epidemiological investigation
  - Vomiting, diarrhea, abdominal cramps, nausea



# OTHER CONDITIONS WHICH JEOPARDIZE PUBLIC HEALTH

---

- Examples may include:
  - Fire
  - Flood
  - Pest infestation





# FIRE



# FLOOD





# PESTS



# PESTS

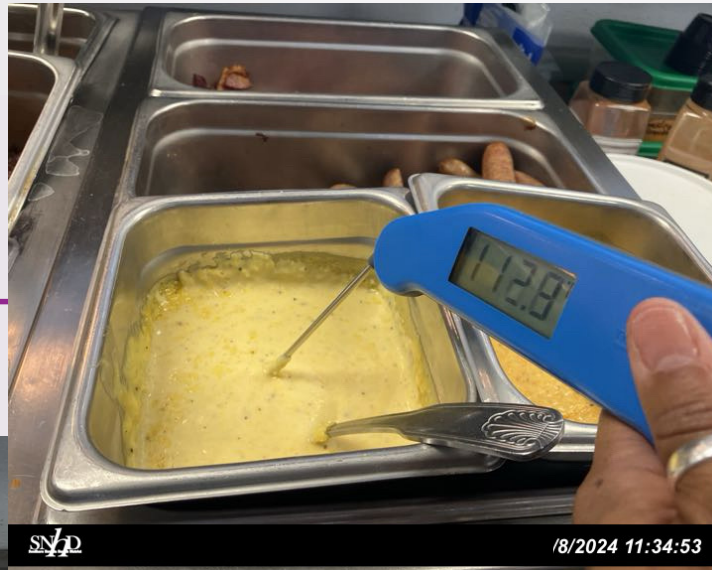


# TOP 5 VIOLATIONS ASSOCIATED WITH FOODBORNE ILLNESS

---

- Improper hot / cold holding temperatures for TCS foods [**Violation #9**]
- Equipment approved, properly designed, maintained, and operated [**Violation #10**]
- Food protected from potential cross-contamination [**Violation #11**]
- Contaminated equipment / food contact surfaces; sanitizer solution available and maintained as required [**Violation #14**]
- Adequate handwashing sinks stocked and accessible [**Violation #15**]

# IMPROPER HOT HOLDING TEMPERATURES

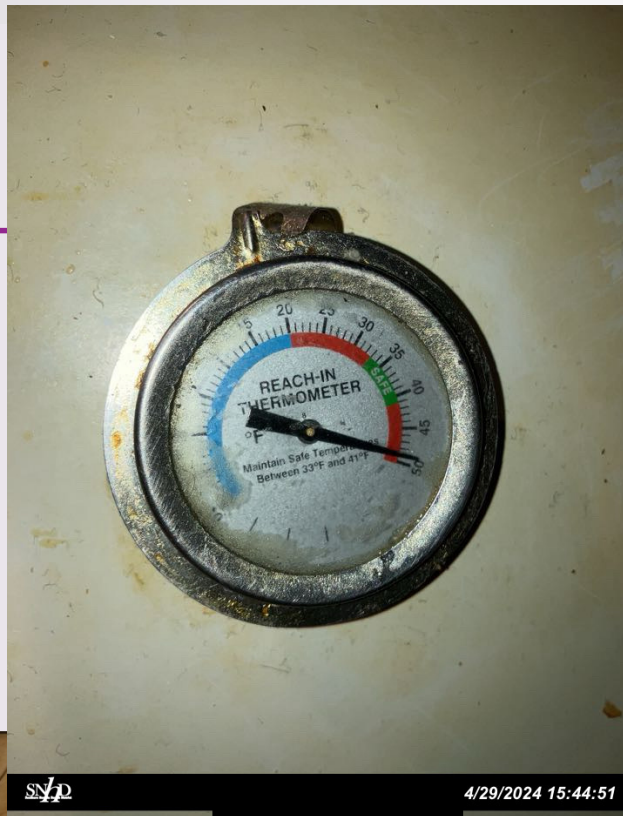


# IMPROPER COLD HOLDING TEMPERATURES





# EQUIPMENT APPROVED, PROPERLY DESIGNED, & MAINTAINED



# FOOD PROTECTED FROM POTENTIAL CONTAMINATION



# CONTAMINATED EQUIPMENT & FOOD CONTACT SURFACES



# CONTAMINATED FOOD CONTACT SURFACES – IMPROPER WARE WASHING



SNYD

3/15/2023 15:21:17



SNYD

3/15/2023 15:41:59

# SANITIZER SOLUTION PROVIDED AND MAINTAINED



# ADEQUATE HANDWASHING SINKS STOCKED AND ACCESSIBLE



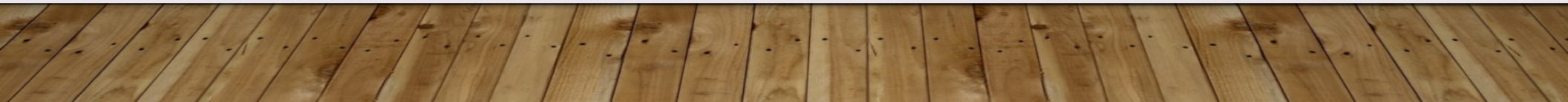
7/17/2024 18:33:1



10/1



7/11/2024 7:29:36



# ONLINE RESOURCES

---

- Imminent Health Hazards FAQ:  
[Emergency Loss of Utility Services and Other Imminent Health Hazards – Southern Nevada Health District](#)
- Checklist for Re-opening after an IHH:  
<https://media.southernnevadahealthdistrict.org/download/ferl/20190625-ReOpening-After-Imminent-Health-Hazard-Checklist.pdf>
- Link to SNDH FERL documents and signage:  
[Signs – Southern Nevada Health District](#)



# QUESTIONS?



- Cynthia S Wade, REHS
- [wade@SNHD.ORG](mailto:wade@SNHD.ORG)
- 702-759-1110



# Safe Food Donations at Retail

Nancy-Ann Hall, REHS  
Southern Nevada Health District  
Environmental Health  
Regulatory Support Office

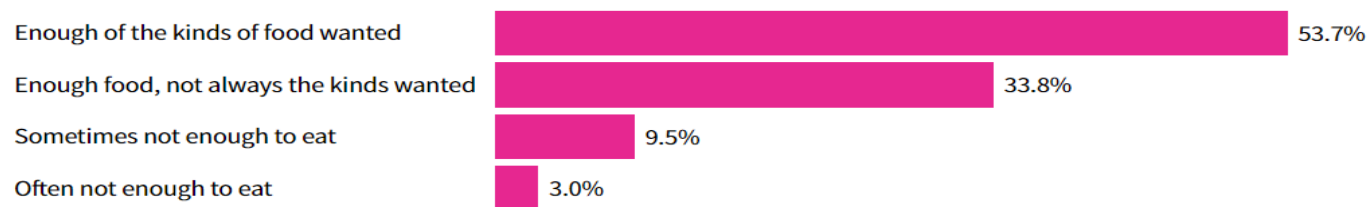
# Can Leftover Food be Donated?



- YES! SNHD Encourages Food Donation
  - Helps feed people experiencing food insecurity
  - 1 in 8 American adults experiences food insecurity

**As of October 2023, 12.5% of American adults had "sometimes" or "often" not enough to eat.**

Percentage of adults by the status of their access to food in the last week, Oct. 18–30, 2023



Household Pulse Survey data from October 18–30, 2023. Respondents are asked "In the last 7 days, which of these statements best describes the food eaten in your household?"

- Reduces Food Waste
  - 30-40 percent of the U.S. Food Supply is wasted

# U.S. Good Samaritan Law



- Good Samaritan Act
  - 42 U.S. Code § 1791 Bill Emerson Good Samaritan Food Donation Act of 1996
    - Restaurants and other retail are covered
    - Food is no longer regulated when it leaves the establishment
      - Charitable organizations are exempt under NRS 446.020(d)
- Make arrangements with individual charities



# FDA Recommendations

- Key Steps for Donating Food – For Retail Food Establishments | FDA
- <https://www.fda.gov/food/retail-food-industryregulatory-assistance-training/key-steps-donating-food-retail-food-establishments>






## Key Steps for Donating Food

FDA U.S. FOOD & DRUG ADMINISTRATION

FDA encourages the donation of wholesome food to help reduce food loss and waste in our communities while feeding those in need.

Thanks!

**Donated food should be handled safely and according to state or local food codes. Here are some steps retail food establishments should keep in mind when donating food:**

1. Make sure food packages are properly labeled. For example, foods that contain major food allergens must list the allergens on the product label.
2. Foods that have not been opened should be donated in their original packaging.
3. Store foods safely. Keep away from sources of contamination, such as dust or debris, spoiled or recalled foods, and from other products like cleaning supplies.
4. Keep foods at their safe temperatures.
5. Make sure anyone handling donated foods, including volunteers, is trained in clean hygiene practices (e.g., washing hands, not working if sick, wearing clean clothes, and using a protective barrier such as gloves when handling exposed food).
6. Donated foods should be wholesome. For example, donate produce or foods that have not come in contact with major food allergens or do not show signs of spoilage, such as change in texture or color; or donate foods with intact packaging..
7. When transporting foods, make sure the vehicle has the equipment needed to keep foods stored cold or hot at their safe and appropriate temperatures.
8. Keep proper records. Include relevant information, such as what food was donated and when, who transported the food, and at what temperature food was stored.
9. Follow any local or state food donation requirements in your area.
10. For more information on how to store, prepare, package, display and label food, retail food establishments may wish to refer to the [Food Code \(www.fda.gov/foodcode\)](http://www.fda.gov/foodcode), which is a model for best practices to ensure the safe handling of food in a retail setting.

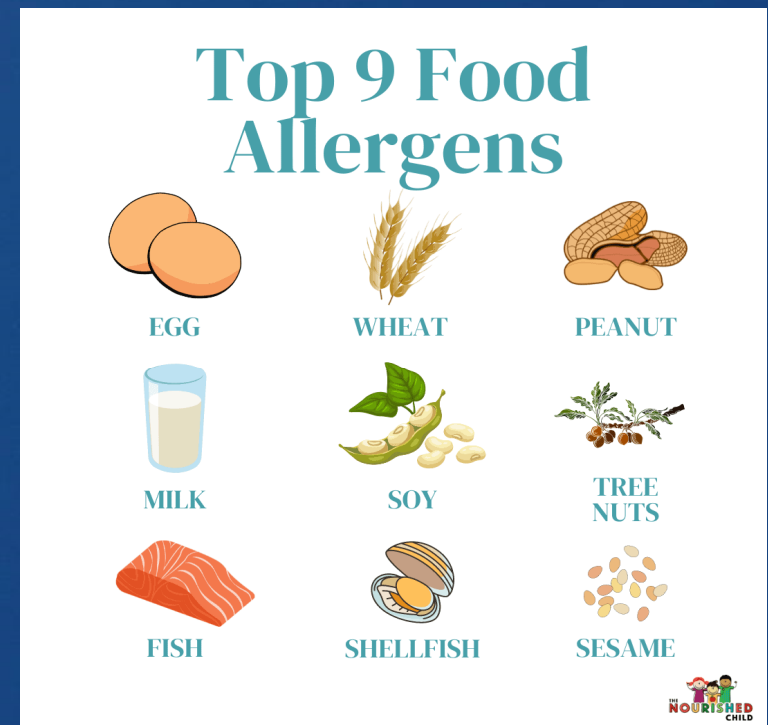
Scan the QR

www.fda.gov 1 November 2023

# Key Steps for Donating Food



- Make sure food is properly labeled, including all ingredients and allergens
- Keep unopened food in original packaging
- Store food safely
- Cool and handle properly



# Key Steps for Donating Food



- Ensure good staff hygiene and proper training of staff handling donated food.
- Ensure food is wholesome
- Deliver safely under temperature control
- Keep good records

# Labeling



Contact each charitable organization about what kind of foods they receive and how long past “sell by” or “best by” dates they will accept each canned or dry packaged food.

## Sell-by, best-by, use-by- what's the difference?



**"Best if used by or before" or "best by" date**  
This phrase indicates the maximum amount of time when the food will have its best flavor and acceptable quality. It is intended to guide consumers and retailers.



**"Sell-By" date**  
This date label is used on foods displayed in stores and refers to the maximum allowable time for the product to be displayed. This label is used to guide food retailers and manufacturers.



**"Use-By" date**  
Refers to the last recommended date for a product to be used at its peak quality. Unless this term is used for infant formula, it is not a safety label.



**"Freeze-By" date**  
Tells food handlers the maximum date when a product can be frozen to preserve peak quality.



**"Expiration" date**  
This term is an absolute date that tells food handlers when the product is no longer safe for consumption. This label is commonly used in shelf-stable products.

fooddocs.com

**FoodDocs**  
Food safety made easy

**SNHD**  
Southern Nevada Health District



# Transporting Food



- \* Temperature Controls
  - \* Carrier equipment must maintain proper temperatures during entire transit time
  - \* Check your method
    - \* Refrigerated foods: less than 41° F
    - \* Frozen foods: minus 10 to 0° F





The golden rule is:

***When in doubt,  
throw it out!***



# Questions?



---

# FOOD SAFETY CULTURE

## FOCUS GROUP AND SURVEY FINDINGS

Lauren DiPrete, MPH, REHS

Outbreak Response Supervisor  
Southern Nevada Health District



# POP QUIZ

[HTTPS://WWW.SURVEYMONKEY.COM/  
R/YDJYS2](https://www.surveymonkey.com/r/YDJYS2)

---

## Poor food safety culture proposed as an emerging risk factor for foodborne illness outbreaks

GRIFFITH, C.J., LIVESEY, K.M. AND CLAYTON, D.A. (2010), "FOOD SAFETY CULTURE: THE EVOLUTION OF AN EMERGING RISK FACTOR?", *BRITISH FOOD JOURNAL*, VOL. 112 NO. 4, PP. 426-438. [HTTPS://DOI.ORG/10.1108/00070701011034439](https://doi.org/10.1108/00070701011034439)

# KEY POINTS OF FOOD SAFETY CULTURE

- Different from food safety policies, what you do with the 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**

LDO

## Slide 47

---

**LD0** Is this a quote? Look into it and cite as needed  
Lauren DiPrete, 2024-07-15T20:27:13.291



# OUR RESEARCH QUESTIONS

How is food safety culture experienced by food workers and managers?

What helps create good food safety culture?

What hurts food safety culture?

# FOCUS GROUPS



# FOCUS GROUPS

- 8 focus groups conducted
  - 7 virtual, one in person
  - 7 in English, one in Spanish
  - 5 with managers, 3 with staff
  - Asked 8 questions based on previous studies
- 49 participants total



# FSC IS EXPRESSED IN TWO WAYS

## Explicitly

Training

Oversight

## Implicitly

Space

Staffing

Communication

Appreciation

# FSC IS EXPRESSED IN TWO WAYS

## Explicitly

Training

Oversight

Lots of attention

Many resources available to improve this

## Implicitly

Space

Staffing

Communication

Appreciation

Little attention

Fewer resources available to improve this

# TAKE AWAYS

## Staff need more space and equipment

- Doing too much in too small a space to be successful

## 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

## Staff want routine, applied trainings

- Not just at hire

# FOR MANAGERS

## Ask for feedback and act on what is communicated to you

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

## Recognize effort

- Celebrate successes, give shout outs, show appreciation

## Work on soft skills

- Be present and engaged

## Provide adequate space and staffing

- Set your team up for success

# SURVEYS





# SURVEYS

41 questions  
based on focus  
group findings  
and previous  
studies

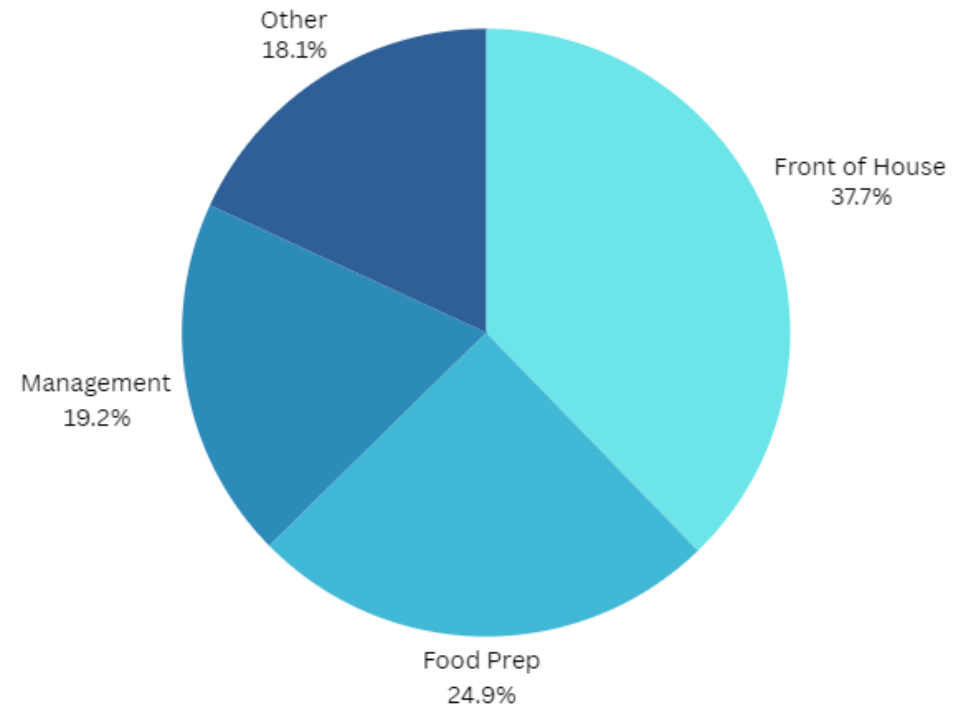
Offered in English  
and Spanish

Offered for 6  
weeks

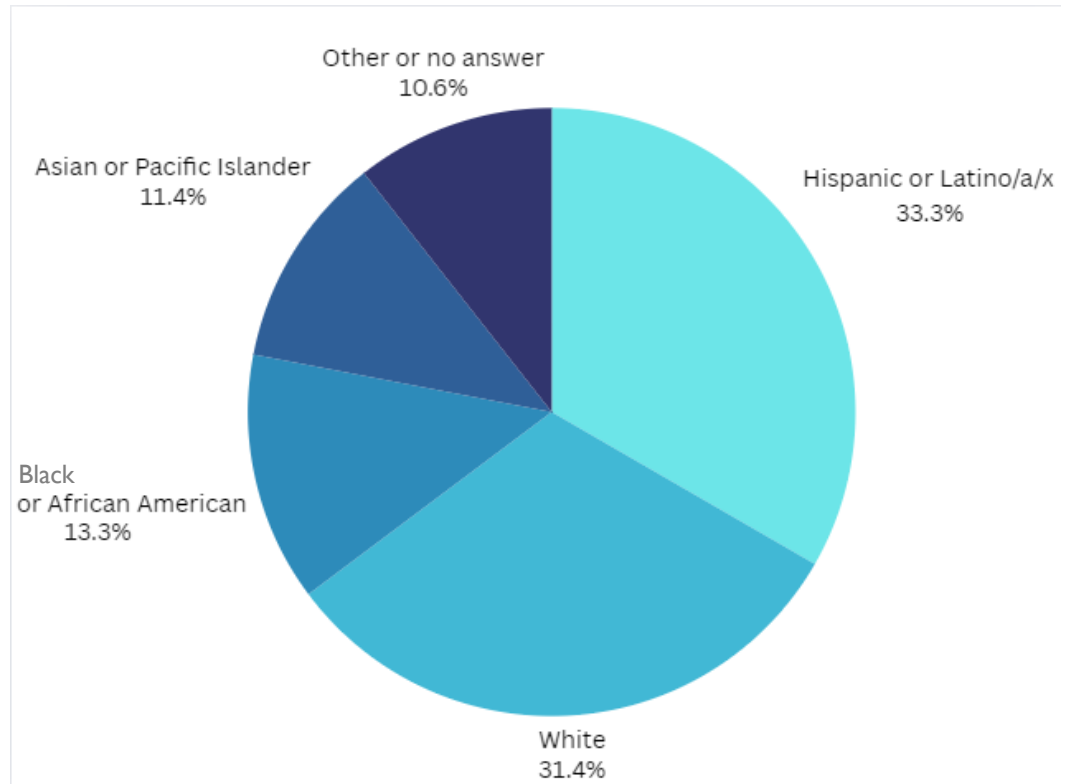
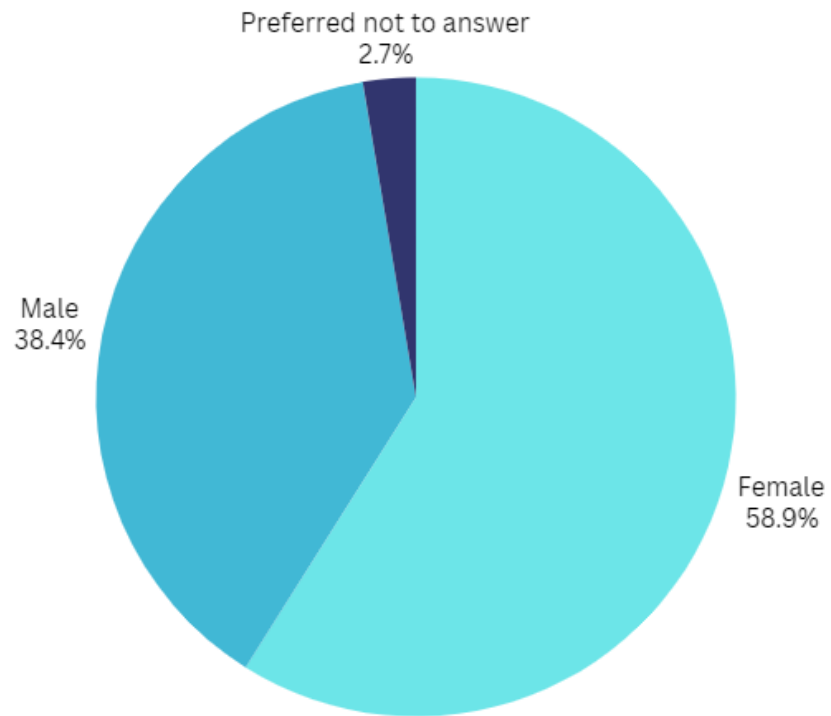
Automatically  
invited people  
who passed their  
food handler card  
renewal or food  
safety manager  
card tests

# PARTICIPANTS

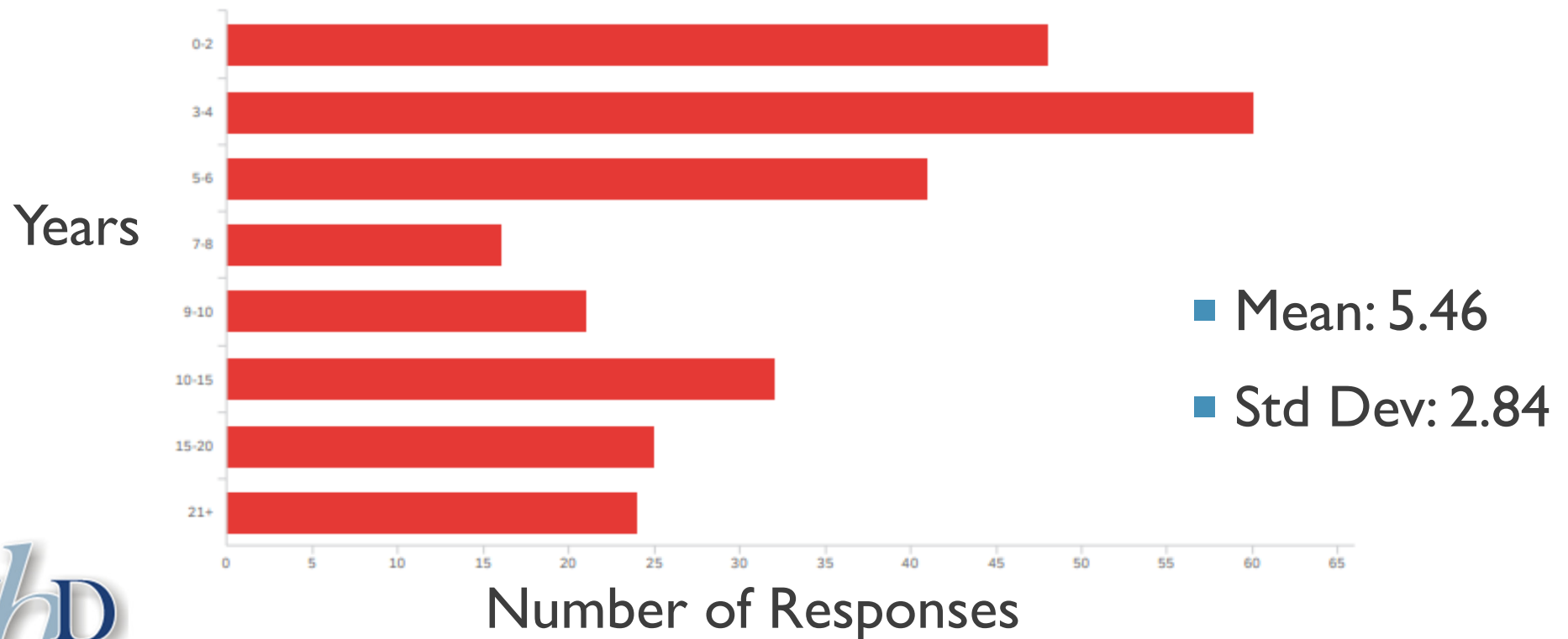
- 267 valid, complete, non-duplicated surveys collected



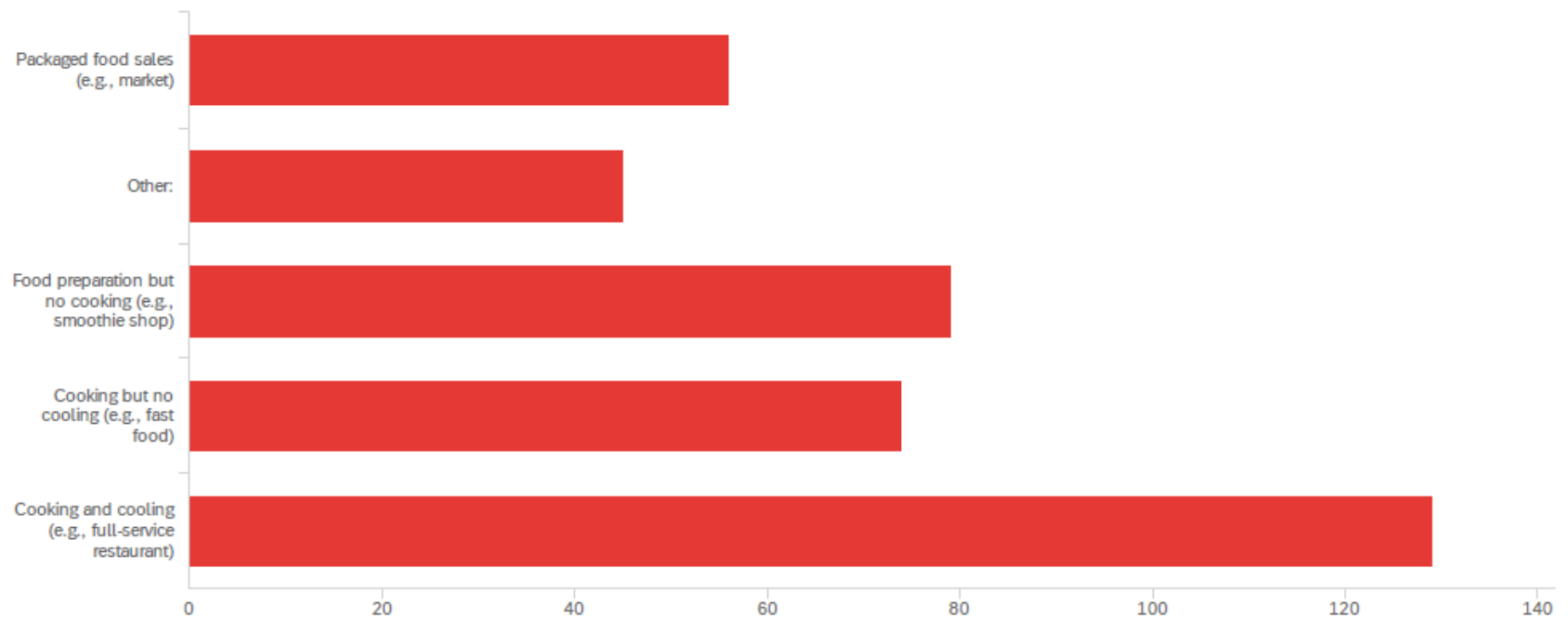
# DEMOGRAPHICS



# YEARS WORKING IN FOOD



# TYPE OF FOOD ESTABLISHMENT



The background features several vertical, glowing lines in shades of blue and green. These lines are slightly curved and appear to be reflecting off a dark, glossy surface, creating a sense of depth and movement. The overall aesthetic is futuristic and high-tech.

# DIFFERENCES BETWEEN FOOD WORKERS & MANAGERS

# COMMUNICATION

- Staff reported a lower frequency of communication about food safety than management across multiple questions.
  - When was the last time staff received training?
  - When was the last team meeting or pre-shift?
  - When was the last time leadership asked for feedback?
  - When was the last time management discussed the risk of foodborne illness?

# COMMUNICATION

## Why the discrepancy?

- Sender's Bias?
  - messengers overestimate the effectiveness of their messaging
- Incentive for managers to over-report communication?



# REPORTING OF BARRIERS

- Management group had higher likelihood of observing zero barriers to food safety compared to food prep group across multiple questions.
  - Broken equipment
  - Not enough storage space
  - Not enough space in refrigerators or freezers
  - Not enough stocked, operational, conveniently located hand sinks

# REPORTING OF BARRIERS

## Why the discrepancy?

- Less time in kitchen?
- Staff not comfortable communicating barriers?
- Not convinced barriers are barriers?
- Incentive for managers to underreport barriers?

The background features a dark, reflective surface with several vertical, glowing lines in shades of blue and green. The lines are slightly curved and appear to be reflections or light trails. The overall aesthetic is futuristic and digital.

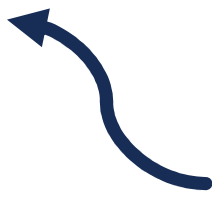
# GENERAL SURVEY FINDINGS

# IF YOU COULD CHANGE HOW FACILITY WAS MANAGED...?

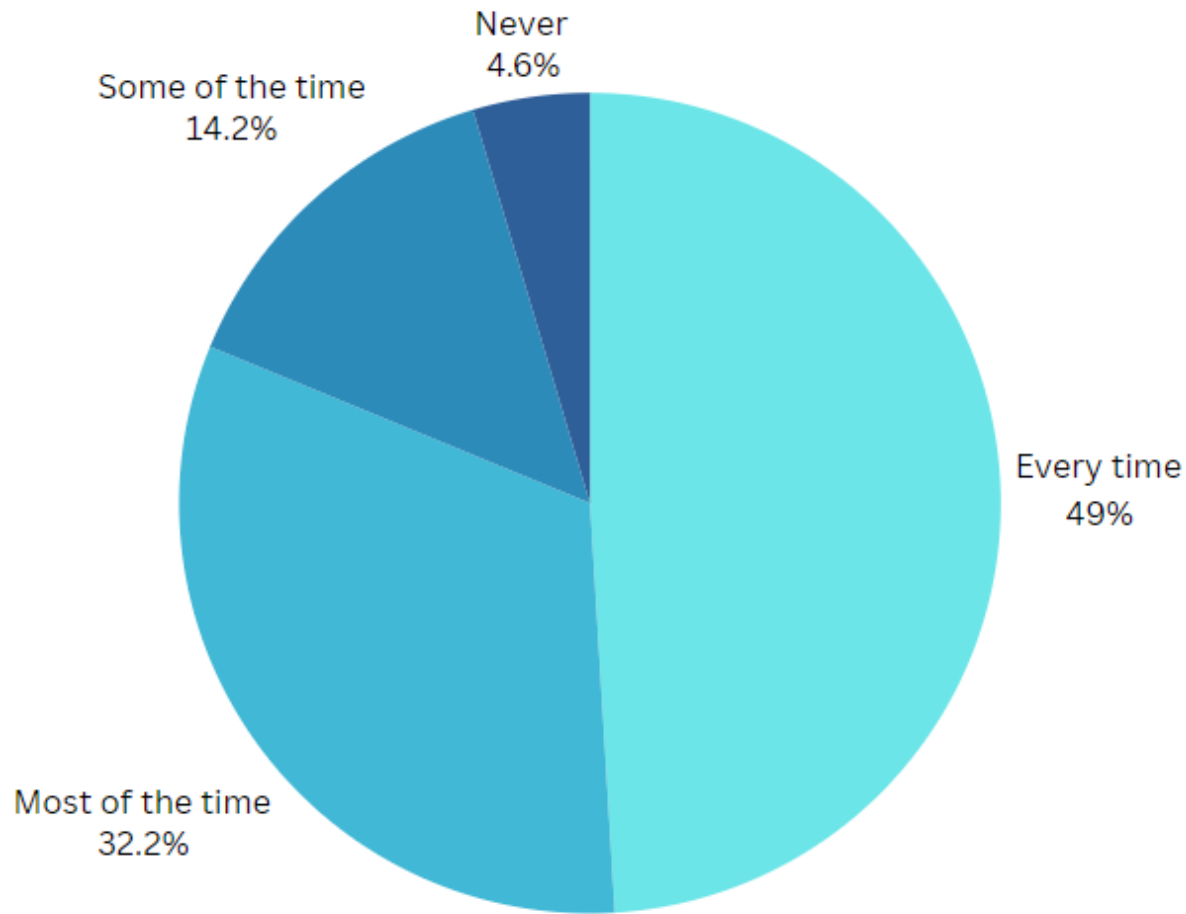
- Top 3 answers
  - Recognize and celebrate staff efforts (141 responses)
  - Ask for feedback from staff more often (99 responses)
  - Implement more team building activities (80 responses)
- Bottom 3 answers
  - Have fewer trainings (4 responses)
  - Have fewer meetings (9 responses)
  - Change the menu (15 responses)

# IF YOU COULD CHANGE HOW FACILITY WAS MANAGED...?

- Top 3 answers
  - Recognize and celebrate staff efforts (141 responses)
  - Ask for feedback from staff more often (99 responses)
  - Implement more team building activities (80 responses)
- Bottom 3 answers
  - Have fewer trainings (4 responses)
  - Have fewer meetings (9 responses)
  - Change the menu (15 responses)



Sounds a lot like  
improving  
implicit expression  
of food safety culture

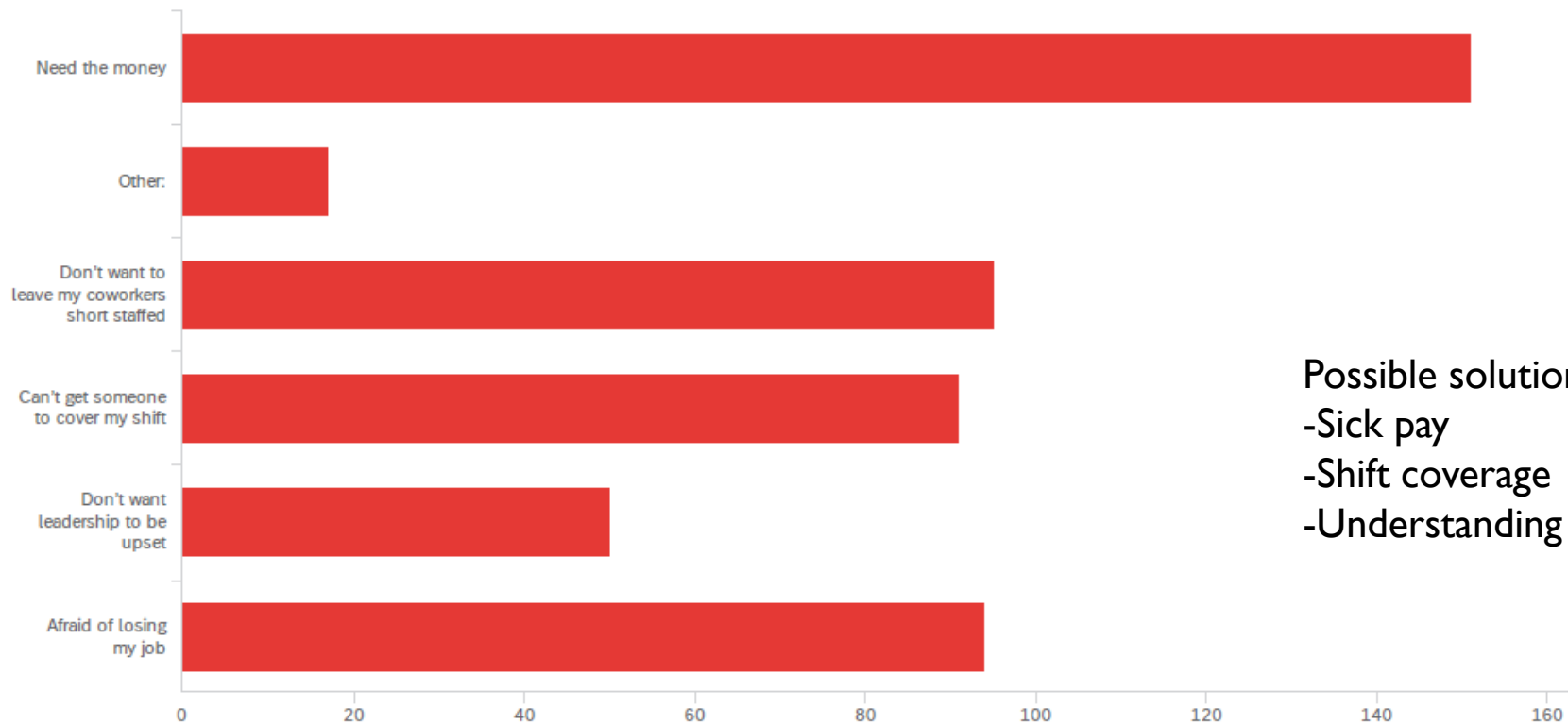


HOW OFTEN  
DO YOU STAY  
HOME WHEN  
SICK?

---

---

# WHAT MAKES YOU CONSIDER GOING TO WORK WHEN YOU ARE SICK?



Possible solutions:  
-Sick pay  
-Shift coverage  
-Understanding management

# RISK TAKING BEHAVIOR

Question	Role	Never	Sometimes	Often	Always
Staff follow the food safety rules.	Overall	5 (1.9%)	28 (10.8%)	79 (30.4%)	148 (56.9%)
	Management	2 (4.1%)	2 (4.1%)	11 (22.4%)	34 (69.4%)
	Front of House	0 (0%)	16 (16.2%)	35 (35.4%)	48 (48.5%)
	Food Prep	1 (1.6%)	5 (7.9%)	20 (31.7%)	37 (58.7%)

- Ideally, everyone would have answered always. There is some risk-taking behavior going on.
- Management group responded most positively.



# RISK TAKING BEHAVIOR

Question	Role	Never	Sometimes	Often	Always
Staff change behavior if there is no manager present.	Overall	69 (26.2%)	115 (43.7%)	34 (12.9%)	45 (17.1%)
	Management	10 (20%)	28 (56%)	5 (10%)	7 (14%)
	Front of House	25 (25.3%)	45 (45.5%)	13 (13.1%)	16 (16.2%)
	Food Prep	14 (21.5%)	25 (38.5%)	10 (15.4%)	16 (24.6%)

- “Sometimes” is the most popular answer here across all groups

# RISK TAKING BEHAVIOR

Question	Role	Never	Sometimes	Often	Always
Staff change behavior when the health department is present.	Overall	79 (30.3%)	66 (25.3%)	30 (11.5%)	86 (33.0%)
	Management	19 (38%)	14 (28%)	4 (8%)	13 (26%)
	Front of House	25 (25.8%)	28 (28.9%)	13 (13.4%)	31 (32%)
	Food Prep	17 (26.2%)	15 (23.1%)	7 (10.8%)	26 (40%)

- Pretty split between “always or often” group and “never and sometimes” group, especially with food prep

# APPRECIATION

Question	Role	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I feel valued when I make good food safety choices.	Overall	4 (1.6%)	6 (2.3%)	45 (17.4%)	89 (34.5%)	114 (44.2%)
	Management	0 (0%)	0 (0%)	5 (10%)	20 (40%)	25 (50%)
	Front of House	0 (0%)	3 (3.1%)	15 (15.6%)	33 (34.4%)	45 (46.9%)
	Food Prep	3 (4.5%)	1 (1.5%)	17 (25.8%)	23 (34.8%)	22 (33.3%)

- Majority agree or strongly agree

# RISK TAKING BEHAVIOR

Question	Role	Never	Sometimes	Often	Always
Co-workers get annoyed when food safety rules slow down the flow of work.	Overall	114 (44.4%)	81 (31.5%)	23 (8.9%)	39 (15.2%)
	Management	26 (54.2%)	14 (29.2%)	4 (8.3%)	4 (8.3%)
	Front of House	37 (38.1%)	38 (39.2%)	8 (8.2%)	14 (14.4%)
	Food Prep	28 (43.1%)	16 (24.6%)	7 (10.8%)	14 (21.5%)

- Majority in “never or sometimes” group, but 17% of FOH and 31% of food prep answered “often or always”
- It doesn’t matter what the policy says if the culture says otherwise

# CULTURE

Question	Role	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
There is a difference between the way we say we do things and the way we actually do things.	Overall	38 (14.6%)	57 (21.8%)	60 (23.0%)	55 (21.1%)	51 (19.5%)
	Management	10 (20%)	15 (30%)	6 (12%)	10 (20%)	9 (18%)
	Front of House	15 (15.3%)	28 (28.6%)	22 (22.4%)	19 (19.4%)	14 (14.3%)
	Food Prep	6 (9.1%)	9 (13.6%)	19 (28.8%)	14 (21.2%)	18 (27.3%)

- Overall, 40.6% agree or strongly agree there is a difference
- How do we narrow this gap between policy and practice?
- This is the crux of food safety culture research.

# FSC IS EXPRESSED IN TWO WAYS

## Explicitly

Training

Oversight

Lots of attention

Many resources available to improve this

## Implicitly

Space

Staffing

Communication

Appreciation

Little attention

Fewer resources available to improve this

# GAPS BETWEEN MANAGER AND STAFF EXPERIENCES

## Communication

Staff report less frequent communication than managers

## Barriers

Managers report less barriers than food prep staff

# 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





# POP QUIZ

[HTTPS://WWW.SURVEYMONKEY.COM/  
R/YDM52PP](https://www.surveymonkey.com/r/YDM52PP)

---

# MORE INFORMATION ON FOOD SAFETY CULTURE

[WWW.SNHD.INFO/OPR](http://WWW.SNHD.INFO/OPR)



# ACKNOWLEDGEMENTS

- Thank you to all of the SNHD staff who worked on this research with me by reviewing literature, brainstorming questions, translating documents, creating resources, conducting focus groups, and providing feedback and expertise.
- Thank you to UNLV who supported the analysis of this research.

# THANK YOU



Lauren DiPrete, MPH, REHS

Outbreak Response Supervisor

Southern Nevada Health District

[diprete@snhd.org](mailto:diprete@snhd.org)

# Environmental Health Updates



# Food Handler Safety Training Cards

## Schedule a Testing Appointment

*For the Decatur, Fremont and Henderson offices:*

**Additional future appointments open for booking every weekday at 6 a.m.**

*For the Laughlin and Mesquite offices:*

**Same-day appointments open for booking at 5 a.m. each working day.**

**Walk-ins for testing are temporarily suspended due to extreme summer temperatures. Please visit [www.snhd.info/foodhandlerappointments](http://www.snhd.info/foodhandlerappointments) to check for any available same-day or advance appointments at our Health Cards offices.**

# SNHD Invoices (From July 2024 Meeting)

- Invoices will be sent out first week of June
  - Electronically or mailed
- Permit fees will be adjusted to include the Consumer Price Index (CPI) of 3%
- Late fees will be applied September 1
  - This has historically been November 1; please take note of the new date.
- If you would like to opt-in to electronic invoices, please visit: <https://www.southernnevadahealthdistrict.org/permits-and-regulations/environmental-health-online-invoice/>



# NEARS

National Environmental Assessment Reporting System

A row of five small images: a person holding a yellow apple, hands typing on a laptop, hands holding a yellow banana, green foliage, and a person's face.

## Prevent Childhood Lead Poisoning

Exposure to lead can seriously harm a child's health.

<p>Damage to the brain and nervous system</p>	<p>Slowed growth and development</p>	<p>Learning and behavior problems</p>	<p>Hearing and speech problems</p>
---	--------------------------------------	---------------------------------------	------------------------------------

This can cause:

- Lower IQ
- Decreased ability to pay attention
- Underperformance at school

Lead can be found throughout a child's environment.

# Outbreak Response Team



# 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

---

- October 21, 2024
  - Suggested Topics?
- Send comments, questions, or suggestions to [EHTrainingOffice@snhd.org](mailto:EHTrainingOffice@snhd.org)
- Copy of presentation and register for next meeting at [www.snhd.info/ehrcp](http://www.snhd.info/ehrcp)
- Contact us: 702-759-0500