

Jefferson County Public Health Performance Measures

2015 Year-end Report

FOOD SAFETY PROGRAM

MISSION: The mission of the Food Safety Program is to minimize the risk of the spread of disease from improperly prepared, stored or served foods handled in commercial retail settings and community events.

Goal	Objective	Task	Performance Measure	2012 Actual	2013 Actual	2014 Actual	2015 Planned	2015 Actual
Goal 1: Better educate food service workers, owners and the public on proper food handling and food safety topics	Offer food safety training, educational materials and technical assistance for identified needs	Provide food worker education that meets the needs of the community	# of food workers trained	1,463	1,521	1568	1600	1721
		Provide business owners facility specific education and information re: Fats, Oils and Grease (FOG)	# of FOG inspections completed	60	79	10	60	48
		Provide food safety education and outreach to the public	# of outreach events. (Roundtable, presentations, mailings, collaborations with WSU)	10	4	2	2	2
		Organize food program interagency coordination	Pass/Fail	N/A	N/A	PASS	PASS	PASS
Goal 2: Improve operational efficiency	Ensure effective program management system is in place to ensure ongoing stability of the program	Improve Tidemark database to meet program needs post database switch	Pass/Fail	N/A	N/A	PASS	PASS	PASS
		Organize food program interagency coordination	Pass/Fail	N/A	N/A	PASS	PASS	PASS

**Jefferson County Public Health Performance Measures
2015 Year-end Report
FOOD SAFETY PROGRAM**

Goal 3: Work to ensure safe food is served to the public	Inspect all food service establishments at a frequency adequate to assure compliance with state and local regulatory requirements	Timely and accurate inspections	% of required inspections completed	100%	97%	98.6%	100%	99.5%
			# of critical violations	--	333	309	170	303
			# of repeat critical violations	--	59	48	30	74
			# of establishment re-inspections	16	12	13	12	8
	Timely investigation of foodborne illness and establishment complaints	Investigate and respond to all foodborne illnesses and complaints	# of foodborne illness investigations	0	11	10	5	7
			# of complaints investigated	26	22	40	30	27
	Inspect all temporary food establishments at a frequency adequate to assure compliance with state and local regulatory requirements	Ensure all temporary food vendors are permitted consistently	# of temporary food service inspections	159	190	186	160	179
			# of temporary food service permits	146	273	185	155	188
			% of temporary food establishments inspected	93%	70%	92%	100%	95%

Jefferson County Public Health Performance Measures

2015 Year-end Report

FOOD SAFETY PROGRAM

2015 ANALYSIS

Food Workers Training:

There were 116 more food workers trained online in 2015 (1,630) compared to 2014 (1,514) following the upward trend of employees who obtain their food workers at the official website. There was an unexpected increase in the total number of students who were trained in Inspector-led classes compared to the past two years. (2013 = 79; 2014 = 54; 2015 = 91). 68% of students (62 of 91) who took the Instructor-led food workers class did so in groups outside JCPH. These off-site locations were at (Home Economics Class) Chimacum High School, Camp Parsons Counselors, Quilcene High School and Quimper Unitarian Universalist Church.

Instructor-led classes at JCPH continue to be held every other month on the second Tuesday at 10 a.m. to cater to members of the public who (a) prefer that mode of training (b) have no access to computers or internet service (c) have learning disabilities.

Education on Fats, Oils and Grease (FOG)

Conditions for the Grant for LSC/FOG requires a total of 24 food related LSC/FOG inspections per year however due to the low number of such inspections in 2014 (10), the EH Specialist set a goal to inspect double the required number of LSC/FOG inspections. He met his goal by inspecting 48 restaurants. The purpose for the LSC/FOG inspections in restaurants is to educate proprietors and food workers about the best practice for handling fats, oils and grease in food establishments thus protecting the sewer and onsite septic systems from the negative effects of fats, oils and grease.

In addition to meeting his inspection goals, the EH Specialist for LSC/FOG enclosed inserts with the 2016 annual food service invoices and permit renewal application forms sent out in December 2015. The inserts contained information on the proper procedure for reducing fat that enters sewer and septic systems.

Staff Training:

WA DOH FOOD SAFETY WORKSHOP

The Food Safety Inspector, and another EH Specialist attended a one-day WA DOH Food Safety Workshop at Tacoma-Pierce Health Department on October 15, 2015. The workshop is held annually and it enables the food inspector improve on her knowledge and skills on public-health related issues particularly food safety. Topics discussed included Service Animals in Food Establishments, especially the updates to that rule which came into effect on July 20, 2015. Incidentally, the Food Service Manager for the Quilcene School District had contacted the Food Safety Inspector with guidance about differentiation between service dogs and comfort dogs due to an incident in the school cafeteria involving a student's dog that peed in the room. The Food Inspector was able to share the updated service animal rules and regulations with the Food Service Manager for the School.

Jefferson County Public Health Performance Measures

2015 Year-end Report

FOOD SAFETY PROGRAM

EMERGENCY RESPONSE TRAINING FEMA / USDA

The Environmental Health Director, A Public Health Manager and the Food Inspector attended an all-day training at the Kitsap Health District (KPHD). The morning consisted of an ICS 100 and 200 refresher, consisting lots of public health examples. The training was also expanded to allow for staff outside of KPHD to participate in the food-borne illness outbreak tabletop exercise during the afternoon session. Participation in the entire training was very educational.

Food Council Meetings:

In 2015, staff participated in a project in partnership with the Food Systems Council. We met three times at Jefferson County Public Health to discuss means for resolving the shortage of rentable commercial kitchens in Jefferson County. In attendance were the EH Director of JCPH, the Food Program Lead (JCPH), the Food Inspector (JCPH), WSU Director of WSU Extension, WSU Extension Food System Council Member and the Chimacum Grange Events Hall Coordinator. Existing establishments were evaluated for adequate (a) dry storage (b) refrigeration space and (c) prep space. The second meeting was conducted on November 24, 2015 where we examined the evaluation information and drafting of a letter to be sent to proprietors of FSEs in Jefferson County along with a survey to determine possible interest in renting out unused space in their establishments to another food operator. Only two responses had been returned from interested establishments and one of them was already a listed commercial kitchen. We are currently evaluating next steps to garner more participation or examine facilities that have the capability to serve as commercial facilities but are not permitted yet.

Inter-agency collaboration:

In 2015, the Food Team continued to work with other agencies such as the DCD, City of Port Townsend Zoning and Licensing Department, WA DOH and WSDA to ensure that proprietors are compliant with the aim of protecting the health of the public.

Reciprocity for Mobile Food Service Permits in Multiple Counties in the State of Washington:

JCPH led a statewide effort to address concerns raised by mobile food unit operators that work in multiple counties throughout the state. In addition to JCPH, workgroup consisted of participants were from WA DOH, Yakima Health District, Thurston County Public Health, Public Health Seattle-King County, Tacoma-Pierce County Health District and Benton-Franklin Health District. The group drafted an MOU and a Guidance Document on the Reciprocity for Mobile Food Service permitting in Multiple Counties in the State of Washington. The final draft of the documents will be presented to statewide partners for review. The document and MOU would provide guidance and a tool to Health Jurisdictions who wish to enter into a reciprocity agreement for vendors that operate between them.

Annual Food Inspections:

Food establishments categorized as complex menu facilities and hence inspected twice a year has gradually gone up in the past two years (113 in 2015 vs 109 in 2014 and 99 in 2013). On the flip side, limited menu facilities have gone down slightly since 2013 – 150 (2013) vs 146 in 2014 vs 141 in 2015. The opposite increase in the numbers resulted in the total number of restaurants essentially staying essentially the same (255 in 2014 vs 254 in 2015).

Jefferson County Public Health Performance Measures

2015 Year-end Report

FOOD SAFETY PROGRAM

Of the 367 required inspections, 365 were conducted. This translates into 99.5%. The gradual increase in the percentage of required inspections could be due to (a) the routine inspections conducted as part of the LSC/FOG by another EH Specialist – he conducted a total of 48 inspections in 2015 (b) the increase assistance by other EH staff members in the Food Program. This enables the Food Inspector to complete the required inspections in a timely manner.

Reasons for not attaining the 100% required inspection goal were as follows:

- (a) Two proprietors, one with a valid 2015 catering permit and a second one with a valid permit to operate as a grocery store, did not operate in 2015. The caterer moved out of state and the grocery store had issues with the upgrade of its septic system.
- (b) Another food establishment that downgraded from limited menu facility to commercial kitchen never operated as a commissary.

There were 8 re-inspections in 2015 compared to 13 in 2014. Does this mean food handlers in Jefferson County are doing an excellent job of safe food handling practices? The data from 2016 may shed some light on this issue.

Pre-opening inspections:

Although 27 new establishments opened in 2015, there were 38 pre-opening inspections conducted. The higher number of pre-opening inspections was due to the following:

- (a) The Food Inspector had to abandon the initial pre-opening inspection after about 10 minutes at one facility due because it was clear the place was not ready to start operating as a food establishment. There was food debris under the stove, refrigeration unit, the mop sink was grimy, there was no soap in the rest room, etc. A second pre-opening inspection was done at a later time.
- (b) Other facilities requested for upgrades of the food service permit category which required an update of the plan review letter and another pre-opening inspection.
- (c) Other FSEs with commissary kitchens required pre-opening inspection at the commissary kitchen as well as the mobile food unit.
- (d) Two other facilities that operate out of the Jefferson County Healthcare kitchen had two pre-opening inspections – at the hospital kitchen and also at the facility (Port Townsend Community Center) where the food is served.
- (e) One food establishment expanded its menu three times in 2015.

Complaints:

There were fewer food-related complaints in 2015 compared to 2014 (27 vs 40) and 7 of the 27 complaints were related to food borne illness. The 7 does not include a food borne outbreak at a private party on the South Seal Rock at Brinnon. One of the Communicable Disease Nurses and the Food Inspector worked with WA DOH to collect as much information as possible for the WA DOH illness investigation report. Fortunately, WA DOH staff member attended the party and provided digital photos and information about the incident.

Jefferson County Public Health Performance Measures

2015 Year-end Report

FOOD SAFETY PROGRAM

Interestingly, we saw a marked increase of people contacting JCPH with food related complaints regarding establishments located in other states (their Jefferson Counties). Some complaints also came in for establishments located in other counties (such as Clallam or Kitsap) as the complainants did not know in which county the restaurants in question were located.

New Food Establishments and Permanently Closed Facilities in 2015:

33 FSE applications were submitted for review in 2015. 30 of these applications were issued plan review letters but 3 of the facilities never completed the application process (unpaid fees). Information on some websites indicated that one of the applicants who never completed the application process may be operating as a caterer but she stated in a phone call from the Food Program Lead that she was currently in school and has not operated as an unlicensed caterer. She was advised to take down the ads or contact the sites and request for it to be taken down. Another 3 applications submitted in 2015 are still pending, mostly due to issues for septic systems. One such facility applied for and was granted recurring TFS permit to operate his tavern 3 days a week while moving forward with the update of the OSS hooked to the tavern.

Seventeen (17) food establishments closed permanently in 2015 compared to 15 FSEs that went out of business in 2014. However the percentage of permanent closure was slightly lower in 2015 (17% or 3 out of 17) than the previous year (20% or 3 out of 15) respectively. The reasons for the permanent closures ranged from poor health of the proprietor, to relocation to another state to care for an elderly parent, to failure to make the business thrive.

In addition to the closures five (5) businesses changed ownership in 2015 with very little change in the menu and style of service.

Temporary Closure of Food Establishment:

On November 21, 2015, there was fire at a restaurant at Port Hadlock. The Fire Marshall for East Jefferson Fire Rescue (EJFR) notified the Environmental Health Director. The article in the PT. Leader indicated that a pan of pork was left cooking overnight and triggered the fire in the oven. The Food Inspector visited the facility to supervise the voluntary destruction of exposed food on the counters, and both refrigeration units in the kitchen. Bleach was poured on the food in the dumpster as part of the destruction process. A closure notice – written by the proprietor – was also posted on the front door. The proprietor was also required to wash, rinse and sanitize all equipment and utensils etc. On 12-7-2015, a re-opening inspection for the facility was conducted by the EJFR and the Food Inspector and another EH Specialist to ensure she was compliant with the list of conditions from the EJFR and JCPH.

Food Service Permit Renewal:

Again this year four EH staff members made courtesy phone calls on Jan. 25, 2016 to proprietors that had not yet renewed their food establishment permits to remind them that their 2015 annual FSE permits were about to expire (Feb 1st). Proprietors were also reminded of the invoice past due fee as well as the requirement to immediately close the establishment if the permit was not renewed by the expiration date. Also, another annual occurrence is the notion by some mobile food service operators, caterers, rural/country stores and rural delis that do not open until April is that the expiration date does not apply and that they can

Jefferson County Public Health Performance Measures

2015 Year-end Report

FOOD SAFETY PROGRAM

delay renewal of their annual FSE permit until Spring. So we continue to educate proprietors that the FSE permit is an annual permit and expires on January 31st irrespective of the season operating start date for a facility (that is the proprietor's business decision).

Operating without valid annual food service permit:

Due to the diligence of EH staff members, the Food Team was notified of events advertised on line or in newspapers prior to the events. This made it possible vendors to be informed of the requirement for TFS permit or exemptions from TFS permits. In a few cases, there were vendors who failed to obtain valid TFS permit from JCPH. Some vendors seemed to think that their restaurant permit covered any food service anywhere in the county. Most of these operators were found at the event site, inspected and invoiced. However, in one case, an organization held a well-attended event where a food vendor from out of county sold BBQ chicken and pork to attendees. This was the second time that organization had served food without a permit. Open locating them it took the event coordinator about 3 months to respond to inquiries and submit the desired information – something that is done by almost all other vendors in about 30 minutes.

Food Service Upgrades / Downgrades:

2015 was another year of changes in food service permit categories. The first one was an upgrade from a commercial kitchen to limited menu facility. Shortly thereafter the same proprietor requested for another upgrade to a complex menu facility to allow her to cool and reheat. A second proprietor with limited menu facility also upgraded to a complex menu facility. In both cases the plan review letters had to be updated. A third proprietor requested for a downgrade from limited menu facility to commercial kitchen but never operated at that facility. Apparently in August 2015, the property owner took the building back and plans to open it as a marijuana store. Finally, one proprietor requested a downgrade from catering category to a commercial kitchen. This was the about the fifth time the proprietor has requested for change in permit category.

Operations and Monitoring (O & M) Inspection of Onsite Septic Systems (OSS):

On October 16, 2015, an Environmental Health Technician created a post-card titled “ Food Safety Courtesy Notice” sent later that month to FSEs that do not have current operations and monitoring inspection reports for the onsite septic systems (OSS). Prior to sending out food permit renewal notices, three (3) FSEs have had their O & M inspections done – most likely due to the post-cards sent at the end of October. In past years, O & M inspection reminders were sent out in late December with the FSE Permit renewal forms. The 2016 report will indicate whether sending such post cards 3 months ahead of the food permit invoices was effective.

As OSS in food establishments poses a higher risk to public health, the Program Leads for the Food Program and Onsite Septic Systems Team Lead decided that effective 2016 Permit Season, serious deficiencies on O & M inspection reports must be corrected as a condition for the issuance of FSE permit for the new permit season.

Outstanding Achievement Awards:

Jefferson County Public Health Performance Measures

2015 Year-end Report

FOOD SAFETY PROGRAM

The list is not completed but is expected to be done by April.

Temporary Food Service (TFS) Inspections:

The TFS permits issued in a year peaked in 2013 (273) but has since shown a gradual decline with only 192 issued in 2014 and 188 in 2015. On the upside, the percentage of TFS events inspected has improved in the past two years. 70% (2013), 92% (2014) and 95% (2015). The improvement in the inspection rate at temporary events could be attributed to the additional assistance by two other EH Specialists for inspections as well as the changes made to the fee schedule in 2014. In December 2015, a decision was made by the Food Team for the Food Inspector and the two EH Specialists to take turns to conduct inspections on weekends. The Food Inspector will conduct inspections on the second and fourth weekends of each month while the other two EH Specialists conduct such inspections on the 1st and 3rd weekends. This new protocol is very much appreciated by the Food Inspector since it gives her a much needed break on weekends and reduces the risk of burning out. Additionally, one of the two EH Specialists will continue to team up with the Food Inspector for large multi-vendor events irrespective of the date of the event.

TFS permit application review for one vendor ended up on the desk of a state Senator. The vendor found it unacceptable when he was informed that he could not use the hand wash station supplied by a port-a-potty company that uses non-potable water in its rentable self-contained hand-wash stations. In order to protect public health, WA State requires that only potable water be used in food service establishments. The WA-DOH also got involved in the discussion. In the end, the vendor used potable water in a self-contained hand wash station.

Temporary Food Service (TFS) Permit Exemption:

There was an increase in the total number of TFS Permit exemptions issued in 2015 (32) compared to 2014 (23), but the percentage of TFS Permit exemptions inspected remained essentially the same -- 72% in 2015 (23 of 32) compared to 70% in 2014 (16 of 23) respectively. The Food Inspector continues to educate vendors that the word “exemption” does not mean “exemption” from safe food handling practices nor does it mean the application is free. It simply means that a permit is not required.

Unapproved Expansion of Food Service:

In 2015, JCPH worked with the owner of a restaurant who expanded her food service and facility without approval from Jefferson County Public Health. Unfortunately, the proprietor failed to meet the timeline for the upgrade of the onsite septic system in order to continue to obtain approval for the expansion in number of seats, food service and facility. Failure to become compliant by the 2016 permit season might result in suspension of her annual food service permit or to stop the micro-brewery at the facility.

A second proprietor made major remodeling in her restaurant by relocating her walk-in refrigerator without going through plan review. This is the second time that the same proprietor has failed to obtain approval from JCPH prior to making major remodeling at one of the multiple restaurants that she owns.

Jefferson County Public Health Performance Measures

2015 Year-end Report

FOOD SAFETY PROGRAM

Other Challenges:

The Food Team faced fresh set of challenges in 2015 such as (a) Bad press resulting from a reality TV show – Restaurant Impossible. The episode was shot at a restaurant located in Port Hadlock and aired in February 2015. The Food Team had to explain the points allocated for violations on the inspection report form to a number of citizens. One resident at Port Hadlock contacted the Commissioners to request the immediate dismissal of the Food Inspector. Ironically that was the same day that students at the Chimacum Elementary School sent a note to thank the Food Inspector. Another bright side to the aftermath of the reality TV show was a letter of support for the Food Inspector sent to the County Commissioners. In that letter, the author cautioned the public about the sensationalizing tactics used by reality TV shows to increase the percentage of viewers. Another challenge in 2015 was getting various wineries to be compliant with the Food and Septic Codes for food-related activities at their facilities. We were able to work with two of them to operate in a limited capacity for their tasting rooms only while the work toward a permanent solution. Unfortunately none of them have met the required conditions for the infrastructure improvements as of 12-31-2015. A third challenge was the growing popularity of property owners holding public events in their fields where food is served. There were at least 3 such events in 2015, namely Boomfest at Port Townsend, Hempapalooza at Brinnon and an Open House for advertisement of camouflage hunting apparel. Inspections of such events on private properties are public health challenges due to the size, scope and limitations of the venue site.

Additionally, the Editor of Port Townsend Leader met with the EH Director and the other members of the Food Team to discuss the issue about the featuring of a restaurant in Jefferson County on the reality TV show. Copies of past inspection reports were given to the Editor. A follow-up to the meeting with a journalist from the Port Townsend Leader shadowing the Food Inspector during routine inspections of two restaurants in Port Townsend. The newspaper printed an article on the subject a few weeks later. Another article about the work done by the Food Inspector was appeared in the Port Townsend Leader towards the end of the year.

Staff Members Assisting in the Food Program:

In addition to the EH Director and Food Program Lead who serve on the Food Team in various capacities especially in issue resolutions and advisory capacity, there are now four other EH staff members (in addition to the Food Inspector) who also involved with the Food Program.

Food Inspector: Works full time in all aspects of the Food Program

Data Entry: Part time staff member works 2 hours/week to enter the Food Inspection reports in the EH Database.

Scanning, O & M issues: At the beginning of 2015, another EH staff member worked 2 hours/week in the Food Program. By summer of 2015 the hours had been increased to 5 hours/week. The current hours are now 8 hours/week. In addition to scanning of food folders and O & M issues for food establishments, this staff member now has the responsibility of contacting Event Coordinators and Food Vendors about timely submittal of TFS permit applications.

LSC/FOG: The EH Specialist who combines routine inspections at restaurants with education on proper handling of fats, grease and oil is allocated 2 hours/week in the Food Program.

Food Inspections: Due to severe budget cut that affected funds for CPG (Coordinated Prevention Grant) & SHA (Site Hazardous Assessments), the EH Specialist that works under such grants was allocated more hours in the Food Program and will assist with routine and TFS inspections.

**Jefferson County Public Health Performance Measures
2015 Year-end Report
FOOD SAFETY PROGRAM**

FOOD SAFETY PROGRAM STATISTICS BY YEAR

<u>FOOD WORKER EDUCATION</u>	2007	2008	2009	2010	2011	2012	2013	2014	2015
Total # of food workers trained	1,205	1314	1,137	1269	1367	1463	1521	1568	1721
# of Food Workers trained in class	1,205	1314	1,137	1,269	674	122	79	54	91
# of Food Workers trained on-line	<u>New Category Added in 2011</u>				693	1341	1442	1514	1630
# of Instructor-led classes	87	83	82	92	51	14	14	9	11
# of food worker classes at Health Department	52	52	61	82	42	12	12	8	7
# of food worker classes at other locations	35	31	21	10	9	2	2	1	4
# of Fats, Oils and Grease (FOG) inspections completed	<u>New Category Added in 2011</u>				0	34	79	10	48

<u>ANNUAL FOOD SERVICE ESTABLISHMENTS</u>	2007	2008	2009	2010	2011	2012	2013	2014	2015
# of food establishment permits	270	237	228	235	232	241	249	255	254
# of complex menu food establishments	<u>New Categories Added in 2011</u>				111	107	99	109	113
# of non-complex menu food establishments	<u>New Categories Added in 2011</u>				121	134	150	146	141
% of required inspections completed	<u>New Category Added in 2009</u>		83%	85%	97%	100%	97%	98.6%	99.5%
# of required routine inspections completed	350	217	299	249	331	351	337	364	365
# of critical violations	<u>New Categories Added in 2013</u>						333	309	303
# of repeat critical violations	<u>New Categories Added in 2013</u>						59	57**	74
# of re-inspections required due to violations	45	0	34	6	2	16	12	13	8
# of Pre-opening Inspections done	<u>New Category Added in 2011</u>				41	34	25	28	38
# of foodborne illness investigations	<u>New Category Added in 2010</u>			2	10	3	11	10	7
# of Complaints received and resolved	33	--	--	30	44	26	22	40	27

* Routine Inspections Only. Pre-opening inspections and complaint inspections were removed from this category and individually categorized.

** Repeat critical within 2014 for Complex menu.

**Jefferson County Public Health Performance Measures
2015 Year-end Report
FOOD SAFETY PROGRAM**

<u>TEMPORARY FOOD SERVICE ESTABLISHMENTS</u>	2007	2008	2009	2010	2011	2012	2013	2014	2015
# of temporary food service permits	85	17	74	82	147	146	273	192	188
# of temporary food inspections	<u>New Categories Added in 2012</u>					159	190	177	179
% of temporary establishments inspected						93%	70%	92%	95%

<u>FOOD PROGRAM ADMINISTRATIVE TASKS</u>	2007	2008	2009	2010	2011	2012	2013	2014	2015
# of establishments receiving Outstanding Achievement Awards	40	89*	38	40	28	18	26	23	**
# of newsletters, press releases and meetings done	<u>New Categories Added in 2011</u>				2	10	2	0	2
# of plan reviews done					43	37	28	34	33
# of plan reviews that opened	<u>New Category Added in 2010</u>			16	41	34	26	28	30

* Awards not issued this year due to staff changes. Number reflects the would-be recipients.

** Awards have not yet been tallied at the time of Performance Measures publication.