



foodfacts

Madison Department of Public Health Environmental Health Services Section

Madison, Wisconsin

Vol. 3 No. 2

Fall 1993

Two-Day Taste a Safe Success

One of Madison's most exciting community events occurs every Labor Day weekend around the Capitol Concourse, when many of our area's finest restaurants provide samples of their cuisine to thousands of eager participants.

The enormity of this event represents a big challenge to those restaurants involved and to our Health Department staff, as well. The size of the event seems to grow each year, and the 1993 "Taste of Madison" was the first attempt at a two-day event.

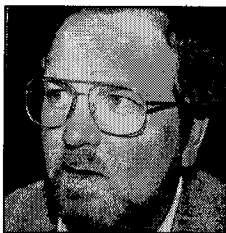
Just as there is a lot of behind-the-scenes preparatory work done by the food establishments for such an event, there is also a lot of prelimi-

nary work done by the health inspectors. Our primary goal is to assist you, the operator, in determining where the risks of transmission of foodborne disease are most likely to occur in your particular operation and to ensure safe food service to the general public.

We assess the food you will be serving, the conditions under which the food is prepared and held, and the equipment that you have available to safely hold the food. We accomplish this assessment by requiring a meeting of all operators well in advance of the event where we can discuss the basic requirements in detail, and subsequently, by calling each and every operator to discuss the specifics of the individual operation. This obviously takes considerable time. When the "Taste of Madison" event first began, we had enormous problems with lack of refrigeration, handwashing and hot holding facilities, among other less serious violations.

Now, happily, the story is different. This year we felt that, overall, the refrigeration was adequate, handwashing was improved and hot

See *Taste*, p. 2



Welcome, Greg Pallaske!

As reported to you earlier, downtown inspector Bob Elliott left the comforts of Madison to expand his horizons in Saudi Arabia (where he has since been arrested for driving the wrong way down a one-way street and is now learning Arabic to make it easier to get out of tickets and help recognize a one-way street when he sees one!)

After a hiring process that always takes too long, we are pleased to announce that Greg Pallaske has been selected to handle the diverse duties of this sanitation position. Greg brings an interesting mixture of work and educational experience to us and to you. Over a 13-year period, Greg worked in all facets of

See *Greg Pallaske*, back page

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A variety of taste treats were available for sample at the 1993 Taste of Madison held over the Labor Day weekend at the Capitol Square.

holding facilities were fine. There were some individual problems that were not acceptable, but, overall, we were quite pleased with the professionalism of the food operators and their set-ups.

The "Taste of Madison" organization also deserves much credit for acting on our concerns. There are now refrigerated trucks stationed around the event for easy access to vendors and a much better awareness of what contributes to unsafe food service.

Congratulations to all of you who participated in this year's "Taste of Madison."

Plan Ahead for Next Year's Taste

If your operation will participate in the *Taste of Madison* next year, plan to work closely with your health inspector and stay on top of advance planning needs:

- *Attend the informational meeting* to learn about required equipment and sanitation needs.
- *Apply for your temporary restaurant permit* well in advance. A cut-off earlier than the usual 7-day minimum will allow for details such as assignment of space.
- *Discuss all foods to be sold* with your health inspector, and do not make last minute menu changes.
- *Plan ahead to rent necessary equipment.* Usually, cold food requires mechanical refrigeration (which can mean that a generator is also needed) and steam tables or electric roasting pans are needed for hot foods.

Department to offer Food Operator Training to Managers

The Madison Department of Public Health will be offering a free training course to **managers** (only) of food establishments.

A review of good sanitation practices will be held but the main emphasis will be on food handling techniques and how to prevent foodborne illness from occurring in your establishment.

PLACE: Quality Inn South, 4916 U.S. Highway 12 & 18

DATE: February 15, 1993

TIME: 2:00 to 4:30 p.m.

Enrollment will be limited to the *first 60 people* to sign up. To register for this class, please call 266-4830 and ask for Tommye Schneider.

Note: Attending this class may help you pass the upcoming required manager certification but this class is not connected with the certification exam.

Special Pull-Out Section - Save for Reference

Mandatory Operator Certification

As reported to you in the spring 1993 edition of **foodfacts**, certification by written exam will be required for at least one manager of any full-service restaurant in Wisconsin, beginning January 1, 1995. Many of you are starting to ask where you can receive training and take the required exam. Following is the most current summary of available options. The four exams (our last issue listed only three) which are state-approved for operator certification are:

1. Education Testing Service (ETS)
2. Applied Food Service Sanitation (AFS)
3. National Assessment Institute (NAI)
4. Marathon County Health Department (MCHD)

Information about these courses and tests may be obtained from the organizations listed in the sidebar. Information on training and exams for non-English speaking operators is available as well.

Individuals who pass one of the exams between January 1, 1990 and January 1, 1995, will be "grandfathered" in and will not need to be re-certified until the year 2000. After an operator has passed the exam, state certification is obtained by completing an application form, including proof of a passing grade, and submitting a \$10.00 application fee to the State Department of Health and Social Services. Application forms should be available by January 1, 1994.

We encourage all full-service restaurant owners to begin planning ahead now, to ensure having a certified

Contact these organizations for information about State-Approved Certification Exams

ETS

Educational Testing Service
Princeton, NJ 08451
1-800-251-FOOD

Mary L. Myszka
3001 N. Ninth St.
Wausau, WI 54403
715-845-2496 after 6 p.m.

Copp's Corporation
Attention: John Damman or
Craig Giese
2828 Wayne St.
Stevens Point, WI 55481
715-344-5900

AFS

Wisconsin Restaurant Assoc.
The Education Foundation
Attention: Sally Scott
31 S. Henry, Suite 300
Madison, WI 53703
608-251-3663

Your local Technical College, or
Kathleen E. Cullen
Education Consultant
Board of Vocational Technical
and Adult Education
P.O. Box 7874
Madison, WI 53707-7874
608-266-9399

manager on staff by the deadline. The City of Madison has between 600 and 700 establishments that will require a certified operator, so get your training early! Don't wait until the classes are full. If you have a question as to whether or not your estab-

NAI

Food Concepts, Inc.
Brad Duesler
2301 Middleton Beach Rd.
Middleton, WI 53562
608-831-5006

National Assessment Institute
Nancy Rue, Ph.D.
5500 Rio Vista Drive
Clearwater, FL 34620
813-535-3775

Tavern League of Wisconsin
103 N. Hamilton
Madison, WI 53703
608-251-1133

MCHD

Marathon County Health Dept.
Lakeview Professional Plaza
1200 Lake View Dr., Rm. 200
Wausau, WI 54403
715-848-9060

North Central Technical College
1000 Campus Drive
Wausau, WI 54401
715-675-3331

ishment is considered a full-service restaurant, give your health inspector a call, or feel free to call with any other questions. Our inspectors are in the office between 8-9 a.m., Monday through Friday.



Re-inspection Fee Is Now Law

The City of Madison has recently adopted a re-inspection fee for food and drink establishments which are determined by the area inspector to be in need of a follow-up inspection due to critical item violations, or a significant number of non-critical item violations. Following is the newly created Madison Ordinance section detailing the re-inspection fee:

MGO 7.07(9) Re-inspection Fee. *If the Health Department reinspects a retail food establishment or restaurant because the Health Department finds a violation of this chapter, the Health Department shall charge the retail food establishment or restaurant owner or operator a re-inspection fee of fifty dollars (\$50) per re-inspection. A re-inspection fee is payable when the re-inspection is completed, and is due upon written demand from the Health Department.*

What this means to you, the food establishment owner or operator, is that when the health inspector comes to do the inspection, he or she will be assessing both the seriousness and the number of health violations. If it is determined that serious (critical item) violations exist which can't be corrected at the time of inspection, or that there are many less serious violations present, a re-inspection will be required.

Often, the inspector schedules 2 or 3 different compliance dates for correction of violations, and often, 2 or 3 re-inspections will be made to determine if everything has been corrected. The operator will be billed only one \$50.00 fee for all re-inspections that result from an initial inspection. That is, if the inspector returns two weeks in a

row to reinspect, there will only be one \$50.00 charge. As you can see, this fee will affect establishments that are essentially not up to code but will have no impact on establishments with few or non-critical violations.

The reinspection fee will be collected by direct billing following the reinspection. *Collection will begin for follow-ups to annual inspections completed after December 1, 1993.* If you have questions regarding the re-inspection fee, please contact your area inspector between 8 and 9 a.m., Mondays through Fridays, at 266-4821.

Citizens Speak Up

Madison citizens contact us from time to time with complaints about unhealthy situations they have seen when eating at local establishments. From July 1, 1992, until June 30, 1993, our inspectors handled 189 such complaints. We felt it would be in both our interest and yours to share examples of situations which are unacceptable to customers:

- A woman dining with a

friend saw three cockroaches in the dining area during the course of the meal.

- A food-handler collected money from a customer, then immediately proceeded to make a sandwich without washing her hands in between.
- Children at a restaurant were allowed to stick their fingers into containers of food on the (unsupervised) salad bar.
- Restaurant employees were seen carrying clean glasses and cups with their fingers touching the rims and insides.
- Baked goods were observed sitting on a front counter near a cash register without protective cover. Anyone who sneezed or coughed in the area would contaminate the food.
- A trash area behind a local restaurant was noted to be often overflowing with trash, and a grease barrel had been dumped over and not cleaned up.

We sometimes receive feedback from the complainants that they felt obligated to report the situation to the health department because the food establishment personnel did not seem to care about the situation. Do you listen to your customers' concerns? If you are a manager, do you make sure your staff lets you know about customer complaints?



SAFETY MESSAGE

Beware of Conditions That May Cause Burns

Serious work-related burns often occur among restaurant workers, especially among adolescents working in fast-food establishments.

Recent studies by the Colorado Department of Health (CDH) and the Minnesota Department of Health (MDH) have shown that serious work-related burns often occur among restaurant workers, especially among adolescents working in fast-food establishments. Following are some actual incidents which caused the restaurant worker to suffer severe burns:

Case #1. A 20-year-old employee was following established procedures for cleaning exhaust filters which were located above the deep fryers. She placed a wooden cover over 3 of the 4 fryers and then a chair on top of the wooden cover to reach and remove the filters for cleaning. She fell, immersing her arm and shoulder in the uncovered deep fryer. She was hospitalized for 4 days and required plastic surgery for scarring.

Case #2. A 17-year-old waitress

slipped on a wet floor. As she fell, she stepped into a bucket of hot grease which had been placed on the floor while the deep fryer grease was being replaced. She was hospitalized for 3 days and required skin grafting. She suffered permanent scarring.

Case #3. A 16-year-old crew cook was pushing a container of hot grease from the kitchen to the outside for filtration. When he reached to hold open a door, the container slipped, the lid fell off and hot grease

spilled over his body. He was hospitalized for 2 weeks with second and third degree burns to his ankles, arms, chest and face. He suffered scarring on all burned areas.

Newer deep fryers are safer than older model grease fryers, because they have exhaust vents in closer proximity to the fryer and built-in

Formal training for working with grease fryers should include the following:

1. No standing on top of a hot, deep fryer.
2. No rolling a fryer containing hot grease.
3. No lifting or carrying a metal receptacle containing hot grease.
4. No working close to hot fryers when the floor is wet.

Vital Statistics

July 1, 1992 - June 30, 1993

Food and drink establishments changing owners or newly opened 148

Food and drink establishments going out of business 102

Consumer complaints on food establishments 198

Inspections due to fire 9

Immediate suspension of license due to health code violations 1

Food and drink establishments referred to the City Attorney due to noncorrection of violations 33

grease filters. It is recommended that, whenever possible, older model grease fryers should be replaced with a newer model. If this is not possible, employers should develop written safety guidelines for working with the fryers.

Managers, please don't wait until after an accident happens. Take some time *now* to evaluate your individual operation and determine if your staff is involved in potentially dangerous activities that could cause burns.



Greg Pallaske, from P. 1

the restaurant industry on the East Coast, including acting as a manager and general manager as well as helping to develop training programs for the chain of restaurants he was employed with.

Eventually, Greg decided to attend college and he returned to his home state, Wisconsin, where he attended the UW-Green Bay. Greg recently graduated from UWGB with a B.S. in Environmental Science and Environmental Policy and Planning.

Greg has been busy moving to Madison and making sure his wife, Danielle, and his two sons, 6 year old David and 4-year old Michael will be happy here.

Greg is excited about his new duties and is very eager to work with the food industry again. We hope to use his expertise to bridge the communication and knowledge gaps that sometimes exist between the food establishment owner or manager and the health inspector.

If your establishment is in Greg's area, feel free to call him at any time for advice or assistance.

Welcome, Greg!

Videos

Don't forget that we have many training videos for you to borrow. For more information, contact your district sanitarian weekday mornings between 8 and 9 a.m. at 266-4821.

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foodfacts is provided free of charge as a public service to food establishments located within the City of Madison.



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