



# foodfacts

Madison Department of Public Health Environmental Health Services Section

Madison, Wisconsin

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## Food Safety is aim of New Certification Law

**If** you could do one thing to improve the safety of your food service and reduce your chance of causing a foodborne illness outbreak, would you do it? Of course you would! This is the rationale behind the new state law that requires an owner or manager of every regular restaurant in the State of Wisconsin to become certified by January 1, 1995. *An article on page 3 tells you how to go about getting certified.* First, however, it may be useful to consider the potential benefits of the certification program.

We are all fully aware of the constant personnel turnover that occurs in the restaurant business. We found from our 1991 survey of restaurants that the typical Madison restaurant operator employs 35 people and hires over 26 new employees per year, although in many cases, this figure can be much higher. What this means is that in a year's time, almost all the

staff in a restaurant is new. What this also means is a constant, ongoing training problem.

A major benefit of requiring each establishment to have a certified manager on staff is that, for the first time, we will know that at least one employee adequately understands how to handle food safely. This certified manager will be better able to identify hazardous situations in the day-to-day operation of the restaurant.

*(Continued, Page 6, "Risk")*



## Recent Illness in Madison Highlights Need for Safe Food Preparation

Robert Savage, Madison Communicable Disease Epidemiologist

Madison has recently experienced a dramatic increase in diarrheal illness caused by the bacteria *Shigella*. The illness is characterized by profuse watery or bloody diarrhea and often fever. Some people may even require hospitalization. *Shigella* is extremely infectious. The organisms are shed in a sick person's bowel movements. You only have to swallow as few as 10 organisms to be infected. Frequently this disease is spread by consumption of food that has been contaminated by an ill person. One sick person can cause many illnesses if they carelessly prepare food for many people.

You can protect your patrons by simple common sense. **First, make sure that you and your employees thoroughly wash hands at the start of work, after toileting and after smoking.** Second, make sure that no one handles food if they are sick with diarrhea or vomiting. Do not allow foodhandlers to work if they are sick. Remember that handling ice and garnishes is as risky as preparing a salad when *Shigella* is involved.

If you have questions or concerns, please call your Sanitarian.



### On the inside:

Chill Out! Food Handling	2
How do I become Certified?	3
Understanding Enforcement	4
Vital Statistics	4
Smoking Ordinance	5
Safety Reminder - Melons	5

# CHILL OUT: Safety Technique Highlights Food Handling Needs

Gregory Pallaska, Public Health Sanitarian

**By** now, many of you have heard of the food handling safety technique known as HACCP, or Hazard Analysis Critical Control Point. The techniques of HACCP are gradually being adopted by many food operators as well as health departments, including our department. While it is not the scope of this article to explain HACCP, I wanted to share with you a very interesting finding from a recent HACCP training seminar I attended.

The seminar, sponsored by the FDA, was held in Brookfield, Wisconsin in April, and was attended by health inspectors from southern and central Wisconsin. During the course of three days of training, we split up into 4-person teams and spread out into restaurants in the area. Rather than doing typical inspections, we picked a few menu items and followed them from creation through serving, monitoring critical control points such as

cooking time and temperature, holding and serving temps, and cooling/reheating techniques.

My team followed a ten gallon batch of chili at a high volume full service restaurant. The chili was cooked in a table-mounted steam

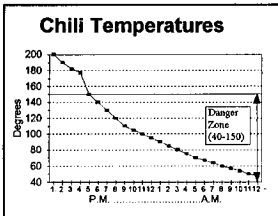
cooker and brought to a rolling boil, then placed in 2-gallon batches in 10-quart stainless steel soup kettles, covered with lids, and placed immediately on a shelf in a 40°F walk-

in at 1 P.M. Sound okay so far? The chart above shows the problem. By 5pm of the first day, the temperature of the chili had fallen to only 150°F, the top of the danger zone where bacteria can begin to grow. By 8pm, it had only fallen to the critical zone (80-120°F), the ideal temperature for bacterial growth. Seven hours later, the chili had fallen to the bottom of the critical zone, and even by noon of the next day, nearly 24 hours later, our chili was still not cooled down to a safe holding temperature.

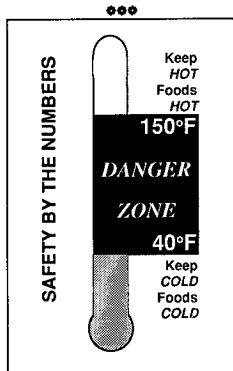
Seven of the eight teams came back with similar results. The lesson is this: dense foods (soups, large cuts of meat, lasagna, etc) will not properly cool in the walk-in overnight.

What can you do to cool food rapidly? Use "quick chill" techniques whenever possible: place

pots of soup or other similar products in a sink and surround them with ice water. Stir the product periodically, and remove to the walk-in after the product is thoroughly chilled. Divide large quantities into smaller portions, and do not stack or crowd products in the walk-in. Only partially cover hot products until they have cooled down (tight lids or wrappings hold heat in). Take product temperatures late at night or when you put the food away, then again first thing in the morning, to evaluate if your cooling techniques are working. Remember, we want to get food through the danger zone as quickly as possible. When it comes to taking food from hot to cold, **CHILL OUT QUICKLY!** And for more information on HACCP principles, contact your health inspector or the National Restaurant Association.



... nearly 24 hours later, our chili was still not cooled down to a safe holding temperature.



# How do I become Certified?

**By**

January 1, 1995, each licensed full-service restaurant must have at least one manager or operator who is certified in food service protection practices. State approved exams for certification include: *Educational Testing Service, Applied Food Service Sanitation, and the National Assessment Institute.*

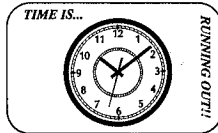
You may obtain information about the above courses and tests from the following organizations listed in the side bar.

Individuals who have passed one of the above exams since January 1, 1990, will be eligible to be certified. Recertification is required within 5 years of the date of your initial certification by the State.

After an individual 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. We have enclosed this application for Certified Food Manager, for your convenience.

Don't delay in making your plans to become certified. There are approximately 20,000 restaurants in Wisconsin which will require a certified manager on staff. Don't wait until all the classes are full! If you need additional information, please call your area inspector between 8-9 a.m., Monday through Friday, at 266-4821.

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## Contact these organizations for information about courses and tests for State-Approved Certification Exams

### ETS

Copp's Corporation (ETS)  
Attn: John Damman or  
Craig Giese  
2828 Wayne Street  
Stevens Point, WI 55481  
715-344-5900

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

Mary L. Myszka  
3001 N. Ninth Street  
Wausau, WI 54403  
705-845-2496 after 6:00 p.m.

### AFS

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

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

Insights Unlimited, Inc.  
1900 Monroe Street, Suite 100  
Toledo, OH 43624  
419-243-2211

### NAI

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

National Assessment Institute  
Nancy Rue, Ph.D.  
5500 Rio Vista Drive  
Clearwater, FL 34620  
1-800-NAICPFM or 1-800-624-2736

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

### KEY:

**ETS** - Educational Testing Service  
**AFS** - Applied Food Service Sanitation  
**NAI** - National Assessment Institute

# Understanding the Inspection and Enforcement Process

**E**very once in a while we get a phone call from an unhappy food establishment operator who doesn't understand the Health Department inspection and enforcement process. Usually, by the time the person calls, he or she has been cited for uncorrected violations and is surprised that this could happen.

All of us at the Madison Department of Public Health are aware of the challenges and hard work involved in running a food establishment. We respect those operators who must constantly train new staff, deal with equipment that is always breaking down and must put in long hours on a daily basis.

**I**n most cases, we will work closely with you to allow you a fair chance to make the corrections called for on the health inspection. But the bottom line is that you must be able to provide safe food to the public at all times.

Often we will mark several different types of violations on the inspection sheet. There may be physical repairs that are needed, such as patching a hole in the wall; there may be operational corrections that are needed, such as cleaning under your fryer; or there may be critical item violations, such as chicken being held at 100°F.

The critical item violations, as the name indicates, are the most serious and need your immediate attention. These are marked on our inspection sheet by a small dot to the left of the item number. We try to get these violations corrected on the spot or, if that is not possible, give you until the end of the day to get the corrections made

Normally, we will give you 1 to 2 weeks to correct the operational problems and 30 days to correct more extensive physical problems.

Your health inspector will clearly mark down the dates on your inspection sheet by which corrections must be completed. Before leaving your establishment, he or she will go over each item with the person in



charge and carefully explain what needs to be done. These correction dates, therefore, are firm. **When we return to reinspect, these items must be completed or you will be facing a referral to the City Attorney and a fine for each uncorrected violation.**

We do understand that sometimes you order things which do not come, or schedule repairs that don't get done before the time of reinspection. It is your responsibility to find out when the work will be done and ask for an extension from your inspector before he or she returns to reinspect.

**O**ne final word. Be sure the person in charge when you, the owner or manager are not around, knows enough to tell you when we have been in to inspect.

Then, find the inspection sheet

that was left and call your inspector, if anything is not clear to you.

If you are timely in making your corrections and communicate well with us, you will have one less thing to worry about in the day-to-day operation of your food establishment!



## Vital Statistics

May 1, 1993 - April 30, 1994

Food and drink establishments changing owners or newly opened	184
Food and drink establishments going out of business	110
Consumer complaints on food establishments	227
Inspections due to fire	6
Immediate suspension of license due to health code violations	3
Food and drink establishments referred to the City Attorney due to non-correction of violations	31

# Madison's New Smoking Law: *Phase Two changes due July 1*

**P**hase two of Madison's new smoking law, MGO 23.05, will go into effect July 1, 1994. This is just around the corner! The change that will be required on July 1 will affect a large percentage of the food and drink establishment operations in Madison.

MGO 23.05(3)(m) states, in part, "commencing July 1, 1994, the owner or proprietor shall designate **not less than 90%** of the available customer seating as non-smoking." (As you probably know, this will go to 100% by July 1, 1995.) This law is complex and hard to break down into a couple of easy rules. However, the operator must know whether the establishment is classified as a restaurant or a tavern, as defined in the ordinance.

A tavern is an establishment

with a full-service bar in which fermented malt beverages or intoxicating liquors are sold for consumption upon said premises and *whose sale of alcohol beverages account for 33% or more of the establishment's gross receipts.*

An establishment meeting the definition of tavern is exempt from the smoking ordinance.

Churches, religious and fraternal organizations which occasionally prepare and serve or sell meals or lunches to transients or the general public are also exempt.

Establishments which have been open for business prior to January 2, 1993, and which have a customer seating capacity of 30 persons or less are also exempt.

There are some other partial exemptions to the ordinance, such as the immediate full-service bar area and a separately vented smoking room. However, the majority of food and drink establishments in the City of Madison will have to comply with the 90% non-smoking provision by July 1, 1994.

We are always happy to answer your questions or assist you in any way we can. Thanks for your cooperation!



## SAFETY REMINDER: *Cut melons can harbor salmonella*

With the warm weather fast approaching, we will soon all be eating more fresh fruits and vegetables. Don't forget that cut melons are now considered to be potentially hazardous food and can support the growth of salmonella bacteria. Always do the following to ensure your product is safe:

- Wash the melons off in potable water before slicing.
- Slice and cut using clean and sanitized utensils and surfaces.
- Hold the melon at 40°F, or below, at all times after slicing.



## Risk, from Page 1

A second benefit is that the certified manager will be better equipped to train new staff and to explain the reasons behind the rules. Most employees respond better to directions when they understand the reasons why something must be done in a particular way.

A third benefit is that an individual who obtains the certification will feel professional pride in the fact he or she was able to obtain it.

A fourth benefit could be that, if the food is handled consistently in a safer, more sanitary manner, the shelf life of some of your products may increase, thereby saving you real dollars.

But the most important benefit will be that you will be providing safer food to the public, and the risk of foodborne illness to customers will be decreased.

Of course, this is only true if the certified manager puts into practice in the establishment what he or she learns at the certification training. Hours of training will do no good if the manager is reluctant to correct the problems which need correcting. Managers must be willing to take temperatures and ensure their staff does also. They must be willing to tell an employee who has not properly washed his hands to go back to the sink and wash them again. They must be willing to ensure that the dishwasher knows how to properly wash and sanitize utensils--and on and on. Certification is the first step; carry-through of the training is what will make the difference. You, as the certified manager in your restaurant, can make the difference!



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City of Madison  
Department of Public Health  
Environmental Health Section  
Room 507 City-County Building  
210 Martin Luther King Jr Blvd.  
Madison, WI 53710  
608-266-4821

Editor Tommye Schneider  
Design/Layout Nancy Cline  
& Dawne Smith  
Copy editor Patricia Pollard

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Madison Department of Public Health  
210 Martin Luther King Jr. Blvd., Rm. 507  
Madison, WI 53710

## 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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