



# Foodfacts

**Madison Department of Public Health  
Environmental Health Services Section**

Madison, Wisconsin

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## Introducing.... YOUR Safe Food Advisory Committee!

**F**or some time, we have discussed how we could improve constructive two-way communication between our Department and you, the operator. *Foodfacts* allows us to communicate with all of you at the same time, but it doesn't provide us with the feedback we need to keep improving our programs.

We are very pleased that the City Council, in 1997, approved our request for the creation of a Safe Food Advisory Committee to help provide us this needed feedback. The SF Advisory Committee is a subcommittee of the Madison Public Health Commission; its 15 members are owners or operators of food establish-

ments in Madison and were appointed by Mayor Bauman.

To best address the individual needs and concerns of the various types of food establishments, the Committee has been divided into three smaller groups- the Restaurant Group, the Retail Group and the Other Concerns Group.

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## 1997 ACHIEVEMENT AWARDS

The Madison Department of Public Health is pleased to announce the establishments listed below have received our 3rd Annual Achievement Award for excellence in food safety and sanitation. A press release was issued to the local media in December.

The following criteria were used to determine the 1997 award recipients:

1. The establishment was open for at least 12 months under the current licensee.
2. The restaurant does at least a moderate amount of food handling.
3. No confirmed or suspected food-borne illness within the past two licensing years.
4. No city attorney referral for health code violations in current or past two licensing years.
5. No reinspections were required in the current or past licensing year.
6. Absence of critical item violations on the current inspection.
7. Inspection score of 10 or below, or 20 or below (depending on the complexity of the food service operation).
8. A Certified Food Manager is on staff for restaurant operations.
9. Confirmation of the Department.



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# Controlling Cross-Contamination

by Greg Pallaske

Cross-Contamination can cause food borne illness outbreaks! In this article, you will learn what cross-contamination is, identify real-life examples, and discover easy and inexpensive methods to prevent it.

There are two different kinds of cross-contamination (CC) which frequently occur in food establishments: *storage CC and operational or procedural CC.*

*Storage CC* occurs when a potentially contaminated product such as raw seafood, meat (including burger patties), and especially poultry, are allowed to come in contact with other foods which are already prepared, or which are not subject to further cooking. A common example is when a case of ice-packed chicken is stored in the walk-in, above a case of lettuce or a ready-to-eat salad. When blood from the chicken drips into the product below, a dangerous situation is created: raw poultry is likely to be contaminated with *Salmonella* or *Campylobacter* bacteria. When the poultry is properly cooked, the bacteria will be killed and will not cause illness. Foods that are not cooked before serving, such as lettuce or pasta salad, have the potential to cause illness if there has been cross-contamination. The solution is easy—always store raw animal products below and away from all other foods -- and raw poultry should be the lowest of all.

*Operational or procedural CC* often occurs in the kitchen during the final preparation stage. Some recently observed examples:

1. In the top of a make table, raw marinated chicken breasts are stored next to a cream sauce. When the chicken pieces are lifted out, marinade drips into the cream sauce (which is served cold).

2. On the make table cutting board, a cook trims the fat from the edge of a raw chicken breast before placing it on the broiler. Once broiled, another cook uses the same knife and cutting board to chop it into strips for the chicken Caesar salad.

3. A busy cook opens the meat drawer, grabs three burger patties and slaps them on the grill. As they cook, he prepares the bun and burger setup.



4. In a popular restaurant, chicken breasts are placed in a teriyaki marinade for a minute or so before placement on the broiler. The chef continues to baste the chicken with the marinade throughout the cooking process.

Did you spot the sources of cross-contamination? They are relatively easy to see when written down, but perhaps a bit harder to spot when wrapped up in trying to serve guests during the lunch rush. Let's talk about these examples one by one, and offer some solutions.

*Solution 1:* When handling raw meat and its marinade, set up the make table or storage areas so that potentially contami-

nating products cannot drip on, spill into, or otherwise contaminate ready-to-eat products.

*Solution 2:* A) If possible, have all pre-preparation done in the prep area before the line is stocked- in this case, the chicken pieces should be pre-trimmed. B) If there must be some preparation or handling of raw meats on the service line, get colored cutting boards, and designate one color for raw, another color for cooked or ready to eat. Do the same for the knives and utensils on the line.

*Solution 3:* Train your staff to *always use utensils* to handle raw meat products. Don't use gloves for a station where one person has to handle both raw and cooked products -- the gloves take away the tactile sensation which (hopefully) reminds the food handlers to wash their hands often. During busy times, have one person (probably the broiler chef) handle and cook the raw meat products, while another cook assembles the cooked/finished items

*Solution 4:* *Never* use a raw meat marinade for a glaze. One solution is to marinate the product in the walk-in or prep area for a designated time before removing it from the marinade to the line (an extended marinating time also enhances the flavors). Using this system, only the glaze or basting sauce is kept on the line. By the way, don't keep the same batch of marinade around for very long -- even at 40°F, bacteria will multiply in the marinade once it becomes contaminated.

Got any more good ideas? Let me know about them, and we'll share them in the next issue of *Foodfacts*. Call me at 294-5324, or email [gpallaske@ci.madison.wi.us](mailto:gpallaske@ci.madison.wi.us). I look forward to hearing from you.

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## Safe Food Advisory Committee ... (cont'd)

The current members are as follows:

### Restaurant Group

Dave Duerst	Big Mama & Uncle Fats
Paul Padehl	Inn on the Park
Scott Faulkner	Edgewater
Steve Guyette	Milan's

### Retail Group

Mike Cook	Capitol Center Foods
Pete Spohn	Sentry
Susan Bulgrin	Culver's
Martee Mikalson	4M Bakery & Deli
Jack Miller	Miller's Market & Deli

### Other Concerns

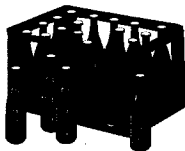
Mary Lin	Former owner of Golden Wok
Dennis McDonald	Gaylord Catering
Michael Johnson	Cafe Fratelli
Marcos Regassa	Burata

To date, the various groups have met a total of 5 times and have had some very productive discussions. Some of the issues discussed in the groups are as follows: food handler training needs, mandates the Health Department must follow, programs and activities that work well or that are in need of improvement, *Foodfacts* newsletter, education based inspection process, cultural differences, and the Achievement Awards program. Program improvements have already occurred from the constructive suggestions made in these meetings.

We greatly appreciate the involvement of those who have volunteered to give a little of their time to us so we may continue to increase the level of food safety in Madison. If you feel this work is something you might wish to participate in sometime in the future, please call Jim Steinhoff at 294-5338 and let him know of your interest.

\* \* \*

## BOTTLING WATER IN RETAIL STORES



If drinking water is bottled at a retail food store for sale to consumers, there are a number of rules that must be followed. The operator must collect water samples monthly and have them tested for bacteria by a laboratory certified by the State of Wisconsin. Records of the test results must be maintained for one year and shall be available for inspection upon request by the Department of Agriculture or the Madison Department of Public Health.

Bottled drinking water must comply with the Department of Natural Resources standards found in chapter NR 109. Any time lab reports show the presence of coliform bacteria, the water is considered unsafe and cannot be offered for sale. Copies of unsafe water reports must be submitted to the Madison Department of Public Health within 7 days of the completion of the analysis.

Please contact your public health sanitarian at 266-4821 if you have any questions or would like information about water testing services provided by our public health laboratory.

\* \* \*

## Fee Increase

There will be a fee increase in Food & Drink licenses for the 1998-1999 licensing year. The increase will be an average of about 8% for most license categories, which will mean a \$5.00, \$10.00, or \$15.00 increase, depending on the license category. There has not been a fee increase in Food & Drink license fees since the 1995-1996 licensing year.

# Food Testing Program

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any of you reading this will already have experienced having some of your food sampled and tested for bacteria by our laboratory. There are actually two different food sampling programs currently in place, a State-wide testing program run by the Department of Agriculture, Trade & Consumer Protection and one that we are running to more closely examine the quality of ready to eat foods in Madison. The Ag Department program consists of monitoring various types of foods for specific types of bacteria or other parameters. In this program, we are asked to pick up about 20-25 samples a year for testing. Following is a list of some of these foods which are sampled and some of the tests that are run on them:

## Food

Hamburger  
Ice cream  
Butter  
Deli items  
Cooked beef/chicken  
Fresh oysters & clams  
Bottled water

## Tests Run

fat content  
total, coliform & *Listeria* bacteria  
fat, *Listeria*  
*Salmonella* & *Listeria* bacteria  
*Salmonella* & *Listeria* bacteria  
*Salmonella*, *Listeria* & staph bacteria  
coliforms & various chemicals

The other, more extensive food testing program we are currently running is focused on dispensed soft-serve products (frozen desserts) and ready-to-eat deli salads; testing is done for total bacterial counts and coliform bacteria. Coliform bacteria are used as an indicator of the presence of potentially hazardous bacteria such as *Salmonella*, *Listeria* or *E. coli* 0157:H7.

In 1997, all delis and soft serve machines in Madison were sampled, resulting in 134 deli samples and 169 frozen dessert samples being tested. The standards used to determine acceptability are as follows:

Frozen desserts -- Unacceptable samples contain more than 10 coliform bacteria per gram or more than 50,000 total bacteria per gram of sample tested.

Delicatessen salads -- Unacceptable samples contain more than 500,000 total bacteria per gram of sample tested.

Following are the results of the testing done in 1997:

<u>Sample Type</u>	<u># Samples tested</u>	<u>Acceptable</u>	<u>Unacceptable</u>
Deli salads	134	89 (66%)	45 (34%)
Frozen desserts	169	104 (62%)	65 (38%)

You probably have some questions about what all of this means for you and your customers, so we will try to address those now.

### **Q: What does it mean if I receive an unacceptable test result?**

A: It means you should begin to try to find out why an excessive number of bacteria are present in the food.

### **Q: How do I do that?**

A: Begin assessing how the product is handled and how the equipment that the product comes in contact with is cleaned. Some of the problems that have been uncovered so far include: old product being added to new product, inadequate monitoring of food temperatures, inadequate cleaning frequency of frozen dessert machines, proper cleaning brushes unavailable, no dating of deli products, and no established shelf life.

### **Q: Will my Health Inspector help me discover potential problems?**

A: Absolutely. Feel free to call for help. This is a great opportunity for us to work together to assure a higher level of food safety for your customers.

\* \* \*

## 1997 Achievement Awards . . . cont'd

Ancora Coffee Roaster  
112 King St

Antonios  
1109 S. Park St

Atlas Delicatessen  
1923 Monroe

Auntie Anne's Soft Pretzel  
9 West Towne Mall

Big Apple Bagels  
710 S. Gammon Road

Big Mama and Uncle Fats  
6824 Odana Road

Bread Barn, The  
7475 Mineral Point Rd

Buck's Pizza - West  
525 S. Midvale Blvd

Buffalo Wild Wing and Weck  
529 State St

Buraka - Mobile Cart  
141 S. Butler

Cookies by Design  
7414 Mineral Point Road

Eastgate Cinemas  
5202 High Crossing

Francie's The Inntowner  
2424 University Ave

Freshens Yogurt  
111 West Towne Mall

The Langdon  
126 Langdon

LuLu's Deli and Restaurant  
2524 University

Meriter - Park Cafeteria  
202 S. Park St

(Cont'd on next page)

## 1997 Achievement Awards . . . *cont'd*

Nakoma Golf Club  
4145 Country Club Road

Nitty Gritty  
223 N Frances

Oakwood Village  
6209 Mineral Point Road

Pizza Pit  
5706 Raymond

Pizza Pit  
1401 Emril

Ponderosa Steakhouse # 357  
515 S. Gammon Rd

Porta Bella  
425 N Frances St

R & C Dairy Queen  
6718 Raymond Road

The Saz  
558 State St

Seafood Center  
5533 University Ave

Seafood Center Heritage Square  
712 S. Whitney Way

Second Story  
508 State St

St Dennis Congregation  
505 Dempsey

Subway  
652 N High Point Road

Congratulations to all of these Achievement Award winners and to the many other food establishments that provide a high level of food safety to the citizens and visitors of Madison.

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## Videos

Don't forget that we have many training videos for you to borrow. Below is a list and short description of each video. Also included (from a recommendation of our Safe Food Advisory Committee) is the name and phone number to call to purchase the video. To check out a video please contact your district sanitarian or Dawne at 294-5335.

**The Danger Zone** (30 min) This is a deli food safety and sanitation program to be used by retail employees who prepare and sell food in the deli department. Training manual included. Deli Food Safety and Sanitation, (608) 238-7908.

**Food Safety Is No Mystery** (34 min, 10 sec) Aimed at people with little or no experience in the food industry. Training manual included. United States Department of Agriculture.

**Food Service Disposables: Should I Feel Guilty?** (11 min, 30 sec) A video which discusses the use of food service disposables and the impact on the environment. Food Service & Packaging Institute, (202) 822-6420.

**Food Service Egg Handling and Safety** (11 min) A very good video describing how eggs need to be handled to prevent food-borne illness. American Egg Board, (708) 296-7043.

**IPM: Control of German Cockroaches in Commercial Kitchens** (15 min) Good tape to provide the food operator with basic knowledge on roach control and what can be done so the least amount of pesticide is needed. Training manual included. National Pest Control Association, (703) 873-8330.

**Safe Food - You Make the Difference** (20 min) A good video that discusses prevention of food-borne illness by proper food preparation and storage,



hand washing and utensil washing. Proper hand washing is demonstrated.

Tacoma-Pierce County Health Department, Environmental Health Division, 3629 South D Street, Tacoma, WA 98408.

**Sanitizing for Safety** (17 min) Very good, concise video which addresses common food-borne illnesses, proper personal hygiene, cross-contamination, proper cooking and holding temperatures, proper food storage and proper sanitization. (Strong emphasis on using bleach as sanitizer). Training guide included. Inquiry Handling Service-Receiving Department, 200 Parkside Drive, San Fernando, CA 91340.

**Wide World of Food Service Brushes** (18 min) Reduce or eliminate the potential of creating food-borne illness, which is caused by bacteria, viruses and parasites. (Emphasis on cleaning with brushes). Sparta Brush Company, Inc., (608) 269-2151.

**Food Service Training Course** (90 min) Food service training course which consists of a taped lecture of basic food handling procedures, a skit, and a food handling board game.

**On the Front Line** (18 min) Training video pertaining to sanitation fundamentals for vending service personnel. Standard cleaning and servicing procedures for three types of vending machines - cold food, hot beverage, and cup drink. Training guide included. National Automatic Merchandising Association, Chicago, IL.

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## Welcome to . . . *Valerie Cardinal*

We are pleased to introduce our newest Public Health Sanitarian, Valerie Cardinal. Valerie replaces Sheila Lenius, who left following the birth of her baby. Valerie began her duties on August 25, 1997 and is responsible for food establishments on the south and near west sides of Madison.

Valerie is from Chippewa Falls, Wisconsin and is a 1996 graduate of the UW-Eau Claire, with a B.S. in Environmental and Public Health. Her previous work experience

includes erosion control inspections for the Chippewa County Zoning Department, life guarding for the Chippewa Valley YMCA, and food service work at Dairy Queen.

Valerie loves to spend her time outdoors, "swimming, hiking, traveling, anything that takes me outside!"



### **New Phone Numbers**

The Health Department has a new phone system -- which means new phone numbers. The main phone number is still the same, 266-4821. The best part is that every health inspector has their own direct line and voice mail. Here is the list of all the inspectors and their new numbers.

The BH Section .....	294-5335	Jim Steinhoff .....	294-5338
Valerie Cardinal .....	294-5340	Duane Jackson .....	294-5336
Beth Cleary .....	294-5341	Jim Kaplanek .....	294-5344
Kelly Heibel .....	294-5337	Greg Pallaska .....	294-5342
Randy Holveck .....	294-5343		

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