



# The Cutting Edge



**Maricopa County Environmental Services Department**



# Maricopa County Environmental Services Department

**Working with our community  
to ensure a safe and healthy environment**

## **VISION STATEMENT:**

As the recognized regional environmental leader, we will develop and foster innovative environmental health protection programs for the safety of our residents and their environment.

## **MISSION STATEMENT:**

The mission of the Environmental Services Department is to provide safe food, water, waste disposal and vector borne disease reduction controls to the people of Maricopa County so that they may enjoy living in a healthy and safe community.



# What is “The Cutting Edge”?

A program designed to help operators with gaining more “Active Managerial Control” in their establishments by focusing on:

- Establishing policies
- Training Staff
- Verifying results





# Active Managerial Control

“(Active managerial control) embodies a preventive rather than reactive approach to food safety through a continuous system of monitoring and verification.”

- FDA 2009 Food Code Annex 4





# Active Managerial Control

“Regulatory inspections and follow-up activities must also be proactive by using an inspection process designed to assess the degree of active managerial control...”

**“...regulators must assist operators in developing and implementing voluntary strategies to strengthen existing industry systems to prevent the occurrence of foodborne illness risk factors.”**



The chain is only as strong as it's weakest link.



# Goals of the Cutting Edge Program

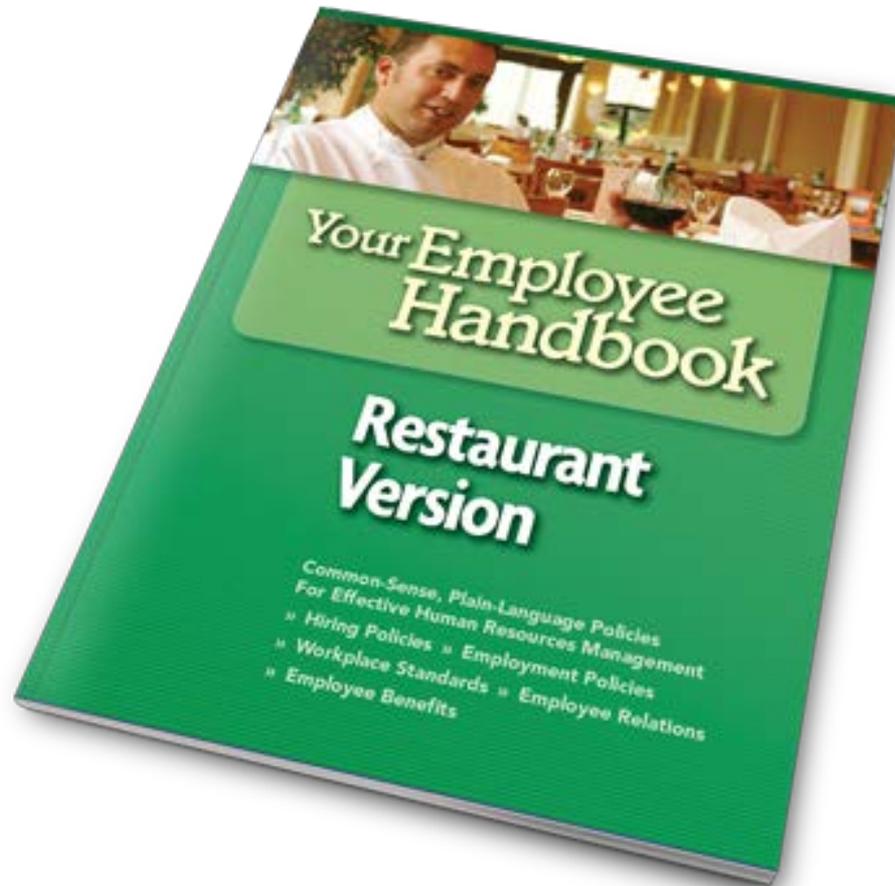
Promote Active Managerial Control (AMC) &  
Reinforce Food Establishments' Food Safety Systems

and

Create Inspection Efficiency for the Department and  
Industry Partners



# Let's get started!!!





# Qualification Criteria

- Establishment is a Class 2-5 food establishment
- Establishment has a Certified Food Service Manager on staff (where required)
- A CFM/PIC is present during operational hours
- Within 30 days of hire, all food service workers must obtain a food service worker card
- Permit does not have any unresolved legal action



# SOP's





# 10 Standard Operating Policies

General Standard Operating Procedures (SOP's) must be developed for the following foodborne illness risk factors, as applicable to the operation:

- Cooking Temperatures
- Cooling
- Reheating
- Cold Holding
- Hot Holding
- Hand Washing / No Bare Hand Contact
- Cross Contamination
- Cleaning and Sanitizing Food Contact Surfaces
- Approved Food Source
- Employee Health and Illness



# SOP's

Procedures that address basic operational and sanitation conditions in an establishment.

- Who?
- What?
- Where?
- When?
- Why?
- How?

## Examples of SOP's

Employee health

Frequency of cleaning equipment

Handwashing

Sanitizer concentration

Calibration of stem thermometers



# SOP's: What is required?



To begin participating in the Cutting Edge Program, operators must develop written Standard Operating Procedures (SOP's) related to the foodborne illness risk factors listed below.

- Please note that only the risk factors applicable to the operation of the establishment will require an SOP. These should be general SOP's outlining what they do, or plan on doing, to control the foodborne illness risk factors in their food service operation.
- The Department will review these SOP's to ensure they meet basic Code requirements (i.e. hot food held at 135 degrees or more).
- This review can be conducted during the Cutting Edge training class, by the district inspector and their supervisor, or by contacting the Department electronically via the Cutting Edge e-mail address: [thecuttingedge@mail.maricopa.gov](mailto:thecuttingedge@mail.maricopa.gov) .
- Submission via the e-mail address may be a more practical option for corporations and/or chain establishments because a single review can be conducted to cover multiple establishments.
- The establishment will then receive an email notification once the SOP's have been approved—"Congratulations—you're enrolled!" The next regularly scheduled visit will be an active managerial control Verification Visit .
- SOP's must be kept onsite for all future inspections.

[http://dec.alaska.gov/eh/fss/Food/AMC/AMC%20Docs/SOP\\_cooking.pdf](http://dec.alaska.gov/eh/fss/Food/AMC/AMC%20Docs/SOP_cooking.pdf)



# SOP's

- Must be kept onsite for all future inspections.
- Inspectors generally will only ask to see the policies when/if there is a violation



# Training





# Trained Staff

- All staff are required to obtain Food Service Worker (FSW) cards within 30 days of hire and they must be kept on site.
- A Certified Foodservice Manager (CFM) must be available and a designated Person in Charge (PIC) needs to be on site during all hours of operation.
- Employees must be trained on the SOP's and demonstrate compliance, as well as taking corrective actions when needed.



# Train Staff

- Review SOP's with all new hires.
- Monitor employees and re-train when mistakes are observed.
- Recommend having a different employee be the "Inspector" of the day and verify logs, records, etc.
  - This provides the added benefit of increasing the employee's knowledge and the
  - Establishment is better prepared for an unannounced inspection.



# Training

- When is the last time you conducted training for your staff?
- How often do you conduct training?
- Don't waste your time writing policies if you are not going to train your employees on those policies.
- Training doesn't have to take all day – it can be short and effective.
- Employees want and need direction. They want to do what is expected of them. When this training is provided, success happens.



# Verification





# Sample logs for verification

## Cold Holding Temperature Log

Date and Time	Food Item	Internal Temperature/ Time	Internal Temperature/ Time	Corrective Action Taken	Initials	Verified By/ Date

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Location: \_\_\_\_\_

### EMPLOYEE HAND WASH TRAINING RECORD

Every employee must demonstrate how to wash their hands properly for 20 seconds.

Name of Employee/Staff	Date Trained	Demonstrated Correctly	Signature of Employee
		yes / no	
		yes / no	
		yes / no	



# Verifying Results

## Verification activities *may include*

- Record keeping, such as maintaining log sheets.
- Periodic self inspections.
- Observing that person(s) are carrying out the critical procedures correctly.
- Observing that monitoring is being done as planned.
- Reviewing the monitoring records.
- Ensuring that corrective action was taken when the critical limit was not met.
- Confirming that all equipment, including equipment used for monitoring, is operated, maintained and calibrated properly.



# Now what?





# Benefits of the Cutting Edge Program

- Every other inspection is a verification visit.
- Every other inspection is a comprehensive inspection.
- Policies are in place with corrective actions.
  - Employees do not have to guess what needs to be done when something is wrong.
- Better trained staff.
  - Results in better inspections.
  - Results in better customer service.
  - Leads to repeat business.



# How do I enroll?

- Submit your SOP's to the Department.
- After they are reviewed, you will receive a email letter stating that you are now enrolled in the program.
- Your inspector will contact you by phone to schedule your 1<sup>st</sup> verification visit. A successful completion of a verification visit will result in an "A" grade. You will also receive a window seal to post in your front window/door.
- Your establishment is now eligible to receive the annual "Cutting Edge Award" which is awarded for successfully participating and performing in the program for one year.

**\*\*You must not have any unresolved legal action at the time of the submittal.\*\***





# What happens during the verification visits?

The following items will be evaluated during the Verification Visit:

- A Certified Food Service Manager (CFM) is on staff and a CFM and/or PIC is on duty.
- Inspectors will inquire about menu changes.
- Inspector's will verify SOP's are still current based on menu and/or procedural changes if there are violations.
- Inspectors will verify active managerial control (policy, training, and verification) related to the 10 risk factors, as applicable, using the Assessment Form.
- If the establishment has a variance requiring a HACCP plan, they will then verify the critical control points as approved by the Department.



# The Assessment Form



Maricopa County  
Environmental Services Department  
Environmental Health Division  
Food Inspection Report

Date: 1/21/2015  
Start Time: 10:31:00 AM  
Permit ID:   
Expires: 3/31/2015  
Purpose Verification Visit

Business Name:

Address:

## Terms:

- **PRIORITY VIOLATION** is a major violation that directly contributes to increasing the risk of foodborne illness or injury.
- **PRIORITY FOUNDATION VIOLATION** is a minor violation that does not directly contribute to an increased risk of foodborne illness but failure to correct this violation may lead to the occurrence of a PRIORITY VIOLATION.
- **CORE VIOLATION** is a minor violation that relates to general maintenance and sanitation.

## Category Other- Cooking Temperatures

- 3-401.11 , P: Raw Animal Foods-Cooking.... Grilled chicken was cooked to an internal temperature of 154°F and placed on plate for service to customer. Manager had chicken placed back on grill and cooked to 165°F. Manager had employee move the soiled plate into the 3-compartment sink to be washed. Manager re-trained employee on proper cooking requirements. After discussion with the person in charge, it has been determined that the root cause of the violation was training staff and a verification breakdown, which resulted in the violation.

Corrected At Time Of Inspection

## General Comments:

This establishment is on the Cutting Edge of food safety and was awarded an "A" grade.  
No County legal action will result from this inspection.



# The Assessment Form

## GENERAL PERMIT & INSPECTION INFORMATION

<b>Owner Name:</b>	<b>Permit Type:</b>	Meat Market	<b>Class 4</b>
<b>Mailing Address:</b>	<b>Permit Location:</b>		
<b>Phone Number:</b>			
<b>Food Manager Licenses:</b>	<b>Award:</b>	A	
1	<b>Embargoed:</b>	0	

Based on this inspection, the issues/ items listed below identify violations of the Maricopa County Environmental Health Code and/or FDA 2013 Food Code. Failure to comply with the Code may result in permit suspension, permit revocation, Notice of Violation and Demand for Compliance, Cease and Desist, citation or referral to the County Attorney's Office. Priority items are required to be corrected within 3 days, Priority Foundation Items within 10 days, and Core items within 90 days unless otherwise noted on this inspection report. For additional compliance assistance, please contact the inspector listed below or their supervisor. If violations were noted on a previous inspection and have been corrected, legal enforcement action may already have been initiated and will continue. Violations found on any inspection may be used to determine a pattern of non-compliance.

**Received By:**

Hamburger Joe

**Environmental Health Specialist:**

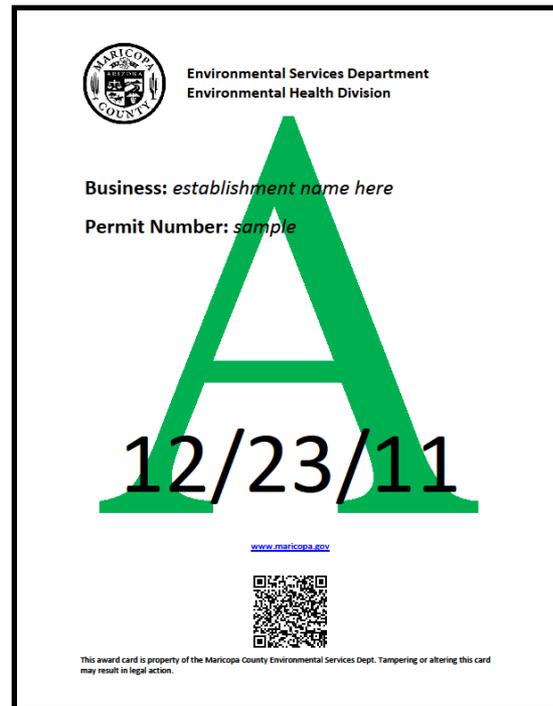
Michelle Chester  
602-372-3036

**Supervisor:**



# Award

- If the establishment is found to be in compliance, the following canned comment will be entered “This establishment is on the Cutting Edge of food safety and was awarded an “A” grade.”





# Non-Compliance

A Verification Visit will be changed to a comprehensive routine inspection when one or more of the following are observed during a Verification Visit:

- Person in Charge or Certified Food Service Manager is not present at time of Verification Visit.
- Imminent Health Hazard (i.e. No water, no electricity, sewage flowing, lack of refrigeration, etc.).
- Three or more out of compliance risk factors from the Assessment Form.



# Non-Compliance

A Verification Visit will be changed to a comprehensive routine inspection when one or more of the following are observed during a Verification Visit:

- Person in Charge or Certified Food Service Manager cannot correct out of compliance risk factor(s) at time of the Verification Visit.
  - An inability to correct the violation could be due to either the nature of the violation or the inability for the Person in Charge or Certified Food Manager to demonstrate an appropriate corrective action without the inspector's help.
  - An inability for the Person in Charge or Certified Food Manager to recognize a violation and demonstrate a corrective action without the inspector's help.
- Non compliance with critical control points related to variance or conducting operations without a required variance (this only applies to variance processes that require a HACCP plan, such as ROP, fermentation, and canning & jarring).



# Non-Compliance

- When an inspection is changed from a Verification Visit to a comprehensive inspection, the usual routine comprehensive inspection will be conducted, including asking the operator if he/she would like to participate in the Grade Card system.
- The next visit will be scheduled as a Verification Visit (unless the comprehensive inspection results in establishment being disqualified from the Cutting Edge Program).



# Disqualification

Disqualification from the Cutting Edge will result when one or more of the following situations occur:

- An inspection purpose is changed from a Verification Visit to a comprehensive routine inspection during two consecutive visits.
- An establishment has an unresolved legal action.
- An establishment earns a “D” grade during 2 routine comprehensive inspections.
- Lack of active managerial control is demonstrated during an Environmental Related Illness (ERI) investigation where compelling evidence that the point of origin of an outbreak or communicable disease was at the establishment in question.



# Disqualification

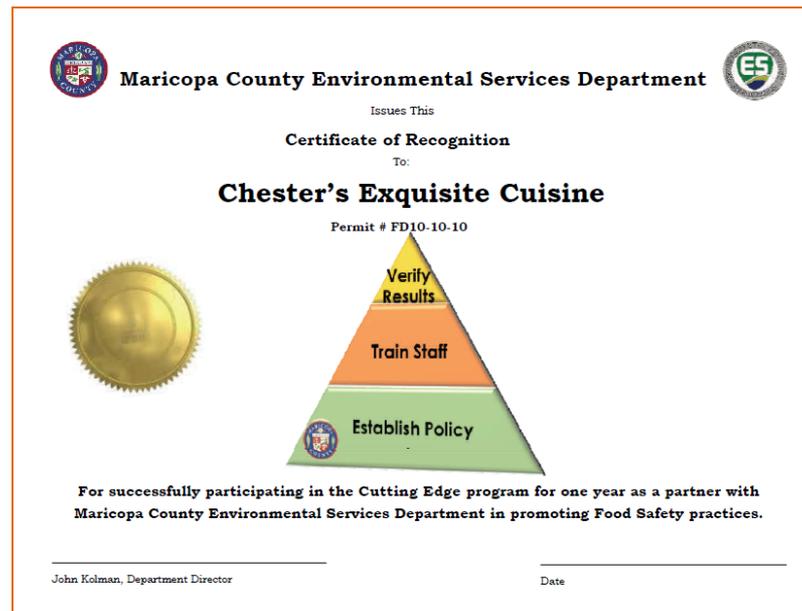
- Re-entry into the program is not restricted by time and requests to re-qualify can be honored if the operator is able to demonstrate that they have overcome their deficiency. This will be demonstrated by making necessary modifications to policies, training, and verification.
- If the establishment is disqualified, the following canned comment will be included: “This establishment has failed to demonstrate the necessary level of compliance to continue participation in the Cutting Edge Program.”



# Awards

When a participating establishment successfully completes one full year in the program (with the minimum of one Routine Inspection and one Verification Visit) a Cutting Edge Award may be issued.

- Department Award will be earned when an establishment completes one full year with a grade of A, B, or C on their routine inspections.





# Tools and Resources

- Maricopa County Environmental Services Department website:
  - <http://www.maricopa.gov/EnvSvc/EnvHealth/FoodSafety/Resources.aspx>
- Alaska Division of Environmental Health
  - [http://dec.alaska.gov/eh/fss/Food/AMC/AMC\\_Home.html](http://dec.alaska.gov/eh/fss/Food/AMC/AMC_Home.html)
- FDA Managing Food Safety Guide
  - <http://www.fda.gov/downloads/Food/FoodSafety/RetailFoodProtection/ManagingFoodSafetyHACCPPrinciples/Operators/UCM077957.pdf>
- FDA Employee Health and Hygiene Handbook
  - <http://www.fda.gov/Food/FoodSafety/RetailFoodProtection/IndustryandRegulatoryAssistanceandTrainingResources/ucm113827.htm>



# Any Questions?



*Contact us at:*

**Maricopa County Environmental Services Department**

***The Cutting Edge Program***

**(602) 506-7392**

**[thecuttingedge@mail.maricopa.gov](mailto:thecuttingedge@mail.maricopa.gov)**