

**Massachusetts
Public Health Inspector Training
(MA PHIT)
Food Certificate Program
Day 1, Session 5
Basic Inspection Processes
& Techniques**

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**Basic Inspection Processes
& Techniques**



LEARNING OBJECTIVES

- Outline the inspection process
- Describe documentation requirements
- Discuss content of exit interview
- Explain when to call a supervisor

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Overview of Inspection Process

- **Pre-Inspection Preparation**
- **Pre- Entering the facility**
- **Initiating the Inspection**
- **Conducting the Inspection**
- **Documenting the Inspection**
- **Exit Interview**
- **Follow-up**

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Pre-Inspection Preparation

- Review establishment history.
- What and why?



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Pre-inspection Prep, *cont.*

- **Inspection equipment & forms**

- Gather the right equipment & forms
- Is equipment operational? Calibrated?
- What's on your clipboard?

- **Safety considerations**

- Are there any?

- **Professionalism**

- Dress and act appropriately



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Pre-inspection Prep, *cont.*

- **Get into the right frame of mind (what type of inspection is it?)**
- **What do you expect to see? Be aware of seasonal operations or special processes**
- **Allow enough time**
- **Be efficient (coordinate with other inspection-related activities)**

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Pre-inspection Prep, *cont.*



- What is the focus/objective of your inspection with each type of inspection?
- How may you prepare differently for these different circumstances?

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Pre-entry

- **Do a drive by of the exterior. Why?**
- **Walk through the public areas of retail businesses. Why?**



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Initiation

- **Enter through the business entrance**
- **Present current agency ID to the most responsible person on-site**
 - Don't be upset if the operator desires to verify ID
 - Don't go away just because the boss isn't there
- **State the purpose of your visit--be clear about:**
 - Who you work for
 - Reason for visit
 - Your expectations (someone to accompany you, how much time, what you'll be doing)

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Initiation, *cont.*

- **Sign in BUT DO NOT sign away authorities**

- Taking photos
- Collecting samples or exhibits

- **Know what your authority is and where to find it in regulations**

- **Check license**

- Current?
- Correct for business conducted?
- The license states your authority---subtly

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Initiation, *cont.*

- **Handling “the stall”**

- Who's been stalled?
- How long will you wait?
- What do you do?



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The Inspection

- **Opening introductions and Interview**

- Who is the most responsible person on site/person in charge (PIC)?
- Who will accompany you during inspection?
- What is going on today?
- What products are processed or stored?
- How is product stored, distributed, reworked...?



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The Inspection, *cont.*

- **Review**

- Policies
- Product flow charts
- HACCP plans
- Sanitation/Production records
- Menus (look for changes)



- **Know which records you have authority to review**

- **Know your agency’s policy on proprietary information/trade secrets**

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The Inspection, *cont.*

- **Set a good example during the inspection**

- Wear clean, functional clothing appropriate to inspection environment
 - In exposed food areas wear covering over street clothing and hair/beard restraints

- **Wash hands before entering processing areas**

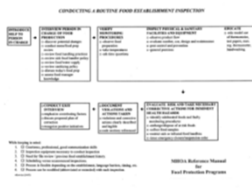
- **Be aware of your surroundings; don’t become a safety hazard or unnecessarily impede business operations and comply with agency and business safety requirements**

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The Inspection, *cont.*

- **Route of inspection**

- Raw material to finished product (traditional)
- Finished product to raw material (minimizes cross contamination)
- More potentially hazardous to less
- Compliance hot spots



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The Inspection, *cont.*

• Note taking

- Take good notes (or tape record); explain why to ease any anxiety
- Coordinate the organization of notes with the route of inspection; think about how best to write up the inspection report (to achieve compliance or to assist with reinspection)
- Write legibly and so that you will remember
 - Note locations accurately and specifically

The Inspection, *cont.*

• Photos, Exhibits/Specimens/Samples

- Can add value and illustrate severity of observed violation
- When shouldn't you use exhibits?
- Why is a Chain of Custody so Important?



- **Observation: Noted garden hose & inlet water pipe submerged in syrup being processed in kettle.....**

- **Document to tie photo to written observation**

- **Secure or seal samples and exhibits --- and maintain "chain of custody"**

PHOTOGRAPH IDENTIFICATION
(Form FD-302, Rev. 5-22-64)

For each picture, complete the following information when applicable:

1. Date and time: 9/12/00; 10:26 a.m.

2. Location: 412 Sap Circle, Shady Grove, WI 539

3. Description of subject: Syrup vein Kettle, Hose in Kettle, pipe in Kettle, used

4. Camera make and model: Pentax 35 mm

5. Lens: 35 mm

6. Film: 200 ASA

7. Exposure: West

8. Focus or aperture: Auto

9. Name of photographer: Gary T. Kulnski

10. Name of subject: Gary T. Kulnski

11. Date: 9/12/00

The Inspection, *cont.*

Immediate Corrective Actions

- Post signs
- Reheat or cool food
- Exclude employees
- Change thawing method
- Adjust unit thermometers
- Relocate foods to prevent contamination
- Voluntary disposal or embargo of food
- Summary suspension



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The Inspection, *cont.*

- Use all of your senses and be aware of your surroundings
 - ❑ Observe employee practices like a "fly on the wall"
 - ❑ "Schmooze" a little--- begin a dialogue
 - ❑ Request and observe employee performance of documented monitoring activity
 - ❑ Ask open-ended questions
 - What are you doing? ... Cooking chili
 - How hot and how long?160°F for 30 min
 - Why are you doing that?.... Recipe says/To kill germs

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The Inspection, *cont.*

- ❑ Listen actively and document what people tell you
- ❑ Compare what they say to what they do or should do
- ❑ Be aware of unusual odors or sounds
- ❑ Be aware of the "human climate"
- ❑ "Teachable moments"

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The Inspection, *cont.*

• Angry operator

- Be aware that the emotional temperature is rising
- Let the person vent to some extent
- Listen and know when to quit talking
- Don't get defensive or argue
 - The problem may have started before you arrived
- Protect your personal safety
 - If you feel threatened leave
 - Report any and all actual threats immediately; know your agency policy on how to report and to whom



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Document the Inspection

• MA Food Establishment Inspection Report (MA FEIR)

- Other forms
- Use Discussion box

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Exit Interview

• Discuss with the Person In Charge (PIC)

- Under almost all circumstances review your inspection findings with the person in charge
- Consider scheduling the exit interview with the PIC to assure adequate time and attention
- Person in charge may not be the same person present during your inspection
 - QA person hands off to plant manager
 - Shift change occurs in the middle of your inspection

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Exit Interview, *cont.*

- Discuss key violations noted
- Focus discussion on inspection findings and those with greatest significance
- Leave a copy of MA FEIR
- Inform the operator what to expect next
- Ensure that the operator understands the report and their steps to achieve compliance



DISCUSSION



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Follow-Up

- If you scheduled a reinspection, show up
- File your MA FEIR and any other inspection documents
- Send copies if necessary (and by proper service)
- Keep your Board/Commission informed

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A Final Reminder

- It's time to call your supervisor when you...
 - Don't know what to do
 - Don't have access to a needed resource (e.g. policy, procedure, guidance, black light.....)
 - Encounter significant public health threat or compliance problem
 - Have been threatened, refused entry, or ordered to leave
 - Have an accident or are injured
 - Break something expensive or critical

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Questions?

- **Wrap up and discuss plans for next training day**
- **Evaluation Forms**
