



**CUSTOMER SERVICE ASSESSMENT
OF THE
FOOD SAFETY PROGRAM
FOR THE
ALEXANDRIA HEALTH DEPARTMENT'S
DIVISION OF ENVIRONMENTAL HEALTH
2008**

February 27, 2009

**Environmental Health Division
Alexandria Health Department
Alexandria, VA**

Customer Service Assessment of the Food Safety Program of the Alexandria Health Department's Division of Environmental Health

PURPOSE

In November, 2008, the Environmental Health Division of the Alexandria Health Department mailed out a customer service assessment to evaluate the effectiveness of our food safety program and to determine how we could better serve our customers. This report presents the results of that assessment.

METHOD

The Alexandria Health Department's (AHD) Environmental Health Division developed a survey instrument to gauge customer satisfaction with Environmental Health (EH) services involving food facilities and to elicit comments and/or suggestions. A copy of the survey can be found in Appendix A. The EH Division sent a survey form with each permit billing notice sent to food facilities inspected by EH. "Food facilities" in this case was defined as a food service establishment in which food inspections are performed by the Environmental Health Division (such as restaurants, delis, child care facilities, adult care facilities and mobile units) and are billed by EH. These facilities did not include public schools or any facilities that would have been billed and/or inspected by the Virginia Department of Agriculture and Consumer Services (VDACS), such as grocery stores, convenience stores, warehouses or processing plants.

Of the approximately 520 survey forms distributed, 79 forms were returned with some information for a return rate of 15.2%. Of these, 76 (96.2%) answered the nine questions where the Food Safety Program could be rated by checking a box. The data from these ratings is contained in Appendix B and is compared with data from the previous surveys conducted in 2004, 2006 and 2007. Of the 79 surveys returned, 39 (49.4%) provided additional information through narrative answers to some or all of the open-ended questions. These comments are compiled in Appendix C. The comments are reproduced verbatim except that where names of specific restaurants or Environmental Health Specialists (EHSs) were mentioned. These have been redacted and the words "our restaurant" or "our operation" or "our EHS" have been substituted. In Appendix D these same comments are reorganized under topic headings so that similar comments from different individuals might be compared.

The survey instrument was sent with the annual permit invoice in order to cut mailing costs and to obtain the highest possible response rate since it went to all the restaurant facilities billed for a permit. Respondents were instructed to complete the questionnaire and return it by mail. Most respondents returned the survey in the same envelope as their payment.

The top of each survey indicated the name of the EHS who has been assigned to that food service facility. When specific problems are identified, these problems are discussed with the EHS. It should be noted that all eight of the field EHSs working in Alexandria's food safety program overall received very favorable ratings of their work.

AUTHORSHIP

The data for this report was compiled by Kathy Verespej and Rachel Jacoby of the Alexandria Health Department's Environmental Health Division. The data was analyzed by and this report was written by Bob Custard, Environmental Health Manager.

CONCLUSIONS

2008 CUSTOMER SERVICE ASSESSMENT

ALEXANDRIA FOOD SAFETY PROGRAM

Areas for Improvement in Food Safety Program

1. Timing, frequency and duration of inspections

Eight respondents made comments about the timing, frequency or duration of the inspections conducted by the EH Division. One respondent commented that the EH Division's inspections were too frequent and another commented that they took too long. Six respondents made comments about the time of day inspections were conducted.

The frequency and duration of inspections is based largely on the inspection history of the establishment, its size, and the issues encountered during an inspection. Typically restaurants are inspected two to five times a year based on risk. Typically inspections take from one to three hours based on the size of the establishment and the number of problems encountered.

It is the goal of the EH Division to inspect food establishments at varying times of day so that food preparation and service can be evaluated during all phases of the food preparation process. Sometimes that means that inspections are conducted when an establishment is very busy. However, beginning in June, 2007, food establishments have been able to schedule one inspection annually at a time that is most convenient to them and their management team. The EH Division will remind all establishments of this opportunity with an article in the food safety newsletter in April of this year.

2. Provide more food safety training and training materials to food service establishments

Seven respondents requested that more food safety training or training materials be provided to them for their employees. To address this issue, the EH Division is shifting some manpower from another environmental health program to the Food Safety Program so that our EHSs can devote more of their time to food safety training. The EH Division will, on request, conduct food safety training for specific food establishments to the extent that the increased manpower allows.

Also, the EH Division has requested \$14,000 of additional funding from the City to purchase more food safety training materials for food service managers and to support the Food Safety Advisory Council.

3. Consistency of food safety evaluations

Three respondents noted that there is sometimes a lack of consistency in how Environmental Health Specialists (EHSs) interpret and enforce the Food Code. Another respondent had a concern about whether a particular violation marked on one of their inspections was in fact a violation.

In an effort to improve consistency, the entire EH staff working in the food safety program was standardized in the Food Code in 2006 and 2007. They are currently being restandardized. (This is normally done every three years.) Restandardization began in December 2008 and will conclude in the spring of 2010.

So that all our staff is applying the Food Code consistently, four staff members were sent to the week-long Applied Concepts in Food Protection course taught by state food safety experts in 2007 and one was sent in 2008. The remaining five members of the Food Safety Program staff took this course in February 2009. Also, Seyra Hammond, our standardization officer, devotes part of each staff meeting to discussing the latest food safety research or sections of the Food Code and their interpretation.

In addition, each EHS annually is required to complete a minimum of twelve hours of continuing education (with at least eight of these hours in food safety). Also, over the past three years, each of the Food Safety Program staff members has completed at least 31 of FDA's online food safety courses.

Also, to further improve the consistency of inspections, Kristin Garcia, our Food Safety Program supervisor, will be conducting several joint inspections annually with each of our staff members.

It should also be noted that there has been a shift in emphasis in the inspection process over the last several years to a more risk-based inspection approach focusing on the conditions most likely to cause food-borne illness. With the shift to a new inspection form in 2009, this change in focus will become even more pronounced. This may appear to some as lack of consistency between EHSs when in fact the entire Food Safety Program is changing its focus.

4. Inspection methods of Environmental Health Specialists

One respondent noted that their Environmental Health Specialist did not show their ID when they came to do an inspection. Another noted that during an inspection their EHS punctured many packaged items with a temperature probe and then left these items exposed. These failures to follow the proper procedure will be discussed with these EHSs individually and training on these procedures will be provided again to all Food Safety Program staff.

5. Administrative Issues

One respondent noted that we should lower our permit fees. Since the current fees are set by the Virginia General Assembly, that is something beyond the control of the local health department. The present permit fees are far less than the cost of the Health Department services provided.

Another respondent noted that health permits were slow in being issued. In an effort to reduce costs, volunteers were used to deliver permits this year. To speed up the process, permits will be mailed in 2010.

One respondent noted that a follow-up inspection was slow in being performed. Due to a severe staffing shortage in 2008, this was undoubtedly true. The Food Safety Program is now fully staffed and plans to put more emphasis on follow-up inspections in 2009.

Strengths of Food Safety Program

1. EH staff provides industry with food safety information, guidance and education in the field

Twelve survey respondents commented about the EH staff's educational role while they are in the field conducting food safety inspections. More than ninety-seven percent of the survey respondents indicated that their EHS does well (28.9%) or very well (68.4%) at educating them in good food safety practices. One respondent noted their EHSs "bring us brochures and literature that keeps us up to date and aware of current food safety issues". Another noted that their EHS keeps them "updated on changes and reminds us of priorities".

2. EH staff helps food service managers identify problems and correct them

Seven respondents noted that the EH staff help restaurant managers identify food safety problems and help them find ways to correct them. One noted that food safety evaluations help "keep the establishment on track". Another respondent said that food safety evaluations help him "identify problems that I have missed". More than ninety-six percent of the survey respondents indicated that they understood the public health reasons and principles of prevention that guide food safety evaluations either well or very well. Although each food service facility should take responsibility for their own internal quality assurance, food safety inspections often help restaurant managers with quality assurance problems. One survey respondent noted that inspections give them "feedback on how to improve operations".

3. Knowledgeable, professional and helpful EH staff in food safety program

Eight respondents specifically commented on how knowledgeable, professional or helpful the EH staff is. One respondent wrote, "Your inspectors are very well trained and most helpful". Another commented, "[Our former EHS] was a great health inspector, but our new replacement, [our new EHS], is very informed and helpful as well." A third respondent noted, "[Our EHS] is always helpful in keeping me up with the current information, trends, equipment and services."

4. Thoroughness, fairness and timing of food safety inspection services

More than ninety-seven percent of the survey respondents said the EH staff always or usually treated them fairly and with respect. More than ninety-eight percent of the survey respondents rated the food safety evaluation services provided to them by the EH Division as good (31.6%) or excellent (67.1%). Two survey respondents specifically commended their EHS for their inspections. One of the survey respondents commented that the opportunity for one scheduled inspection annually (instituted as a result of the 2006 survey) was helpful.

5. Quarterly newsletter helps update restaurant managers on the latest food safety information

Two of the survey respondents specifically commented on the quarterly food safety newsletter sent out by the EH Division. One respondent suggested that it be sent out electronically. (This is being explored with the publisher as an Eco-City initiative.)

6. EH staff is doing a good job

Six survey respondents indicated in their written comments that the EH staff was appreciated for its efforts or was doing a great job. One respondent wrote, "Keep up the good work!" Another wrote, "We are very satisfied with your program." A third respondent wrote, "All in all, I have worked in many municipalities. The City staff does a very good job." One hundred percent of the survey respondents indicated that food safety evaluations were important (25.0%) or very important (75.0%) to their business.



APPENDIX A
Alexandria Health Department
 4480 King Street
 Alexandria, Virginia 22302-1300
 Phone: (703) 838-4400 Ext. 266
 Fax: (703) 838-3886
 Web: www.alexhealth.com



In cooperation with the
Virginia Department of Health

Charles Konigsberg, Jr. M.D., M.P.H.
District Health Director

Environmental Health Division

Bob Custard, R.E.H.S.
Environmental Health Manager

2009 Permit

Notice

Food Managers Certifications Good For FIVE Years

Food Managers Certification cards issued by ORS are good for five years from the date the applicant took their exam. Renewal of Food Manager Certification cards by ORS will require reexamination. Any of the food manager certification program exams that are evaluated and listed by a Conference for Food Protection recognized accrediting agency are acceptable. Currently the approved exams are: ServSafe (National Restaurant Association), Certified Professional Food Manager (Experior Assessments), and Food Safety Manager Certification Examination (National Registry of Food Safety Professionals).

Reminder

Permits are not transferable.

You are reminded that the permit for your retail food establishment is not transferable to either a new business owner or a new location. If you move out of your current facility and into a new one, you must apply for and obtain a new permit before opening for business. Similarly, if you sell your business the new owner must apply for and obtain a new permit before opening for business. Also if you rent your current facility and move out, any new tenant of the facility engaging in a retail food business must apply for and obtain a new permit before opening for business. Retail food establishments found to be operating without a valid permit will be immediately closed.

Customer Survey

Please tell us how we are doing.

As a public service agency, we would like to take this opportunity to ask you how we are doing. Your candid comments will help us evaluate the effectiveness of our programs and help us serve you better in the future.

Our goal of protecting the public's health is accomplished by various means such as environmental health evaluations (inspections) to determine compliance with state and local codes, educational efforts to familiarize owners, operators and managers of regulated facilities with code requirements, and enforcement measures taken to gain compliance if educational steps are unsuccessful.

This survey asks you about your satisfaction with our services and seeks your suggestions, recommendations, criticisms, and praises. Please take a few moments to give us your candid opinion. The survey typically takes less than ten minutes to complete. Thank you in advance for your cooperation.

Bob Custard, R.E.H.S.
Environmental Health Manager

- A. If you could suggest one thing for improvement at the Environmental Health Division’s food safety program, what would that suggestion be?

- B. What is most helpful about the food safety program services provided to you by the Environmental Health Division?

- C. Please make any comments you wish to bring to my attention in the space below.

Based on your experience **THIS YEAR**, please **CIRCLE** the best response to the questions below.

1. How would you rate the food safety evaluation (inspection) services provided to you by the Environmental Health Specialist?	Excellent	Good	Fair	Poor
2. How would you rate the complaint investigation services provided to you by the Environmental Health Specialist?	Excellent	Good	Fair	Poor
3. Were you treated respectfully by the Environmental Health Specialist ?	Always	Usually	Sometimes	Never
4. Were you treated fairly by the Environmental Health Specialist ?	Always	Usually	Sometimes	Never
5. How clearly did the Environmental Health Specialist explain the purpose of the food safety evaluations to you?	Very Well	Well	OK	Poorly
6. How clearly did the Environmental Health Specialist explain the results of the food safety evaluations to you?	Very Well	Well	OK	Poorly
7. How well does your Environmental Health Specialist do at educating you in good food safety practices?	Very Well	Well	OK	Poorly
8. How well do you understand the public health reasons and principles of prevention that guide our services?	Very Well	Well	OK	Poorly
9. How important to your business are the food safety evaluation (inspection) services and follow-ups provided by the Environmental Health Division?	Very Important	Important	Not Very Important	Not Important

Again, thank you for helping us serve you better.

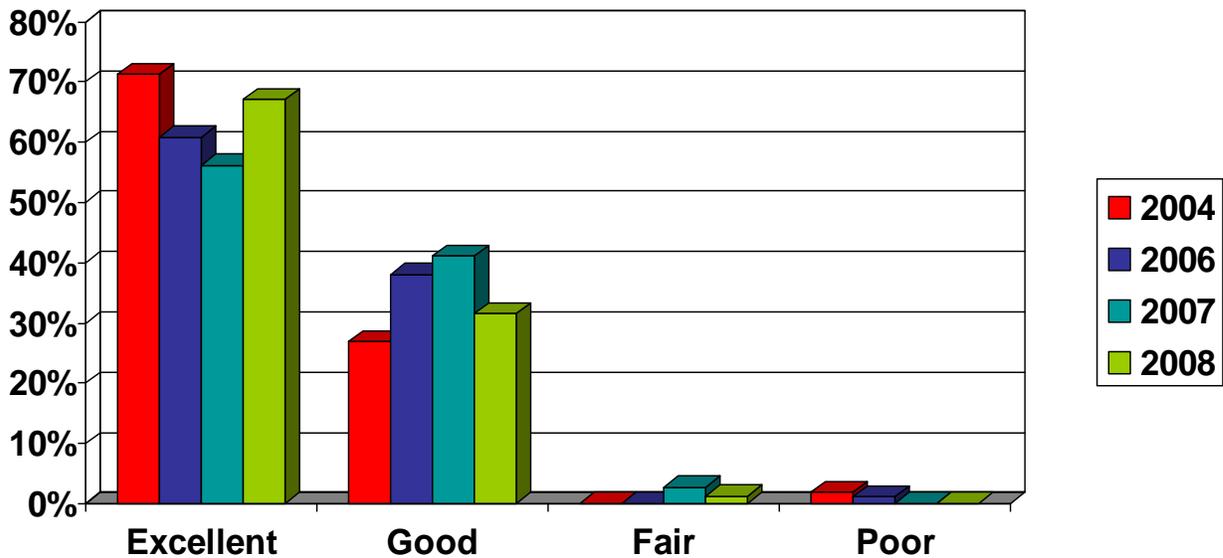
APPENDIX B

Rating Question Responses

Rating Question #1: How would you rate the food safety evaluation (inspection) services provided to you by the Environmental Health Specialist?

	Excellent	Good	Fair	Poor	N/A
2008	51 (67.1%)	24 (31.6%)	1 (1.3%)	0 (0.0%)	3
2007	41 (56.2%)	30 (41.1%)	2 (2.7%)	0 (0.0%)	12
2006	96 (60.8%)	60 (38.0%)	0 (0.0%)	2 (1.2%)	5
2004	37 (71.2%)	14 (26.9%)	0 (0.0%)	1 (1.9%)	0

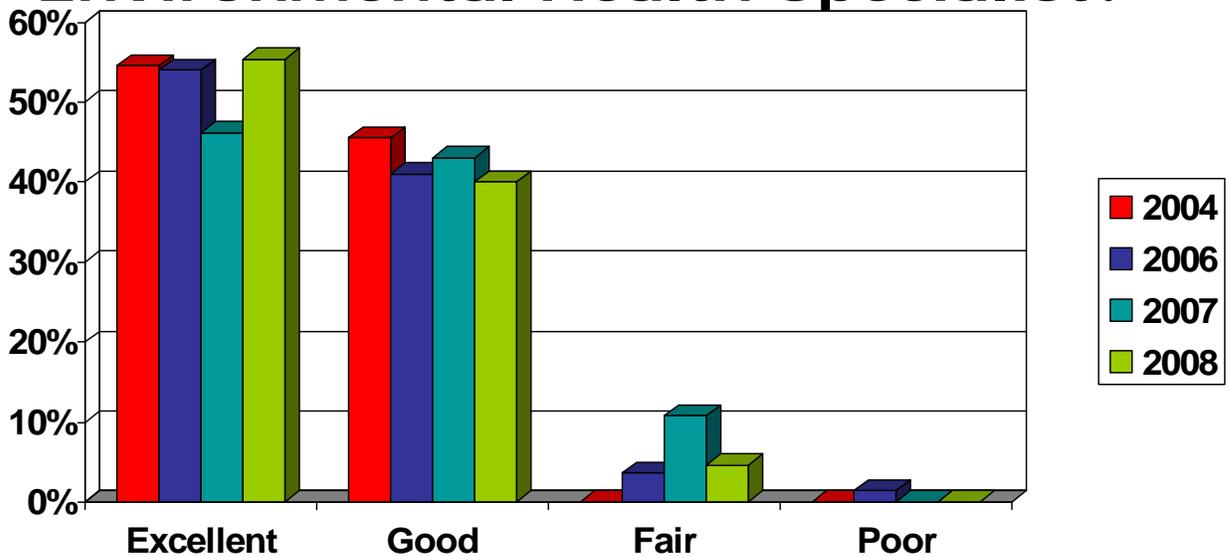
How would you rate the food safety evaluation (inspection) services provided to you by the Environmental Health Specialist?



Rating Question #2: How would you rate the complaint investigation services provided to you by the Environmental Health Specialist?

	Excellent	Good	Fair	Poor	N/A
2008	36 (55.4%)	26 (40.0%)	3 (4.6%)	0 (0.0%)	14
2007	30 (46.2%)	28 (43.1%)	7 (10.8%)	0 (0.0%)	20
2006	75 (54.0%)	57 (41.0%)	5 (3.6%)	2 (1.4%)	24
2004	24 (54.5%)	20 (45.5%)	0 (0.0%)	0 (0.0%)	8

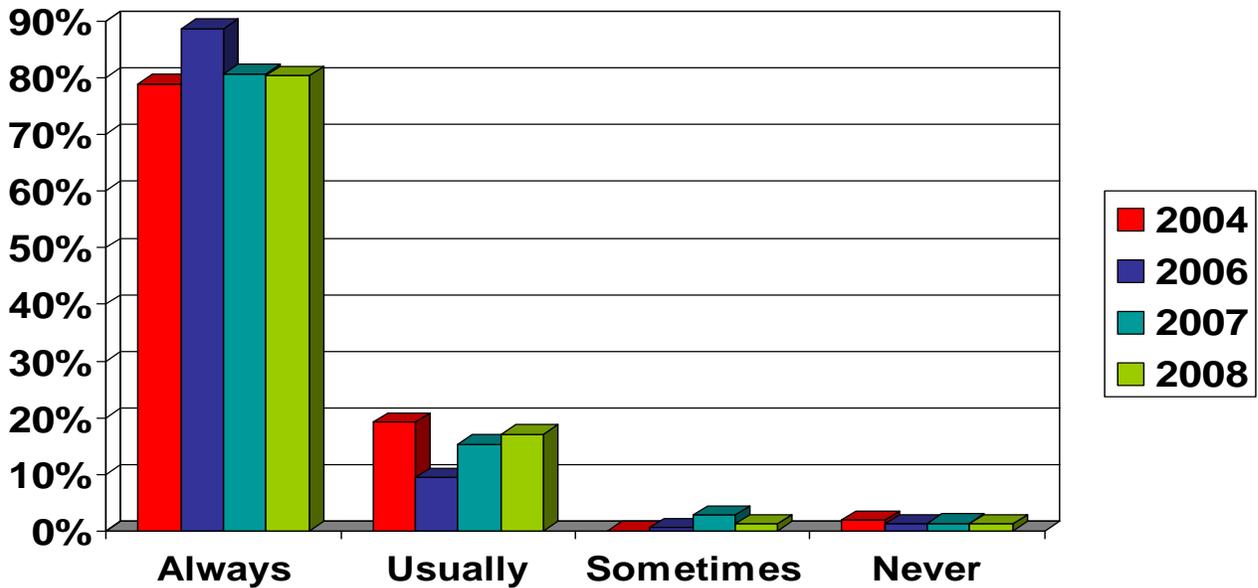
How would you rate the complaint investigation services provided to you by the Environmental Health Specialist?



Rating Question #3: Were you treated respectfully by the Environmental Health Specialist?

	Always	Usually	Sometimes	Never	N/A
2008	61 (80.3%)	13 (17.1%)	1 (1.3%)	1 (1.3%)	3
2007	58 (80.6%)	11 (15.3%)	2 (2.8%)	1 (1.4%)	13
2006	140 (88.6%)	15 (9.5%)	1 (0.6%)	2 (1.3%)	5
2004	41 (78.9%)	10 (19.2%)	0 (0.0%)	1 (1.9%)	0

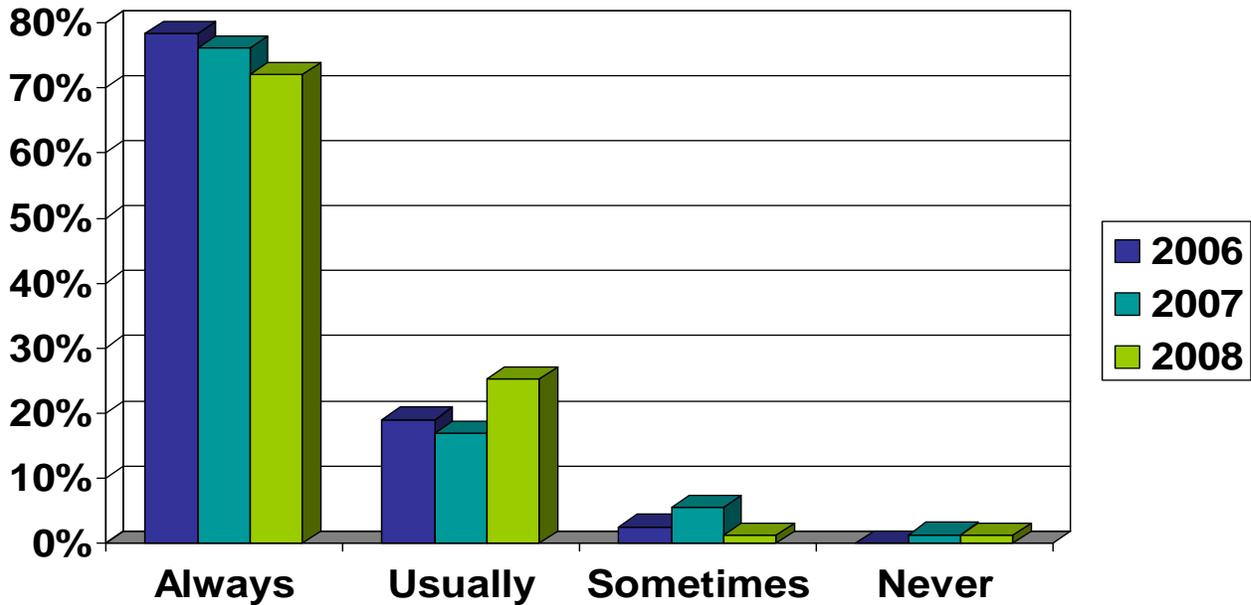
Were you treated respectfully by the Environmental Health Specialist?



Rating Question #4: Were you treated fairly by the Environmental Health Specialist?

	Always	Usually	Sometimes	Never	N/A
2008	54 (72.0%)	19 (25.3%)	1 (1.3%)	1 (1.3%)	4
2007	54 (76.1%)	12 (16.9%)	4 (5.6%)	1 (1.4%)	14
2006	123 (78.3%)	30 (19.1%)	4 (2.6%)	0 (0.0%)	6
2004	NO DATA	NO DATA	NO DATA	NO DATA	NO DATA

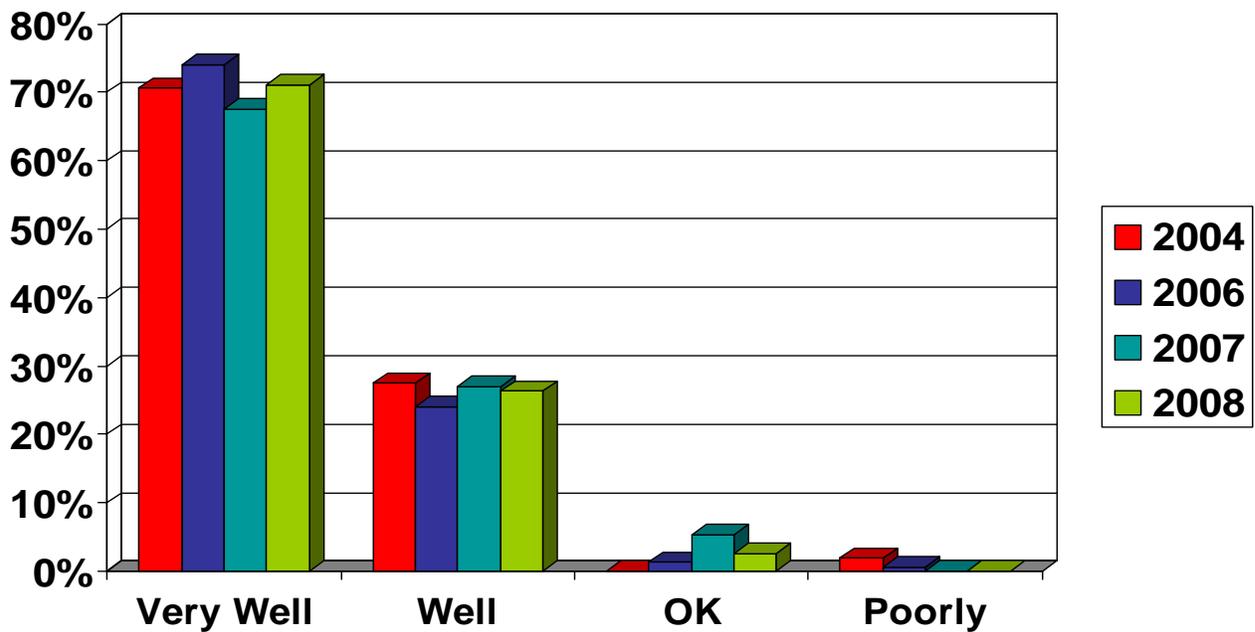
Were you treated fairly by the Environmental Health Specialist?



Rating Question #5: How clearly did the Environmental Health Specialist explain the purpose of the food safety evaluations to you?

	Very Well	Well	Okay	Poorly	N/A
2008	54 (71.1%)	20 (26.3%)	2 (2.6%)	0 (0.0%)	3
2007	50 (67.6%)	20 (27.0%)	4 (5.4%)	0 (0.0%)	11
2006	117 (74.1%)	38 (24.0%)	2 (1.3%)	1 (0.6%)	5
2004	36 (70.6%)	14 (27.5%)	0 (0.0%)	1 (1.9%)	1

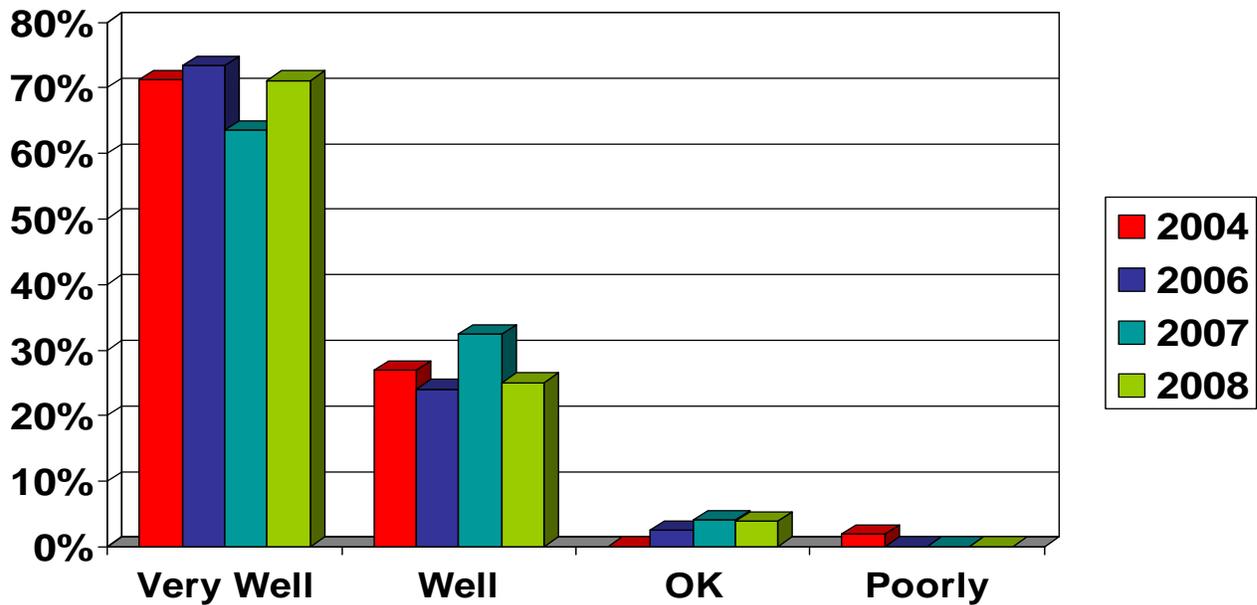
How clearly did the Environmental Health Specialist explain the purpose of the food safety evaluations to you?



Rating Question #6: How clearly did the Environmental Health Specialist explain the results of the food safety evaluations to you?

	Very Well	Well	Okay	Poorly	N/A
2008	54 (71.1%)	19 (25.0%)	3 (3.9%)	0 (0.0%)	3
2007	47 (63.5%)	24 (32.4%)	3 (4.1%)	0 (0.0%)	11
2006	116 (73.4%)	38 (24.1%)	4 (2.5%)	0 (0.0%)	5
2004	37 (71.2%)	14 (26.9%)	0 (0.0%)	1 (1.9%)	0

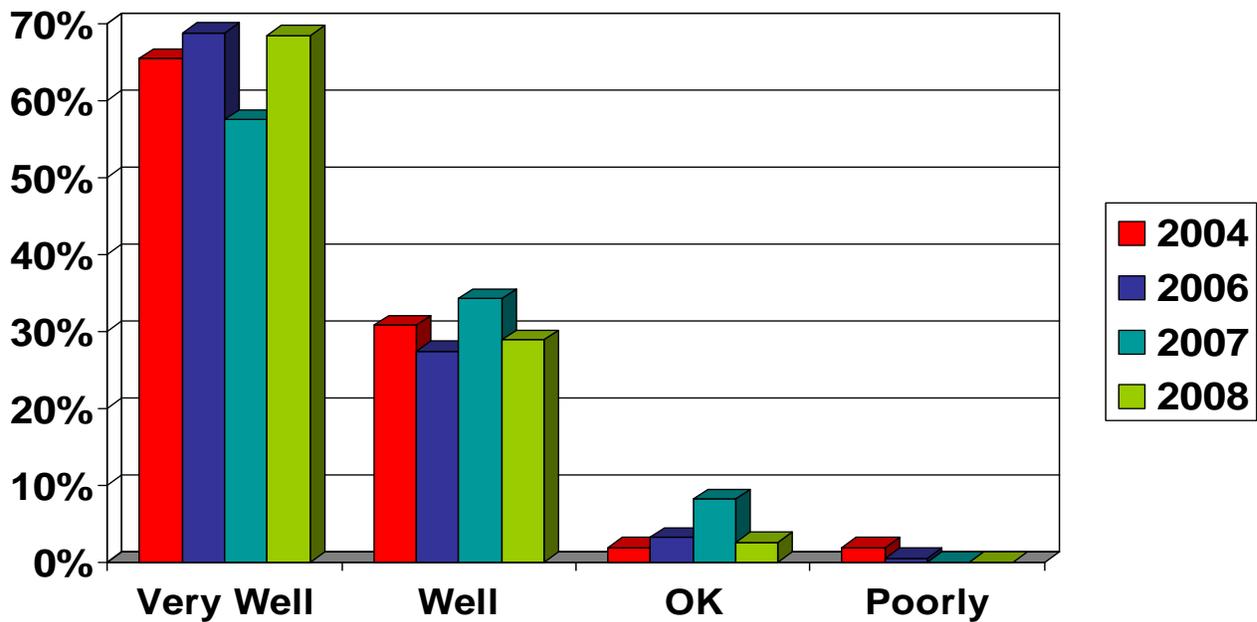
How clearly did the Environmental Health Specialist explain the results of the food safety evaluations to you?



Rating Question #7: How well does your Environmental Health Specialist do at educating you in good food safety practices?

	Very Well	Well	Okay	Poorly	N/A
2008	52 (68.4%)	22 (28.9%)	2 (2.6%)	0 (0.0%)	3
2007	42 (57.5%)	25 (34.2%)	6 (8.2%)	0 (0.0%)	12
2006	108 (68.8%)	43 (27.4%)	5 (3.2%)	1 (0.6%)	6
2004	34 (65.4%)	16 (30.8%)	1 (1.9%)	1 (1.9%)	0

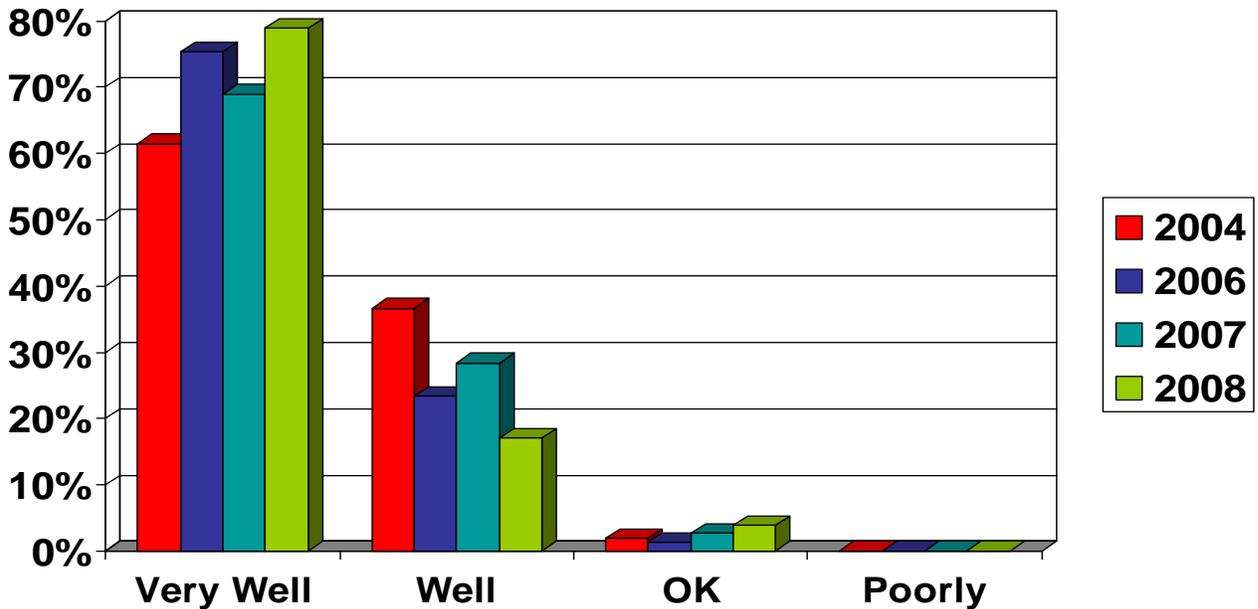
How well does your Environmental Health Specialist do at educating you in good food safety practices?



Rating Question #8: How well do you understand the public health reasons and principles of prevention that guide our services?

	Very Well	Well	Okay	Poorly	N/A
2008	60 (78.9%)	13 (17.1%)	3 (3.9%)	0 (0.0%)	3
2007	51 (68.9%)	21 (28.4%)	2 (2.7%)	0 (0.0%)	11
2006	119 (75.3%)	37 (23.4%)	2 (1.3%)	0 (0.0%)	5
2004	32 (61.5%)	19 (36.6%)	1 (1.9%)	0 (0.0%)	0

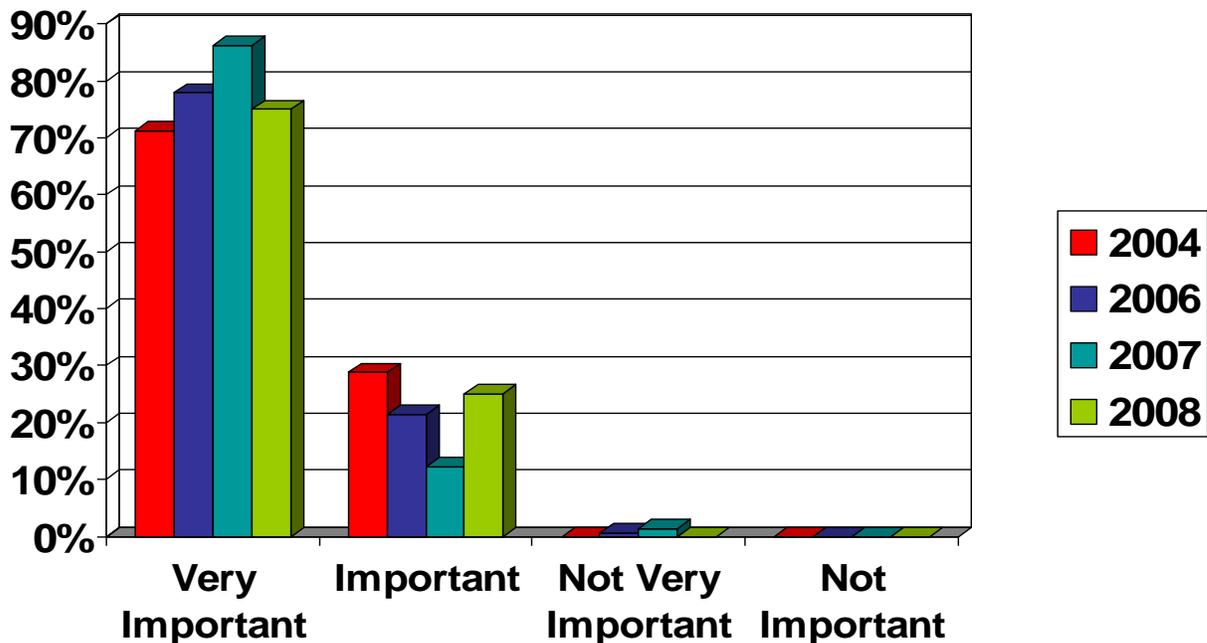
How well do you understand the public health reasons and principles of prevention that guide our services?



Rating Question #9: How important to your business are the food safety evaluation (inspection) services and follow-ups provided by the Environmental Health Division?

	Very Important	Important	Not Very Important	Not Important	N/A
2008	57 (75.0%)	19 (25.0%)	0 (0.0%)	0 (0.0%)	3
2007	63 (86.3%)	9 (12.3%)	1 (1.4%)	0 (0.0%)	12
2006	123 (77.9%)	34 (21.5%)	1 (0.6%)	0 (0.0%)	5
2004	37 (71.2%)	15 (28.8%)	0 (0.0%)	0 (0.0%)	0

How important to your business are the food safety evaluation (inspection) services and follow-ups provided by the Environmental Health Division?



APPENDIX C

Narrative Answers to Customer Service Survey

(References to specific persons or restaurants removed.)

Question A: If you could suggest one thing for improvement at the Environmental Health Division's food safety program, what would that suggestion be?

- Be more consistant from inspector to inspector
- Don't come during the time when we are busy with a lot of customers
- Expedition of health permits more quickly
- I would suggest that the follow-up services be provided in a more timely fashion
- Lower fees
- More classes that would help or teach us become more educated on health regulations
- More training material would be helpful. Maybe a temperature cheat sheet? Handwashing or proper storage signage
- Promote a massive, city-wide handwashing campaign
- Provide more materials to restuarants for training (bi-lingual) Examples: Posters, flashcards, magazines) to keep employers and employees up to date and refreshed about any changes or just in general
- Require TB testing for all employees working with food
- Seminar once a year
- Sending Food Talk electronically. Consistency among inspectors.
- They made the corrections we recommended last year to [our EHS], and we are satisfied with the quality and thoroughness of our inspections and have nothing to suggest at this time.
- I don't think a monthly visit is necessary for small establishments as ours--we have a very limited kitchen and serve breakfast buffet & light pre-cooked meal at night 3 nights a week. They don't do a monthly in Fairfax, Tysons, PWC or Stafford--only you
- To better identify self upon (entering?) of hotel. Provide ID badge
- To keep doing what you are always doing and to cooperate with business owners
- To provide update information concerning new developments and procedures business should implement and follow
- Nothing we can think of. You guys & girls do a pretty good job!
- Nothing. We are very satisfied with your program
- N/A We are a small pre-school with two CFMs who take turns serving the catered USDA approved lunch at 12:00 noon
- N-I
- No Comment
- None
- Nothing
- n/a
- Nothing
- Nothing comes to mind

Question B: What is most helpful about the food safety program services provided to you by the Environmental Health Division?

- Very informative on issues of food control and cleanliness
- They notice things we overlook
- The updates that you periodically send out
- The inspectors bring us brochures and literature that keeps us up to date and aware of current food safety issues.
- The patience displayed by the inspectors during their visits and obviously, the most helpful thing is the ongoing service itself.
- The ORS Serve Safe food safety course was very helpful
- The Food Safety Program is most helpful when we are compliant or non-compliant with the Food Safety Codes
- The explanations and suggestions in report
- The continuous updated information on regular basis
- Reminders on how to keep the public safe
- Notice of critical outbreaks. Information distribution re: contaminated foods, when able to serve again--loved the ability to schedule and pre-schedule inspections.
- no special treatment
- [Our EHS] is always helpful in keeping me up with the current information, trends, equipment and services.
- [Our EHS's] prompt response to our complaint investigation was excellent.
- Keeps us vigilant
- Keeps us updated on changes and reminds us of priorities
- Keeps us informed
- No Special Treatment
- Keep the establishment on track
- Inspectors look at things with a fresh set of eyes and see things that we miss.
- Inspection helps us keep on track. Having a new set of eyes looking at your establishment helps point out overlooked potential problems
- Information on new regulations
- Identify problems that I have missed
- Help us with our food safety guideline; refresh memory
- Guidance
- Food Talk is very helpful. Thank you.
- Feedback on how to improve operations
- Everythings helpful
- Encourage employess to always practice safe food handling procedures
- All the updated health regulations that pertain to child care.
- All the information given when the regular inspections are done, and new procedures that have been incorporated.
- n/a
- N/A

Question C: Please make any comments you wish to bring to my attention in the space below.

- Your inspectors are very well trained and most helpful
- We are grateful that the inspectors now wear head protection (hair net) and gloves when [our EHS] is around and checking our food.
- We are an owner-operated small business. I, the owner, am also the chef. When an inspector shows up during the breakfast or lunch service, it becomes very stressful because I am forced to choose between being available to the inspector or my clients.
- [Our former EHS] was a great health inspector, but our new replacement, [our new EHS], is very informed and helpful as well.
- Once again, consistency among inspectors. Never know what areas of focus will be. Also, respect for operators--last inspection many packaged items punctured w/temp. probe and left exposed. Rec'd critical violation for wedding band UNDER GLOVES. Time of day for inspections needs consideration.
- Keep up the good work!
- If the inspector could arrive at maybe 2pm so it would bypass the lunch rush, so I could be more available
- If possible, do not schedule routine inspections during our lunch business - 11:00am to 2:00pm. Please do not schedule routine inspections over 4 hours. Please keep it short
- Do not come during lunch hours
- All in all, I have worked in many municipalities, the City staff does a very good job
- Okay
- ok
- None others at this time
- N-I
- n/a

APPENDIX D

Narrative Answers to

Customer Service Survey by Topic

(Topic headings added for clarity; references to specific persons or restaurants removed.)

Areas for Improvement in Food Safety Program

1. Timing, frequency and duration of inspections

- Don't come during the time when we are busy with a lot of customers
- If the inspector could arrive at maybe 2pm so it would bypass the lunch rush, so I could be more available
- Time of day for inspections needs consideration.
- We are an owner-operated small business. I, the owner, am also the chef. When an inspector shows up during the breakfast or lunch service, it becomes very stressful because I am forced to choose between being available to the inspector or my clients.
- If possible, do not schedule routine inspections during our lunch business 11:00am to 2:00pm.
- Do not come during lunch hours
- Please do not schedule routine inspections over 4 hours. Please keep it short
- I don't think a monthly visit is necessary for small establishments as ours--we have a very limited kitchen and serve breakfast buffet & light pre-cooked meal at night 3 nights a week. They don't do a monthly in Fairfax, Tysons, PWC or Stafford--only you

2. Provide more food safety training and training materials for food establishments

- To provide update information concerning new developments and procedures business should implement and follow.
- Seminar once a year
- More classes that would help or teach us become more educated on health regulations
- More training material would be helpful. Maybe a temperature cheat sheet? Handwashing or proper storage signage.
- Provide more materials to restaurants for training (bi-lingual) Examples: Posters, flashcards, magazines) to keep employers and employees up to date and refreshed about any changes or just in general
- Promote a massive, city-wide handwashing campaign
- Send Food Talk electronically.

3. Consistency in marking violations on food safety evaluations

- Be more consistent from inspector to inspector
- Rec'd critical violation for wedding band UNDER GLOVES.
- Once again, consistency among inspectors. Never know what areas of focus will be.
- Consistency among inspectors.

4. Inspection methods of EHS

- To better identify self upon (entering) of hotel. Provide ID badge.
- Also, respect for operators--last inspection many packaged items punctured with temperature probe and left exposed.

5. Administrative Issues

- I would suggest that the follow-up services be provided in a more timely fashion
- Expedition of health permits more quickly
- Lower fees

Strengths of Food Safety Program

1. **EH staff provides industry with food safety information, guidance and education in the field**
 - Keeps us updated on changes and reminds us of priorities
 - Keeps us informed
 - Information on new regulations
 - Very informative on issues of food control and cleanliness
 - The continuous updated information on regular basis
 - Reminders on how to keep the public safe
 - Notice of critical outbreaks. Information distribution re: contaminated foods, when able to serve again
 - Guidance
 - The explanations and suggestions in report
 - All the updated health regulations that pertain to child care.
 - All the information given when the regular inspections are done, and new procedures that have been incorporated
 - The inspectors bring us brochures and literature that keeps us up to date and aware of current food safety issues.

2. **EH staff helps food service managers identify problems and correct them**
 - Keep the establishment on track
 - Inspectors look at things with a fresh set of eyes and see things that we miss.
 - Keeps us vigilant
 - Inspection helps us keep on track. Having a new set of eyes looking at your establishment helps point out overlooked potential problems
 - Identify problems that I have missed
 - They notice things we overlook
 - Feedback on how to improve operations

3. **Knowledgeable, professional and helpful EH staff in food safety program**
 - Your inspectors are very well trained and most helpful
 - [Our former EHS] was a great health inspector, but our new replacement, [our new EHS], is very informed and helpful as well.
 - [Our EHS's] prompt response to our complaint investigation was excellent.
 - The Food Safety Program is most helpful when we are compliant or non-compliant with the Food Safety Codes
 - The patience displayed by the inspectors during their visits and obviously, the most helpful thing is the ongoing service itself.
 - Help us with our food safety guidelines; refresh memory
 - Encourage employess to always practice safe food handling procedures
 - [Our EHS] is always helpful in keeping me up with the current information, trends, equipment and services.

4. **Thoroughness, fairness and timing of food safety inspection services**
 - No special treatment
 - We are satisfied with the quality and thoroughness of our inspections
 - No special treatment
 - --loved the ability to schedule and pre-schedule inspections.

5. **Quarterly newsletter helps update restaurant managers on the latest food safety information**

- Food Talk is very helpful. Thank you.
- The updates that you periodically send out

6. **EH staff is doing a good job**

- Everything's helpful
- Keep up the good work!
- All in all, I have worked in many municipalities. The City staff does a very good job.
- To keep doing what you are always doing and to cooperate with business owners
- You guys & girls do a pretty good job!
- We are very satisfied with your program

Other Comments

- We are grateful that the inspectors now wear head protection (hair net) and gloves when [our EHS] is around and checking our food.
- They made the corrections we recommended last year to [our EHS]
- Require TB testing for all employees working with food
- The ORS Serve Safe food safety course was very helpful