

Pima County Health Department

Consumer Health & Food Safety Program PROGRAM POLICIES AND PROCEDURES

Subject: Inspection Productivity Standards & Public Notification	PPP NO. CHFS-15-02
Approved by: David F. Ludwig MPH, REHS, RS, CPM Program Manager – Consumer Health & Food Safety	Approval Date:
Applies to: Program Manager, Environmental Health Supervisors, Environmental Health Specialist II, Environmental Health Specialist I and Environmental Health Technicians	

A. STATEMENT OF PURPOSE

This Policy establishes the productivity standards for activities of the Consumer Health & Food Safety field staff.

B. DEFINITIONS

1. **Executive Management:** County employees whose positions are Division Manager, Deputy Director, Director, Deputy County Administrator and County Administrator or an employee of Executive Management
2. **Field Staff:** County employees in the 4535-Environmental Health Specialist I (EHS I), 4538-Environmental Health Specialist II (EHS II) and 4533-Environmental Health Tech classifications
3. **Full Service Food Establishment:** A food establishment with the license type of 1621, 1622, or 1625
4. **Highly Susceptible Population:** A group of PERSONS who are more likely to experience foodborne disease because they are:
 - a. Immunocompromised; or
 - b. Older adults in a facility that provides health care or assisted living services, such as a hospital or nursing home; or
 - c. Preschool age children in a facility
5. **High Profile Complaint:** A complaint that:
 - a. Poses an imminent sanitary hazard to the public;
 - b. Is initiated by an elected official or the official's office;
 - c. Is initiated by the executive management of the Health Department or other County department; or
 - d. Is given a specific interval in which to investigate by CHFS supervisory staff

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6. **Inspection Frequency:** The number of times a food establishment is inspected as determined by CHFS according to regulations written in the Arizona Administrative Code R9-8 Article 1 and levels established by the Arizona Department of Health Services (ADHS). Inspection frequency is based on the food preparation techniques used and the population served by the food establishment

a. Level 1 Food Establishments

- 1) Inspected at least one (1) time per year based on only having commercially packaged foods that are kept refrigerated or frozen are served
- 2) Represent minimal risk to customers from food handling; and when the product is adulterated, the adulteration most likely occurred in the food processing plant
- 3) Offer commercially packaged dairy, eggs, lunchmeats, ice cream, frozen foods and similar products
- 4) Includes license types: 1605, 1608, 1609, 1620, 1635, 1640, 1657

b. Level 2 Food Establishments

- 1) Inspected at least two (2) times per year because most, if not all foods are served, using a "cook to serve" process, which may include hot holding on the same day of cooking the food
- 2) Represents a moderate risk to customers because foods are prepared on customer demand or for same day service
- 3) Are generally part of the fast food or quick service restaurant segment of the food industry
- 4) May includes industry segments such as meat markets, small grocery stores, convenience stores, bakeries, tortilla makers, hot dog and coffee carts, deli's, sandwich shops, college/university dormitories, eateries and cafeterias.
- 5) Includes license types: 1610, 1611, 1612, 1613, 1615, 1623, 1624, 1628, 1630, 1637, 1641, 1651, 1655, 1680

c. Level 3 Food Establishments

- 1) Inspected at least three (3) times per year because
 - a) A highly susceptible population is served and/or,
 - b) Several food preparation processes are used that allow the food to pass through the food danger zone multiple times

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- 2) Represent a high risk to customers because foods may be
 - a) Prepared in advanced by cooking, cooling and then reheating
 - b) Preparation methods uses techniques for which a variance .or a HACCP plan is required and/or,
 - c) Served to customers with a compromised immune system (i.e. nursing home), or an under-development immune system (i.e. child care centers)
- 3) Includes industry segments such as hospitals, skilled nursing centers, assisted care centers, full-service restaurants, caterers,
- 4) Includes license types 1614, 1616, 1617, 1618, 1619, 1621, 1622, 1625, 1626,1627, 1629, 1631, 1632, 1634, 1656, 1685, 1690, 1699
7. **Normal Work Day** : The approved daily work schedule set by the Supervisory Staff that reflects work hours as written in the ADP automated timecard system.
8. **Office:** The Consumer Health & Food Safety program office is located at the Abram's Public Health Center – 3950 S. Country Club, Tucson AZ 85714.
9. **Supervisory Staff:** County employees in the 4540- Environmental Health Supervisor classification and the CHFS Program Manager. -
10. **Value-added Time:** Time spent doing correspondence, work related telephone calls, research or consulting with supervisory staff to resolve a situation.

C. Policy

To establish productivity standards for activities for Field Staff must be organized, having their assigned equipment in good operational order and their Code manual which is assigned, always available to reference code violations and proper enforcement procedures as depicted in Chapter 8. Additional internal standards include:

Daily Field Activity

1. Field staff must organize their daily activities to complete the maximum number of field activities in a normal workday, e.g. inspections, complaint investigations and other assigned field tasks that are directly related to preventing disease outbreak.
2. Field staff must maintain the quality of field activities while performing assigned

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field tasks.

3. Field staff will minimize the time spent at the office. All Field Staff will leave the office by 9:00 A.M. and will not return before 3:30 P.M. unless approved by a Supervisor. When in the office, field staff will conduct value-added time activities for field activities or assigned projects, and account for this value-added time appropriately.
 - a. Environmental Health Techs must complete any combination of at least five (5) field activities from these categories: complaint investigations, mosquito trapping, or inspection.
 - b. Field Staff must make the initial contact to resolve a high profile complaint within 24 hours; or for routine complaints within 48 hours of the assignment of the complaint.
 - c. Field Staff must enter their Daily Activity Reports within three (3) days of the date of completion.

Monthly Field Activities

1. Environmental Health Specialist must complete within the month of the scheduled inspections all food, housing, and public/semi-public pool inspections listed from the monthly due list generated from the CHFS database. The database will automatically schedule the next routine inspection based on the frequency level of the establishment described in B.6 – Inspection Frequency of this policy. Scheduled inspection that are overdue and those due for the next month will be indicated on this monthly list. Environmental Health Specialist should concentrate of the highest risk establishments with the longest period between their last inspection, doing those first, then moving down to the lower level risk and newer scheduling dates. Monthly inspections of public pools and spas must be completed during the months that they are open and schedule appropriately.
2. If public or athletic pool or spa is not operating in the month of its scheduled inspection date; the inspection must be rescheduled for the next month or for the first month in which the pool or spa will operate.

D. Procedure

1. Environmental Health Specialist will print the list of monthly inspections that are due from the CHFS database and receive assignments from supervisory staff.
2. Environmental Health Techs will receive assignments from supervisory staff.
3. Environmental Health Supervisors will make assignments to Environmental Health Specialist and Environmental Health Techs, and provide assistance

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with prioritizing field activities.

4. Supervisory staff will monitor Environmental Health Specialist and Environmental Health Tech's field activities and address performance issues.

E. Public Notification

The Delegation Agreement with the Arizona Department of Health Services and Pima County Health Department requires that all Food Service inspections are readily available to the public. A copy of the inspection report or investigative process must be provided to the owner/manager at the completion of the inspection or electronically submitted to them, if no operator is present, a copy of the report will be electronically submitted or mailed depending on the operator's ability to receive reports.

1. Once the inspection is completed and the information is entered into the computer by the EHS or EHT (non-Registered Sanitarians work is reviewed by a Supervisor and signed off on), the inspection is now a public record.
2. The food service inspections (fixed food establishments only – excludes mobile food and special event inspections) are automatically placed on the County's website within the Public Health Department – Consumer Health & Food Safety program. <http://www.pima.gov/restaurantratings/> . The public can search for information in the following ways:
 - a. Search by Establishment Name – this will provide the viewer a list of establishment with that name from which they can select an individual establishment to see the results of their last inspection. If the name is highlighted and underlined they have at least one critical violation scoring a "G" – Good, "N"-Needs Improvement or a "P" – Provisional. For further information the viewer can click on the highlighted name and a list of critical violations by number and definition will appear. Excellent Establishments are not highlighted because no critical violations were noted at the time of the last inspection.
 - b. Search by First Letter – This allows the viewer to do the same search as above but by only typing in the first letter of the establishment name. In the case of an establishment starting with a number the viewer would type in the first number.
 - c. Searching by Establishment Rating – the viewer can select a rating type through a drop down menu and then select the month and year that they would like to search. All establishments with that rating type will populate the screen after the viewer hits submit.
3. Other non-food and mobile, special event food inspections can be viewed by filing a public records request. PublicRecords@pima.gov
4. Public Records Request and Cost Recovery will follow the County Administrative Procedures Number 4-4 (attached)

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5. Monthly the Department list the records of the establishments inspected as part of their monthly reports which is found on the Consumer Health & Food Safety page.
<https://www.webcms.pima.gov/cms/One.aspx?portalId=169&pageId=160684>
6. Annually the Department provides ADHS an annual report as part of the Delegation Agreement (named in the agreement as Appendix C). This report breaks out the number of inspections, investigations, foodborne illness assessments and the number of inspection staff assigned to the Food Program.