

Inspection Program Webinar

Food Service and Lodging



SOUTH DAKOTA
DEPARTMENT OF HEALTH

Live audio and video courtesy SDPB: <http://www.sdpb.org/live/>

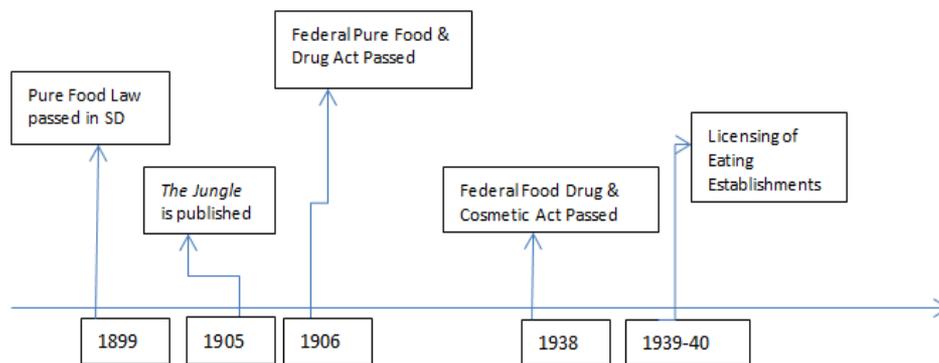
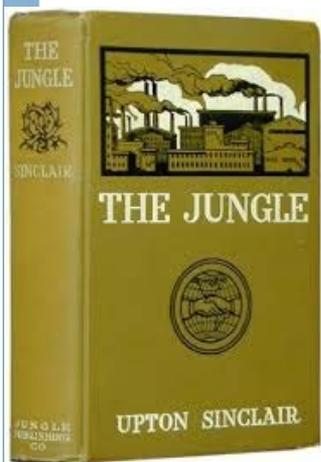
E-mail questions to: PHPRinfo@state.sd.us

Call in line with questions: 605-773-4945

Webinar and other info archived at: <http://doh.sd.gov/food>

History & Purpose

In 1905 Upton Sinclair wrote *The Jungle* and exposed the appalling working conditions in the meat-packing industry. His description of diseased, rotten, and contaminated meat that was packaged and put up for sale shocked and outraged the general public. The meat industry took severe economic losses as a result. Public demand for increased health and safety measures grew which led to the passage of several food and drug laws at the Federal levels. The laws were enacted in an effort to curb the spread of disease, prevent poisonings and improve sanitation.



In 1940 the US Public Health Service published the *Ordinance and Code Regulating Eating and Drinking Establishments*. Significant improvement of sanitary conditions at these establishments were realized as States and local health jurisdictions across the country began adopting these codes.

History & Purpose

The food and lodging service industries are two of the largest industries in the US and exceeded \$1 Trillion in sales in in 2013. According to several recent studies the country's food supply is among the safest in the world. A strong cooperative relationship between industry and regulatory agencies are important not only to safeguard the public but for continued industry growth as well.



Ultimately the broad purpose of any food and lodging inspection programs are to protect the health and safety of the consumer. They are designed to protect the food supply, prevent illness, and help assure safe and sanitary accommodations are available to the public. As microorganisms evolve and new data on safety emerges the programs are reviewed and scientifically tested for effectiveness. The programs also provide a forum to which public feedback can be conveyed back to the industry. All this is performed with relatively minimal regulatory oversight.

Inspection Process - Licensing

With few exceptions, offering food and lodging to the general public are licensed and regulated by the State of SD. The owner of a food or lodging establishment shall contact the Department of Health prior to operation to determine if the minimum code requirements have been met.



Once it has been determined an establishment has met the minimum requirements and has passed an initial pre-operational inspection by the Dept. of Health (DOH) a State Food Service or State Lodging license may be issued.

SOUTH DAKOTA DEPARTMENT OF HEALTH FOOD LICENSE APPLICATION

PLEASE TYPE OR PRINT IN INK THE FOLLOWING INFORMATION (Fill in all boxes) CHECK THOSE ITEMS THAT APPLY

ESTABLISHMENT NAME		LIST PREVIOUS ESTABLISHMENT NAME		OLD LIC. #
CORPORATION/OWNER NAME		CORPORATE CONTACT / PHONE	ESTABLISHMENT PHONE	CELL PHONE
ESTABLISHMENT PHYSICAL ADDRESS (NO PO BOX #'S)			CITY	STATE ZIP
MAILING ADDRESS (IF DIFFERENT THAN PHYSICAL ADDRESS)			CITY	STATE ZIP
IF RURAL LOCATION, GIVE DIRECTIONS FROM NEAREST CITY			EMAIL ADDRESS	
CERTIFIED FOOD SERVICE MANAGER		CERTIFICATE ID #	DATE CERTIFIED	
APPLICATION IS FOR: <input type="checkbox"/> NEW BUSINESS <input type="checkbox"/> CHANGE OF OWNERSHIP	SEASONAL: <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Dates Open From: _____ to: _____	PROPOSED OPENING DATE	WATER SUPPLY <input type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Rural	SEWER SYSTEM <input type="checkbox"/> Public <input type="checkbox"/> Private
SECTION 1: FOOD SERVICE – Type of Business (Choose One) <input type="checkbox"/>				
<input type="checkbox"/> 10 Food Service Establishment <input type="checkbox"/> 23 Other <input type="checkbox"/> 51 Limited Menu Mobile Food <input type="checkbox"/> 8 Drive-in or Carry-out <input type="checkbox"/> 21 Mobile Food Service <input type="checkbox"/> 52 Non-Profit <input type="checkbox"/> 11 Food Service/Bakery <input type="checkbox"/> 6 Convenience Store <input type="checkbox"/> 9 Food and Beer or Liquor <input type="checkbox"/> 4 Catering				
SECTION 2: LICENSING FEES – Choose the Appropriate Information				
	FULL YEAR FEE: Jan 1 – Dec 31	HALF YEAR FEE: *July 1 – Dec 31		FEE TOTAL Complete all that apply
Seating Fee: 0 1 – 50 51 – 100 101 or more Mobile Food Service & Limited Menu Mobile Food	<input type="checkbox"/> \$ 90.00 <input type="checkbox"/> \$120.00 <input type="checkbox"/> \$180.00 <input type="checkbox"/> \$225.00 <input type="checkbox"/> \$ 38.00	<input type="checkbox"/> \$45.00 <input type="checkbox"/> \$60.00 <input type="checkbox"/> \$90.00 <input type="checkbox"/> \$112.50 <input type="checkbox"/> \$19.00	Seating Capacity: _____	<input type="text"/>
Inspection Fee: <i>See Reverse Side For Explanation</i>	<input type="checkbox"/> \$50.00	<input type="checkbox"/> \$25.00		<input type="text"/>
Initial License Fee: <i>See Reverse Side For Explanation</i>	<input type="checkbox"/> \$100.00	<input type="checkbox"/> \$100.00		<input type="text"/>
<i>Being first duly sworn, I, as the owner or the owner's agent with legal authority to bind the owner, verify that the information contained in this application is true and complete, and I consent to allow inspections of the food service, lodging, or campground establishment by authorized inspectors during normal business hours upon the presentation of identification.</i>				TOTAL ALL FEES ABOVE - THIS IS THE AMOUNT YOU OWE \$ <input type="text"/>

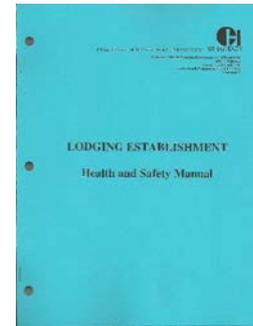
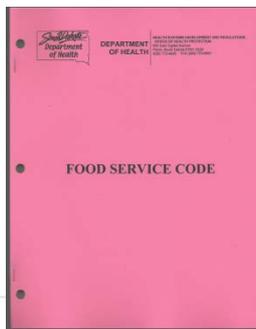
Owner/Agent Signature	Date:
Subscribed and sworn to before me this _____ day of _____, 20____.	(Seal)
Notary Public	My commission expires:

Rev. 06/2009 **APPLICATIONS MUST BE SIGNED AND NOTARIZED TO BE PROCESSED**

Inspection Process - Licensing

Minimum Requirements -Food Service includes:

- Verified safe/adequate water supply
- Approved waste water system
- Adequate plumbing (e.g. hand washing, dish washing, prep sink, bathroom) facilities are provided
- Proper exhaust hood system is installed (if needed)
- General building (e.g. lighting, storage, floor/wall/ceiling) and equipment (e.g. refrigeration) issues are addressed
- Designated Certified Food Manager
- Processing of application/fees



Minimum Requirements -Lodging includes:

- Verified safe/adequate water supply
- Approved waste water system
- Adequate plumbing (e.g. number of bathrooms/showers/sinks) facilities are provided
- General building issues (e.g. lighting, storage, floor/wall/ceiling) and equipment (e.g. laundry) are addressed
- Life safety measures in place (e.g. egress, smoke detector, etc..)
- Processing of application/fees

Inspection Process – Basic Info.

After the initial establishment licensing DOH will contract out the majority of future inspections to the Dept. of Public Safety (DPS). The DPS inspector performs inspections for several State agencies besides DOH including; Dept. of Agriculture, Fire Marshal Office, SD Lottery, Dept. of Education and others.



- DOH staff provides training, reference material, equipment, technical assistance and other support to DPS inspectors through regional advisors.
- DPS is notified of newly licensed establishments and assigns routine inspections to local field staff who have designated territories within the state.
- Each calendar year, two inspections are targeted for each licensed food service establishment and one inspection for each licensed lodging establishment within the jurisdictional areas of the state.
- DOH may also assist in conducting all types of inspection as needed.

Inspection Process – Basic Info.

DEPARTMENT OF HEALTH - FOOD SERVICE INSPECTION				
Name		Owner Name		License #
City		Zip Code	Month	Day Year
Inspector Number		Purpose of Inspection: <input type="checkbox"/> 1-Routine <input type="checkbox"/> 2-Follow-up <input type="checkbox"/> 3-Complaint <input type="checkbox"/> 4-Investigation <input type="checkbox"/> 5-Other		
Weight	Item	Weight	Item	Weight
PERSONNEL		FOOD PROTECTION (Continued)		FOOD EQUIP. & UTENSILS (Cont.)
20 * Wash & Rinse Water: Clean				2

DEPARTMENT OF HEALTH – LODGING ESTABLISHMENT INSPECTION FORM				
Establishment		Owner		License #
Address		City	Zip Code	Inspection #
District #	Month	Day	Year	<input type="checkbox"/> Bed & Breakfast <input type="checkbox"/> Hotel <input type="checkbox"/> Specialty Resort <input type="checkbox"/> Vacation Home
# of Units		<input type="checkbox"/> Public Water Supply <input type="checkbox"/> Private Water Supply <input type="checkbox"/> Rural Water Supply		
Purpose of Inspection: <input type="checkbox"/> Routine <input type="checkbox"/> Follow-up <input type="checkbox"/> Complaint <input type="checkbox"/> Investigation <input type="checkbox"/> Other				
Item	Requirements	Wt.	Item	Requirements
Health		Cleanliness of equipment and utensils		
20 *	Employee Health - Disease Control	4	21 *	Utensils properly sanitized

- **Inspection types:**

- **Routine** – Normal inspection as required by statute.
- **Follow-Up** – Also known as a re-inspection, usually initiated after numerous or severe deficiencies are detailed on the routine inspection and scheduled 60 days after the routine inspection. A requested expedited inspection also falls under this category.
- **Complaint** – An inspection due to possible illness or criticism, usually reported by the consumer to DOH.
- **Investigation** – Inspection usually associated with a foodborne illness outbreak or serious complaint/concern. Usually more in-depth, may be announced or unannounced and may be coordinated with other agencies.
- **Other** – Variety of purposes include; new or unlicensed inspections, training, courtesy or joint inspections, etc...

Inspection Process – Routine Inspection

The DPS inspector determines which establishment he/she will inspect that day based on several factors some of which include; length of time between inspections, other inspections that may be needed in the same locale, and other scheduling concerns.

Inspections are conducted during normal hours of operation. The inspector will carry identification, announce his/her arrival and purpose of visit to the person in charge. The person in charge is encouraged to accompany or ask questions during the inspector's visit. The duration of the inspection may vary from a half an hour to a couple of hours. The length of time may depend upon the size and complexity of the establishment, the number of violations marked or other factors.



Routine inspections are typically made on an unannounced basis to determine that the everyday methods of operation are in compliance with the regulations.

Inspection Process – Routine Inspection

- **Although unannounced the establishment is encouraged to take steps to prepare for an inspection. These steps may include:**

- Periodically training staff on the regulations
- Posting and reviewing previous inspections with staff to help prevent repeat violations and convey the overall importance of the inspection process
- Following a sanitation and maintenance schedule, organizing and/or labeling items in storage
- Having staff perform self audits with a checklist, know and reinforce priorities with staff (e.g. frequent hand washing, maintaining temperatures etc..),
- Provide incentives or recognition for good performance etc...



- **In the interest of protecting the public, inspectors are authorized to:**

- Inspect records
- Take measurements or other readings with assigned equipment
- Obtain samples
- Condemn distressed or adulterated food
- Take photos
- Notify Dept. of Health or other officials of imminent health hazards or other serious concerns



Inspection Process – Routine Inspection

What does the inspector look at?



Food Service - may include:

- Verifying certified food manager status and license information.
- Looking over the menu, records or other documentation.
- Making observations of sanitary conditions of physical surroundings, equipment, employee practices/procedures, etc...
- Checking food and water temperatures, storage conditions, chemical concentrations etc...
- Talking or asking questions of staff members.
- Reviewing changes or renovations.

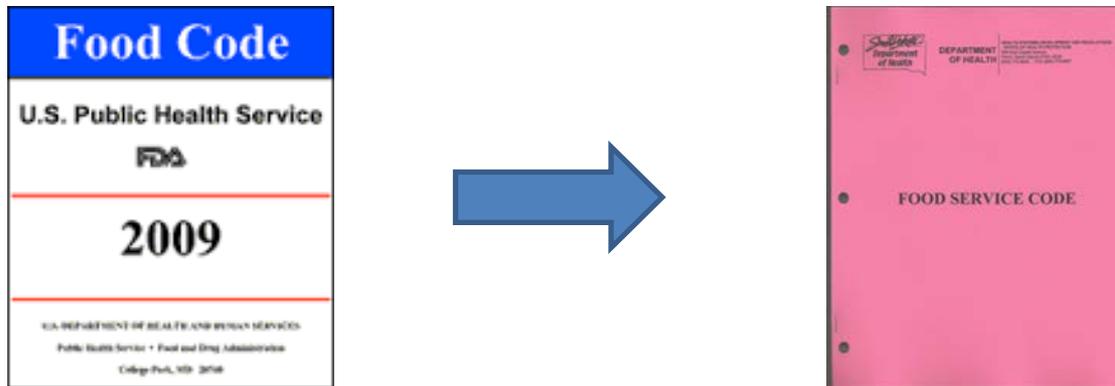
Lodging - may include:

- Verifying license and registration information.
- Looking over pool records or other documentation.
- Making observations of sanitary conditions of lodging units or rooms, equipment, employee practices/procedures, etc...
- Checking water temperatures, storage conditions, testing pool/spa chemical concentrations etc...
- Examining life safety conditions.
- Talking or asking questions of staff members.
- Reviewing changes or renovations.



Inspection Process – Food Service

Food service regulations are detailed in the SD Food Service Code (which is modeled after the FDA Food Code).



The food service inspection is the written report that is provided to the person in charge after the inspection is completed. It is a 44 item inspection form divided into 6 operational categories. Each item carries a point value that when added together total 100.

Inspection Process – Food Service

Critical (shaded gray) **Non-Critical (no shading)**

Examples of critical items may include:

- Poor personal hygiene
- Inadequate cooking
- Improper holding/Time and Temp.
- Food protection from contamination

Examples of non-critical items may include:

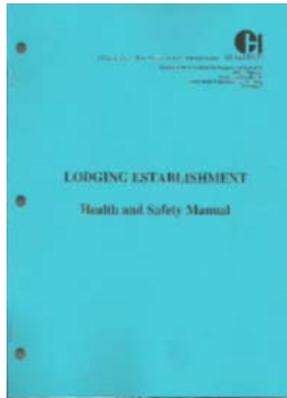
- Environmental cleanliness
- Lighting
- Bathrooms
- Refuse storage

DEPARTMENT OF HEALTH - FOOD SERVICE INSPECTION											
Establishment Name			Owner Name			License #					
Address			City		Zip Code		Month	Day	Year	Inspector Number	
District #:		Purpose of Inspection: <input type="checkbox"/> 1-Routine <input type="checkbox"/> 2-Follow-up <input type="checkbox"/> 3-Complaint <input type="checkbox"/> 4-Investigation <input type="checkbox"/> 5-Other									
Item	Weight	Item	Weight	Item	Weight						
PERSONNEL		FOOD PROTECTION (Continued)			FOOD EQUIP. & UTENSILS (Cont.)						
01 *	4	Person in Charge: Available, knowledgeable, certified manager	15 *	5	29	2	Wash & Rinse Water: Clean, proper temperature, cleaning agent				
02 *	4	Employee Health: Healthy, restrictions & exclusions followed	16 *	5	30 *	4	Sanitization: Method, clean, temp, concentration, exposure time, equipment/utensils sanitized				
03 *	5	Employee Hygiene: Handwashing, good hygienic practices	17	1	31	1	Storage/Handling Clean Equipment & Utensils: Clean dry location, protected				
04	1	Employee Practices: Clean clothes, hair restraints, fingernail maint., jewelry, eating/drinking	18	1	32	1	Single-Use/Single-Service Articles: Proper storage, no-reuse				
FOOD		19			33	1	Linens: Laundered, proper handling, & storage				
05 *	4	Food Source: Approved, safe, unadulterated, approved additives, proper receiving temperature	FOOD EQUIPMENT & UTENSILS			PLUMBING					
FOOD PROTECTION		20			34 *	4	Water Supply: Safe, adequate, tested				
06 *	3	Contamination by Employees: Bare hand contact avoided, single-use gloves and utensils used	21	1	35	1	Plumbing System: Installed, maint.				
07	2	Contamination During Storage: Clean/dry location, protected, covered, original containers, labeled	22			36 *	3	Cross-connection, Backflow prevention, Back siphonage			
		23			37 *	3	Handwashing Lavatories & Supplies: Number, location, accessibility, soap and paper towels provided				

Items which contribute most directly to the health and safety of the consumer receive primary attention.

Inspection Process – Lodging

Lodging regulations are detailed in the SD Lodging Establishment code book. The fire and life safety requirements references codes from the Office of the State Fire Marshal.



The lodging inspection will consist of two written reports that are provided to the person in charge after the inspection is completed. The first report is a 40 item inspection form divided into 20 operational categories. Each item carries a point value when added together total 100. The second report is the fire safety survey which is a 10 item inspection form.

Inspection Process – Lodging

Critical (shaded gray)

Examples of critical items may include:

- Unsanitary toilet and bathing facilities
- Dangerous or unsafe conditions
- Presence or lack of vermin/pest control
- Water recreation facilities not being maintained properly

Non-Critical (no shading)

Examples of non-critical items may include:

- Environmental cleanliness
- Lighting
- Linen Storage
- Refuse storage

DEPARTMENT OF HEALTH – LODGING ESTABLISHMENT INSPECTION FORM									
Establishment					Owner			License #	
Address					City		Zip Code		Inspection #
District #	Month	Day	Year	<input type="checkbox"/> Bed & Breakfast	<input type="checkbox"/> Hotel		# of Units	<input type="checkbox"/> Public Water Supply	<input type="checkbox"/> Private Water Supply
				<input type="checkbox"/> Specialty Resort	<input type="checkbox"/> Vacation Home			<input type="checkbox"/> Rural Water Supply	
Purpose of Inspection: <input type="checkbox"/> Routine <input type="checkbox"/> Follow-up <input type="checkbox"/> Complaint <input type="checkbox"/> Investigation <input type="checkbox"/> Other									
Item	Requirements			Wt.	Item	Requirements			Wt.
Health					Cleanliness of equipment and utensils				
01.*	Employee Health – Disease Control			4	21.*	Utensils properly sanitized			4
02.	Employee Hygiene – Handwashing, clean cloths			1	22.	Properly stored, wrapped, sealed			2
Water Supply					Single service items				
03.*	Adequate and Safe			4	23.	Stored, handled, and properly dispensed			2
04.	Water sample submitted			2	Bedding and linen				
Ice					24.	Clean and good repair, stored properly, dried			2
05.	Proper dispensing, Clean and sanitary			2	Housekeeping				
06.	Ice making equipment has air gap/break			2	25.	Premises neat, clean, and free from litter			3
Toilet and bathing facilities					26.*	Approved cleaners, sanitizers, stored, labeled			4
07.*	Clean and sanitary, good repair			4	Hazardous conditions				
08.	Non-slip surface in bathtub or shower			2	27.*	Dangerous or unsafe conditions			4
09.	Toilet, lavatory, bathroom fixture ratio			2	Water recreation facilities				
10.	Soap, toilet tissue, and clean linen provided			2	28.	Clean, good repair, safety equipment, daily log			3

Items which contribute most directly to health and safety of the consumer receive primary attention.



Inspection Process – Lodging

Fire Safety Survey

- Fire Safety Survey is specific to each type of lodging
- No direct point value
- Serious violations may be debited under item #27-Hazardous Conditions

FIRE SAFETY SURVEY – HOTEL LODGING							
Establishment Name			Owner Name			License #	
Address		City	Zip Code	Month	Day	Year	Inspector Number
<p>Review each item identified below, indicate whether the item is satisfactory, unsatisfactory, or not applicable. Explain each item marked as unsatisfactory in the comments section following the checklist.</p> <p>Note: Survey items that pertain only to facilities comprised of separate lodging structures are indicated with an asterisk (*).</p>							
Description/Identification of Survey Item				SAT	UNS	N/A	
1. Building exits may not be obstructed in any manner. *							
2. Each floor level of the building serving an occupant load of 11 or more must have access to at least two separate and remote exits. *							
3. Exit doors may not be locked; exit doors must be openable without the use of a key, tool, or any special knowledge or effort.							
4. The means of egress shall be illuminated at all times the building is occupied. Emergency lighting must be maintained in operable condition.							
5. Exits and exit access doors shall be marked by an approved exit signage. Exit signs must be illuminated or of an approved self-luminous type. *							
6. Basements and sleeping rooms <u>below</u> the fourth story of facilities constructed after July 13, 1992 shall be provided with one exterior emergency escape and rescue opening.(Egress) <i>Exceptions: buildings provided with fire sprinkler protection throughout; sleeping rooms having an exit door leading directly to the outside; sleeping rooms provided with a door to a fire-rated corridor having access to two remote exits in opposite directions. Opening size - 5.7 square feet area, minimum</i>							

Inspection Process – Routine Inspection

Once the inspection is completed the inspector will conduct an exit conference with the person in charge. The inspector will attempt to:

- Conduct the conference in private area.
- Review findings, provide specific examples of any violations, indicate what the requirement is or identify the code reference, provide guidance to prevent repeat violation(s).
- Help resolve any misinterpretation of the findings. Note: Disagreements with any findings are best resolved at this juncture since inspection scores/comments are rarely altered once the inspection is over. It is important to realize that inspections are considered to be a reflection of conditions at that point in time.
- Indicate a timeframe for the operator to take corrective action on critical items.
- Obtain a signature when possible to acknowledge that an inspection has been performed and reviewed.
- Provide a hard copy of inspection to establishment.
- Submit inspection to DOH.



Inspection Process – Routine Inspection

The person in charge (owner/manager) may:

- Contact DOH administration with any unresolved or disputed inspection findings.
- Contact DOH to request an expedited inspection of an establishment if the last routine inspection score is between 80-89. The expedited inspection will be scheduled and once performed the establishment will be billed the \$100 fee required by statute.



Once the inspection is finished, the form is submitted to DOH for filing and uploaded to the DOH website for public consumption. Currently, the two most recent inspection scores are made available on the website however soon the full inspection (scores and comments) will be accessible.

Inspection Process - **Failed** Routine Inspection

A low score, several critical violations, or even one serious or unsafe condition reported on the routine inspection may generate additional examination by DOH.

NOTICE



Each instance is reviewed on a case by case basis by DOH administration. If a licensed establishment is not being operated and/or maintained in a manner required by the provisions of the code then a 60-day follow up inspection may be issued. A letter notifying the establishment of the reason for the follow-up inspection and the approximate date of the follow-up will be sent to the license holder.

Inspection Process - **Failed** Follow-Up Inspection

If the inspector finds upon re-inspection that no significant improvement has been made or the establishment is still not being conducted, operated, and maintained in a manner required by the provisions of the code then DOH administration and legal counsel will evaluate the situation to determine what (if any) additional action to take on an establishment. Case information, history, and other relevant considerations are reviewed to help chart a course of action.



The course of action can vary; all the way from revocation of a license to no action at all. Steps in between may include; suspension of license, joint agreement, initiation of a legal hearing, further investigation by either DPS or DOH, and so on...



DOH will make every reasonable effort to arrange a fair and equitable resolution for any corrective action(s) that may be required of an establishment. Ultimately the goal is to resolve issues that may be detrimental to the general public.



Inspection Process - Inspectors

Inspectors vary in experience, background, personality, and other qualities. DOH strives to instill the following principles with all inspectors:

- Always maintain a professional and courteous manner.
- Primarily focus the inspection critical violations or on risk factors that contribute to foodborne illness in the case of food service inspections or life safety and health issues in the case of lodging inspections.
- Keep a fair and impartial approach to the process and the establishment - avoid “gotcha” or trivial type situations.
- Educate and inform operators of best practices that are proven to reduce health and safety concerns .
- Listen to operators and maintain an approachable manner help create a positive dialog.



Inspection Program - Conclusion

This presentation was intended to inform and educate all parties that may be involved with the DOH inspection program. It is hoped that with an increase in knowledge and awareness a mutual respect and appreciation can be achieved resulting in a safe and healthy environment for everyone.



South Dakota
GREAT PLACES. GREAT PLACES.



DOH Information

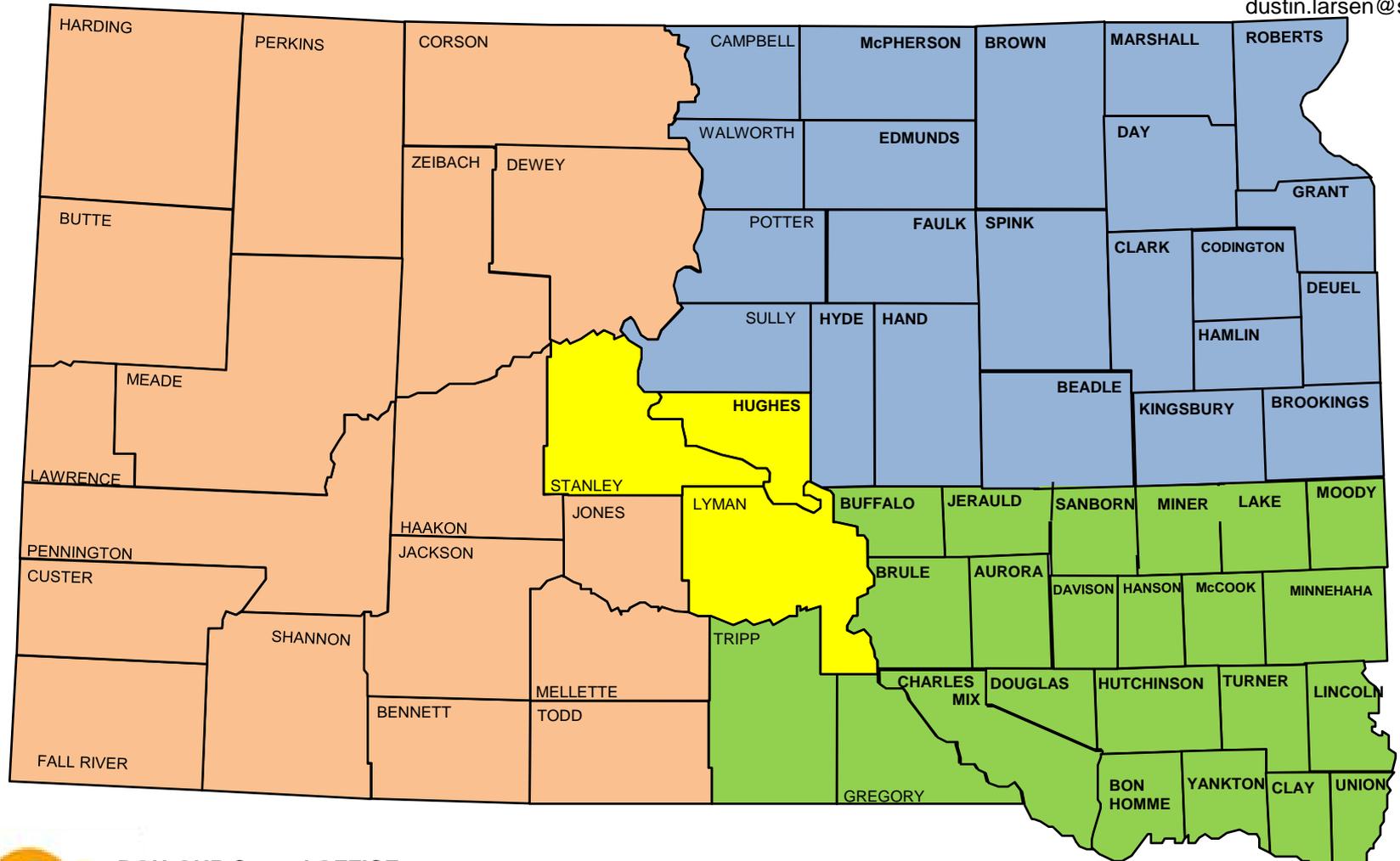
- DOH is available for any comments, questions or concerns that establishments or consumers may wish to discuss.
- DOH will do our best to provide training materials, guidance or assistance when requested.
- Please visit the DOH website at doh.sd.gov for more information or contact the local DOH advisor in the area which you live.

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DOH ADVISOR REGIONS

HEALTH



Questions?

- Several questions submitted early via the PHPRinfo@state.sd.us email box
- Others via: 605-773-4945

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SOUTH DAKOTA
DEPARTMENT OF HEALTH

Thank you for participating.

Today's webinar will be archived at: <http://doh.sd.gov/food>