

Changing Employee Behavior

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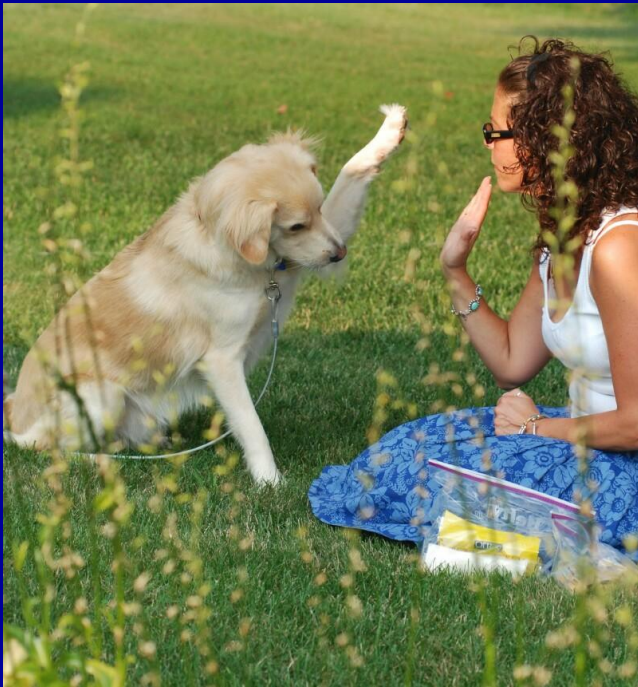
CASA & FDA Seminar

May 18, 2011

A Good Food Safety Culture

1. Know the risks associated with the foods they handle and how those should be managed
2. Dedicate resources to evaluate supplier practices
3. Stay up-to-date on emerging food safety issues
4. Foster a value system within the organization that focuses on avoiding illnesses
5. ***Communicate compelling and relevant messages about risk reduction activities, and empower others to put them into practice***
6. Promote effective food safety systems before an incident occurs
7. Don't blame customers, including commercial buyers and consumers, when illnesses are linked to their products

Training Approaches



- Incentive programs
- “Show and tell” tips

Incentive Program - Contests

- NRA Food Safety Month
 - Handwashing competition
 - Cross-contamination poster contest



Embrace Partnerships

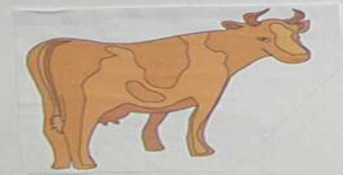
- Prize money and award plaques
 - Vendors
 - Restaurant headquarters
- Judges
 - Arlington County Health Dept
 - Fairfax County Health Dept
 - Foodsense, Inc.

GET ON BOARD

Use the
right
board!



COOKED OVER RAW



**Come To Cleaner Pastures
Avoid Cross Contamination
Country, Always GERM FREE**



R.I.P.
Dirty Hands

R.I.P.
Pork and Chicken
2 Hours

R.I.P.
Seafood and Beef

R.I.P.
Raw and Cooked Chicken

R.I.P.
Dirty Cutting Boards

R.I.P.
Chicken Entered the "Danger Zone" And Never Returned

THINK BEFORE YOU PLATE....

Did I refrigerate all raw meat, poultry, and seafood in sealed containers to avoid contaminating other foods with their raw juices?

Did I use one cutting board for fresh fruits and vegetables and another for all raw meat, poultry, and seafood?

Did I wash my hands with soap and hot water before and after handling food, *especially* after using the restroom or smoking?

Did I marinate food in the refrigerator and not on the counter and boil any marinades before reusing?

Did I sanitize all cutting boards, plates, counter areas and utensils before using again with other food items?

Did I place cooked food back on the plate that previously held raw food, or did I use a clean plate?



DON'T CROSS-CONTAMINATE!

Incentive Program - Report Card



- Monthly/Quarterly Report Card
 - Food safety goals impact inspection scores
 - Inspection scores impact bonus

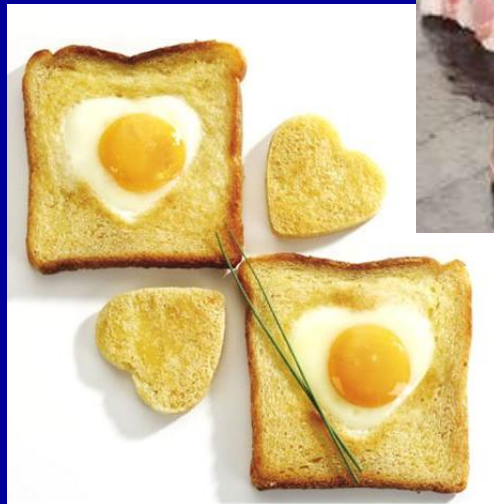
Incentive Program - Reward Points

KITCHEN EXCELLENCE					
Cook's Checkout	AM	PM	Employee Performance	AM	PM
Clean cooler, freezer, ice cream chest (1 pt)			Punctual and ready for service; timely checkout (1 pt)		
Restock station, return portions to cooler (1 pt)			Productivity & efficiency (1 pt)		
Clean zone, walk-in, sweep & mop, return all utensils (1 pt)			Perfect line check – prep exact amount, label/sign (1 pt)		
Clean handsink, fill soap dispenser, refill towels (1 pt)			Sanitation & cleanliness (1 pt)		
Clean and sanitize salad sink and shelves (1 pt)			Teamwork & attitude (1 pt)		
AM Employee: _____ Total points			AM Employee: _____ Total points		
PM Employee: _____ Total points			PM Employee: _____ Total points		

“Show and Tell” Tips

- Food safety in the news
- Seasonal food safety concerns
- Visual aids
 - Talking toilet and Glo-Germ
 - Flashcards
 - Pocket Cards
 - “Big 5” Mneumonic

Flashcards



The “Big 5” Mneumonic - SSEHN

- **S**end – *Salmonella*
- **S**ick – *Shigella*
- **E**mployees – *E. coli*
- **H**ome – Hepatitis A
- **N**ow – Noro virus

