

# Scott County Health Department Environmental Health Services

Food, Hotel/Motel, and Vending  
Fiscal Year 2017 Annual Report



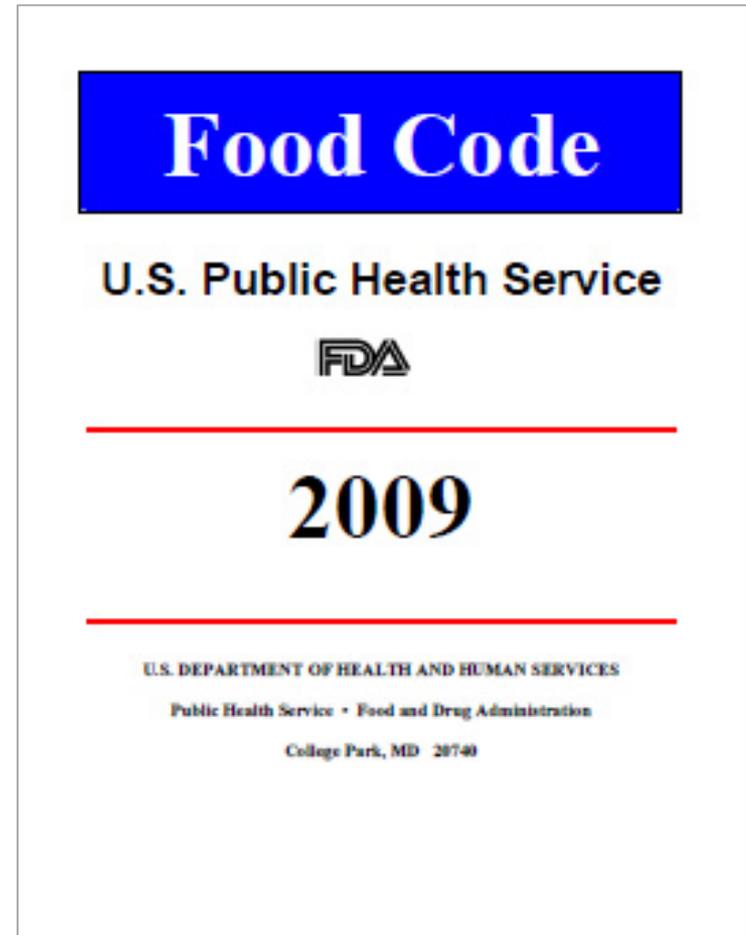
# Food Inspection Program Overview

The Environmental Health service area of the Scott County Health Department is comprised of the Environmental Health Coordinator, a Resource Assistant, and 7 Environmental Health Specialists, 3 of which are primarily responsible for conducting inspections for the Food Inspection Program.

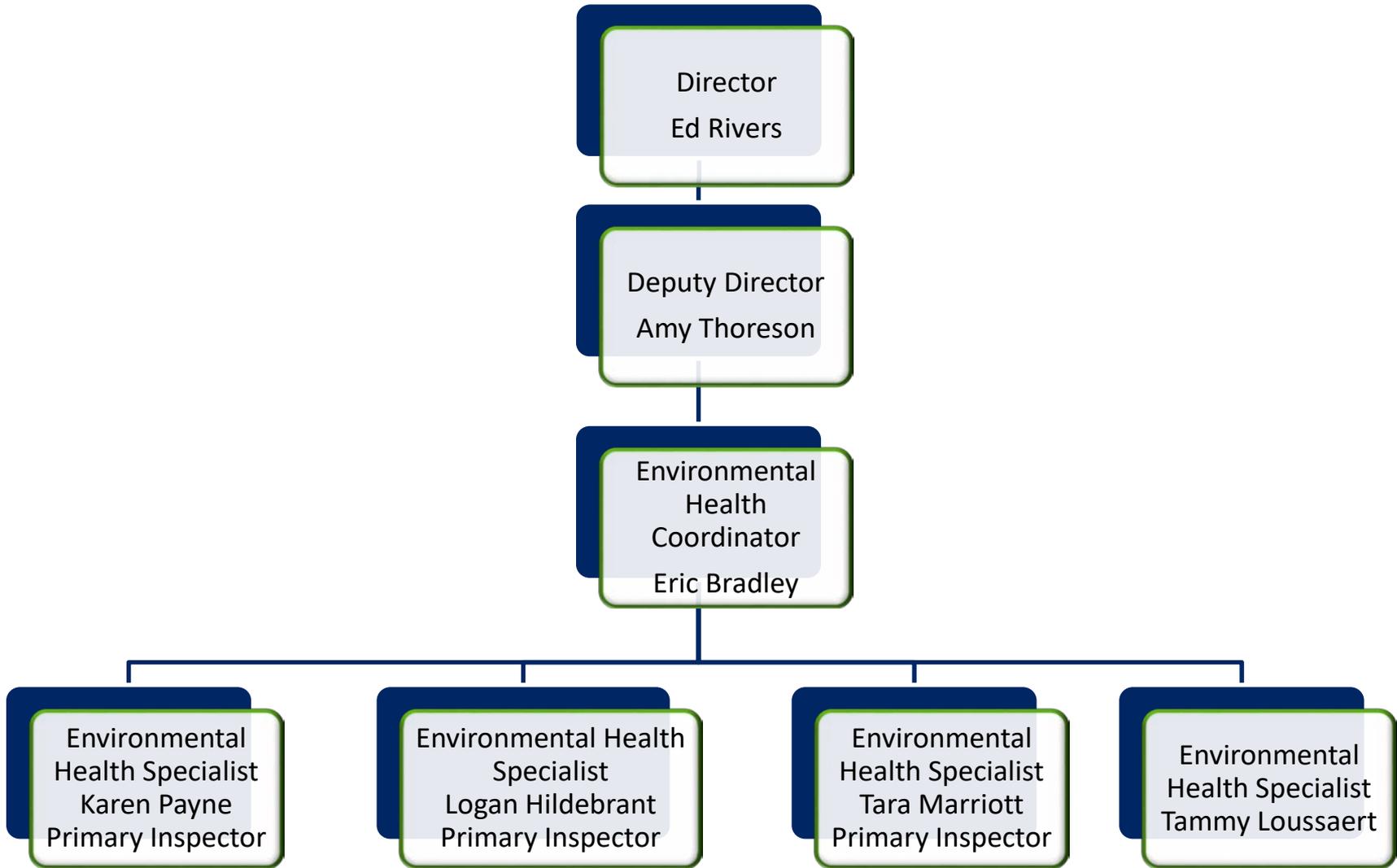
The goal of the Food Inspection Program is to protect the public from injury and/or illness by assuring that food establishments are in compliance with the Iowa Food Code. The Scott County Health Department is contracted by the Iowa Department of Inspections and Appeals to provide these services in Scott County.

All food service establishments that sell or serve food to the public must obtain a license and comply with the 2009 Iowa Food Code and the Iowa Administrative Code.

The 2009 Iowa Food Code is adopted from the FDA 2009 model code. The Food Code is based on scientifically developed factors focusing on public health and the prevention of food borne illness.



# Organizational Chart



# Food Inspection Program

The Scott County Health Department inspects food service establishments, retail food establishments, mobile units, farmers market stands, vending machines, and temporary food vendors.

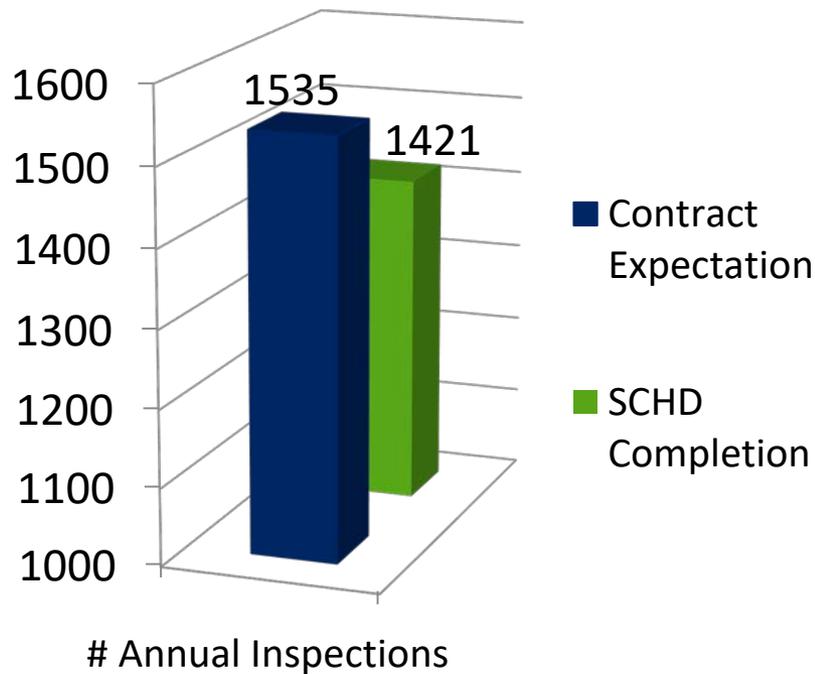
The department also investigates reports of food-borne illness, investigates complaints of food establishments, and provides education on safe food preparation to assure that food facilities meet the requirements of the Iowa Food Code and the Iowa Administrative Rules.



# Potential Outcomes of Inspections



# Annual Food Establishment Inspections in 2017

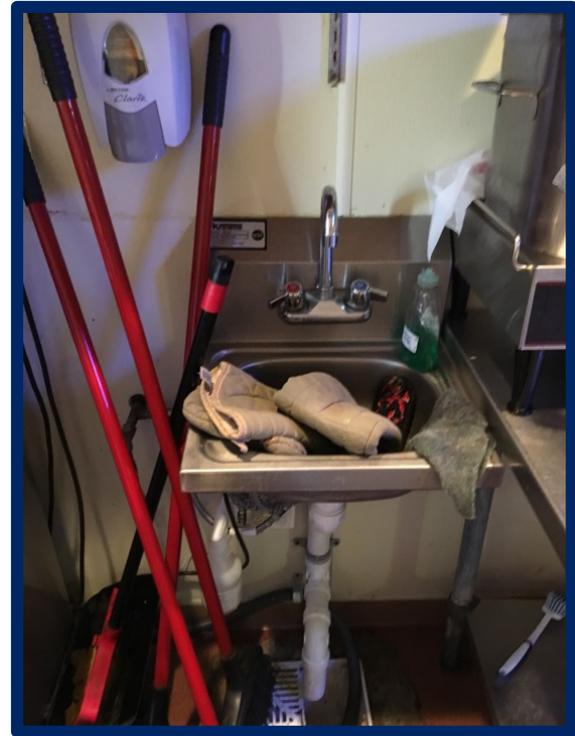


**93% of food service establishments in Scott County received an annual inspection, meeting contract expectations.**

**Due to staff shortages and training of new staff, the food inspection team was unable to meet 100% compliance.**

# Most Commonly Received Complaints

- General facility sanitation concerns
- Illness complaints



# Ensuring Compliance with Food Code

Upon the Scott County Health Department receiving a complaint, an Environmental Health Specialist is assigned to investigate the complaint at the earliest possible time, but under normal circumstances, within 48 hours. If it is a possible foodborne illness complaint, then the complaint shall be investigated within 24 hours.

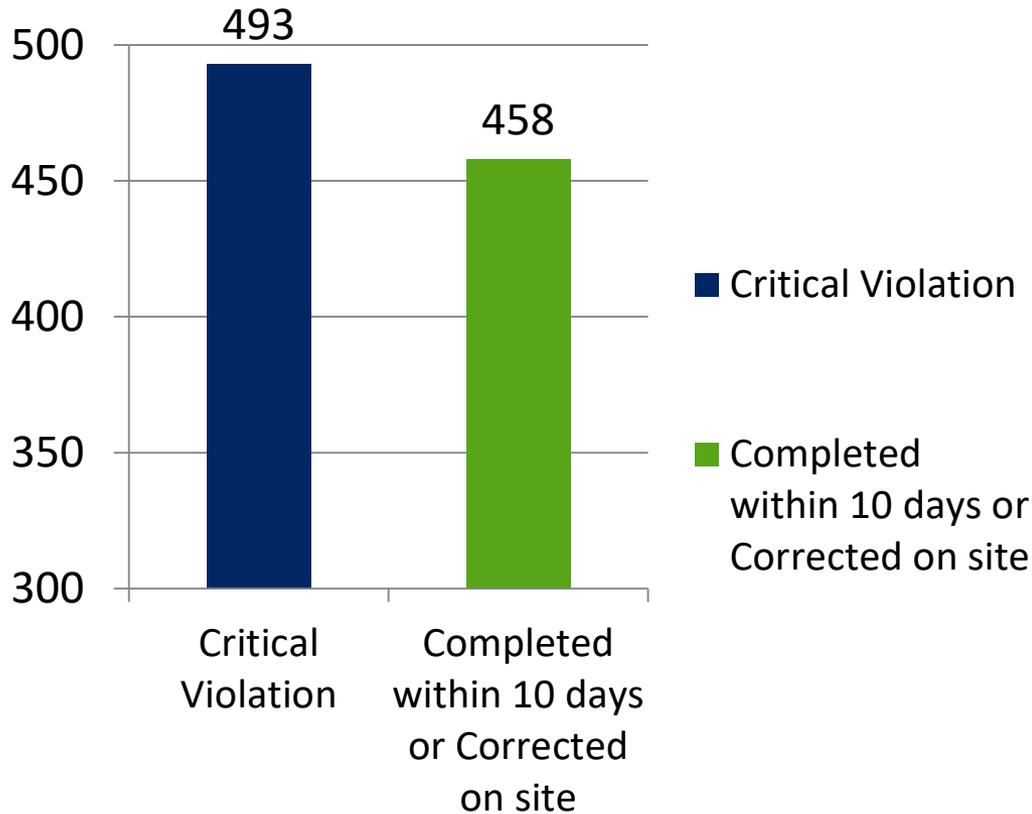
- All complaints will be investigated.
- A complainant's name is always kept confidential.
- If the complaint is not immediately corrected or cannot be immediately resolved, a follow-up visit will be needed before the next routine inspection is conducted.

If at the time of any inspection, routine, follow-up, or complaint, conditions are such that the Environmental Health Specialist believes that operations should not continue due to critical violations that could cause food to become unsafe, the following action(s) may occur:

- The establishment may be closed until such time all violations are corrected.
- Owner's conferences may be held with the owner of the establishment.

# Ensuring Compliance With Food Code

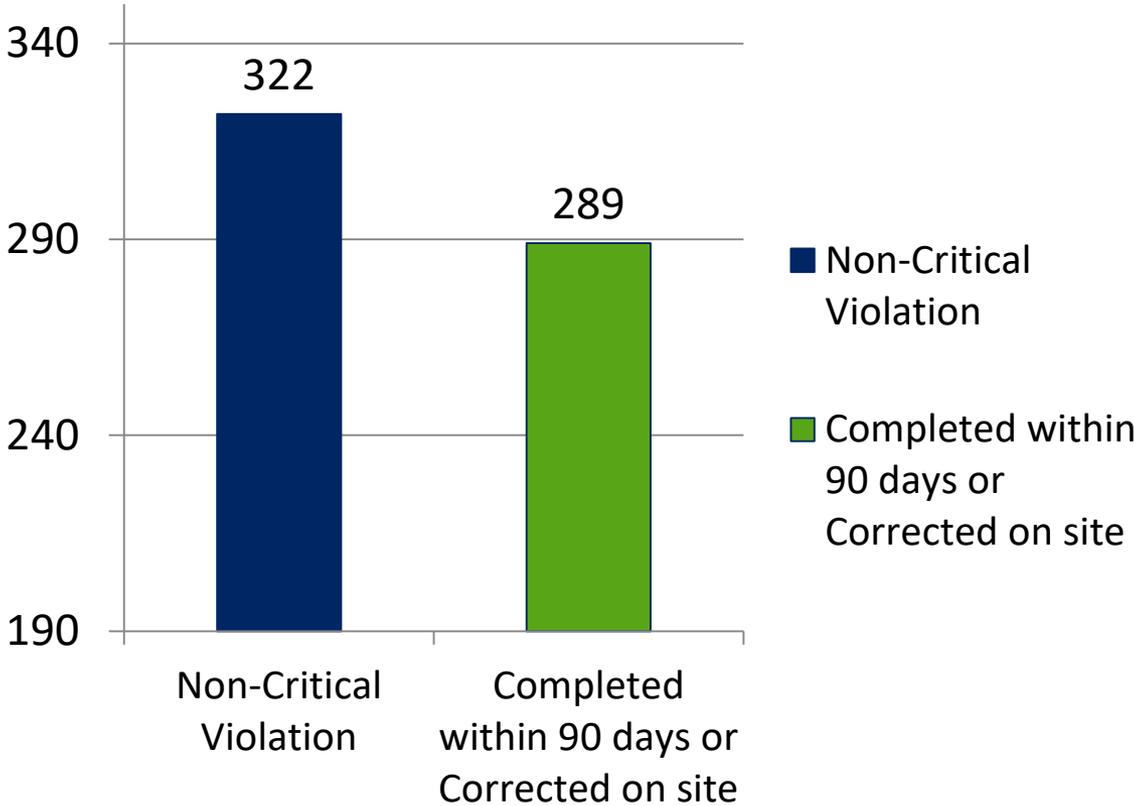
## Re-inspections With Critical Violations



**93% of critical violation re-inspections were completed within 10 days of the date of inspection.**

# Ensuring Compliance With Food Code

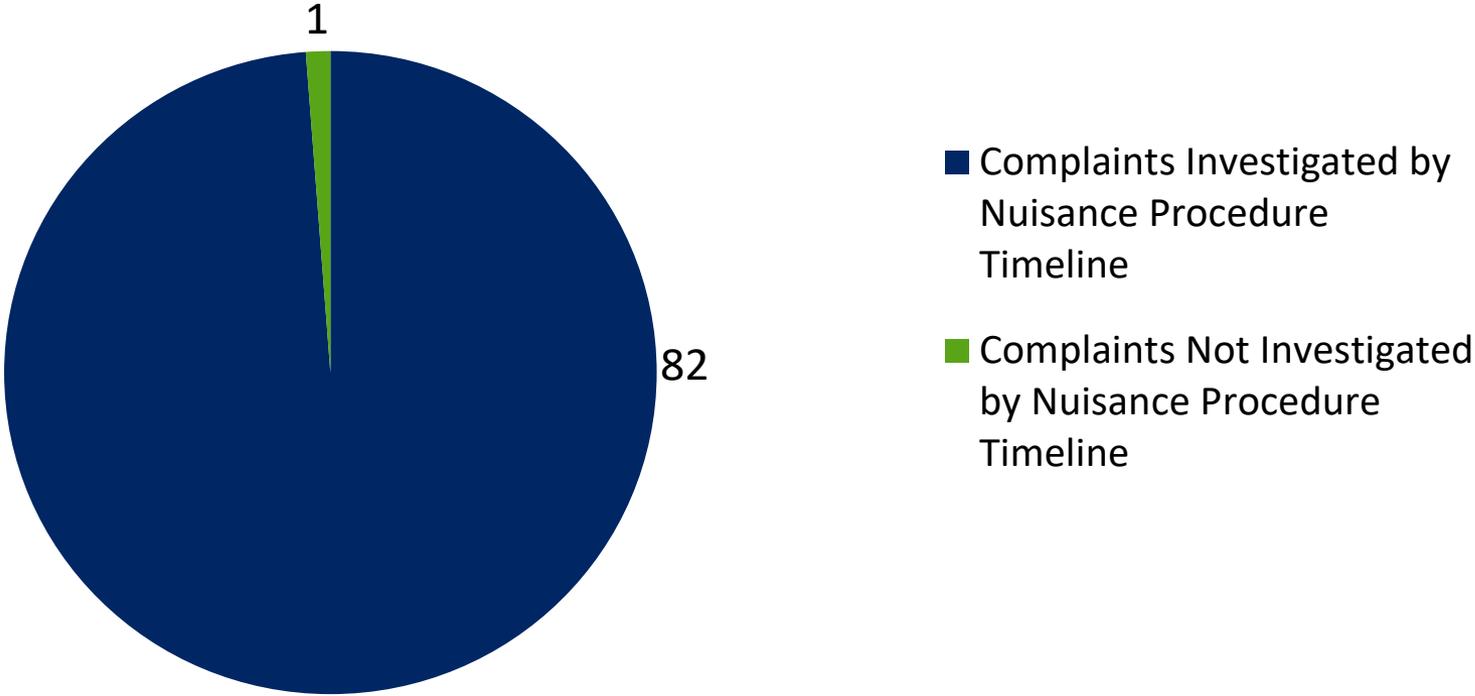
## Re-inspections with Non-Critical Violations



**90% of non-critical violation re-inspections were completed within 90 days.**

# Ensuring Compliance With Food Code

99% of complaints were investigated to determine whether they were justified within timelines established by the SCHED Nuisance Procedure.



# Compliance

- Chain restaurants are noted to have a quick response in correcting observed violations (possibly due to corporate oversight, financial resources, less complex food processes)
- Facilities where communication barriers or cultural differences are represented tend to be slower to correct violations
- Local, family-owned restaurants with no oversight and limited financial resources tend to have more compliance issues

# Enforcement

- During FY17, there were a total of 20 food establishment closures:

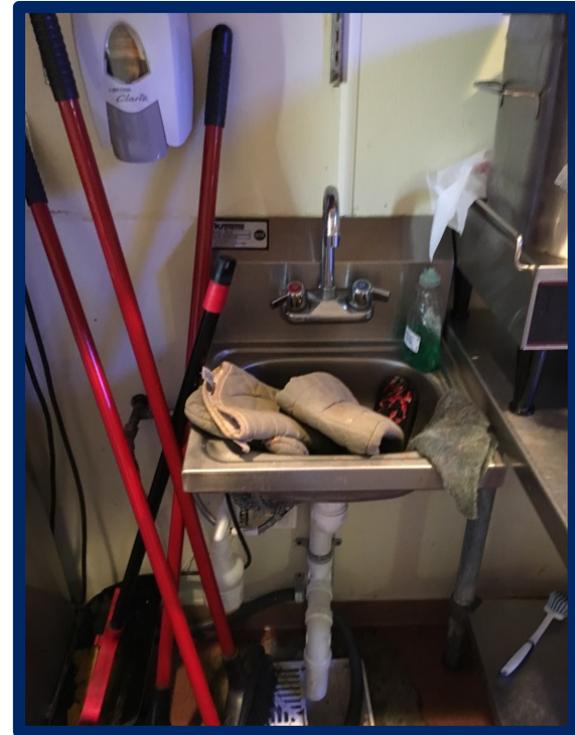
3 – Sewage back-up	2 – Tornado
3 – No hot water	1 – Sanitation
1 – Numerous violations	1 – Non-compliance with re-inspection procedure
5 – Fire	4 – Non-payment

# Enforcement

- If at the time of any inspection (routine, follow-up, complaint) condition are such that staff believe operations should not continue due to an imminent health hazard, the following action(s) may occur:
  - The establishment may be closed until such time all violations are corrected
  - Owner's conference may be held with the owner of the establishment
  - The City Clerk in the appropriate city, or County Auditor's Office for establishments outside of city boundaries, may be contacted to hold up the approval of the liquor license until the establishment is in compliance

# Most Commonly Observed Food Code Violations

- Hand washing sinks properly supplied and accessible
- Proper cold holding temperatures
- Proper eating, tasting, drinking, or tobacco use
- Food separated and protected (Cross Contamination and Environmental)
- Food contact surfaces: cleaned and sanitized



**Inaccessible Hand Sink**

# Patterns in Non-Compliance, Complaints, and Enforcement

- More food code violations observed when facility has experienced a change in management/turnover of staff



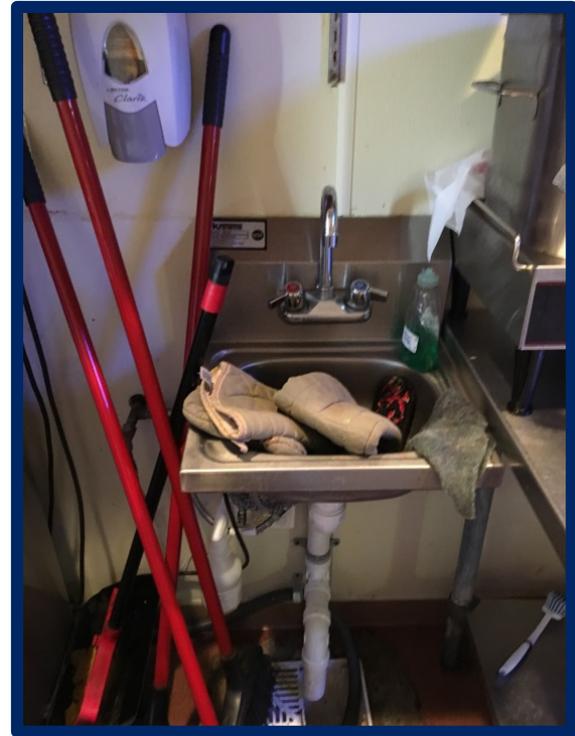
# Patterns in Non-Compliance, Complaints, and Enforcement

- FY15-FY17: Frequency of complaints for foodborne illness, general facility sanitation, and pest control have increased

Complaints	FY15	FY16	FY17
Foodborne Illness	6	14	18
General Facility Sanitation	1	4	15
Pest Control	2	6	7

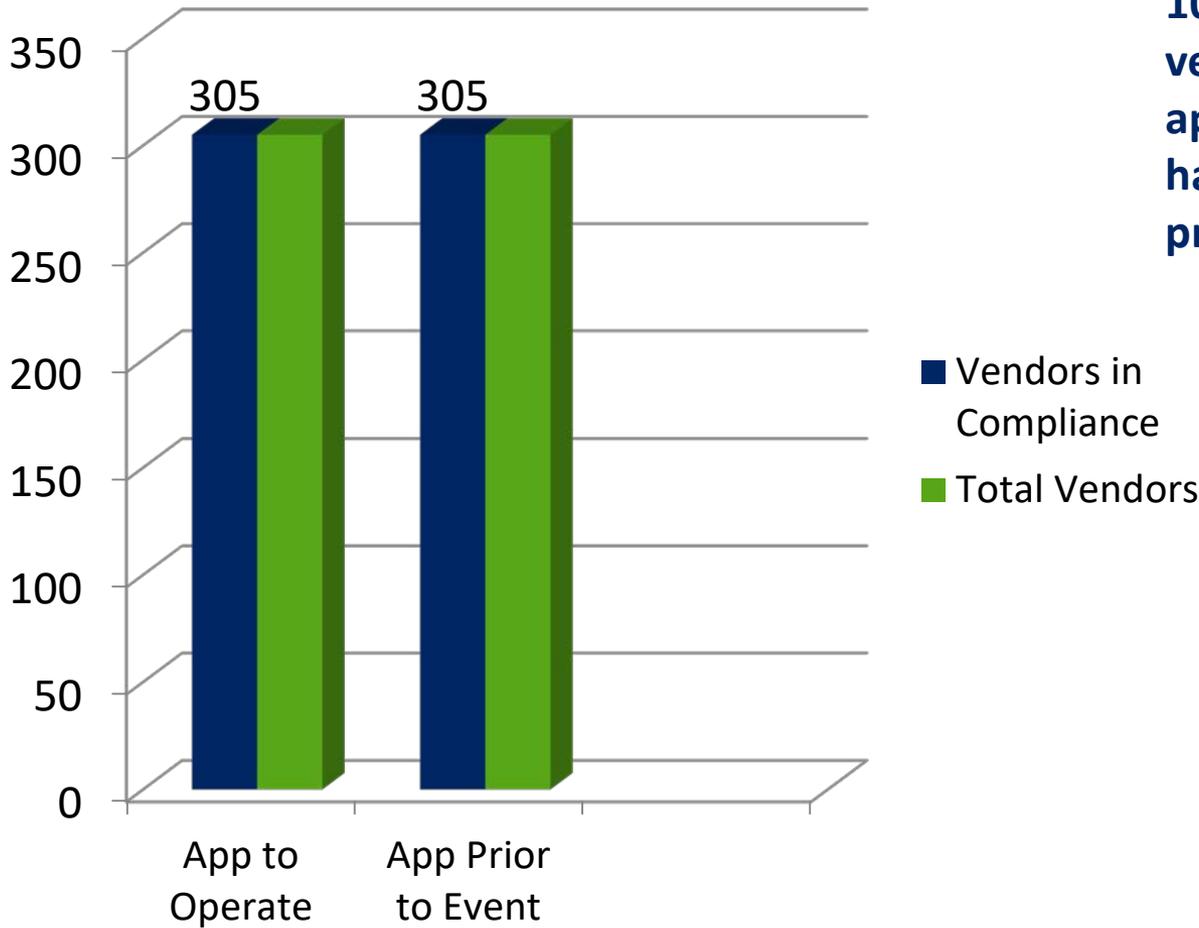
# Trends in Non-Compliance, Complaints, and Enforcement

- FY15-FY17: Frequency of foodborne illness complaints has been the lowest during summer months of June – August
- FY15-FY17: Frequency of foodborne illness complaints has been highest during winter months (December – February)\*



*\*trend may be related to increase in overall illness that the public then attributes to foodborne illness*

# Temporary Vendor Compliance



**100% of temporary food vendors submitted an application to operate and had their license in place prior to the event.**



# Mobile Food Facilities

The Scott County Health Department is required to inspect every mobile unit in Scott County each year. Standard inspections are conducted at the time each unit is licensed and additionally, any time they are operating in our jurisdiction in conjunction with events throughout the year.

Mobile units vary in their sizes and capabilities.



Push Cart



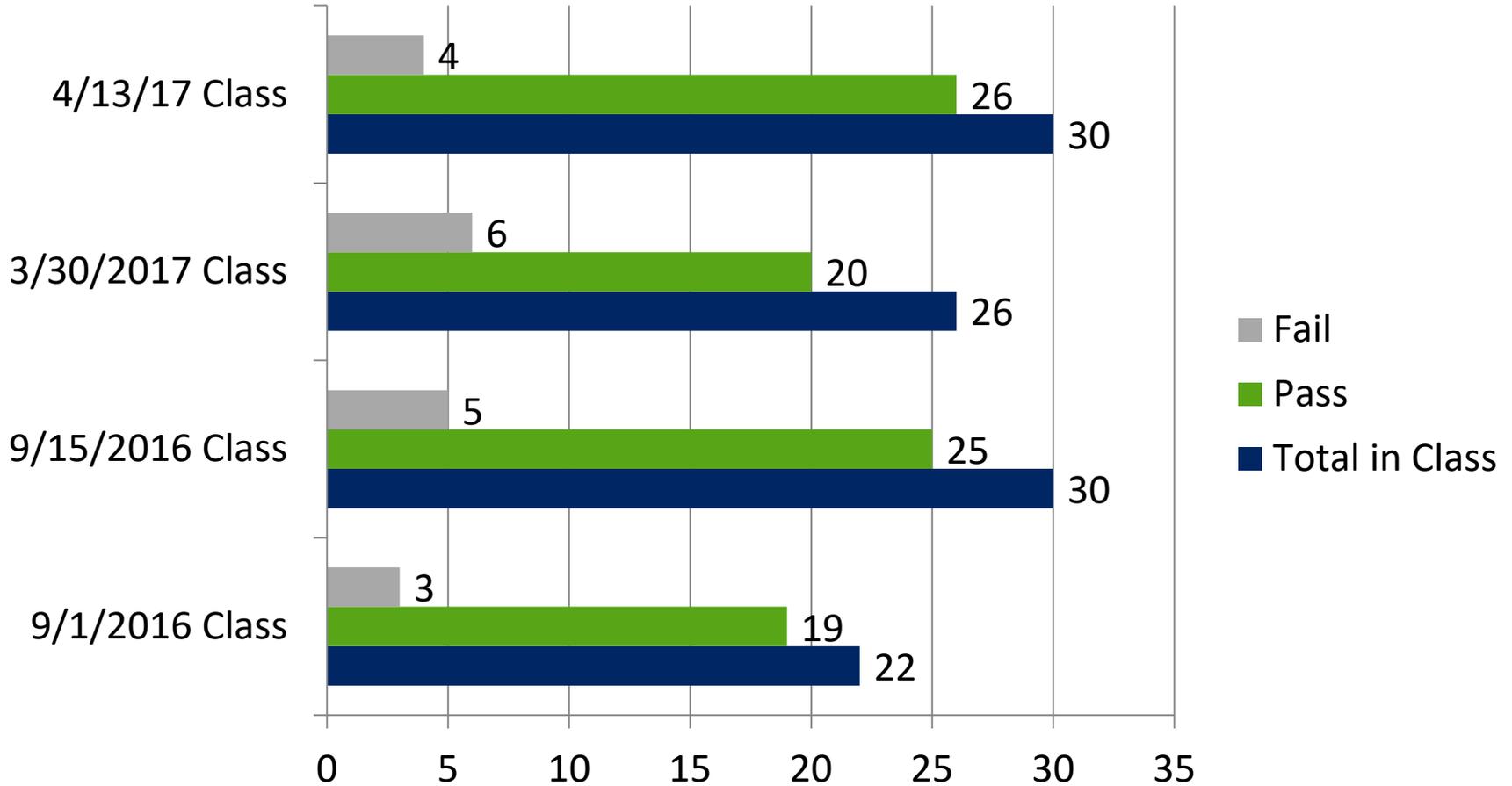
Mobile Truck



The ServSafe Manager Training was developed by the National Restaurant Association. Upon completion of the training course, if an individual receives a passing score of 75%, the Certified Food Protection Manager certification is awarded. The certification is valid for 5 years. By January 1, 2018, every food service establishment will be required to have a Certified Food Protection Manager on staff.

The Food Inspection team provided ServSafe Manager education courses to restaurant staff members four times this year via an interactive classroom setting. The average overall score at the conclusion of each class exceeded 80%.

# ServSafe Class Outcomes



# Hotel/Motel Program

The Scott County Health Department Hotel/Motel Licensing and Enforcement Program issues licenses for hotels and motels, allows for routine, unannounced inspections of the premises, and requires inspections as a result of complaints. The goal of this program is to assure hotel/motel compliance with Iowa Administrative Code.

A hotel is any building equipped, used or advertised to the public as a place where sleeping accommodations are rented to temporary or transient guests. A license is not transferable or refundable and any change in location or ownership requires a new license.

The Hotel/Motel Licensing and Enforcement Program is based off of the Iowa Administrative Code 481 Chapter 37.

# Hotel/Motel

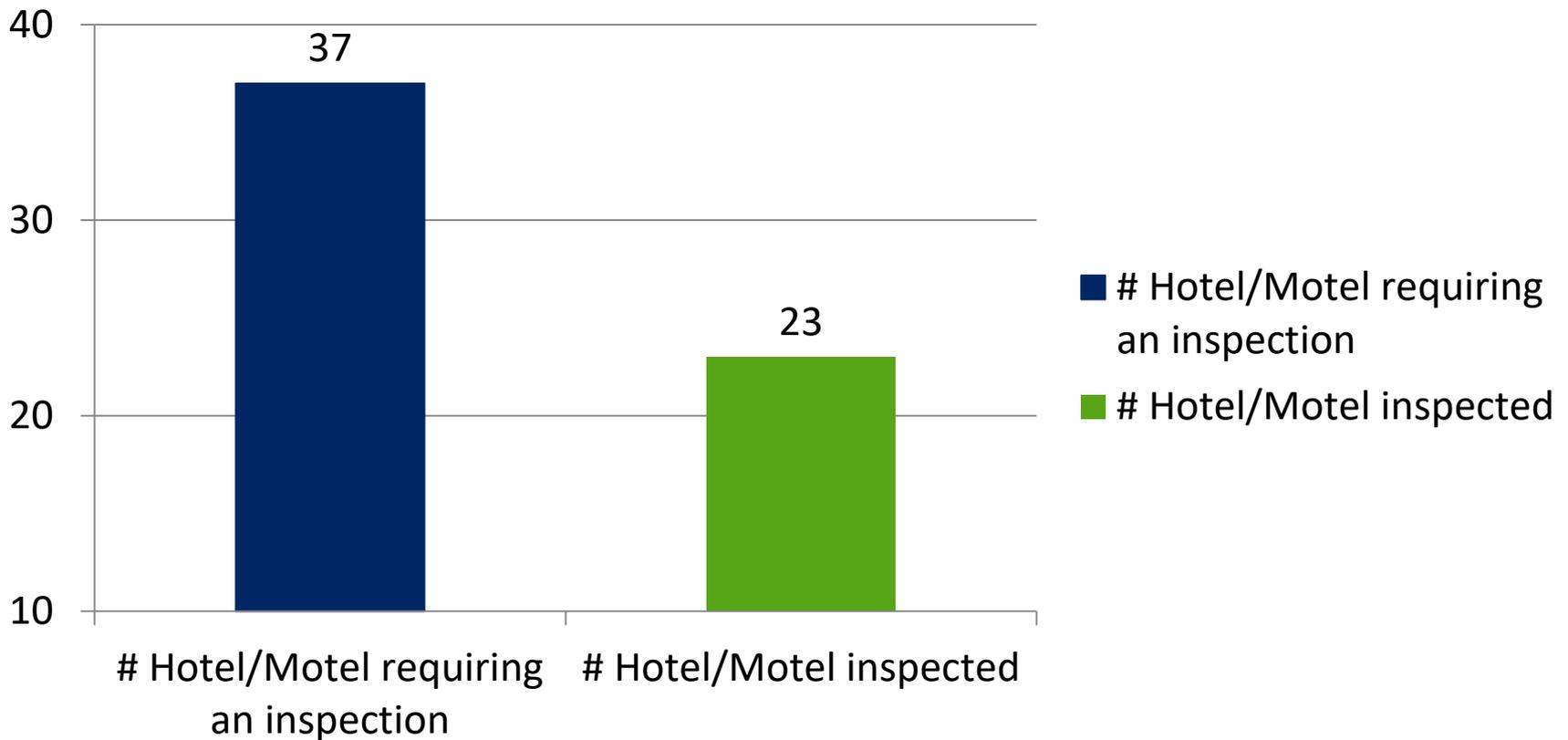
The Scott County Health Department contract states that licensed hotels/motels in Scott County will have an inspection completed on a bi-yearly basis by June 30<sup>th</sup> of each year.

In 2017, there were a total of 40 licensed hotels/motels. Of these, 37 hotels/motels required an inspection.

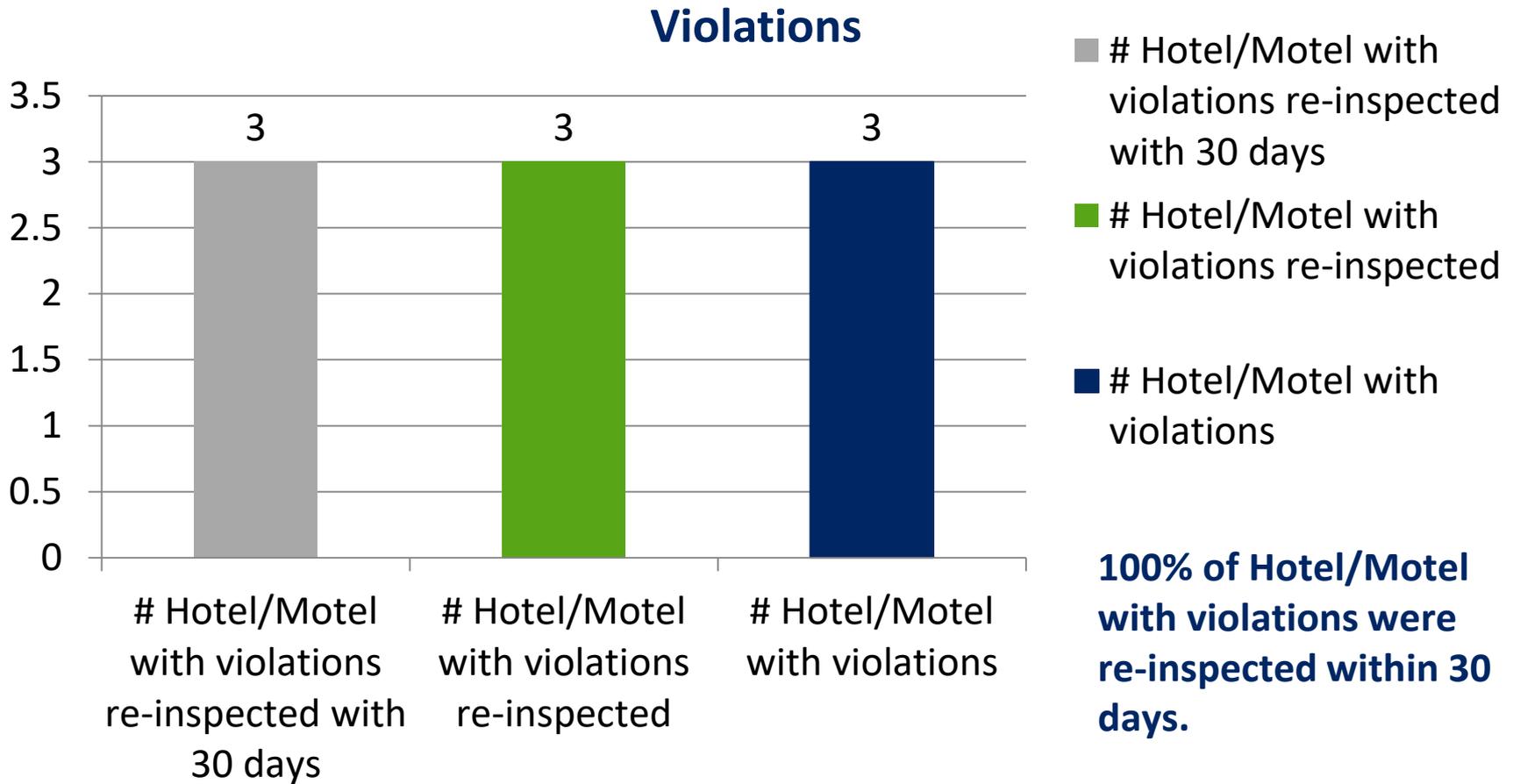
Scott County Health Department staff complete half of the total required inspections each year. On this bi-yearly schedule, 23 of the hotel/motel inspections were completed in FY2017.

# Hotel/Motel Inspections

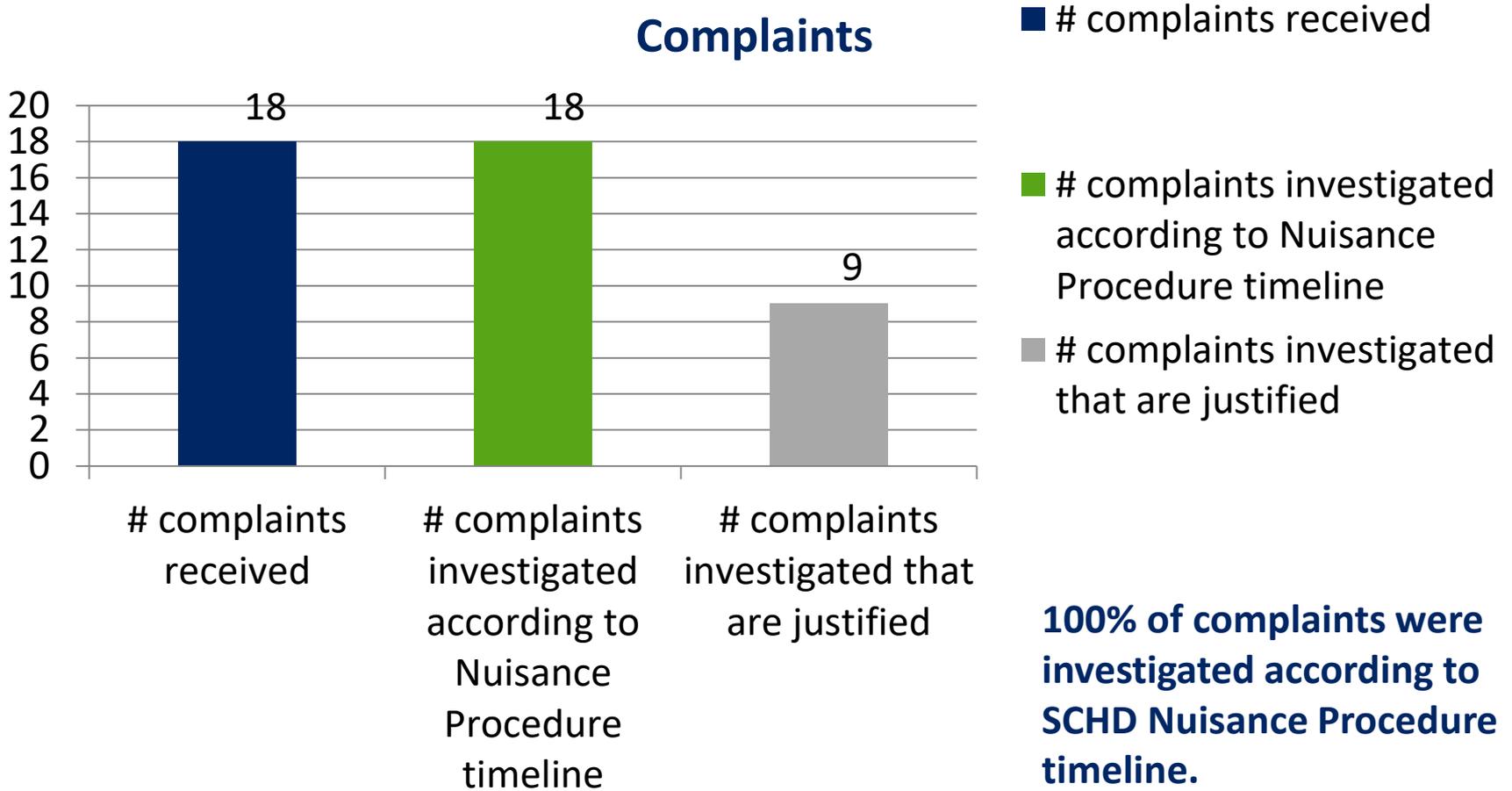
## Hotel/Motel Inspections FFY17



# Hotel/Motel Violations



# Hotel/Motel Complaint Investigation



# Most Common Complaints

- Bed Bugs



# Compliance

- FY17: No issues with hotel/motel compliance
- Hotels close the rooms that have been established as having bed bugs, provide treatment, and then re-open them. They all comply by voluntarily closing the rooms.



# Enforcement

- No need for enforcement during FY17 as all hotel/motel facilities complied during FY17

# Patterns in Non-Compliance, Complaints, and Enforcement

- More bed bug complaints are received regarding hotels/motels that rent rooms by the month

# Trends in Non-Compliance, Complaints, and Enforcement

- Bed bug complaints received continue to increase each fiscal year



# Vending Program

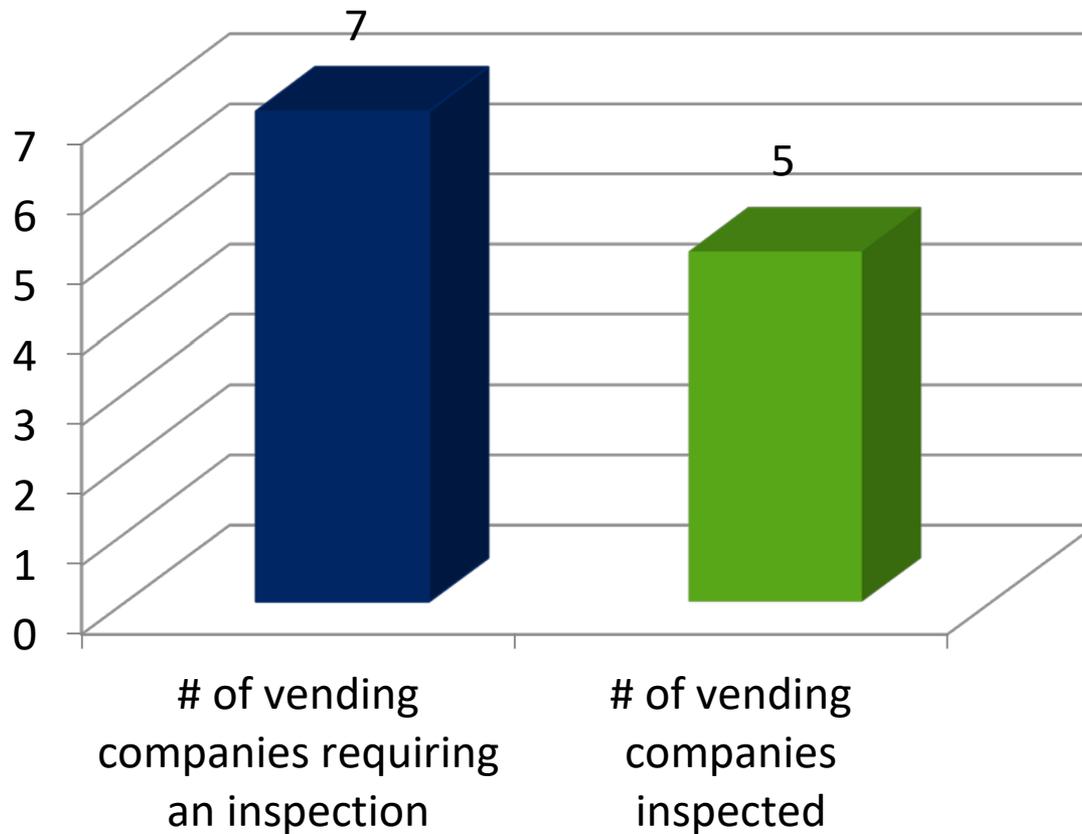
The Scott County Health Department Vending Machine Licensing and Enforcement Program issues licenses for vending machines, conducts routine inspections of the machines, and conducts inspections because of complaints.

A vending machine is a food establishment which is a self-service device that, upon insertion of a coin, paper currency, token, card or key, dispenses unit servings of food in bulk or in packages without the necessity of replenishing the device between each vending operation.

Vending machines that serve “non-prepackaged food” which includes post- and pre-mix machines which serve such items as coffee, soft drinks, soup and similar items in cups and “potentially hazardous food” which are food products that must be stored at or under 41°F, or 135°F or above, are required to be licensed.

# Vending

## Vending Inspections



- # of vending companies requiring an inspection
- # of vending companies inspected

**71% of vending companies requiring an inspection, received an inspection by December. The 2 remaining vending companies were not inspected due to one machine switching to a mini market (FE/FSE) and the other machine's ownership changing hands.**

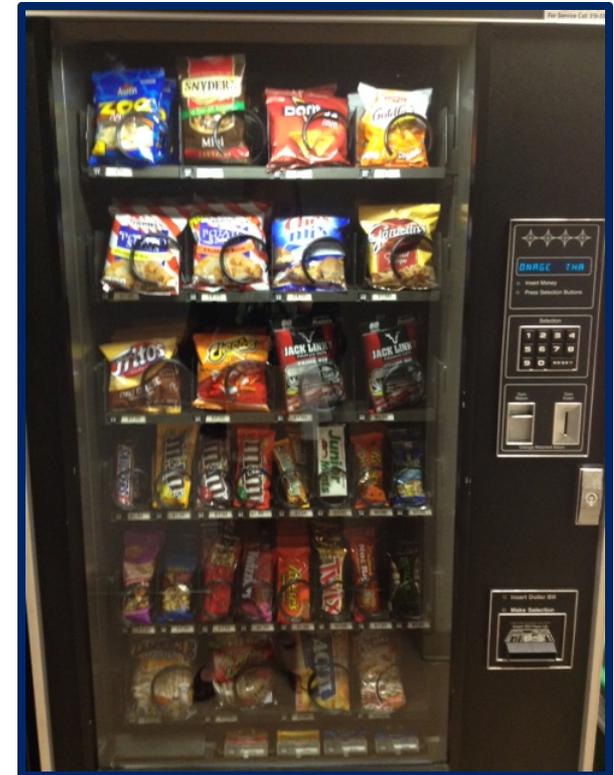
# Most Commonly Received Complaints

- No complaints reported in FY17
- Historically have not had complaints about vending in Scott County



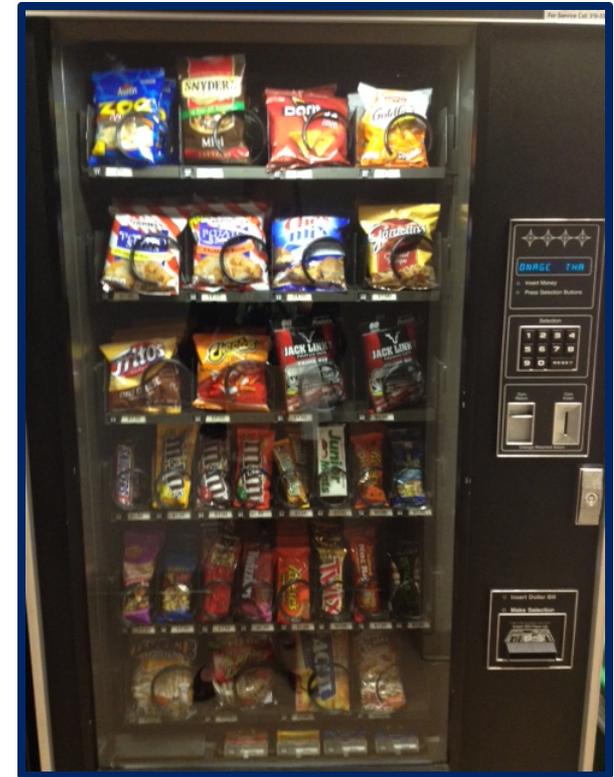
# Compliance

- Vending machine companies have complied with regulations during FY17



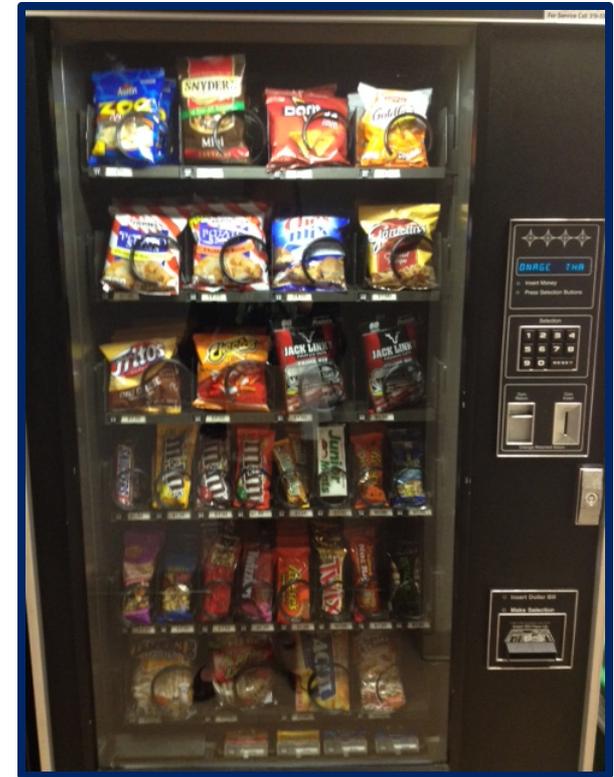
# Enforcement

- No enforcement actions required in FY17
- If violations were noted during a vending inspection, a re-inspection is completed within 10 working days; if violations have not been corrected at that time, a notice and order will be sent to the owner/operator and they will have 10 additional working days to correct the remaining violation(s)



# Patterns in Non-Compliance, Complaints, and Enforcement

- None observed



# Trends in Non-Compliance, Complaints, and Enforcement

- None observed

