

CIPHI 78th Annual Educational Conference

NCCEH Workshop

Food Safety Interventions: Do We Know What Works?

September 17, 2012

Challenges – Summary of Discussion

Food Safety Intervention	Challenges	Addressing the Challenges	Who Should be Involved
General	<ul style="list-style-type: none">• Targeting initiatives based on data collection and analysis can be time consuming – difficult to prioritize which initiatives to implement (different commitments)	<ul style="list-style-type: none">• Working together with institutions	
	<ul style="list-style-type: none">• Finding appropriate indicator(s) to evaluate interventions• Looking for combination of interventions	<ul style="list-style-type: none">• Working together with institutions	
	<ul style="list-style-type: none">• Timing of health department budget<ul style="list-style-type: none">○ Limited time to plan the appropriate initiatives due to budget cycle; money has to be spent or the money is gone.○ Funds obtained one year may not be guaranteed the following year		

Food Safety Intervention	Challenges	Addressing the Challenges	Who Should be Involved
	<ul style="list-style-type: none"> • Compliance varies between different operators <ul style="list-style-type: none"> ○ Level of food safety education ○ Legislation (changing) ○ Not understanding the importance of ongoing maintenance and cooperation 		
	<ul style="list-style-type: none"> • Cultural differences; not having the right materials translated to reach some populations 	<ul style="list-style-type: none"> • Changes in material and information from word-based to picture-based 	
	<ul style="list-style-type: none"> • Actual time and resources available to inspectors; many tools are available, but there is often limited time to spend with the individual groups 	<ul style="list-style-type: none"> • Need time allocated to ensure adequate opportunity for education of operators and make sure the knowledge is getting across 	
Routine Inspection and Enforcement	<ul style="list-style-type: none"> • General lack of resources to perform the minimum number of inspections required 	<ul style="list-style-type: none"> • Continue providing information regarding inspections to justify and validate the need for inspections 	
	<ul style="list-style-type: none"> • Difficult to provide provincial statistics on what we find about routine inspections <ul style="list-style-type: none"> ○ Variety of reporting systems in place between provinces; BC, Alberta, Ontario use different reporting systems (e.g., Hedgehog, Amanda, Health Space) ○ Almost impossible to put together provincial stats (e.g., critical violation of hand washing per year in Canada) ○ Difficult to justify and validate to funders without evidence 		

Food Safety Intervention	Challenges	Addressing the Challenges	Who Should be Involved
	<ul style="list-style-type: none"> • Public Health Inspectors (PHIs) may be reluctant to use enforcement <ul style="list-style-type: none"> ○ Used as a last resort ○ Enforcement action may result in losing positive rapport with operators ○ Can be time consuming 	<ul style="list-style-type: none"> • Rotate inspectors between different districts every 3-4 years • Develop clear policy on use of enforcement, including when to use it • Train staff regarding enforcement theory (e.g., during practicum) 	<ul style="list-style-type: none"> • Management
	<ul style="list-style-type: none"> • Language and cultural barriers 	<ul style="list-style-type: none"> • Access to interpreters in the field • Translating documents to different languages to meet different language and cultural needs 	
Public Disclosure System	<ul style="list-style-type: none"> • Issue of standardization <ul style="list-style-type: none"> ○ Different reporting and disclosure systems are used throughout Canada ○ Some systems are expensive (e.g., tablet computers for reporting) ○ Most common disclosure is for food program – what other programs in EH can we disclose/expand? 		

Food Safety Intervention	Challenges	Addressing the Challenges	Who Should be Involved
	<ul style="list-style-type: none"> • Issue of inspection being a snapshot <ul style="list-style-type: none"> ○ Information being disclosed often unclear or confusing to the public (e.g., terminology) ○ Sometimes only put comments, but can be confusing (e.g., what does “need housekeeping” mean to the public?). Public may need to take individual report with a grain of salt ○ Explaining to public can be confusing, but it’s our responsibility; need to find a way to do it in a clear manner 	<ul style="list-style-type: none"> • Communicate to public to ensure proper interpretation of results, and communicate information more effectively (e.g., observations made during inspection only reflect a point in time) • Minimize negativity • Ensure consistency of inspections • Provide disclaimer on website about inspection’s shortcomings • Ensure more comprehensive inspections (i.e., verification) 	<ul style="list-style-type: none"> • Public, PHIs, owners/ operators
	<ul style="list-style-type: none"> • Issue of on-site disclosure <ul style="list-style-type: none"> ○ Can be contentious due to type of grading system used ○ Need to determine what grading system is fair/used ○ Need consistency across inspectors ○ Evaluation is hard to standardize 	<ul style="list-style-type: none"> • System should be user-friendly • Build trust and sustain good behaviour • Behaviour change theory used 	<ul style="list-style-type: none"> • Ministry, PHIs, owners/ operators
	<ul style="list-style-type: none"> • Persuasion style 	<ul style="list-style-type: none"> • Engaging owners and operators to educate, sustain good behaviour, and build trust • Behaviour change theory 	<ul style="list-style-type: none"> • Ministry, PHIs, owners and operators
	<ul style="list-style-type: none"> • Color coding system is working <ul style="list-style-type: none"> ○ But if it’s yellow, few will want to go in; how much doubt did they have? ○ Some people still go in, perhaps from loyalty, or not knowing what it means ○ Some think that if it is not bad 		

Food Safety Intervention	Challenges	Addressing the Challenges	Who Should be Involved
	<p>enough to close then it might be okay</p> <ul style="list-style-type: none"> ○ Windsor (star system); some may not go to 3 star, but what does it mean (since it's still opened); need better education system for the public about the meaning of the scores 		
Food Handler Training	<ul style="list-style-type: none"> • Consistency among PHIs 	<ul style="list-style-type: none"> • Quality assurance measures and training 	<ul style="list-style-type: none"> • Managers, PHIs, CIPHI
	<ul style="list-style-type: none"> • Language barrier – consistent problem with different ethnicities 	<ul style="list-style-type: none"> • Have course material and exams available in different languages 	<ul style="list-style-type: none"> • Provincial resources: each region has different resources, so coming from province would be best
	<ul style="list-style-type: none"> • High staff turnover – typical in the industry 	<ul style="list-style-type: none"> • Recommendation for operator to train new staff, offer many training opportunities, and keep extra staff trained • More training opportunities: partnering with other providers, Environmental Health Officers (EHOs), local health units, private sector partners 	
	<ul style="list-style-type: none"> • Mandate to do training <ul style="list-style-type: none"> ○ Different mandate across different jurisdictions ○ Retention rate 	<ul style="list-style-type: none"> • Incorporate training in high school (e.g., health and wellness) <ul style="list-style-type: none"> ○ BC: Home Economics class, get certified and employable ○ Ontario: certain hospitality programs • Mandate/bylaw has to make sense • Recommend all food handlers be trained 	<ul style="list-style-type: none"> • Regulators, Ministry

Food Safety Intervention	Challenges	Addressing the Challenges	Who Should be Involved
Engineering and Managerial Intervention	<ul style="list-style-type: none"> • Cost of these interventions <ul style="list-style-type: none"> ○ Some can be very expensive ○ Must consider costs to small businesses ○ Compliance with simple interventions (e.g., recordkeeping) is ideal, but not always maintained. • First Nations regions – jurisdictional issues 	<ul style="list-style-type: none"> • Create channels and allow more time with the facilities • Social marketing campaign mentality: <ul style="list-style-type: none"> ○ Must be very persuasable; proficient in public health rationale in the environment; can explain and justify why the need to change behaviour ○ Find certain behaviour and provide example on how to change it with a certain group of people 	
	<ul style="list-style-type: none"> • Managerial – need effective change regardless of how long management are around 	<ul style="list-style-type: none"> • Need 100% buy-in with management – effect ripples down all the way (good or bad) in the long run 	<ul style="list-style-type: none"> • PHIs, Managers, owner/ operators, staff
	<ul style="list-style-type: none"> • Collecting data for record tracking (e.g., daily checklist, scheduling) 		<ul style="list-style-type: none"> • Owners and operators
	<ul style="list-style-type: none"> • Hot holding for special events – using units for keeping food hot 		<ul style="list-style-type: none"> • Owners and operators
	<ul style="list-style-type: none"> • Calibration of thermometers 	<ul style="list-style-type: none"> • Provide training and schedule workshops 	<ul style="list-style-type: none"> • Trained staff
	<ul style="list-style-type: none"> • For regulatory system <ul style="list-style-type: none"> ○ don't do much ○ some don't do it or have the rationale to justify doing it 		