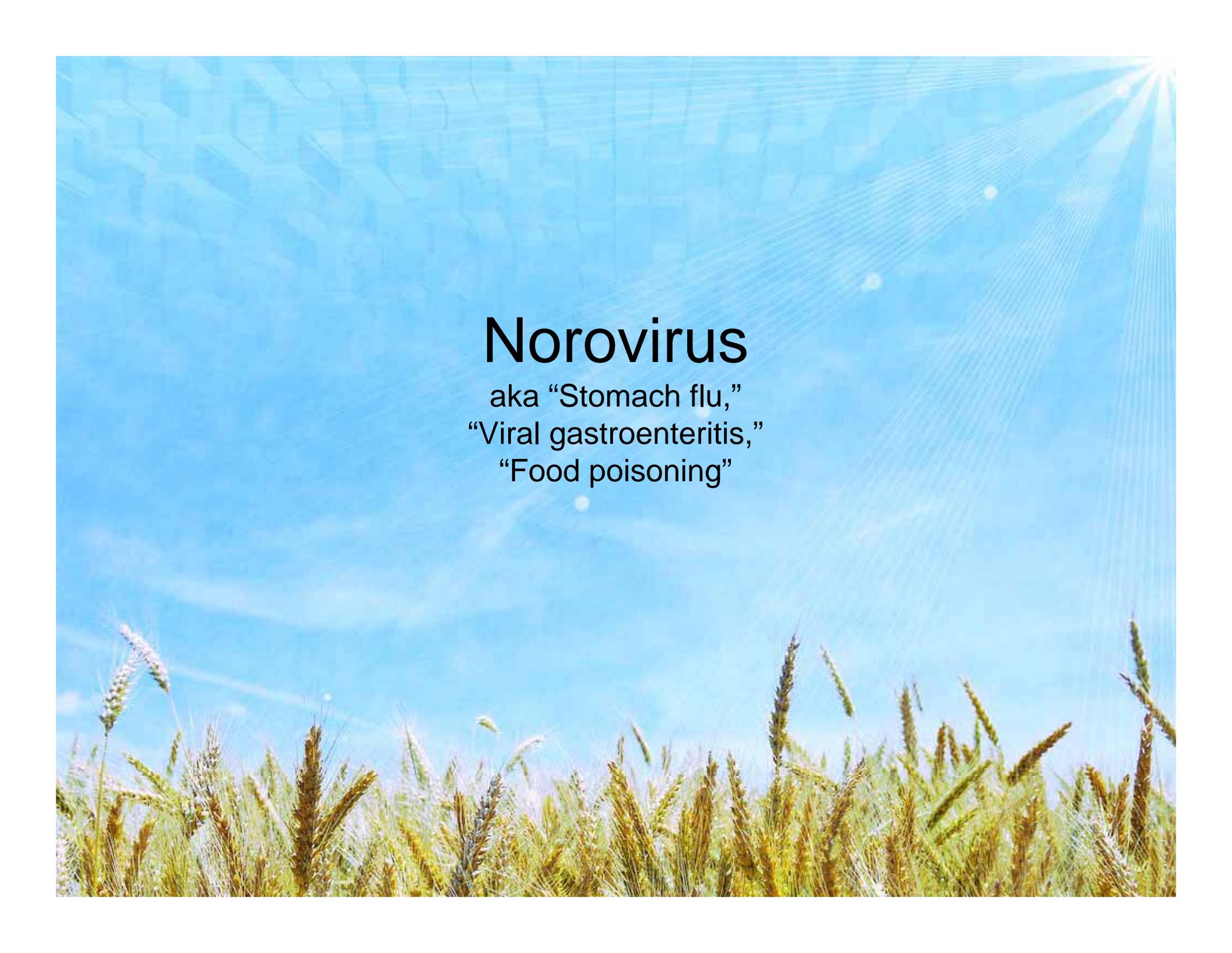


Boulder County Food Advisory Committee

Working together for safer food in Boulder
County



Public Health

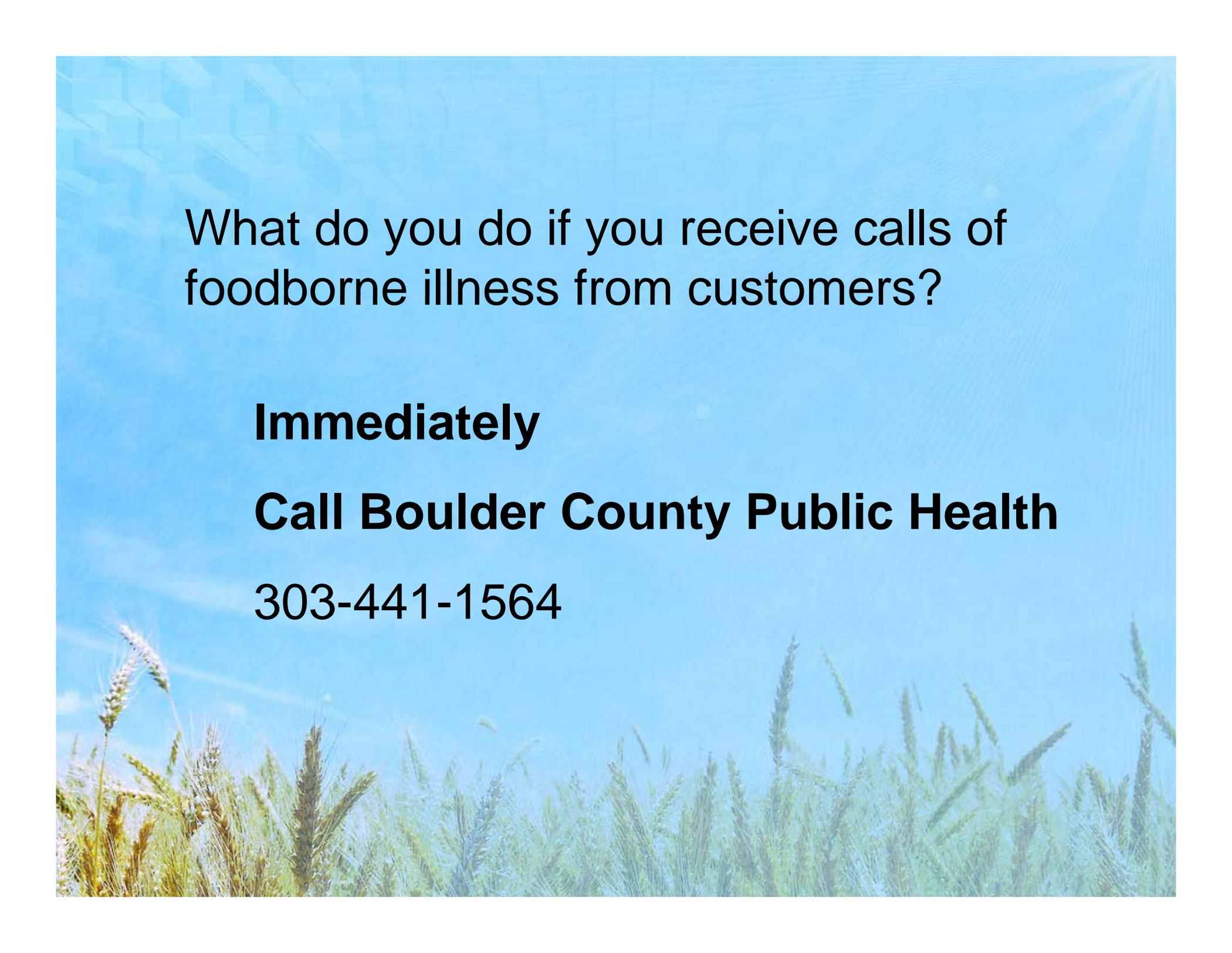


Norovirus

aka “Stomach flu,”
“Viral gastroenteritis,”
“Food poisoning”

Norovirus is considered to be the most common cause of foodborne illness

- **Symptoms:** Nausea, vomiting, diarrhea, abdominal pain, fever, chills, headache. Average onset is 12-48 hours after exposure.
- **Transmission:** Fecal-oral route
 - **Risk for foodservice establishments:** Food may be contaminated by infected food workers
 - **Prevention:**
 - Ill employee exclusion (including 3 days post-symptoms)
 - Handwashing
 - Glove use (ready-to-eat foods)



What do you do if you receive calls of
foodborne illness from customers?

Immediately

Call Boulder County Public Health

303-441-1564

Managers should collect basic complainant information

Customer Illness Complaint Form

Ensure the following information is gathered from the customer:

1. Name:

2. Phone number and/or e-mail address:

3. Date and time the customer visited the restaurant:

4. Foods eaten:

5. *Call Boulder County Public Health, 303-441-1564
 - Date and time BCPH contacted:
 - Reporting manager's name:

What does Boulder County Public Health (BCPH) do when foodborne illness complaints are reported?

- Interview the complainant
 - Conduct a 72-hour food history
 - Many times, there are other foods or food establishments in the person's history that are more likely to have made the person sick.
- Conduct an inspection of the facility or facilities in question
 - Interview management and employees
 - Observe food handling
 - Examine food preparation procedures for foods in question



Why should food establishments make the call to Boulder County Public Health (BCPH)?

- Quick reporting by management of food establishments is essential in preventing ongoing outbreaks.
- It reassures the complainant that you are taking their concerns seriously
- If lawsuits arise, a facility's prompt reporting to BCPH may reduce settlement costs
- **It's the right thing to do!**

Break-out session

1. **What types of issues or problems are encountered when employees call in sick and shifts need to be covered?**

- Short-staffed/coverage
- Added labor cost due to overtime pay
- Lack of experience with people covering shifts
- Staff call in last-minute

What are some solutions?

Would a third party employee work pool be a possible solution?

- Cut back on menu / restrict menu / cut back on prep sections
- Phone tree – to cover shifts
- Offer overtime to well employees
- Cross-training (in advance; so employees can work in multiple areas)
- On call for extra employees to call in to see if shift need to be covered
- Third party pool might work for bussing, dishwashing, line cooks (maybe?)
- If more than 1 location, swap employees
- Advanced food prep – anticipating shortage of staff
- Managers fill in with extra effort
- Third party not specialized enough
- Have staff on-hand ready to adjust
- Offer ½ pay for shift missed
- Trade shifts
- Text message from management to staff; twitter
- www.schedulefly.com

Break-out session

2. What is your company or facility ill employee policy?

What works well?

What needs improvement?

- Zero Tolerance
- Document all illness / injuries
- Require doctor's notice for certain illnesses / circumstances
- Request information on symptoms
- Paid sick leave
- Initial and ongoing training
- Hold employees accountable for reporting
- Management must set a good example
- *Tell us if you are sick but "suck it up"
- Contingency plan for covering shifts

Partners for Food Safety

Chili's

HWY 287, Lafayette

Santiagos VI

Francis St., Longmont

Noodles & Company

Dillon Road, Louisville

Red Lobster

Ken Pratt, Longmont

Mc Donald's

28th Street, Boulder

Qdoba

28th Street, Boulder

McDonald's

Baseline Road, Boulder

Taco Bell

South Boulder Road

Centennial Peaks Hospital

South 88th, Louisville

Whole Foods Market

Pearl Street, Boulder

Carl's Jr.

Hover Street, Longmont

The Rib House

Coffman Street, Longmont

Starbucks

2800 Rock Creek, Superior