

**Massachusetts Department of Public Health  
Bureau of Environmental Health  
Food Protection Program**

*Presentation to Massachusetts Environmental Health Association*



# **Routine Retail Inspections in 2021 and Beyond**

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## *Today's Message*

- **Your safety is most important**
- **You are in control at all times**
- **You can protect yourself during**
  - **Pre-Inspections**
  - **Inspections**
  - **Post-Inspections**

# 1a: Pre-Inspection

**Review Municipal Status.** Local restrictions may vary.

**Schedule in Advance.** Contact owner/operator and discuss inspection in advance.

- Update demographic information, review types of food prepped on-site, discuss standard operating procedures and establishment's employee health practices.
- Ask if employees are screened for COVID-19 symptoms prior to work and if positive and symptomatic employees are excluded from work.
- Avoid unannounced inspections; unless specific conditions at the firm indicate the need for an unannounced arrival.



**Public Health**  
Prevent. Promote. Protect.



# 1b: Pre-Inspection

**Personal Safety.** Expect an unusually high level of stress.

- If inspection is not “for cause”, and operator is extremely agitated, consider rescheduling if your personal safety could be at risk.

**Discuss Safety Precautions.** Advise establishment that you will:

- Reschedule if you feel ill or have an elevated temperature,
- Utilize regular hand washing prior to and during the inspection as necessary,
- Wear a cloth face covering, at minimum, during the inspection,
- Maintain social distancing (6 feet) to the extent possible during the inspection, and
- Sanitize inspection equipment prior to conducting the inspection.



# 1c: Pre-Inspection

**Discuss Firm Safety Practices.** Review employee safety practices.

- Make every effort to conform with or exceed establishment's requirements during the inspection.
- Ask if the establishment has any specific protective equipment that employees and visitors are required to wear.
- Ask firm to complete and share a self-assessment .



**Discuss the Inspection Plan.** Discuss how the inspection will be conducted.

- Request a limit on the number of employees that accompany you during the inspection to allow for proper social distancing.



OFFERED BY [Executive Office of Housing and Economic Development](#)

THIS IS A PART OF: [Reopening: Sector-specific protocols and best practices](#) →

# Safety Standards and Checklist: Restaurants

**Reopening Phase III mandatory safety standards, recommended best practices and a checklist for restaurants. Effective: March 1, 2021**

These sector specific COVID-19 workplace safety standards for Restaurants are issued to provide owners, operators, workers, and patrons of restaurants with instructions to help protect against the spread of COVID-19.

These standards are minimum requirements only and are not exclusive or exhaustive. The public health data for disease prevention that inform these guidelines can and does change frequently, and the operator of the restaurant is accountable for adhering to all local, state and federal requirements. The operator of the restaurant is also responsible for staying abreast of any updates to these requirements.

[Safety Standards and Checklist: Restaurants | Mass.gov](#)

# 1d: Pre-Inspection

**Cancel if Any Employees Become Ill.** Ask establishment to call and cancel the inspection if the operator or any employee

- Test positive for COVID-19, or
- Develops COVID-19 symptoms (cough, fever, or difficulty breathing, muscle ache, loss or taste or smell, etc.)

**Sanitize All Inspection Equipment.** Sanitize before inspection:

- Pens, thermometers, clip boards, laptops, cameras, and inspectional equipment.
- Use an EPA-approved sanitizer or sanitizer containing at least 60% alcohol concentration.



# 2a: Inspection

**Limit Inspection Personnel and Use Separate Transportation.** If multiple inspectors are needed, drive in separate vehicles to location and maintain social distancing during the inspection.

**Call Point of Contact on Arrival.** Call your key point of contact upon arrival and ask to meet outside the establishment.

- Whenever possible, hold any preliminary discussion with management in an open-air environment and maintain social distancing, rather than meeting in a small office or meeting room.
- If meeting outdoors is not possible, then hold preliminary discussion in a space that will allow for social distancing (6 feet) between participants.



# 2b: Inspection

**Introductions.** Avoid shaking hands or exchanging business cards when introducing yourself or showing credentials.

**Personal Safety Equipment.** Put on any personal safety equipment entering the establishment.

- Cloth face-mask is the minimum requirement.
- Consider a lab coat or other protective covering to prevent clothing from becoming contaminated.
- Ensure any PPE you use during the inspection is either properly disposed of or sanitized at the conclusion of the inspection.
- Always wash or sanitize your hands after removing PPE.



# 2c: Inspection

**Health Screening.** Allow operator to verify your temperature or ask questions about any illness symptoms you might have (in keeping with their employee health practices) prior to entering the establishment.

- Only sign health statements or attestations which were reviewed during pre-inspection phone discussion.
- Do not sign statements which violate your own agency's policies or procedures.

**Verify Establishment Employee Health.** Verify with the operator that none of the establishment's employees recently tested positive for COVID-19 or are currently experiencing symptoms of COVID-19.



# 2d: Inspection

**Limit Inspection Equipment.** Only bring equipment into the establishment that is needed for the inspection.

- Limit equipment to what you can carry throughout the inspection.
- If you need more equipment than what you can carry, store some in an area that will minimize the potential for its contamination.

**Wash Hands.** Wash your hands with soap and warm water for at least 20 seconds upon entering the establishment.

- Carry an alcohol-based hand sanitizer (at least 60% alcohol) for use during the inspection after contacting frequently-touched surfaces.



# 2e: Inspection

## **Avoid Touching Frequently Touched Services.**

Allow the operator to open doors, turn on lights, and move equipment whenever possible.



**Encountering Ill Employees.** If you encounter somebody who appears to be ill:

- Avoid that person and their work area.
- Ask the operator additional questions about that employee's apparent symptoms to ensure your safety.
- Stop the inspection, record your findings, and come back at a later date if:
  - The employee has symptoms which are consistent with COVID-19, or
  - You observe practices which demonstrate that firm is not following COVID-19 precautions covered during the pre-inspection call.



# 2f: Inspection

**Avoid Enclosed Areas with Others.** Ask staff to wait outside of walk-in coolers or other small enclosed areas while you inspect.

**Modify Inspection to Reduce Potential for Disease Transmission.** Assess your inspection routines with safety and disease transmission prevention in mind.

**Exchange of Paper or Equipment.** Do not exchange clipboards, pens, or paperwork during the visit:

- Send completed inspection reports to the establishment electronically; collect any needed documentation from the establishment electronically (such as via e-mail).
- If you need to collect records from the establishment, have a dedicated file folder that paperwork can be dropped into without you having to handle it.



# 2g: Inspection

**Signature Collection.** During this period of elevated risk:

- Inspection reports are not required to be signed by a representative of the firm, and
- Inspectors shall document the date, time, and person that the record was provided to, and indicate that a signature was not collected.



**Personal Safety.** If at any time during the inspection, you feel your personal safety is at risk,

- Discontinue the inspection immediately,
- Leave the establishment, and
- Contact your supervisor.



# 3a: Post-Inspection

**Wash Hands.** Wash your hands with soap and warm water for at least 20 seconds prior to leaving the establishment.

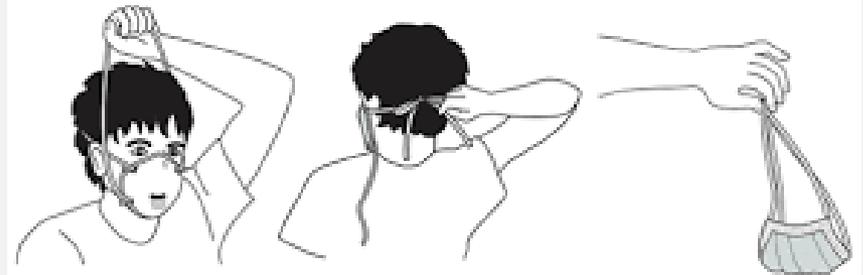


**Sanitize Inspection Equipment.** Sanitize all equipment and electronics such as cameras, cell phones, and laptops that were touched or utilized during the inspection upon arriving at your vehicle.



**Remove Protection Clothing.** Remove your laboratory coat or other protective clothing coverings worn during inspection

- Place in a bag for proper laundering or disposal as appropriate.
- Use sanitizing wipes or spray to sanitize shoes.



# 3b: Post-Inspection

**Sanitize Hands.** Utilize an alcohol-based hand sanitizer (at least 60% alcohol) on your hands after

- Returning to your vehicle,
- Sanitizing inspections equipment, and
- Removing lab coat or clothing protection.

**Sanitize Vehicle.** Sanitize frequently touched surfaces in the vehicle, such as door handles, steering wheel, keys, etc.



# What's new?

## They're back: A running list of Boston-area restaurant reopenings

Warmer weather is on the way, and restaurants are coming out of hibernation.

By **Kara Baskin** Globe Correspondent, Updated March 9, 2021, 48 minutes ago



## Apartment buildings are bringing work perks home by putting food lockers in the lobby

Food lockers and pods are making apartment lobbies feel more like the office breakroom

By **Janelle Nanos** Globe Staff, Updated March 8, 2021, 10:55 a.m.





HOME

CALENDAR

CRAFT BEVERAGES

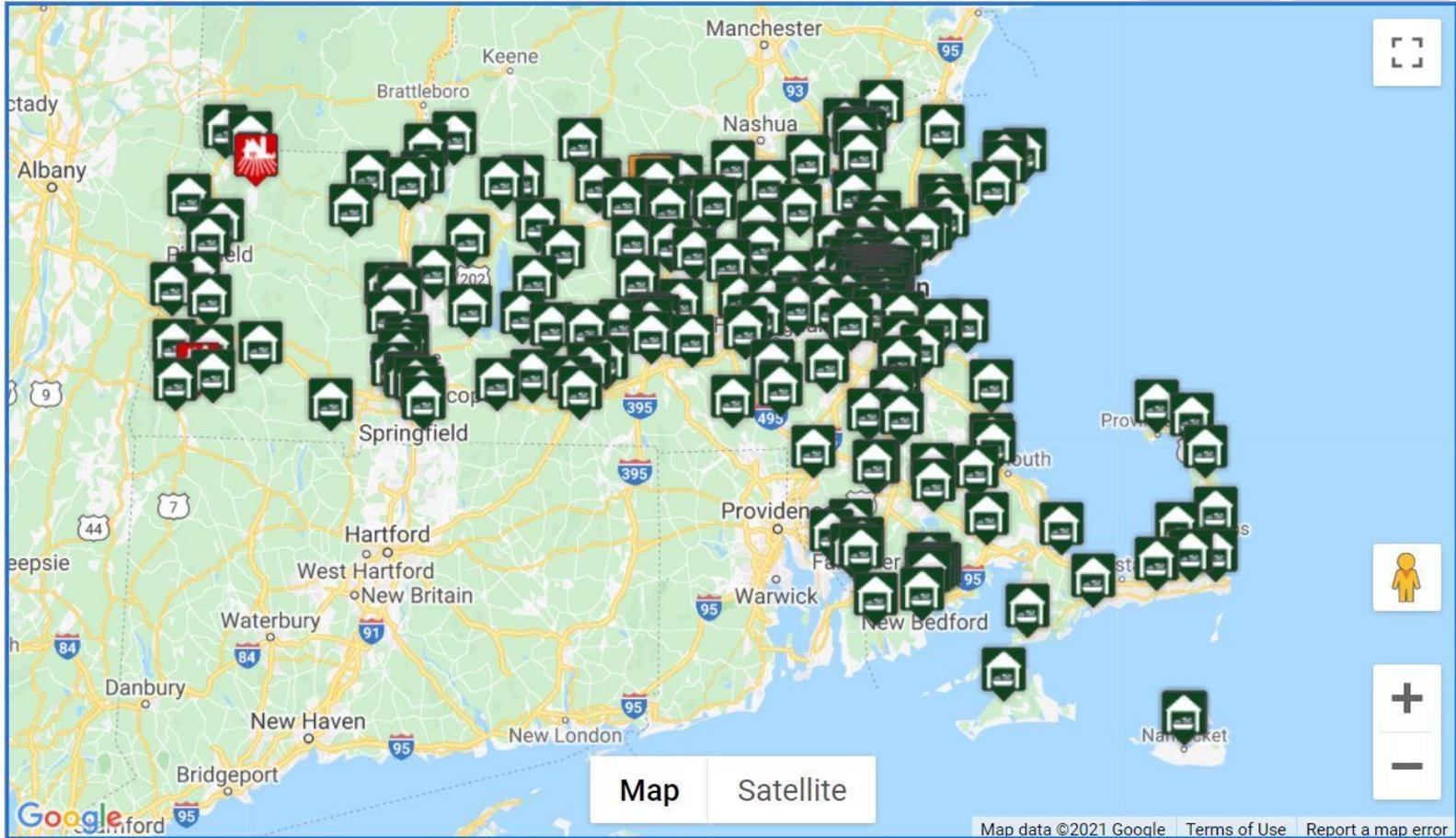
# MassGrown Map

Your gateway to Massachusetts farms, farmers markets, and fun ag-tivities!

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https://massnrc.org/farmlocator/map.aspx?Type=Farmers%20Markets

# What's next?



# Additional Resources

- Professional Organizations
  - [MAEHA.org](http://MAEHA.org), [MHOA.com](http://MHOA.com), [NEHA.org](http://NEHA.org), [AFDO.org](http://AFDO.org)
- State, Federal, and Local Agencies
  - [MASS.gov](http://MASS.gov), [DPH/BEH/FPP](#), [FDA Retail](#), [Barnstable County](#)
- Academic Partners
  - [MA Local PH Institute](#), [UMass CAFE](#)
- Industry Partners
  - [MA Restaurant Assoc](#), [MA Food Assoc](#), [Berger Food Safety](#)

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