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Welcome!

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Open-ended Questions Provide More than Answers!



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Maggie Juneau, CP-FS

Just a note…



I have no financial interests or relationships to disclose with regard to the following provided information.

Maggie Juneau, CP-FS

Objectives

- Bring attention to inspector responsibilities in 590.002; 2-102.11(B)(C)
- Provide a few ideas how to use open-ended questions as another tool in your kit.
- Recognize teachable moments and use them to foster a positive relationship with the Person In Charge (PIC).
    - **Learn from each other's experiences.**

Common Practice:

An establishment hangs a Certified Food Protection Manager (CFPM) certificate on the wall, and the box is checked “In Compliance”.

The Reality;

A piece of paper does not automatically translate to daily application of that knowledge.

Beyond the Certificate

Transforming 590.002; 2-102.11(C) from a Compliance Standard Into an Active Managerial Control Framework





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Mass Food Code 590.002(B)

The merged food code has the RED ‘and’ at the end of 2-102.11 letting us know that we need to satisfy both 2-102.11(B): having an accredited CFPM certification and (C) Responding correctly to the inspector’s questions during the inspection.



Defining 590.002; 2-102.11(C)

Responding correctly to the inspector's questions as they relate to that specific FOOD operation.

The code enumerates 17 areas of knowledge spanning food born illnesses, personal hygiene, time/temp. control, cleaning & sanitizing, and AMC.

590.002; 2-102.1(C) These areas include:

1. Describe relationship between foodborne illness (FBI) prevention and employee personal hygiene.
2. What's PIC responsibility for preventing transmission of FBI by an exposed employee?
3. Describe symptoms assoc. with diseases transmitted thru food.
4. Explain significance time/temp control in TCS foods & FBI.
5. Explain hazards of eating raw/undercooked meat, poultry, eggs, and fish.

590.002; 2-102.1(C) And:

6. State the required time and temps for safe cooking of TCS foods incl. meat, poultry, eggs, and fish.
7. State the required time and temps for safe refrigerator storage, hot holding, cooling, and reheating of TCS foods.
8. Describe relationship between prevention of FBI, Management, and control of Cross Contamination, bare hand contact w/ RTE, Handwashing, and maintaining the facility as clean & good condition.

590.002; 2-102.1(C) and:

9. Name the ‘Big 9’ allergens and symptoms which could occur if person with allergy consumes one.
10. Explain the relationship between food safety and providing equipment which is sufficient # & capacity as well as properly designed, installed, clean, etc…
11. Explain correct procedures for cleaning & sanitizing both utensils and surfaces.
12. Identifying water source and how it’s protected.

590.002; 2-102.1(C) (continued)

13. Identify how toxic materials and chemicals are stored safely and dispensed, used, and disposed of properly.
14. Identify the CCPs in the operation from purchasing through sale or service and explain the steps taken to assure control.
15. If required, explain how PIC and employees comply with HACCP plan or an agreement between the establishment and the regulatory authority.

590.002; 2-102.1(C) and finally:

16. Explain responsibilities, rights, and authorities assigned by code to the:
    - food employee
    - conditional employee
    - PIC
    - regulatory authority.



Glad that's over with!

17. Explain how each role complies with reporting responsibilities, exclusion, and/or restriction.

The “Same Team” Philosophy

- Both the inspector and the food service operator share an identical objective – protecting the public from foodborne hazards.
- Our questions help operators spot their own blind spots, foster collaboration, and provide for teachable moments.

Nobody likes a ‘pop quiz’!!



Using open-ended questions as an icebreaker and throughout the inspection to remove defensiveness and stress which the inspection may place on the PIC. Instead, the questions become a starting place to initiate natural, informative dialog and discussions which establish both sides are working together.

The Five Risk Factors



Unapproved source



Improper holding temperature



Inadequate cooking



Poor personal hygiene



Contaminated equipment

Breaking Down the Knowledge Areas

Area 1 – Unapproved source

Code Scope: Ingredients and products must be purchased from suppliers acceptable to the regulatory authority.



- **Natural Integration**: Posed at the loading dock, receiving table, or during an inspection of raw shellfish invoices and tags.

- **Open-Ended Examples**: "When a seafood delivery arrives, what criteria do your receivers check before signing the invoice and accepting the product?"

- Can you think of another?

As I go through these inspection situations – what could you ask in a conversation?

You observe a 5 gallon bucket inside the walk-in cooler half full of muddy littlenecks.

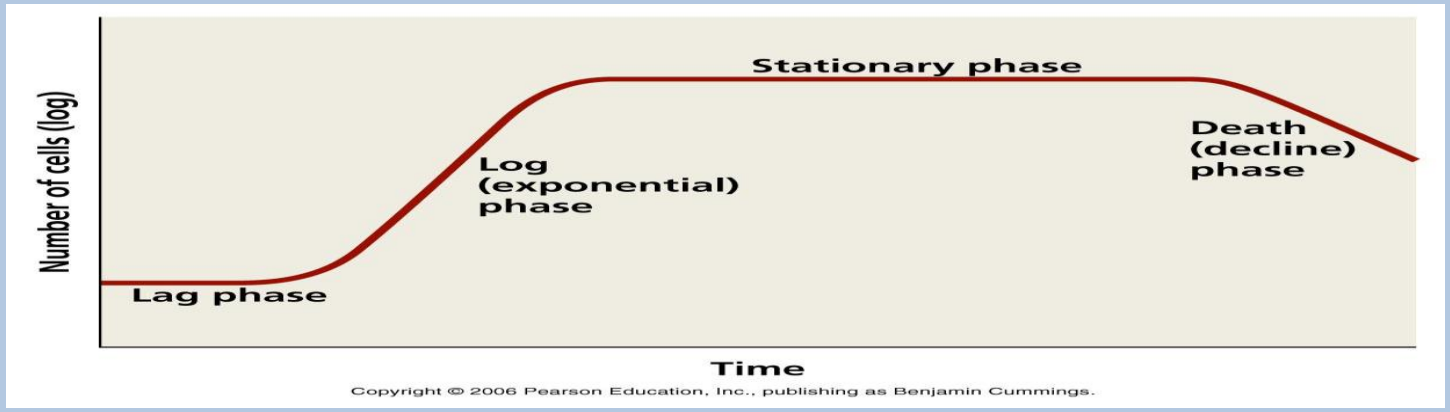


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Breaking Down the Knowledge Areas

Area 2 – Improper holding temperature

Code Scope: Explaining the public health significance of achieving/ maintaining time and temperature controls for TCS foods safety.



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- **Natural Integration**: Nearing a steamtable or chowder warmer.

- **Open-ended question:** "What's the process to reheat chowders for hot holding? Why do we place such emphasis on keeping these foods at a minimum of 135°F?"

- Can you think of another?

As I go through these inspection situations – what could you ask in a conversation?

You observe several types of food ready to be served from the kitchen line steamtable.



- *How would you respond to the PIC who states that he's in at 9am and the chowder is always hot by the time they start lunch?*

Breaking Down the Knowledge Areas

Area 3 – Contaminated equipment

Code Scope: Explaining the public health significance of proper steps for cleaning, sanitizing, and air-drying food-contact surfaces, equipment, and kitchen utensils.



- **Natural Integration**: Conducted almost anywhere during the inspection.

- **Open-ended question:** "Walk me through the exact process your team uses to break down, wash, and sanitize this deli slicer at the end of the day?"

- Can you think of another?

As I go through these inspection situations – what could you ask in a conversation?

What team-work between the employees! She is making the orders while he cleans up.



Breaking Down the Knowledge Areas

Area 4 – Inadequate cooking

Code Scope: Describing the relationship between the prevention of FBI and management of sources of cross-contamination through people, products, and facility.

- **Natural Integration**: Interject naturally while watching staff assemble sandwiches, plate desserts, or handle ice.

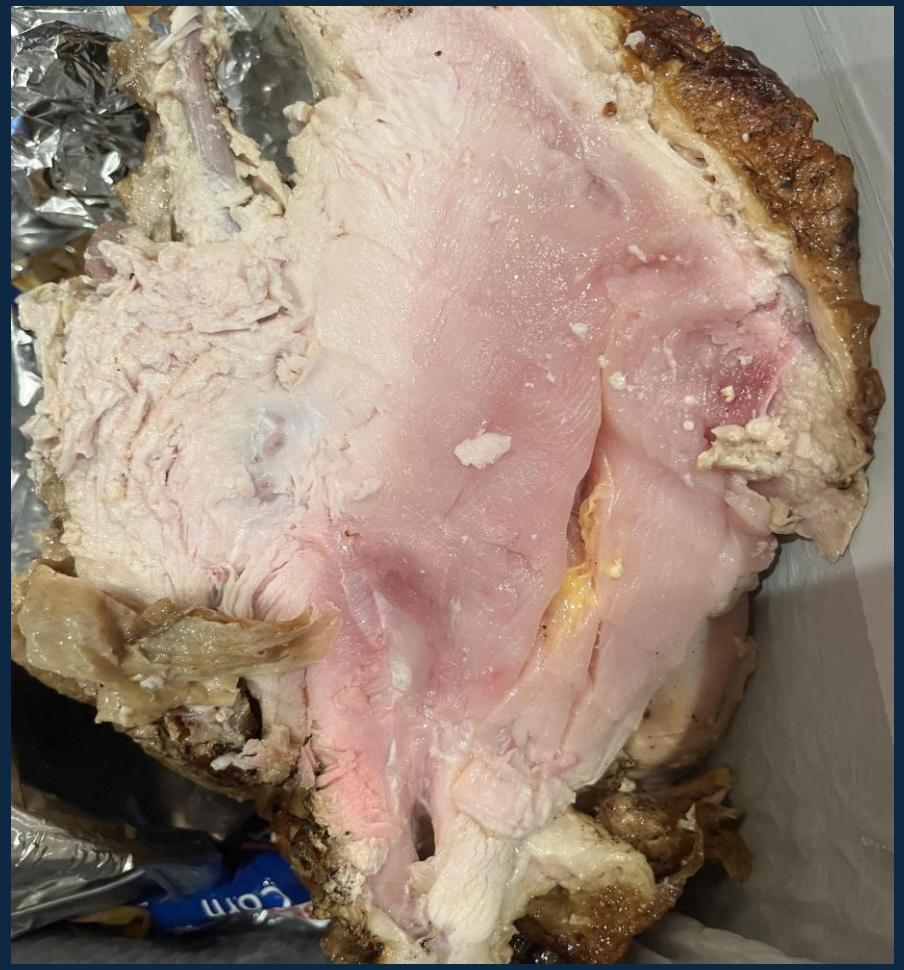
- **Open-ended question:** “"What protocols or physical barriers do you have in place to ensure that bare hands never touch ready-to-eat foods?"

- Can you think of another?

As I go through these inspection situations – what could you ask in a conversation?

A cook takes a whole turkey out of the oven and takes the temperature. It reads 128.3°F.





Breaking Down the Knowledge Areas

Area 5 – Poor personal hygiene

Code Scope: Describing the relationship between the prevention of FBI and employee personal hygiene and illnesses.





- **Natural Integration**: Wrap up the dialogue back at the manager's desk during the final administrative documentation review.
- **Open-ended question:** "When onboarding a brand new kitchen employee, how do you communicate their legal responsibility to report specific health exposures or symptoms to you?"

What strategies ensure this conversation stays strictly focused on systemic training practices rather than invading an individual employee's private medical details?

As I go through these inspection situations – what could you ask in a conversation?

Just then, the PIC says,

“Bless you!” to the server

who lets out a hearty sneeze

in the middle of serving.



- Consider what is the PIC saying- Is he complaining that a cook is out sick?

If so, acknowledge the operational difficulty but pivot to what's important.

"I understand you are short-staffed today. My goal is to make sure your limited team is focused on the highest-risk factors so you don't face an outbreak crisis."

The methods of weaving these seventeen areas of questions into your conversations while seamlessly performing your inspection are infinite. Read the room, judge technical knowledge before you overwhelm.

When you leave, a more knowledgeable, respected PIC remains behind thinking of active managerial control more and more.



Everyone likes something for



- Allergen Posters of the ‘Big 9’ with action protocol.
- Poster of proper Food Storage Hierarchy.
- Posters and Signage in **different languages**.
- Blank templates for documentation of employee training, temperature checks of equipment, production and cooling logs or illness reporting.

- Think about what available resources could help and provide some or all of them. You'll be inspecting at least twice per year so don't overwhelm them but build on the relationship in a professional manner.
- Acknowledge what they do well and where they are succeeding in food safety.
- Offer encouragement in areas that are lacking.

As I go through these inspection situations – what could you ask in a conversation?

What might you ask and what might you suggest as helpful to prevent chance of FBI?



As I go through these inspection situations – what could you ask in a conversation?

You and the PIC enter the walk-in cooler and you see the shelves with the items as shown in the picture. After explaining would you leave or provide any resources to help educate and remind the employees?



As I go through these inspection situations – what could you ask in a conversation?

The PIC explains this is the back up refrigerator.



As I go through these inspection situations – what could you ask in a conversation?

This is a picture of a bag of flour in storage.



The Takeaway

- Use your personal knowledge and experience to suggest tips and tricks to gain compliance and implement procedures in an obtainable and realistic way.
- Defensiveness usually stems from a fear of failure, fear of penalties, or a lack of understanding regarding risk-based inspections and active managerial control.



Embracing 590.002; 2-102.11(C) changes inspections from an administrative task into an ongoing, educational partnership that actively lowers foodborne illness risks.

Questions?

I look forward to working with you in the future.

Thank you!

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NAVIGATING THE WAY

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