



City of Wauwatosa Health Department Presents:



# TOSA FOOD SCOOP

“Stay in the Loop!”

City of Wauwatosa Food Program Newsletter

Winter 2016

## Welcome to The New Tosa Food Scoop Newsletter!

This is the first issue of a quarterly newsletter provided to you by the City of Wauwatosa Health Department. The newsletter will focus on food safety and what you can do to reduce the risk of food borne illness in your establishment. This newsletter is a training tool for both new and returning employees. If you have any questions regarding this newsletter or want us to highlight a particular subject in the newsletter, please contact the City of Wauwatosa Health Department at 414-479-8939.

## New Annual Customer Satisfaction Survey

The City of Wauwatosa Health Department will be instituting a customer satisfaction survey in 2016. **We would like your input!** The survey will end December 2016 . If you have not done so already, please take two minutes to answer a few simple questions. You can complete the survey online by visiting <https://www.surveymonkey.com/r/whdfood>. If you would like a hard copy of the survey (fax or mail), please contact the health department at 414-479-8939. Your responses will help identify areas for improvement in our inspection program. Thank you for your participation!

## Public Health Accreditation Board Awards Accreditation to Wauwatosa Health Department

City of Wauwatosa Health Department is excited to announce it has achieved national accreditation through the Public Health Accreditation Board (PHAB). Wauwatosa joins just seven other health departments in Wisconsin and 83 departments across the county who are accredited.

To receive accreditation, a health department must undergo a rigorous, multi-faceted, peer-reviewed assessment process to ensure it meets or exceeds a set of public health quality standards and measures. The national accreditation program, jointly supported by the Centers for Disease Control and Prevention and the Robert Wood Johnson Foundation, sets standards against which the nation's more than 3,000 governmental public health departments can continuously improve the quality of their services and performance.



## Do you have Active Managerial Control?

An effective food safety system starts with Active Managerial Control (AMC), which is a fancy way to say that “managers are managing”. AMC is a preventative food safety management system. Through continuous monitoring and verification, AMC focuses on preventing food safety risks.

### The four key components of Active Managerial Control (AMC) are:

1. Safe food practices: Safe food practices set expectations for employees.

These can be in form of written policies for a food establishment. Examples of policies can be proper cold holding of Temperature Controlled for Safety (TCS) foods will be kept refrigerated below 41F; or all refrigerators will have ambient air temperatures of 41F or less.

2. Training: All staff should receive training on the safe food practices.

All food preparation staff should be trained that TCS food should be 41F or less and refrigerators must keep 41F less ambient air temperature. The person in charge should not be the only person who is aware of and responsible for following the policies.

3. Monitoring: Methods need be to in place for verifying that employees follow specific safe food practices.

A temperature log for checking temperatures of TCS foods throughout the day is one means of verifying cold holding is being done correctly.

4. Corrective Action: What to do if verification shows incorrect action.

The corrective action should show remediation of failure to verify. AMC should educate staff on what to do if the TCS food is out of temperature on the temperature log.

*Active managerial control is the best approach to food safety in your establishment.*

In your food establishment, what degree of active managerial control do you have over the food borne illness risk factors? Each of the four AMC components should be applied to each of the food borne illness risk factors. Some risk factors require many levels of control.

### 2016 City of Wauwatosa Health Department Active Managerial Control Recognition Program

In order to bring more attention to the food safety management system known as active managerial control (AMC), the City of Wauwatosa Health Department is introducing its AMC Recognition Program in 2016. The purpose is to recognize food service operators, owners or other persons in charge who are actively implementing AMC practices to minimize food borne illness factors in their facilities.

During a food facility inspection, the inspector will present a recognition award to the person in charge if the following criteria are met: 1) a level of food safety knowledge is demonstrated through conversation and questioning by the inspector, 2) there are no critical violations observed during the inspection, 3) there are intentional, proactive food safety practices in place to minimize foodborne illness risk factors (see components of active managerial control above). Operators who are recognized will be featured in this newsletter at the end of the year.

#### Policies

- Lay out a *clear plan* for employees to follow to provide safe food

#### Training

- *Train* employees on the plan to serve safe food

#### Verification

- *Check* to see that policies are met by employees

#### Corrective Action

- *What to do* if a food safety policy is not met?

### Contact Us

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