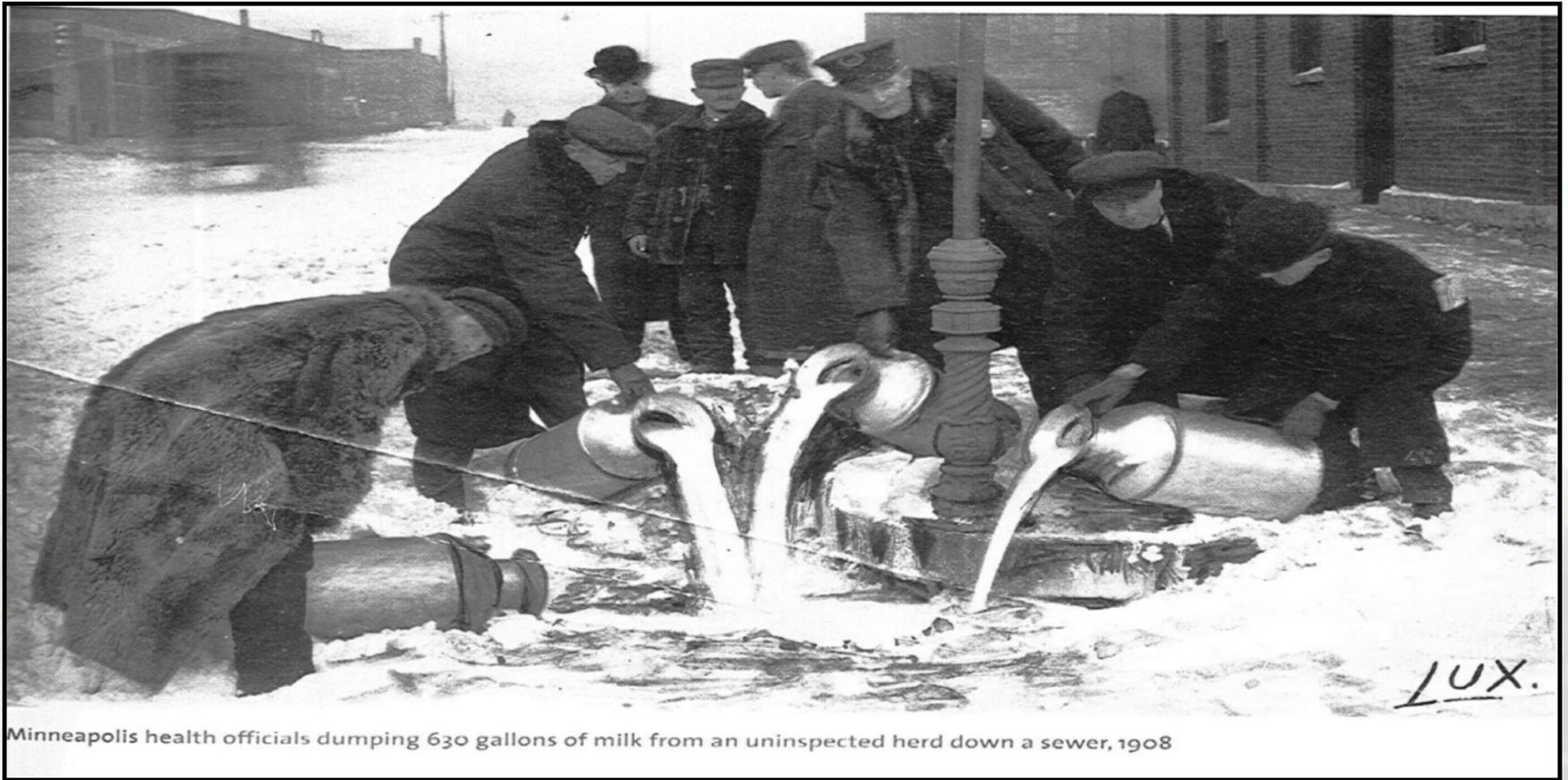


# Minneapolis Health Department: Environmental Health Food Lodging and Pools



# Minneapolis Scene is Booming



# Minneapolis Hospitality Industry

- 70% of businesses are locally owned
- 25,000 Minneapolis jobs
- \$23.7 Million in City sales tax revenue
- Verve



## Food, Lodging and Pools: Safe places to eat, stay and swim

- 16 Inspectors, 2 Supervisors, 1 Analyst
- Inspect 5,200 establishments . . .  
and counting
- Including: Restaurants, farmers markets, food trucks, swimming pools, hotels, group homes, tanning beds, tattoo parlors, bars, laundries, schools, hospitals, food shelves, stadiums, festivals.



# Health Inspection Authority

- State of Minnesota through MDH and MDA
- Authority is delegated to City of Minneapolis Board of Health to enforce:
  - Minnesota Food Code
  - Minnesota Lodging Code
  - Minnesota Pool Code
- 2010 MDH Audit
  - Unacceptable, Subject to Termination



# 2014 MDH Delegation Agreement Self-Assessment Findings





**City of Minneapolis**



# Process Overview

Evaluation	Assessment
<ul style="list-style-type: none"><li>• Protocol</li></ul>	<ul style="list-style-type: none"><li>• Protocol</li></ul>
<ul style="list-style-type: none"><li>• MDH Team</li></ul>	<ul style="list-style-type: none"><li>• Minneapolis Staff</li></ul>
<ul style="list-style-type: none"><li>• File Review</li></ul>	<ul style="list-style-type: none"><li>• File Review</li></ul>
<ul style="list-style-type: none"><li>• Field Component</li></ul>	<ul style="list-style-type: none"><li>• Optional Field Component</li></ul>
<ul style="list-style-type: none"><li>• Inspection Data</li></ul>	<ul style="list-style-type: none"><li>• Inspection Data</li></ul>
<ul style="list-style-type: none"><li>• Every five years</li></ul>	<ul style="list-style-type: none"><li>• Yearly recommendation</li></ul>



# MDH 2010 Program Evaluation

## Program Area Performance

### 2010 Program Evaluation Rating:

<b>Food:</b>	Needs Improvement
<b>Lodging:</b>	Subject to Termination
<b>Pool:</b>	Needs Improvement

## Overall Performance

### 2010 MDH Program Evaluation Rating:

Unacceptable



# Standard 1, Regulatory Foundation

2010 Findings	Action	2014 Findings	Recommendations
<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• Ordinances</li> </ul> <p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Ordinances</li> </ul> <p><b>Pool:</b></p> <ul style="list-style-type: none"> <li>• Ordinances</li> </ul>	<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• Ordinances revised</li> </ul> <p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Ordinances revised</li> </ul> <p><b>Pool:</b></p> <ul style="list-style-type: none"> <li>• Ordinances revised</li> </ul>	<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• Ordinances</li> </ul> <p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Ordinances</li> </ul> <p><b>Pool:</b></p> <ul style="list-style-type: none"> <li>• Ordinances</li> </ul>	<ul style="list-style-type: none"> <li>• Thorough review and revision of Food, Lodging and Pool ordinances to comply with Delegation Agreements.</li> </ul>



# Standard 2, Trained Regulatory Staff

2010 Findings	Action	2014 Findings	Recommendations
<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• FDA Program Standards</li> <li>• Standardization</li> </ul> <p><b>Lodging:</b> Good standing</p> <p><b>Pool:</b> Good standing</p>	<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• Standardization started</li> </ul> <p><b>Lodging:</b> No action</p> <p><b>Pool:</b> No action</p>	<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• FDA Program Standards</li> <li>• Standardization</li> </ul> <p><b>Lodging:</b> Good standing</p> <p><b>Pool:</b> Good standing</p>	<ul style="list-style-type: none"> <li>• Assess FDA Program Standard enrollment.</li> <li>• Senior Health Inspectors to implement Standardization.</li> </ul>



# Standard 3, Risk Based Inspection Program

2010 Findings	Action	2014 Findings	Recommendations
<b>Food:</b> <ul style="list-style-type: none"><li>• Frequency</li><li>• Risk designation</li><li>• Follow up</li><li>• Variance procedures</li><li>• CFP form</li><li>• HACCP</li></ul>	<b>Food:</b> <ul style="list-style-type: none"><li>• Additional staffing</li><li>• Focus on frequency</li><li>• Risk documenting and training</li><li>• Reinspection policy revision</li><li>• Variance procedures</li><li>• CFP Form</li><li>• HACCP</li></ul>	<b>Food:</b> <ul style="list-style-type: none"><li>• Bed &amp; Breakfast documentation</li><li>• CFP form</li></ul>	<ul style="list-style-type: none"><li>• Develop and implement procedures for Bed &amp; Breakfast reports.</li><li>• Senior Health Inspectors to review inspection reports.</li></ul>



## Standard 3, Risk Based Inspection Program, cont.

2010 Findings	Action	2014 Findings	Recommendations
<p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Frequency</li> <li>• Risk designation</li> <li>• Clear reports</li> <li>• Follow up</li> <li>• Variance procedures</li> </ul> <p><b>Pool:</b></p> <ul style="list-style-type: none"> <li>• Follow up</li> </ul>	<p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Board and Lodging move</li> <li>• Focus on frequency</li> <li>• Training on risk</li> <li>• Reinspection policy revision</li> </ul> <p><b>Pool:</b></p> <ul style="list-style-type: none"> <li>• Reinspection policy</li> </ul>	<p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Risk designation</li> <li>• Bed &amp; Breakfast documentation</li> </ul> <p><b>Pool:</b></p> <ul style="list-style-type: none"> <li>• Frequency</li> </ul>	<p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Emphasize need for proper risk designation.</li> <li>• Develop and implement procedures for Bed &amp; Breakfast reports.</li> </ul> <p><b>Pool:</b></p> <ul style="list-style-type: none"> <li>• Monitor frequency.</li> </ul>



# Standard 4, Uniform Inspection Program

2010 Findings	Action	2014 Findings	Recommendations
<b>Food:</b> <ul style="list-style-type: none"><li>• Open air establishments</li><li>• Day care/school licensing</li><li>• Clear and accurate reports</li><li>• Consistent interpretation</li></ul>	<b>Food:</b> <ul style="list-style-type: none"><li>• Variance procedures</li><li>• Institutional license</li><li>• Report writing</li><li>• Marking Instructions</li><li>• Peer inspections</li></ul>	<b>Food:</b> <ul style="list-style-type: none"><li>• Concession licensing</li><li>• Clear and accurate reports</li><li>• Consistent interpretation</li></ul>	<b>Food:</b> <ul style="list-style-type: none"><li>• Develop and implement procedures for concession licensing.</li><li>• Senior Health Inspectors to review reports.</li></ul>



# Standard 4, Uniform Inspection Program, cont.

2010 Findings	Action	2014 Findings	Recommendations
<p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Providing education</li> <li>• Clear and accurate reports</li> <li>• Consistent interpretation</li> </ul>	<p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Board and Lodging move</li> <li>• Report writing</li> <li>• Form review</li> </ul>	<p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Clear and accurate reports</li> <li>• Consistent interpretation</li> <li>• Plan review</li> </ul>	<p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Senior Health Inspectors to review reports.</li> <li>• Implement peer inspections in lodging establishments.</li> <li>• Complete marking instructions.</li> <li>• Develop and implement plan review procedures.</li> </ul>



# Standard 4, Uniform Inspection Program, cont.

2010 Findings	Action	2014 Findings	Recommendations
<b>Pool:</b> <ul style="list-style-type: none"><li>• Clear and accurate reports</li></ul>	<b>Pool:</b> <ul style="list-style-type: none"><li>• Report writing</li><li>• Form review</li></ul>	<b>Pool:</b> <ul style="list-style-type: none"><li>• Good standing</li></ul>	No action needed.



# Standard 5, Illness & Injury Investigation & Response

2010 Findings	Action	2014 Findings	Recommendations
<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• Foodborne outbreak procedures</li> </ul> <p><b>Lodging:</b> Good standing</p> <p><b>Pool:</b> Good standing</p>	<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• Foodborne outbreak training</li> </ul> <p><b>Lodging:</b> No action</p> <p><b>Pool:</b> No action</p>	<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• Complaint response policy</li> </ul> <p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Complaint response policy</li> </ul> <p><b>Pool:</b></p> <ul style="list-style-type: none"> <li>• Complaint response policy</li> </ul>	<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• Review complaint response policy.</li> </ul> <p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Review complaint response policy.</li> </ul> <p><b>Pool:</b></p> <ul style="list-style-type: none"> <li>• Review complaint response policy.</li> </ul>



# Standard 6, Compliance & Enforcement

2010 Findings	Action	2014 Findings	Recommendations
<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• Report documentation</li> <li>• Follow up</li> </ul> <p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Report documentation</li> <li>• Follow up</li> </ul> <p><b>Pool:</b></p> <ul style="list-style-type: none"> <li>• Follow up</li> </ul>	<p><b>Food:</b></p> <ul style="list-style-type: none"> <li>• Training</li> <li>• Reinspection policy revision</li> <li>• Clear enforcement procedures</li> </ul> <p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Training</li> <li>• Reinspection policy revision</li> </ul> <p><b>Pool:</b></p> <ul style="list-style-type: none"> <li>• Reinspection policy revision</li> </ul>	<p><b>Food:</b> Good standing</p> <p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Report documentation</li> <li>• Follow up</li> </ul> <p><b>Pool:</b> Good standing</p>	<p><b>Lodging:</b></p> <ul style="list-style-type: none"> <li>• Implement peer inspections in lodging program.</li> <li>• Review follow up procedures for lodging facilities.</li> </ul>



# Standard 7, Industry & Community Relations:

2010 Findings	Action	2014 Findings	Recommendation
<b>Food:</b> Good standing <b>Lodging:</b> Good standing <b>Pool:</b> Good standing	<b>Food:</b> <ul style="list-style-type: none"><li>• Multilingual food safety videos, self-inspections and temperature logs</li><li>• Community meetings</li></ul>	<b>Food:</b> Good standing <b>Lodging:</b> Good standing <b>Pool:</b> Good standing	No action needed.



# Standard 8, Program Resources

2010 Findings	Action	2014 Findings	Recommendations
<b>Food:</b> Good standing <b>Lodging:</b> Good standing <b>Pool:</b> Good standing	Inspectors added.	<b>Food:</b> Below recommended ratio <b>Lodging:</b> Below recommended ratio <b>Pool:</b> Below recommended ratio	<ul style="list-style-type: none"><li>Review staffing model.</li></ul>



# Program Status

## Program Area Performance

	<b>2010 Program Evaluation Rating:</b>	<b>2014 Self-Assessment Rating:</b>
<b>Food:</b>	Needs Improvement	Acceptable, Exceeds Standards
<b>Lodging:</b>	Subject to Termination	Needs Improvement
<b>Pool:</b>	Needs Improvement	Needs Improvement

## Overall Performance

**2010 MDH Program Evaluation Rating:**

Unacceptable

**2014 Self-Assessment Rating:**

Acceptable with Improvements Needed



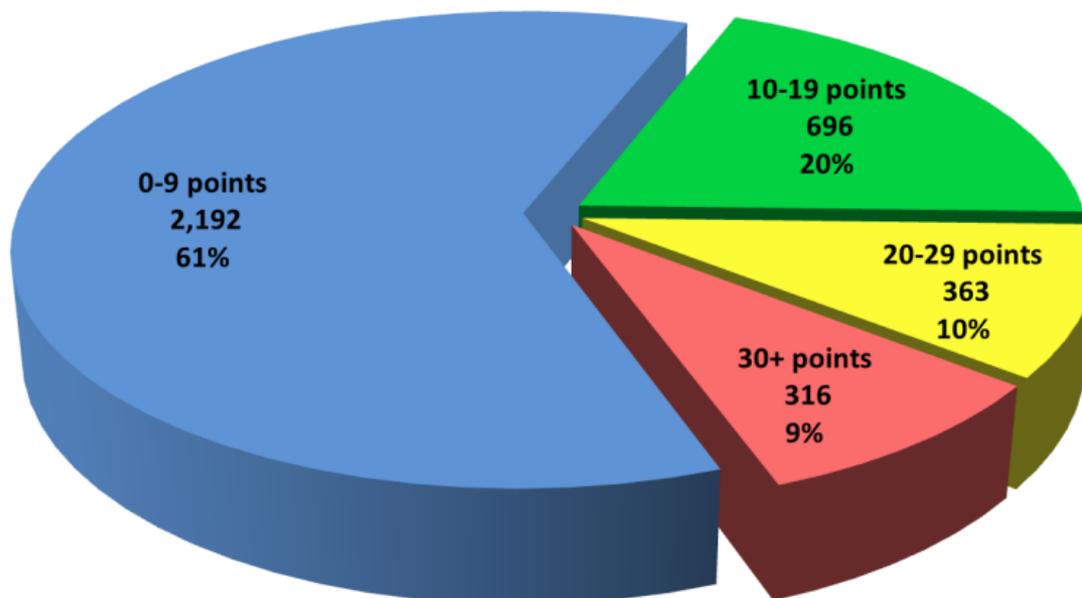
# Our Mission:

1. Protect health and safety
2. Support our businesses and community
3. Be part of a City That Works.



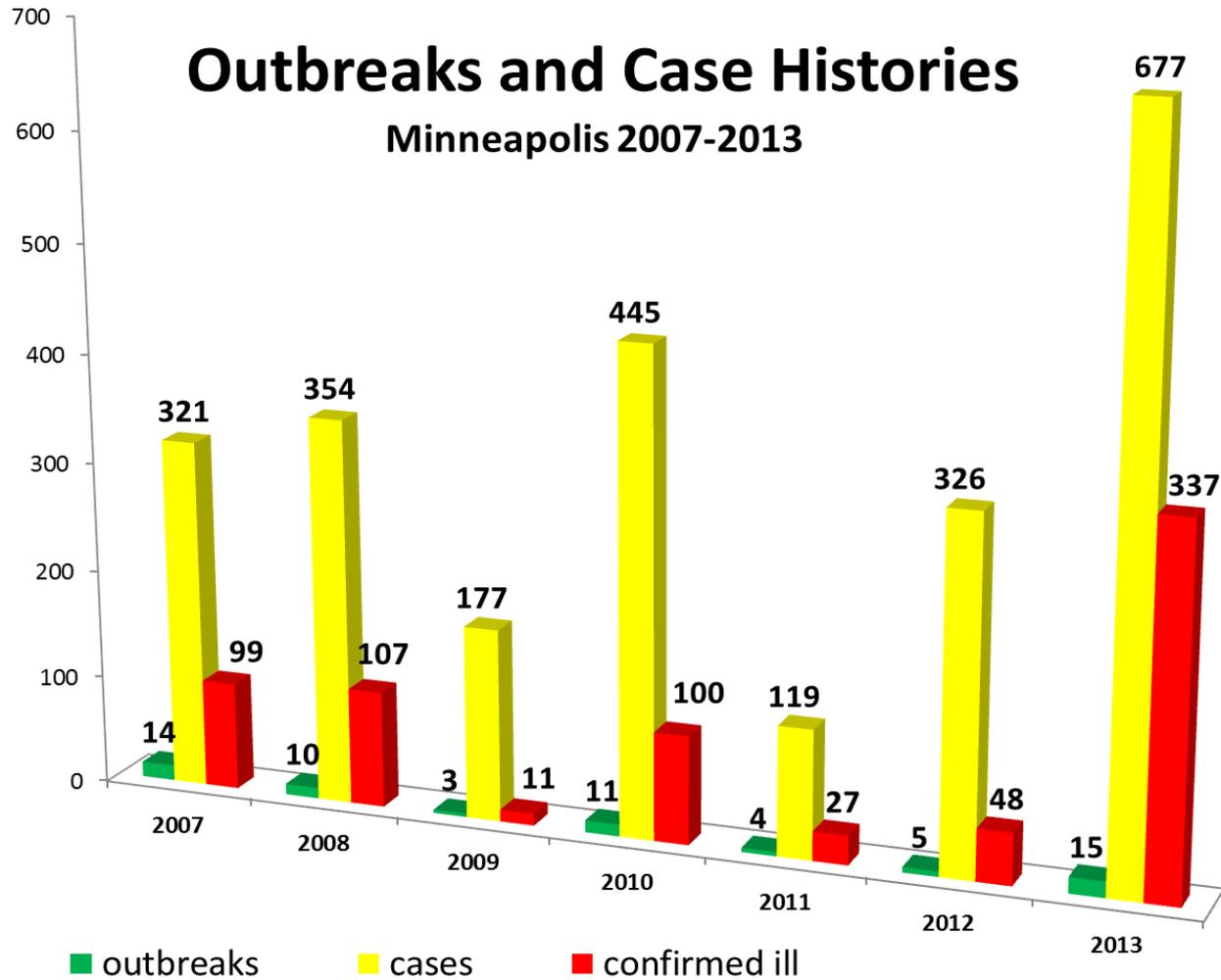
## Routine Health Inspections during 2013.

(Businesses with 10+ points do not meet Health Safety Standards)



# Outbreaks and Case Histories

Minneapolis 2007-2013



# Our Mission:

1. Protect health and safety
2. Support our businesses and community
3. Be part of a City That Works.



# Engaging our customers

- Industry Meetings
- Food Safety e-Newsletter
- Surveys



Environmental Health eNews

[www.minneapolismn.gov/health](http://www.minneapolismn.gov/health)



# Providing Education, Consultation & Technical Assistance

- All Star training
- HACCP
- Online resources
- Partnership with CPED

## Hazard Analysis Critical Control Point



HACCP Team: Mohamed Yusuf, Sadie Pulk, Katie Lampi

Section	Item	Pass/Fail	Comments
1. General Cleanliness	1.1. Floors are clean and free of debris		
	1.2. Walls are clean and free of debris		
	1.3. Ceilings are clean and free of debris		
	1.4. Windows are clean and free of debris		
2. Food Storage	2.1. Food is stored in original containers		
	2.2. Food is stored in a clean, dry, and well-ventilated area		
	2.3. Food is stored in a cool, dry, and well-ventilated area		
	2.4. Food is stored in a clean, dry, and well-ventilated area		
3. Food Preparation	3.1. Food is prepared in a clean, dry, and well-ventilated area		
	3.2. Food is prepared in a clean, dry, and well-ventilated area		
	3.3. Food is prepared in a clean, dry, and well-ventilated area		
	3.4. Food is prepared in a clean, dry, and well-ventilated area		
4. Food Service	4.1. Food is served in a clean, dry, and well-ventilated area		
	4.2. Food is served in a clean, dry, and well-ventilated area		
	4.3. Food is served in a clean, dry, and well-ventilated area		
	4.4. Food is served in a clean, dry, and well-ventilated area		

Date	Time	Location	Temperature	Initials

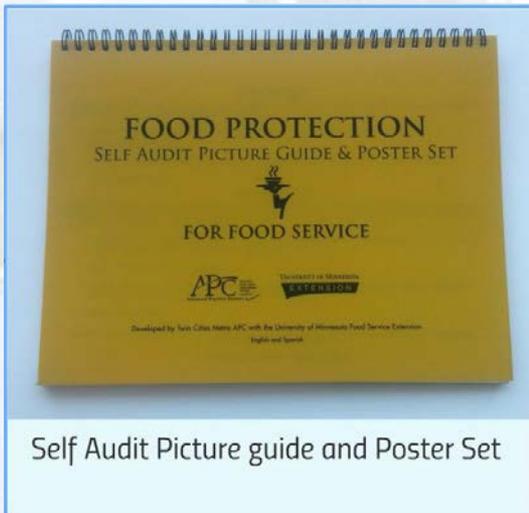
Date	Time	Location	Temperature	Initials

## Self Inspection and Temperature logs



# Supporting multicultural communities

- Latino and Somali focus groups
- Multi-lingual staff
- Community forums
- Educational resources





MLB ALL STAR GAME 2014 JULY 15 FOX

ALL STAR GAME 2014 JULY 15 FOX

MLB ALL STAR GAME 2014 JULY 15 FOX