

# **Appendix E**

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## **SAMPLE FORMS AND LETTERS**

**Food Establishment Inspection Report**

**Inspection Equipment Checklist**

**Embargo Notice/Embargo Tag**

**Order Letter for Submission of Stool Specimens**

**Official Order for Correction**

**Food Handler Handwashing Notice**

**Enteric Culture Instruction Form**

**Press Release**

**Public Notice**

**HACCP Risk Assessment Forms**

**PHF Temperatures**

**For other forms, see:**

**Chapter 4 - Diseases Reportable by Healthcare Providers**

**Appendix A - Hepatitis A Worksheet**

**Appendix B - Food Sample Collection Procedures**

**Food Sample Submission Form**

**NOTE: The following forms are unavailable by the internet. A copy of each can be obtained by calling the Massachusetts Department of Public Health, Food Protection Program: 617-983-6712.**

- Food Establishment Inspection Report**
- Embargo Notice/Embargo Tag**
- Order Letter for Submission of Stool Specimens**

## INSPECTION EQUIPMENT CHECKLIST

<b>TYPE OF EQUIPMENT</b>	<b>USE/TIPS</b>
1. Picture I.D.	1. Always identify yourself
2. Business Cards	2. Assists in access to you and your department
3. Inspection Forms	3. Documentation, documentation, documentation!!!
- 52 Item Report, page 1	- inspection checklist
- Narrative page 2	- descriptive writing
- Correction Order	- additional language for enforcement purposes
- Voluntary Condemnation	- for voluntary disposal of food
- Embargo	- for mandatory embargo of food
4. Regulations (i.e., "590")	4. For reference
5. Educational materials	5. For distribution and reinforcement
6. Clipboard	6. To hold forms and paper
7. Pens & Pencils & Markers	7. Report writing and marking sample bags
8. Flashlight	8. To inspect poorly lit areas
9. Thermometers	9. To monitor food & equipment temperatures
- probe/bayonet (0-220 <sup>0</sup> F)	- food temperature/calibrate routinely
- maximum registering or	- high temperature dishmachines final rinse
- thermolables ( 160 <sup>0</sup> F)	-a wash/rinse of 150 <sup>0</sup> /180 <sup>0</sup> F or 165 <sup>0</sup> /165 <sup>0</sup> F
	provides a plate temperature of 160 <sup>0</sup> F. Don't store in a hot car!
- T-stick	- disposable hamburger thermometer
10. Alcohol swabs	10. To disinfect food thermometer
11. Sanitizer Test Kits	11. Don't store these in a hot car
- Chlorine	- 50 - 200 ppm/white kit turns blue-grey
- Quaternary ammonia	- generally 200 ppm/orange kit turns brownish green
- Iodine	- 12.5 - 50 ppm/white kit turns blue-grey
12. Ruler & Tape Measure	12. To take measurements
13. Hair Restraint	13. Use during inspection/sets a good example!
14. White Lab Coat	14. Professional appearance
15. Disposable Gloves	15. For handling food
<b>HAVE ACCESS TO:</b>	
1. Sterile Bags & Vials	1. For sampling
2. Embargo Tags & Notices	2. To embargo food
3. Cooler & Ice Packs	3. For transporting & storing samples
4. Camera & Film	4. Evidence
5. Black Light	5. To detect rodent urine/use with glo-germ for handwashing demonstrations
6. Flashlight Bulbs & Batteries	

Source: MA Health Officers Association (MHOA), Reference Manual for Food Protection Programs, August 1997.

# OFFICIAL ORDER FOR CORRECTION

*Food Establishment Permit Holder*  
*Establishment Name*  
*Establishment Address*

Permit No.:

Dear (*permit holder*):

A sanitary inspection of (*establishment name*) located at (*address*) was conducted on by (*inspector name, title*) on (*inspection date*). A copy of the inspection report which lists specific provisions of 105 CMR 590.000 - Minimum Sanitation Standards for Food Establishments, Article X that are in violation is attached.

This order, when signed by a Board of Health member or its agent constitutes an order of the Board of Health to correct violations within the time period designated. A re-inspection will be conducted on (*date*) to determine if the violations have been corrected. Failure to correct violations may result in suspension or revocation of the food establishment permit and cessation of food establishment operations.

You may request a hearing before the Board of Health. Your request must be in writing and be submitted to the following office by (*date*).

Signature: (*Board of Health member or agent*)

Title:

Date:

**NOTICE TO FOODHANDLERS:**

**Handwashing is one of the MOST IMPORTANT factors in preventing the spread of infection.**

**ALWAYS wash your hands after using the toilet, and ALWAYS before handling food, equipment and utensils.**

**Put your board of health or town logo here.**

State Laboratory Institute - Massachusetts Department of Public Health  
305 South Street, Boston, MA 02130  
(617) 522-3700 / (617) 983-6200

#### **INSTRUCTIONS FOR SUBMITTING ENTERIC SPECIMENS**

Stool cultures are important aids for diagnosing acute diarrheal disease. The pathogenic organisms most frequently cultured from stool are Campylobacter sp., enterohemorrhagic Escherichia coli (SLT producers), Salmonella sp., Shigella sp., and Yersinia sp.

The State Laboratory provides the following types of collection/transport kits for the submission of specimens:

- A. Transport for Salmonella sp., Shigella sp., Yersinia sp.: a clear plastic bottle with a **white label** and green top.
- B. Transport for Campylobacter sp. only: a clear plastic bottle with an **orange label** and green top.
- C. The Combined Kit contains both types of transport bottles.

If the transport solution in the bottle(s) has turned yellow, **DO NOT USE**. Return unused kit(s) and call (617) 983-6640 for replacements(s).

#### **Guidelines for stool collection and specimen submission:**

(Instructions for the submission of specimens suspected of containing Vibrio sp. can be obtained by calling the Enteric Laboratory at (617) 983-6609.

1. Collect stool from patient as soon after onset of illness as possible (**before antibiotic treatment begins**).
2. Using the spoon attached to the screw cap top, add a small amount of stool (approximately dime size) to the appropriate transport container. If stool is liquid, transfer enough of the stool specimen to raise the level of the pink liquid approximately ¼ inch. **DO NOT OVERFILL!**
3. Secure bottle top(s) tightly to prevent leakage in transit. Complete information requested on the bottle label.
4. **Complete the culture requisition slip, included with each kit, filling in all requested information completely.**
5. Place culture bottle(s) in the metal container provided and tighten cap securely.
6. Wrap completed requisition slip around the outside of the metal container and place in cardboard shipping container. Secure shipping container top.
7. Mail or deliver promptly to: **Attn: Bacteriology Laboratory  
State Laboratory Institute  
305 South Street, Boston, MA 02130**

(more)

## **Culturing for enterohemorrhagic Escherichia coli (EHEC)**

**Please Note:** The most prevalent serotype of EHEC encountered in the United States is O157:H7. The preferred specimen for recovery of EHEC is a fresh stool placed in a sterile container on wet ice. This should be submitted to the laboratory as soon as possible after collection\*. If this method of specimen submission is not possible, please contact:

**Enteric Laboratory: (617) 983-6609**

\* The collection kit listed under A (Salmonella sp., Shigella sp. and Yersinia sp.) on the previous page may be used for the recovery and isolation of EHEC when the fresh stool method is not possible.

Rectal swabs are not recommended for testing because the sample size is usually too small. If the stool specimen can only be obtained with a rectal swab, care should be taken to insert the swab past the sphincter muscle to obtain a representative fecal specimen. Transfer the swab to the appropriate transport container, rotate the swab in the medium, press the swab vigorously against the side of the container and discard swab, as hazardous waste. Submit transport kit as noted above.

# SAMPLE PRESS RELEASE

**Massachusetts Department of Public Health  
Division of Epidemiology & Immunization  
305 South St.  
Jamaica Plain, MA 02130  
Phone 617 983-6800**

## **Hepatitis A**

**[Insert appropriate town and date]:** Today Massachusetts State and Local Public Health Authorities announced that a case of hepatitis A occurred in a food worker at the **[insert appropriate facility name]**, located in **[insert appropriate town]**.

Health officials warn that people who ate cold or uncooked foods at this restaurant between the dates of **[insert appropriate dates]** may be at risk for developing hepatitis A. Cold or uncooked foods include salads and salad items, rolls, breads, hamburger and hot dog buns, fruit or vegetable garnishes, cold desserts, hamburger or sandwich condiments such as pickles and onions, chips, and ice or beverages containing ice. Immune globulin (IG) provides immediate protection lasting for as long as 3-5 months when given within two weeks after a person has been exposed. Therefore, people who ate cold or uncooked foods or are unsure of what they ate from this restaurant between **[insert appropriate dates]** should contact their health care provider and receive IG as soon as possible. Health care providers may obtain IG from **[insert appropriate locations]** or the Massachusetts Department of Public Health.

The early signs and symptoms of hepatitis A are fever, fatigue, loss of appetite, nausea, vomiting, diarrhea, dark urine and jaundice (yellowing of eyes or skin). The illness varies in severity, with mild cases lasting two weeks or less and more severe cases lasting 4-6 weeks or longer. Some individuals, especially children, may not develop jaundice, and may have an illness so mild that it can go unnoticed. However, even mildly ill persons can still be highly infectious. Persons with illness suggestive of hepatitis should consult a physician even if symptoms are mild.

Hepatitis A virus is spread as a result of fecal contamination (fecal-oral route) and may be spread from person to person through close contact or through food handling. The virus can be spread by contaminated food and beverages.

Persons who ate cold or uncooked foods from **[insert appropriate restaurant]** between **[insert appropriate dates]** are urged to be particularly thorough in handwashing after toileting and prior to food preparation to avoid any potential further spread of disease. Handwashing should include vigorous soaping of the hands. All surfaces should be washed including the back of the hands, wrists, between fingers and under fingernails. Hands should be thoroughly rinsed with running water.

Further information can be obtained from local health departments, health care providers or the Massachusetts Department of Public Health, Division of Communicable Disease Control (617) 983-6800.



# SAMPLE PUBLIC NOTICE

## DEAR GUEST:

An employee of this restaurant was recently diagnosed as having hepatitis A. As a precautionary measure, all of the restaurant employees have received immune globulin (IG). Please be assured that we will continue to take every precautionary step to ensure the health and safety of our employees and guests.

As a result of this, we have been asked by state and local health officials to post the following information:

**Exposure:** It is of the opinion of state and local health departments that patrons who ate uncooked or cold food served from this restaurant anytime between [insert appropriate dates] and [insert appropriate dates] have potentially been exposed to hepatitis A.

**Cold or uncooked foods include salads and salad items, rolls, breads, hamburger and hot dog buns, fruit or vegetable garnishes, cold desserts, hamburger or sandwich condiments such as pickles and onions, chips, and ice or beverages containing ice.**

**Prevention:** Persons who ate cooked or uncooked foods at the restaurant from [insert appropriate dates] to [insert appropriate dates] should contact a health care provider and receive IG as soon as possible but no later than [insert appropriate dates]. IG provides protection when given as late as two weeks after a person has been exposed to hepatitis A. Health care providers can obtain IG from [insert appropriate locations] or the Massachusetts Department of Public Health.

**Symptoms of hepatitis A:** Symptoms of hepatitis A are age-related, with adults and adolescents more likely to develop the “classic” symptoms of fever, fatigue, loss of appetite, nausea and jaundice (dark brown urine and yellow skin and whites of eyes). In children, hepatitis A infections usually have minimal flu-like symptoms or upset stomach symptoms or no symptoms at all, and children usually do not develop jaundice. When symptoms do occur they generally last one to two weeks, although on rare occasions adults can feel sick for as long as several months.

## **Where to obtain information about hepatitis A?**

### **Health care provider**

### **Local board of health**

in the phone book under local government

### **Massachusetts Department of Public Health**

Division of Communicable Disease Control (617) 983-6800

# HACCP RISK ASSESSMENT FORM

FOOD ITEM:		ESTABLISHMENT NAME:
INGREDIENTS:		PERSON IN CHARGE:
		CONDUCTED BY: <span style="float: right;">DATE:</span>
WEIGHT/VOLUME:		<input type="checkbox"/> INTERVIEW AND ON SITE INSPECTION <input type="checkbox"/> PREPARATION OBSERVED
CERTIFIED FOOD MANAGER: YES NO		SAMPLES COLLECTED:
DATE OF LAST ROUTINE INSPECTION:		

PLEASE PRINT CLEARLY

IDENTIFY PREPARATION STEPS <small>Date Time</small>	EXPLAIN HOW SUSPECT FOOD WAS HANDLED AT EACH STEP. (Who, What, Where)  IDENTIFY ANY UNSAFE FOOD HANDLING PRACTICES <small>(* Violation of 105 CMR 590.000 )</small>	ITEM No.  <small>VIOLATION 105 CMR590</small>	HAZARDS -Contamination -Survival -Growth/Toxin <b>IDENTIFY CCP</b>	PLAN OF CORRECTION  <small>*Include changes in procedures, embargos, disposals, food worker restrictions, training, emergency suspensions and closures, and regulatory samples collected.</small>	Verified  <small>Date Initials</small>

**OTHER OBSERVATIONS / EMPLOYEE HEALTH/ ACTIONS TAKEN:**

<b>IDENTIFY PREPARATION STEPS</b> Date Time	<b>EXPLAIN HOW SUSPECT FOOD WAS HANDLED AT EACH STEP. (Who, What, Where)</b>  <b>IDENTIFY ANY UNSAFE FOOD HANDLING PRACTICES</b> (* Violation of 105 CMR 590.000 )	<b>ITEM No.</b>  <small>VIOLATION 105 CMR590</small>	<b>HAZARDS</b> - Contamination -Survival -Growth/Toxin <b>IDENTIFY CCP</b>	<b>PLAN OF CORRECTION</b>  *Include changes in procedures, embargos, disposals, food worker restrictions, training, emergency suspensions and closures, and regulatory samples collected.	<b>Verified</b>  Date Initials

**OTHER OBSERVATIONS / EMPLOYEE HEALTH / ACTIONS TAKEN:**

**HACCP RISK ASSESSMENT FORM**

<b>FOOD ITEM:</b>	Tuna Salad Sandwich	<b>ESTABLISHMENT NAME:</b> Madhouse Restaurant
<b>INGREDIENTS:</b>	canned tuna, commercial mayonnaise, celery, spices, bread	<b>PERSON IN CHARGE:</b> Chef Benny Rothchild
		<b>CONDUCTED BY:</b> Food Inspector Barbara Smith <b>DATE:</b> 12/8/96
<b>WEIGHT/VOLUME:</b>	50 lbs. (approximately 200 servings)	<input checked="" type="checkbox"/> <b>INTERVIEW AND ON SITE INSPECTION</b> <input type="checkbox"/> <b>PREPARATION OBSERVED</b>
<b>CERTIFIED FOOD MANAGER:</b> YES / <u>NO</u>		<b>SAMPLES COLLECTED:</b> No
<b>DATE OF LAST ROUTINE INSPECTION:</b> 10/15/96		

PLEASE PRINT CLEARLY

<b>IDENTIFY PREPARATION STEPS</b> Date Time	<b>EXPLAIN HOW SUSPECT FOOD WAS HANDLED AT EACH STEP. (Who, What, Where)</b>  <b>IDENTIFY ANY UNSAFE FOOD HANDLING PRACTICES</b> (* Violation of 105 CMR 590.000 )	<b>ITEM No.</b> <small>VIOLATION 105 CMR590</small>	<b>HAZARDS</b> -Contamination -Survival -Growth/Toxin <b>IDENTIFY CCP</b>	<b>PLAN OF CORRECTION</b>  *Include changes in procedures, embargoes, disposals, food worker restrictions, training, emergency suspensions and closures, and regulatory samples collected.	<b>Verified</b>  Date Initials
<b>Store Ingredients</b>  -Dry/storage -Refrigeration	Tuna and unopened mayonnaise stored in dry storage room at 72 °F. Open mayonnaise stored in walk-in refrigerator at 41° F.  *Celery in walk-in stored on shelf under dripping thawing chicken.	# 9	C-chicken ccp - yes	Celery removed, washed and diverted to stock production. Different space designated for produce storage.	12/10/96 BS
<b>Chop Celery</b>  12/4(AM)15MIN	Celery washed with water and chopped in buffalo chopper.  *Chopper is washed but not sanitized.  *Employee (LR) uses bare hands to scoop celery into mixing bowl.	#16  # 5	C-chopper C-hands CCP - yes	Sanitizing after each use to begin immediately.  Employees will be trained and required to use gloves/utensils when handling read-to-eat foods.	12/10/96 BS
<b>Mix Ingredients Together</b>  12/4(AM) 30 min.	* Can of tuna taken from dry storage and opened with manual can opener. Can opener is encrusted with old food build up and is not cleaned and sanitized daily.  Sealed containers of mayonnaise are taken from dry storage. Ingredients mixed in floor mixer. Mixer bowls and paddles are manually cleaned and sanitized after each use.	#16	C-can opener  CCP - yes	Daily sanitizing of can opener to begin immediately	12/10/96 BS

**OTHER OBSERVATIONS / EMPLOYEE HEALTH/ ACTIONS TAKEN:** Equipment, utensils and food contact surfaces, unless noted, are cleaned and sanitized in dishwashing machine or manually in a 3-compartment sink with sanitizer. Employee (LR) claimed he was ill with fever, vomiting and diarrhea 3 days before preparing tuna but did not seek medical attention. He has been instructed to submit a stool specimen within 48 hours and will be restricted from working pending specimen results.

<b>IDENTIFY PREPARATION STEPS</b> Date Time	<b>EXPLAIN HOW SUSPECT FOOD WAS HANDLED AT EACH STEP. (Who, What, Where)</b>  <b>IDENTIFY ANY UNSAFE FOOD HANDLING PRACTICES</b> (* Violation of 105 CMR 590.000 )	<b>ITEM No.</b>  <small>VIOLATION</small> 105 CMR590	<b>HAZARDS</b> -Contamination -Survival -Growth/Toxin <b>IDENTIFY CCP</b>	<b>PLAN OF CORRECTION</b>  *Include changes in procedures, embargoes, disposals, food worker restrictions, training, emergency suspensions and closures, and regulatory samples collected.	<b>Verified</b>  Date  Initials
<b>Store in Walk-in Refrigerator</b>  12/4 - 12/5	* Tuna salad (made from ingredients at room temperature) placed in 5 gallon buckets and stacked in walk-in refrigerator (41°F).	#10	G/T - cooling CCP - yes	Tuna and other PHF salads will be made from pre-chilled ingredients.	12/10/96 BS
<b>Prepare Tuna Sandwiches</b>  12/5 11AM-12PM	Tuna salad (4oz. Portions) placed on bread with scooper. Sandwiches sliced in half with knife and placed on tray. *Foodhandlers (RB and OL) do not use gloves, papers etc.	#11	C- hands CCP - yes	Employees will be required to use gloves.	12/10/96 BS
<b>Serve on Buffet</b>  12/5 12-3PM	Trays are uncovered and placed on buffet lines. *No ice or refrigeration used to maintain temperature at or below 45°F.	# 4	G/T- holding CCP - yes	PHFs leftover on buffet lines without ice/refrigeration will be time marked and discarded if not used or served within 4 hours..	12/10/96 BS
<b>Serve Leftover Sandwiches in Employee Cafeteria</b>  12/5 3PM - ?	Leftover sandwiches brought to employee cafeteria and placed on serving line until gone. * No refrigeration or ice used to maintain sandwiches at or below 45°F.	# 4	G/T- holding CCP - yes	Reach-in cooler for self-service of cold PHFs will be obtained for employee cafeteria line.	12/10/96 BS

**OTHER OBSERVATIONS / EMPLOYEE HEALTH / ACTIONS TAKEN:**

**POTENTIALLY HAZARDOUS FOOD (PHF) TEMPERATURES  
CRITICAL CONTROL POINTS, MONITORING PROCEDURES AND CORRECTIVE ACTIONS**

CRITICAL CONTROL POINT	MONITORING PROCEDURES	EXAMPLES OF VIOLATIONS and CORRECTIVE ACTIONS	
<p><b>COLD HOLDING/DISPLAY</b> <i>Cold PHFs at or below 45 °F during storage, display and service.</i></p>	<ul style="list-style-type: none"> <li>• Measure temperatures of coldholding units.</li> <li>• Measure temperatures of cold PHFs.</li> <li>• Check accuracy of refrigeration unit thermometers.</li> <li>• Review temperature logs, if maintained.</li> </ul>	<p>Cold PHFs found between 45°F - 70° for less than 2 hours.</p> <p>Cold PHFs found between 45 - 70° for 2 to 4 hours..</p> <p>Cold PHFs found above 70 °F for 2 or more hours..</p>	<p>Serve immediately or implement procedures for rapid cooling.</p> <p>Serve immediately or discard.</p> <p>Discard.</p>
<p><b>HOT HOLDING/DISPLAY</b> <i>Hot PHFs at or above 140 °F during hot holding.</i></p>	<ul style="list-style-type: none"> <li>• Measure temperatures of hot PHFs.</li> <li>• Measure temperatures of hot holding units, if possible.</li> <li>• Review temperature logs, if maintained.</li> </ul>	<p>Hot PHFs found between 120 - 140°F less than four hours.</p> <p>Hot PHFs found below 120° F for less than two hours.</p> <p>Hot PHFs found below 120 °F for more than 2 hours or under 140 °F for more than 4 hours.</p>	<p>Rapidly reheat to 165 °F and hold at or above 140 °F or serve immediately.</p> <p>Rapidly reheat to 165 °F and hold at or above 140 °F or serve immediately.</p> <p>Discard.</p>

CRITICAL CONTROL POINT	MONITORING PROCEDURES	EXAMPLES OF VIOLATIONS and CORRECTIVE ACTIONS	
<b>COOLING</b> <i>PHFs cooled to 70° F within 2 hours and then to 45° F within 4 hours..</i>	<ul style="list-style-type: none"> <li>Review cooling procedures to determine if methods facilitate rapid cooling (e.g. shallow pans, ice baths, blast chillers).</li> <li>Measure PHF temperatures while cooling when possible.</li> </ul>	<p>PHFs found between 70° - 140 F after cooling less than two hours.</p> <p>PHFs found between 70° - 140° F after cooling more than 2 to 4 hours.</p> <p>PHFs found between 70° - 140° F after cooling more than 4 hours.</p> <p>PHFs found between 45° and 70° F after cooling more than 6 hours..</p>	<p>Implement procedures to rapidly cool.</p> <p>Reheat to 165° F and implement procedures to rapidly cool.</p> <p>Discard.</p> <p>Discard.</p>
<b>COOKING/ REHEATING</b> <i>PHFs cooked and/or reheated to proper temperatures.</i>	<ul style="list-style-type: none"> <li>Measure PHF temperature after cooking/reheating.</li> <li>Review cooking logs, if maintained</li> <li>Review procedures for rapidly reheating PHFs to 165 °F within 2 hours.</li> </ul>	<p>PHFs not cooked/reheated to proper temperature.</p>	<p>Continue cooking until required temperature is reached.</p> <p>Continue reheating until required temperature is reached.</p>

**NOTE:** *During inspections when temperature violations are noted, corrective actions such as initiating changes in procedures, embargoing and discarding food as well as documenting violations may be necessary. This chart is intended only as a guideline to determine when and what corrective actions may need to be taken to prevent a possible foodborne illness due to temperature abuse of a PHF Each situation should be evaluated based on the potential for contamination and intended use of the food as well as temperature abuse. If the person-in-charge refuses to discard food which was mishandled, it will be necessary to embargo the food product and collect samples for analysis.*