



# Creating a Food Safety Culture

---



# Agenda for the workshop

---

- Introduction
- Getting on the same page
- Food safety in a food banking environment
- The costs of food safety
- Food safety influences
- Culture
- Food safety goals
- Third party food safety audits
- Takeaways
- Final Thoughts & Questions



# Introductions

---

- Started in 1996
- Director of Food Safety
- Former Director of Network Development
  - Agency Capacity Building
  - Mobile Pantry Program
- Former Field Manager
  - Western and Southwestern states

## Getting on the same page about food safety

---

- 48,000,000 food borne illnesses annually
- 128,000 hospitalizations due to food borne illness
- 3,000 deaths annually in the US due to food borne illness

Source: CDCP 2011 estimates

# Think you have the flu? Guess again.

## Flu vs. Food Poisoning

Symptoms	"The Flu"	Food Poisoning
Body aches and pains	Common: headache and muscle aches	Common: headache, backache and stomach cramps
Fatigue	Common (often extreme)	Common (often extreme)
Fever	Common	Common
Gastrointestinal	Rarely prominent*	Common (often severe)
Gastrointestinal: Nausea	Rarely prominent*	Common
Gastrointestinal: Diarrhea	Rarely prominent*	Common
Respiratory: Chest discomfort, cough	Common (often extreme, can become severe)	Rare
Respiratory: Nasal congestion, sore throat, runny or stuffy nose	Common	Rare
<b>Prevent or Lessen Risk</b>	<b>Annual Vaccination</b>	<b>Proper Food Handling</b>

## How long does it take to get sick?

---

- STEC (shiga toxin E coli)  
– traveler's diarrhea
  - E coli 0157:H7
  - Listeria monocytogenes
  - Salmonella
  - Noroviruses
  - Staphylococcus aureus
- 1-3 days
  - 1-8 days
  - 9 - 48 hours
  - 6 – 48 hours
  - 12 – 48 hours
  - 1 – 6 hours

# Food Safety in a Food Bank Environment

**denverpost.com**

NEWS | MEDIA KIT | SIGN UP FOR REPAIRS NEWS | AL PATE | PHOTO GALLERY | PRINT

News | Politics | Sports | Business | Entertainment | Lifestyle | Opinion | Travel | Your Hub | Snow Report

SPONSORED BY ADVERTISERS FROM THE DENVER POST

Home > News > Breaking News

LOCAL NEWS

## Mass food poisoning at Denver Rescue Mission sends 40 to hospital

By Yessie Robles  
The Denver Post

POSTED: 07/23/2012 01:00:00 AM EDT  
UPDATED: 07/23/2012 08:42:00 AM EDT

Emergency responders are wrapping up their on-site evaluations at the Denver Rescue Mission after a total of about 40 people had to be transported to hospitals for food poisoning.

The 40 people were taken to various hospitals from the Denver Rescue Mission after a turkey dinner made them sick.

Lt. Phil Champagne, a spokesman for the Denver Fire Department, said people started becoming "violently ill" just over an hour after their 5 p.m. dinner.

First responders began arriving at about 7:30 p.m. and were wrapping up about 11 p.m.

About 14 ambulances transported at least two patients each. Lawrence Street has been closed between 22nd and 23rd streets while other people were evaluated outside the center. The street should reopen by 11:30 p.m.

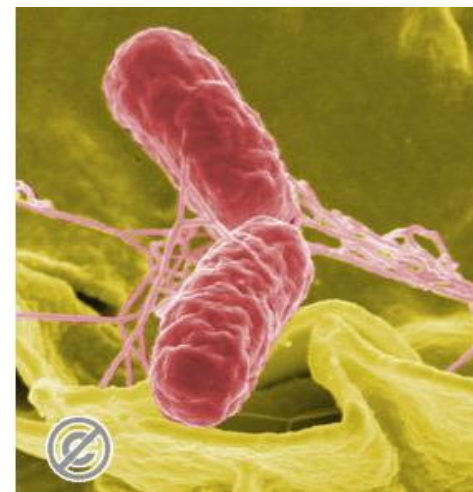
"We eliminated other potential environmental causes," Champagne said.

About 350 people ate dinner at the Denver Rescue Mission Sunday afternoon, and it is believed at least 200 ate turkey that had been donated to the center.

- Could this be your agency?
- Could this be linked to your food bank?
- How would it affect your donations? Both food and funds?
- How would this affect your brand in the community?
- Would your organization be able to survive a crisis associated with the food it distributes?

# The Costs of Food Safety

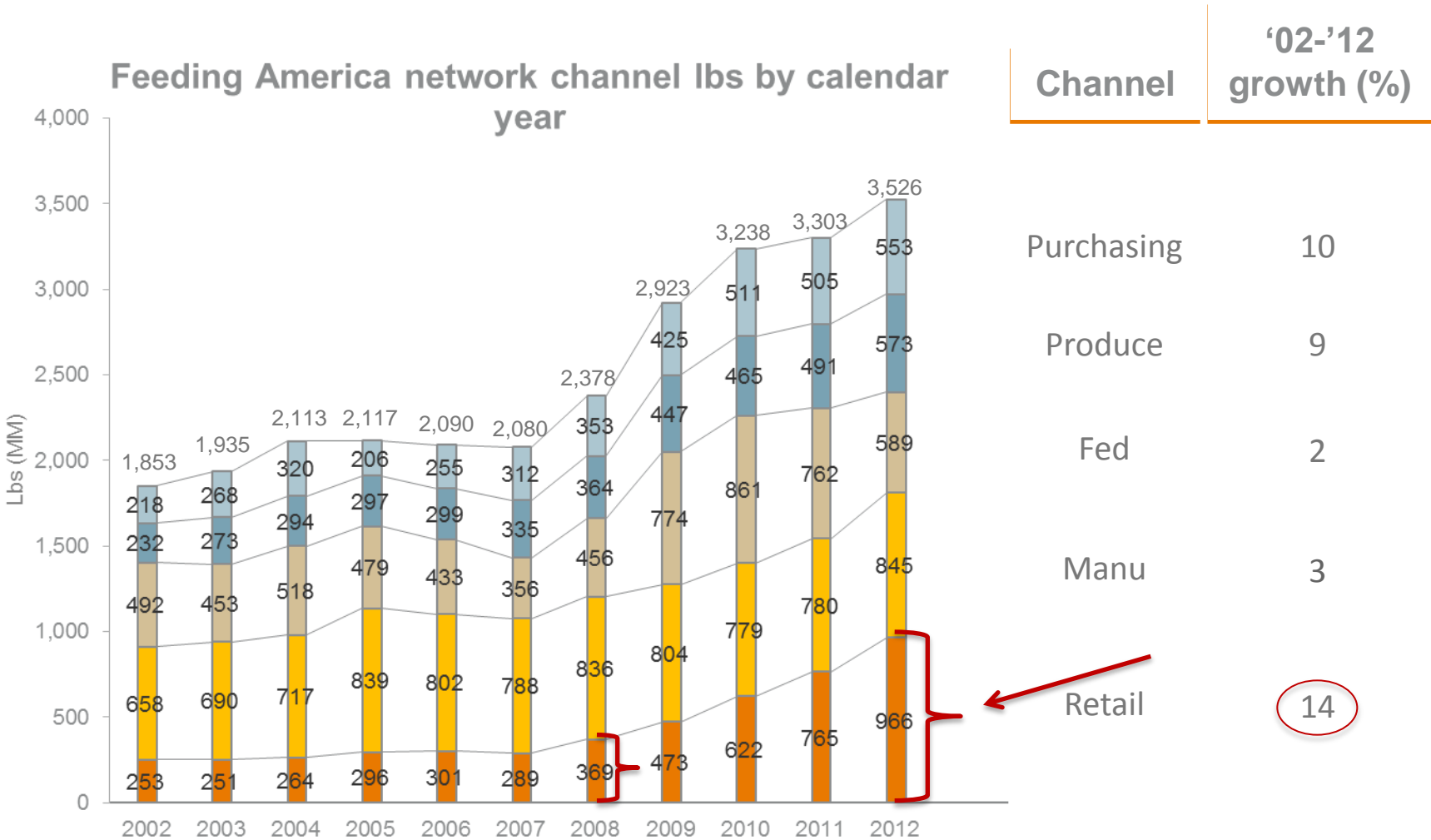
- If the network has a major food safety failure, what is at risk?
- Health and welfare of our clients
- Damage to brand and reputation
- Inability to meet the network's mission and strategic plan goals
- Loss of donors/donations and sponsors
- Regulatory exposure
- Legal costs and insurance claims







# Significant changes in food sourcing over last 10 years



# Food Safety in a Food Bank Environment

---

- Retail store donations
  - Frozen meats
  - Rotisserie chicken
  - Fresh produce
  - Refrigerated sandwiches
  - Refrigerated salads
  - Dairy/Eggs
- Bulk products
- Case lot products
- Mixed case lot products
- Salvage
- Fresh produce
- More product is coming from the retail store
  - Frozen
  - Refrigerated
- More potentially hazardous products
- Increases the food bank's risk
- Agency-enabled pick ups?
- Fresh produce – ready to eat?
- Close to code products

# What can influence food safety?

---

- { Time
- { Temperature
- Packaging
- Handling
- Transportation
- Type of product
- Internal processes



# What else can influence food safety?

---



- Organizational food safety culture



# Food Safety Culture

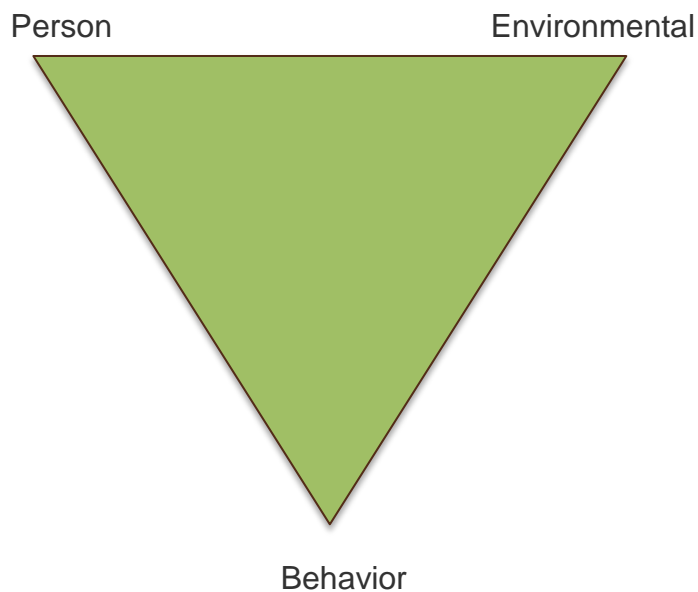
---

- What is it?
- Why do I need it?
- Who's going to create it?
- Does it make my job harder?

## What creates the culture (other than leadership)?

---

- Changing behavior
- Environmental and physical factors



## Food Safety Goals – Continuous Improvement Model

---



# So, what about the third party audits?

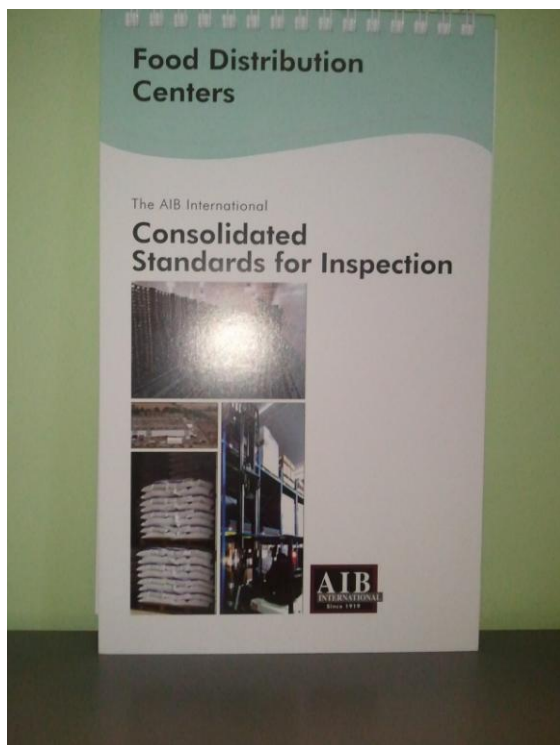
---



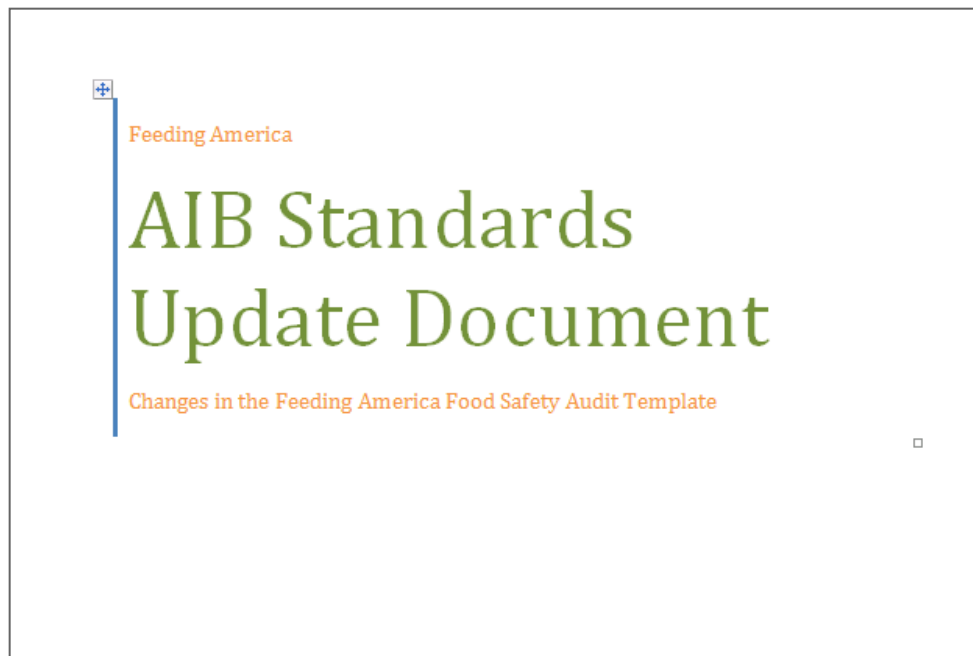


# Third Party Food Safety Audits

---



[https://www.aibonline.org/Standards/2013Distribution\\_Center\\_web\\_ENG.pdf](https://www.aibonline.org/Standards/2013Distribution_Center_web_ENG.pdf)



<https://www.hungernet.org/foodsafety/National%20Office%20Docs/Forms/AllItems.aspx>

# Third Party Food Safety Audits

---

- AIB approaches the member in the role of a coach, with the emphasis on training and development.
- During the visit AIB will work with the member staff and compare facility observations and information to the AIB standard.
- This service benefits the network and keep our focus on providing our clients with safe food at all times.

# Third Party Food Safety Audits

---

- It's about being pro-active
- preventative food safety policies and programs are in place to ensure that food is safe.
- Cleaning
- Preventive Maintenance
- Integrated Pest Management (IPM)
- Good Manufacturing Practices (GMP)
- Chemical Control
- Food Safety Auditing
- Product Recall
- Warehousing and Distribution
- Facility Defense
- Regulatory Contacts
- Documentation, documentation, documentation.
- If you did not document it, then it did not happen.
- Shipping and receiving
- Temperature records for refrigerated and frozen storage
- Equipment calibration
- Sanitation
- Pest control
- Repack
- Store donation and prepared food pickups
- Food safety self-inspection audits



# Current Participation as of April 12, 2013

---

- 127 food banks participating in the program
- 207 training audits have been performed
- 28 scored audits have been performed
- 13 food banks have successfully passed at least one scored audit
- 13 new food banks currently in the queue
- 6 new food banks + 1 branch in the queue for a scored audit

## AIB Scored Audit Success

Ft. Myers, FL

St. Paul, MN – **Highest score!**

Akron, OH

Delmont, PA

Ft. Wayne, IN

Little Rock, AR

Springfield, MO

Kansas City, MO

Huntington, WV

Oak Park, MI

Detroit, MI

Grove City, OH

Spokane, WA

# Takeaways

---

1. It takes leadership to effect change. Be the leader.
2. Building a food safety culture makes food safety part of what you do every day.
3. Food safety isn't a priority; it is part of what you do daily.
4. Documentation!!!
  - Who, what, where, when, with what, how and how often.

## Final thoughts

---

As a network,  
we must be as  
passionate about food  
safety as we are about  
food banking.

Food Safety is never an  
accident, it is always the  
results of high intention,  
sincere effort, intelligent  
direction and skillful  
execution, it represents  
the wise choice of many  
alternatives.



# Thank you & Questions

---

Mitzi D. Baum

[mbaum@feedingamerica.org](mailto:mbaum@feedingamerica.org)

312.641.6842