

Good afternoon staff and agent partners:

Many questions have been received about what is DATCP doing with respect to retail and recreational inspection work during this COVID-19 event. Attached are the protocols we are following in the retail and recreational section as well as other helpful information. If you have additional questions, feel free to call.

A few other thoughts. DATCP realizes that many of our agent partners have been pulled away from their routine inspection work to deal with responses to COVID-19. We realize this may impact your ability to complete agent contract work and we understand. If you are unable to meet all contract requirements you will not be penalized during your evaluation for your response in this emergency situation.

Questions have come in regarding what is considered self-serving operations and self-dispensing. It is our understanding that this means retail food establishments shall limit the use of self-dispensing packages. We would advise that any device, bottle, scoop, lever, or other handle that is touched by multiple customers without a thorough cleaning and sanitizing step between customers be taken out of service.

Questions have come regarding retail food establishments that want to allow curbside pickup and delivery, due to the Governor's recent order, this is the only activity that can occur. During this event we are not adjusting the establishments' assessment or license fee.

Take care and stay safe. See below for a message from Troy.

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Greetings to All,

## BFRB Action Plan for COVID-19 emergency as of 03-17-20

To all BFRB staff – this document is an overview of the operational plans for this Bureau - intended to keep us fulfilling our mission while still being in alignment with all orders and directives from above - while also considering moral obligations. Some basic ideas:

1. One of the most important goals is for each of you to have a safe workplace. If you are sick, please stay home.
2. Our most immediate essential function(s), as outlined in our Continuation of Operations Plan, includes emergency and complaint response and ensuring the safe operation of pasteurizers in dairy plants. Somewhat longer term essential functions include licensing activities necessary to maintain the food production and distribution system, and compliance actions taken to protect the public from imminent public health hazards. We will do everything possible to safely maintain these activities.
3. Try to maintain some normalcy in our processes. We may need to adjust our methods and/or timing but we need to keep our processes in place. The Internal Operations group is modifying their activities while still working to fulfill their roles. Renewals, compliance, emergency response, I.S., and licensing are still continuing in some form.
4. In the dairy, retail / rec, and manufactured foods sections, we are working to define what are being called “focused food safety visits” – essentially brief interactions with licensed businesses to ensure that they know how to contact us for help and that business operators understand and practice the basics for public health and safety. In particular, we will make sure operators of retail food establishments (including restaurants) are aware of the requirements in Department of Health Services Secretary-designee Andrea Palm’s order of March 16. Each section (dairy/retail/rec/manufactured foods) will develop their own “focused food safety visits” that are appropriate to the needs of their industry and conducted in a way best appropriate to fulfilling our essential function in a socially distancing manner.
5. It may be possible for us to continue doing some inspections in which social distancing can be maintained. For example, some dairy farm, produce farms, campground, lodging, and warehouse inspections may be possible.
6. Concepts to keep in mind if/when interacting with facilities:
  - a. We are not visitors when we go to facilities. We have a specific role of food safety.
  - b. Our focus as staff are first on items that meet our immediate essential functions. Our mission is about food and recreational safety.
  - c. We will continue to fulfill our mission of food safety while at the same time practicing social distancing, falling short of social seclusion.
  - d. We offer assurance to the public that we are still on the job helping to ensure a safe food supply.

- e. We offer assurance to industry that we will be approaching our mission in a way appropriate to today's COVID 19 emergency – including us following health guidelines.
- 7. Every visit must be documented in some way. Accurate Points-of-Contact are important.
- 8. FYI - there will likely be some form of new, temporary head count reporting for all staff for this COVID 19 emergency in order to know who is available and their current status for the day.
- 9. This emergency inadvertently provides an opportunity for work on projects and tasks that we have put off to later. Later may now be here.
- 10. As you receive questions or inquiries from outside partners about COVID 19, providing the this mailbox information is appropriate. [DATCPfoodcomplaintsemergencyresponse@wisconsin.gov](mailto:DATCPfoodcomplaintsemergencyresponse@wisconsin.gov)
- 11. **Please check with your supervisor for guidance routinely. Directions continue to evolve and extreme flexibility with good communication is especially necessary at this time.**

This will certainly be a memorable St. Patrick's Day. Keep safe and keep being effective. Thank you for being you.

**Troy Sprecker**

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