

# ACTIVE MANAGERIAL CONTROL ..... RETAIL FOOD ESTABLISHMENTS



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# ***OBJECTIVES***

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***01***

***Define AMC***

***02***

***AMC Benefits***

***03***

***Operator's &  
Regulator's  
Role***

***04***

***Tools & Resources***



**01**

***PREVENTATIVE***

Preventative Food Safety  
Management System

**02**

***PROACTIVE***

Embodies a proactive  
rather than reactive  
approach

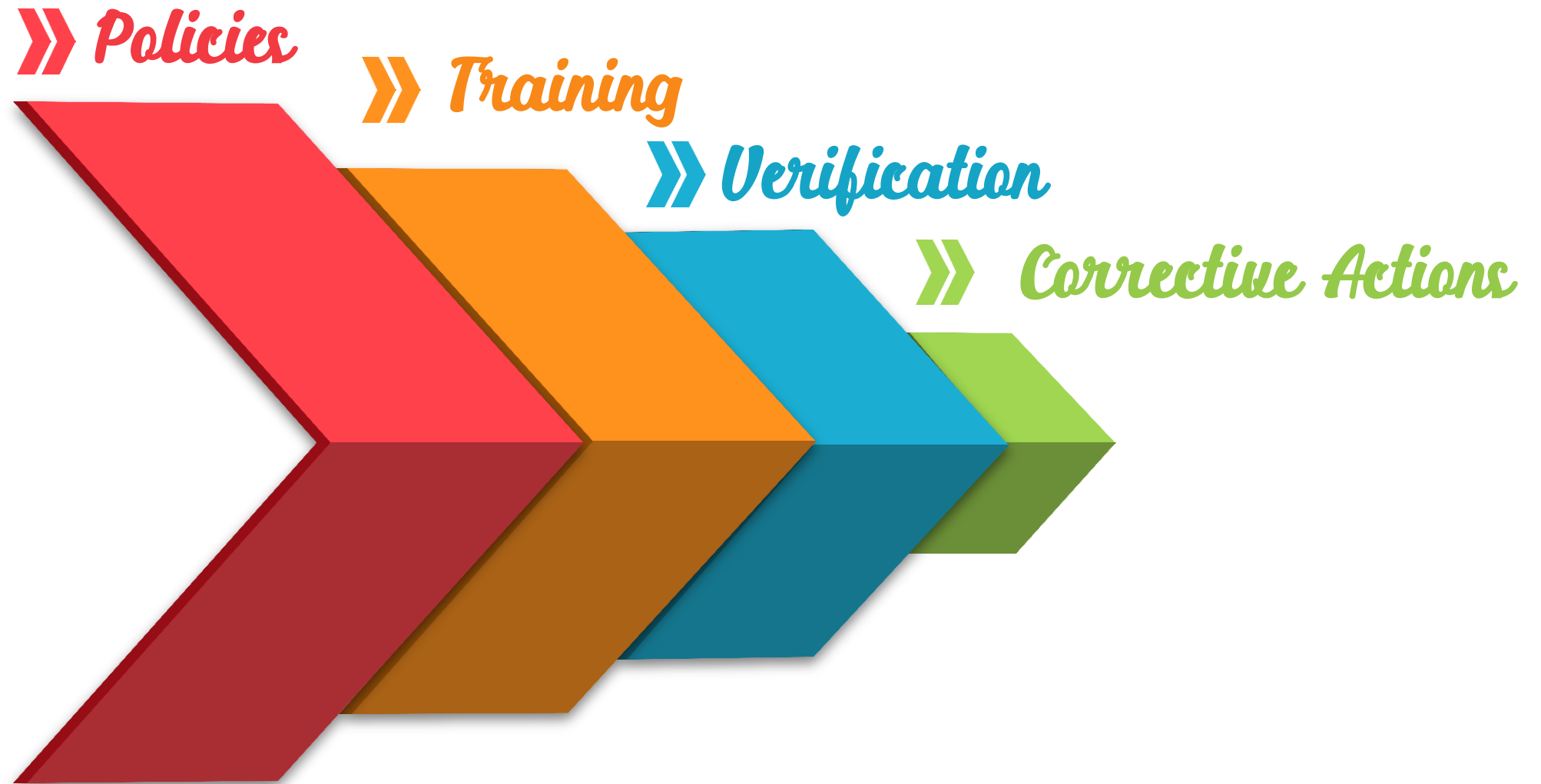
**03**

***MONITORING &  
VERIFICATION***

Through a continuous system of  
monitoring and verification.

# AMC in Practice

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# Annex 4

## Management of Food Safety Practices

### **Achieving Active Managerial Control of Foodborne Risk Factors**

# Food Code

U.S. Public Health Service



# 2017

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Public Health Service • Food and Drug Administration

College Park, MD 20740

# ANNEX 4 Theme

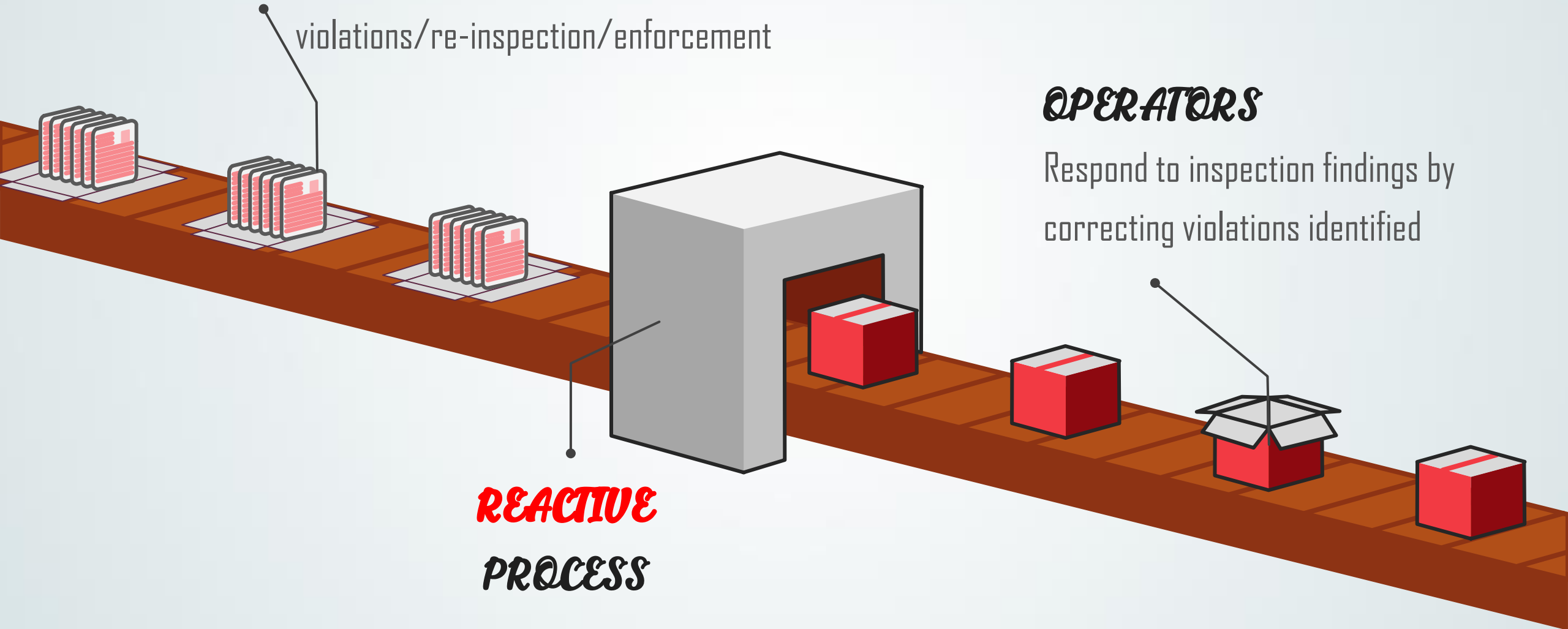
## REGULATORS

Recognize and seek correction of violations/re-inspection/enforcement

## OPERATORS

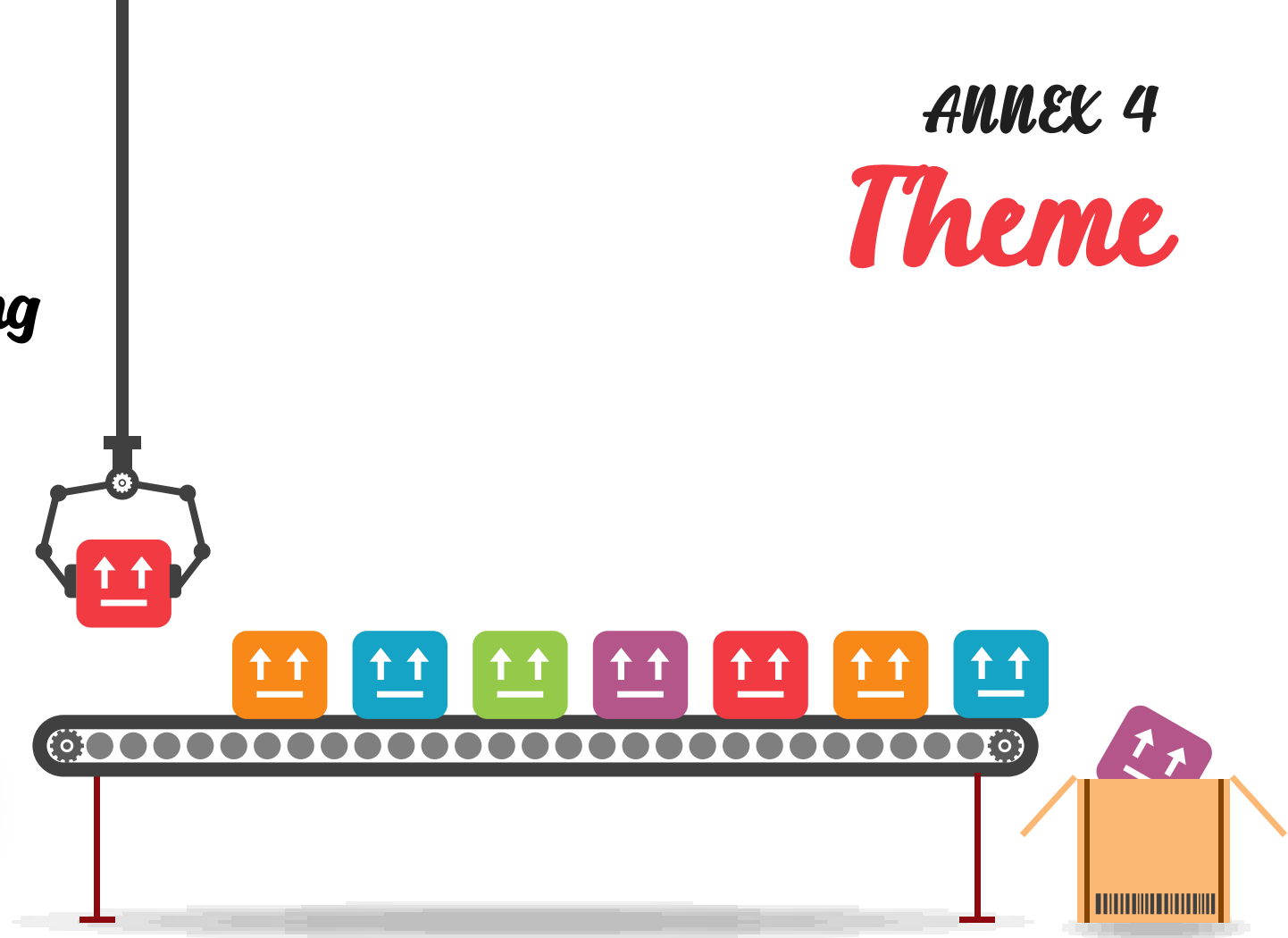
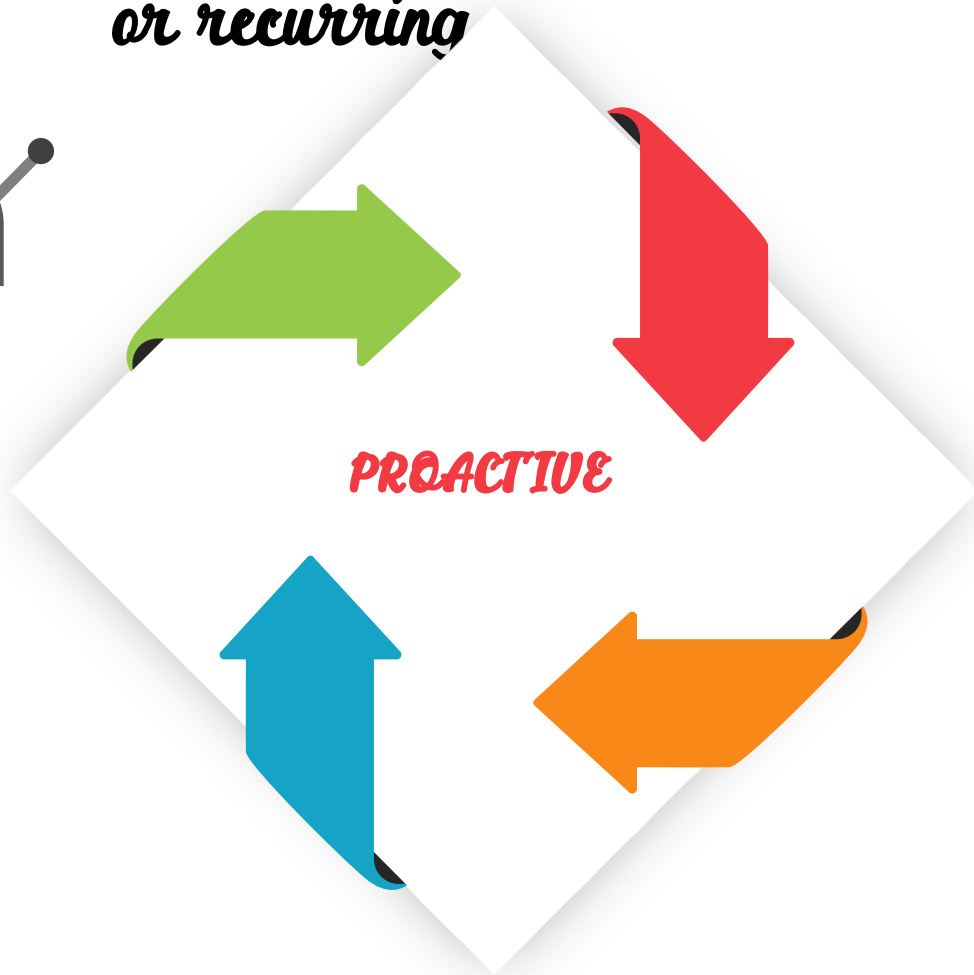
Respond to inspection findings by correcting violations identified

**REACTIVE  
PROCESS**

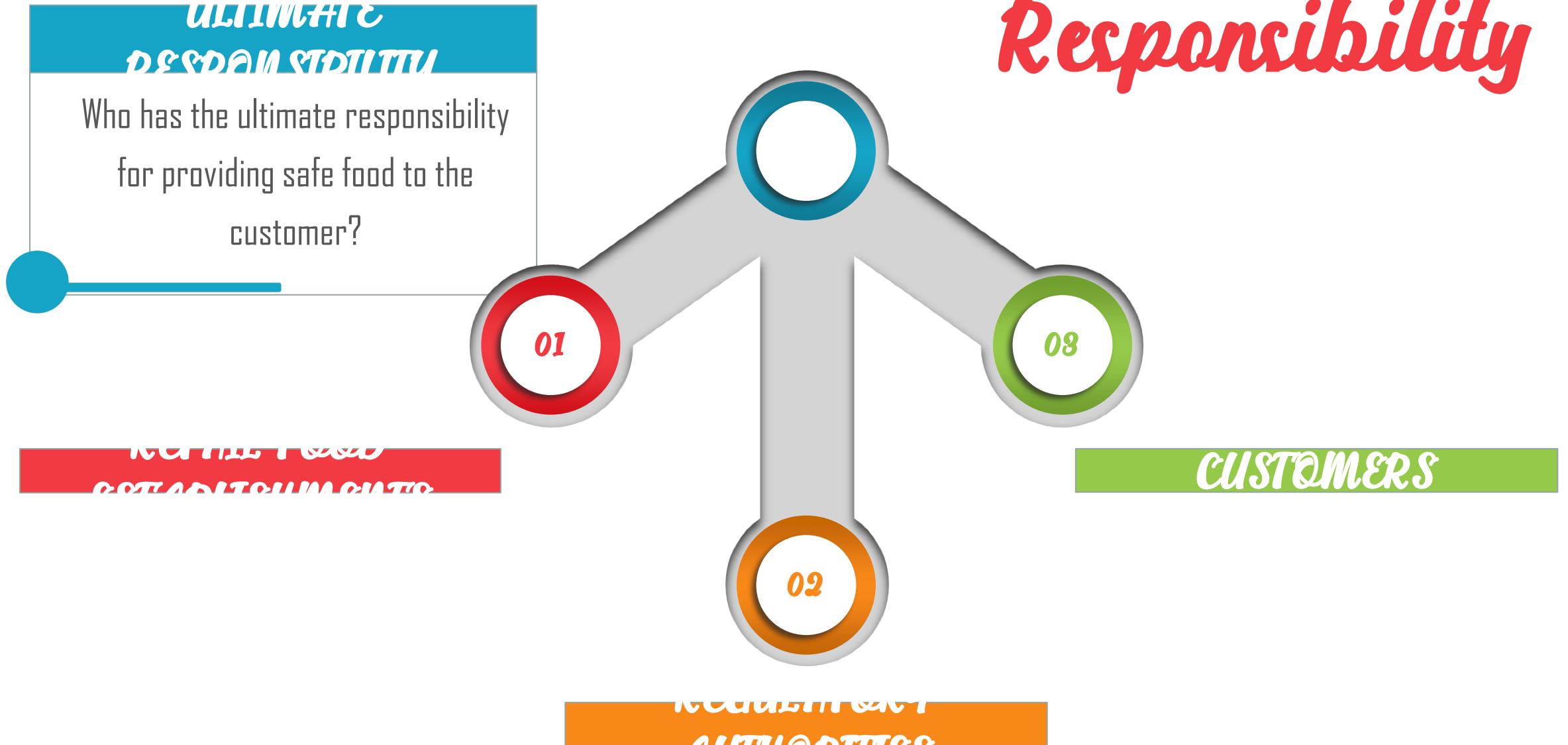


*Operators should implement proactive systems of control to prevent violations from occurring or recurring*

## ANNEX 4 Theme



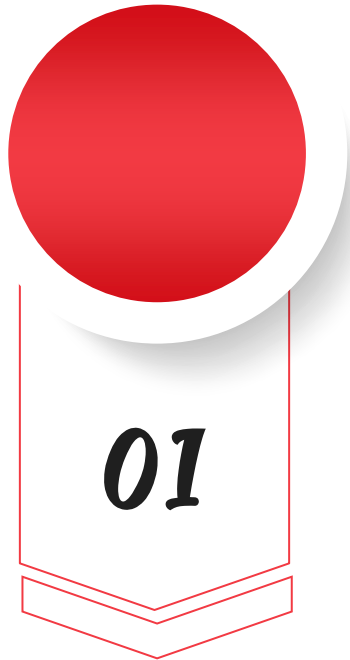
# Responsibility



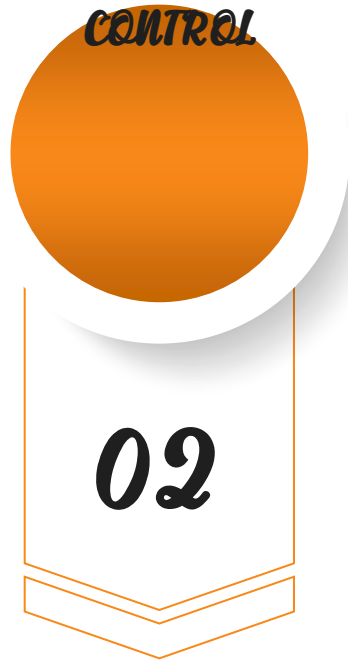


# **Responsibility**

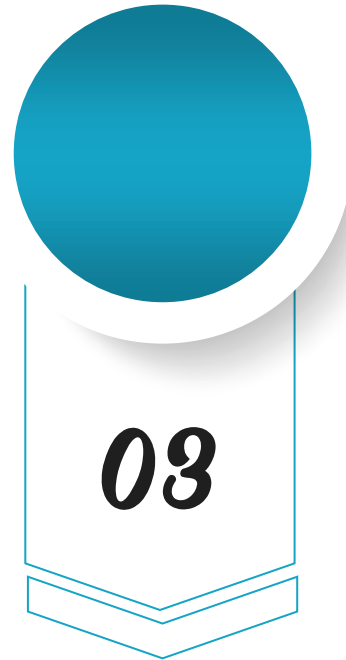
**FOODBORNE ILLNESS  
RISK FACTOR  
REDUCTION**



**ACTIVE MANAGERIAL  
CONTROL**



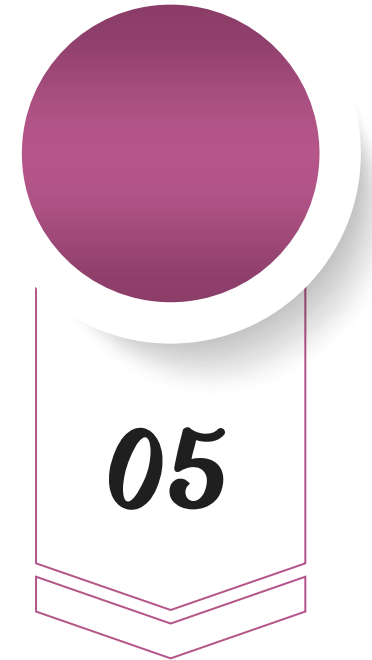
**REGULATORY INSPECTIONS  
MUST BE PROACTIVE IN  
AMC ASSESSMENT**



**ASSIST**

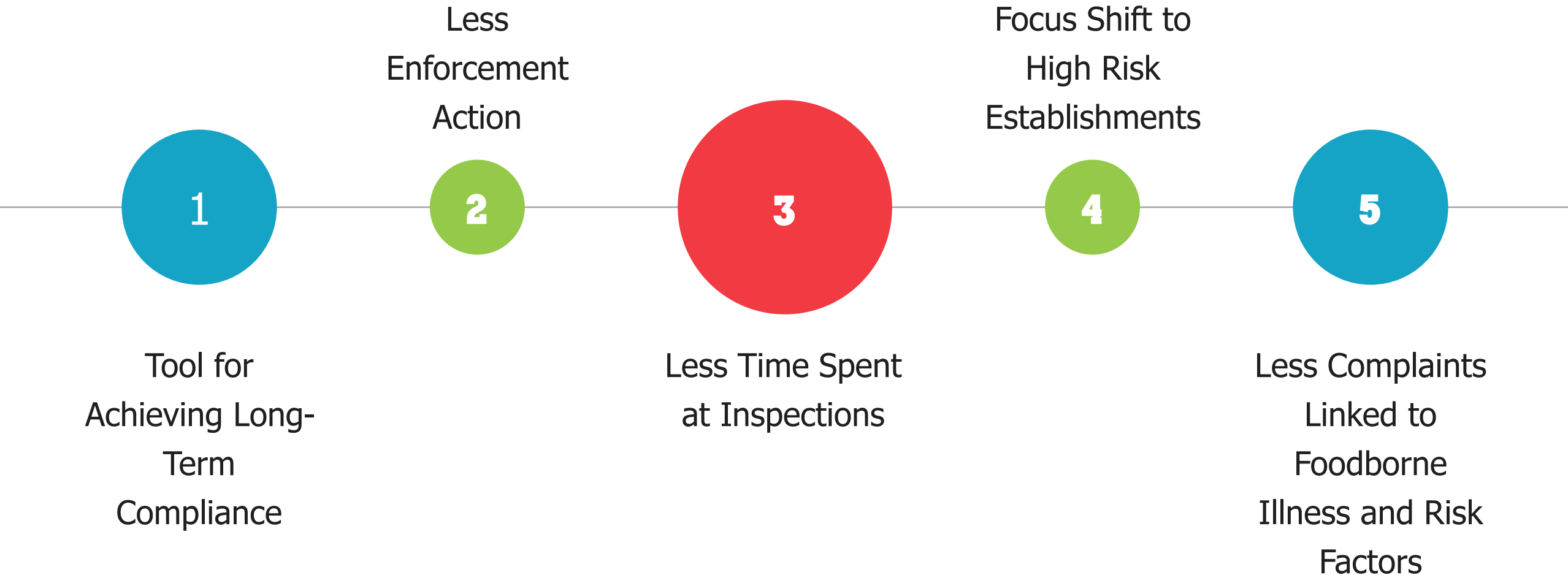


**DEVELOP AND IMPLEMENT**



# VALUE TO REGULATORS

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# VALUE TO OPERATORS

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Increase in Employee Awareness and Participation  
in Food Safety

# KNOWLEDGE CHECK

- Who is responsible for Active Managerial Control in a Retail Establishment?

**EVERYONE IS RESPONSIBLE**

- ☐ **Owner, Operator**
- ☐ **Staff**
- ☐ **Regulatory Authority**
- ☐ **Consumer**

**WANTED**  
DEAD OR ALIVE

# 2013-2014 FDA Risk Factor Study

FSMS were the strongest predictor of data items being out-of-compliance in both fast food and full-service restaurants: **those with well-developed food safety management systems had significantly fewer food safety behaviors/practices out-of-compliance than did those with less developed food safety management systems.**

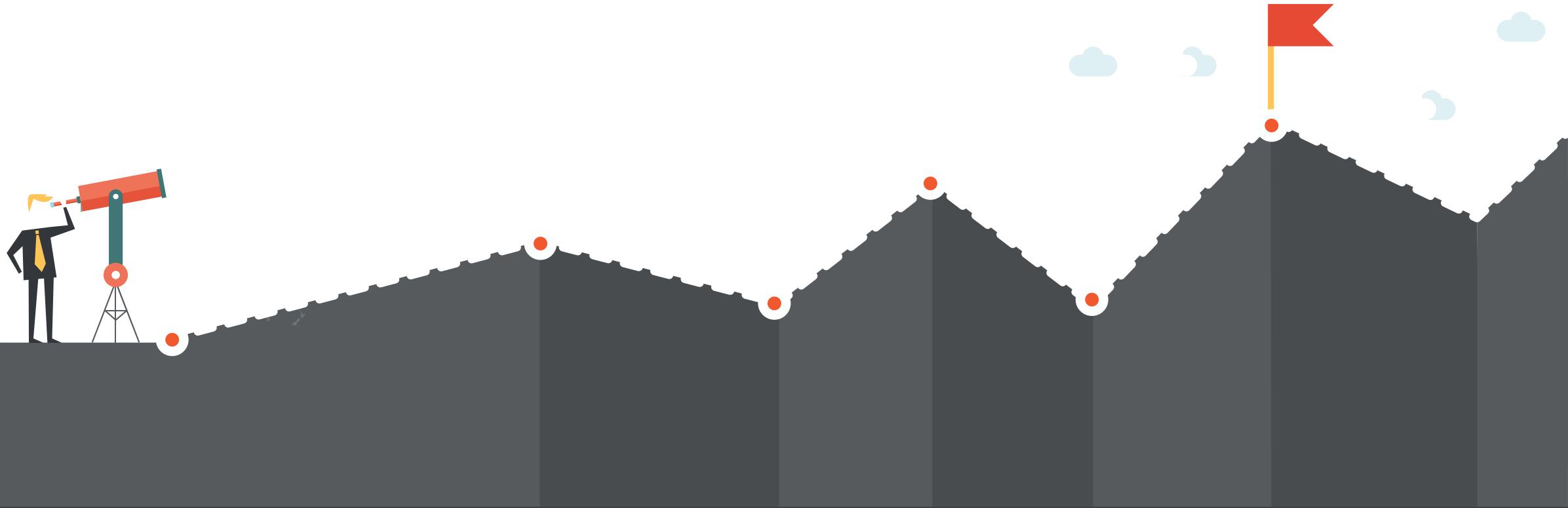
FDA REPORT ON THE  
OCCURRENCE OF FOODBORNE ILLNESS  
RISK FACTORS IN FAST FOOD AND FULL  
SERVICE RESTAURANTS,  
2013-2014

PREPARED BY THE FDA NATIONAL RETAIL FOOD TEAM

November 2018

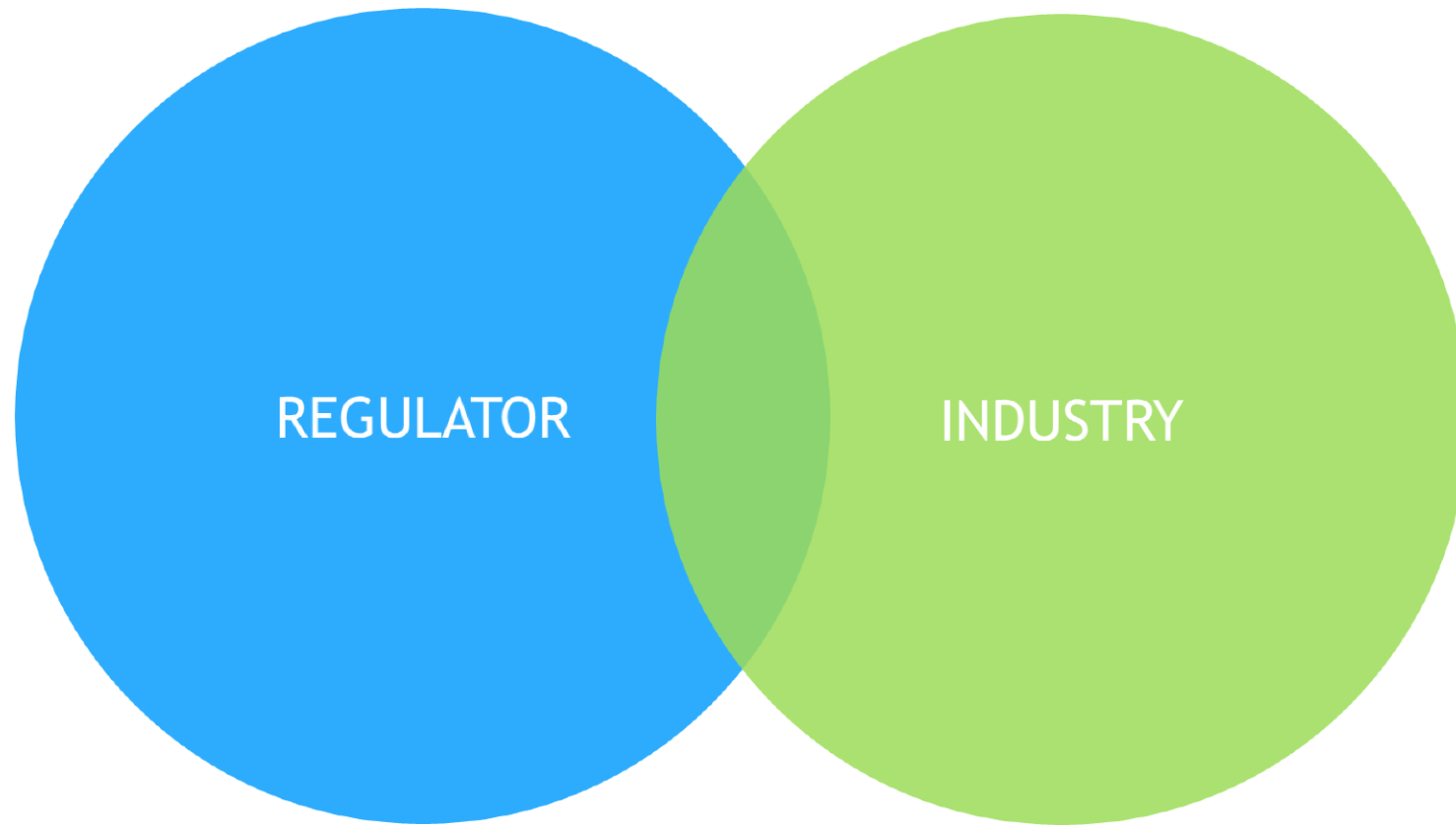


# *Now what?*



# *Active Managerial Control*

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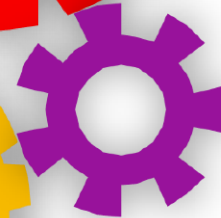
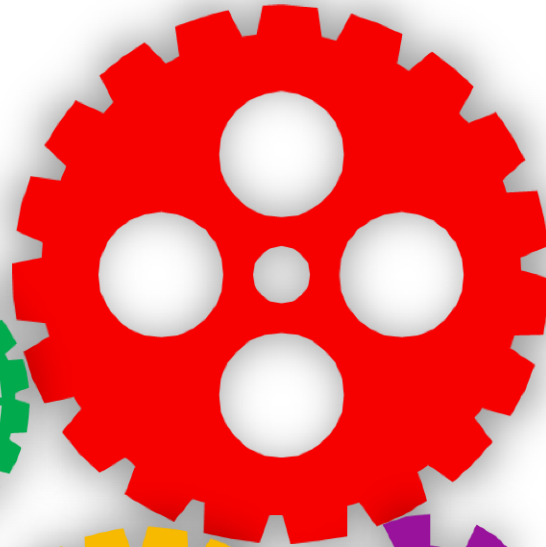
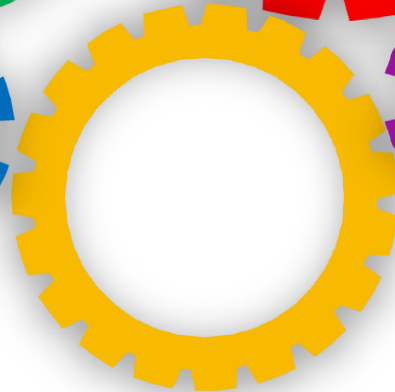
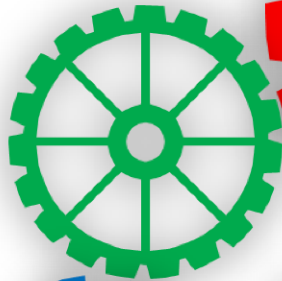
# Industry Tools

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*FACT SHEETS*



*SIGNS*



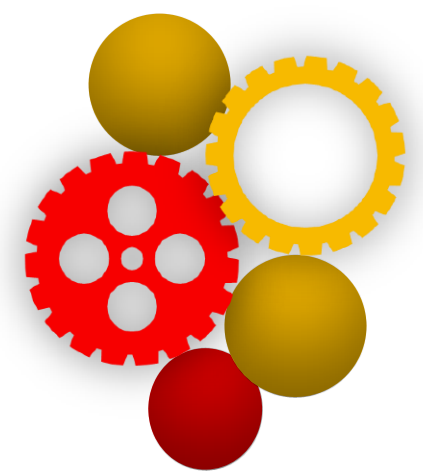
*LOGS*



*EMPLOYEE  
TRAINING*

# *Industry Tools - LOGS*

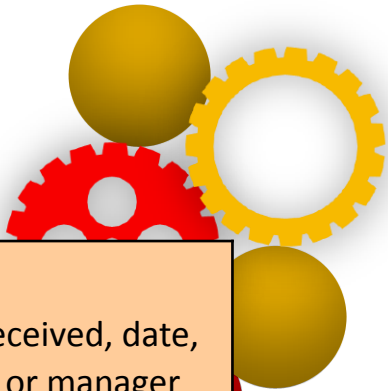
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*Receiving  
Cold Hold  
Hot Hold  
Cooking  
Cooling  
Reheating  
Refrigerator  
Time as a Public Health  
Damaged/Discard  
Thermometer Calibration  
Sanitizer Check  
Shellfish Tracking*



# Industry Tools - LOGS

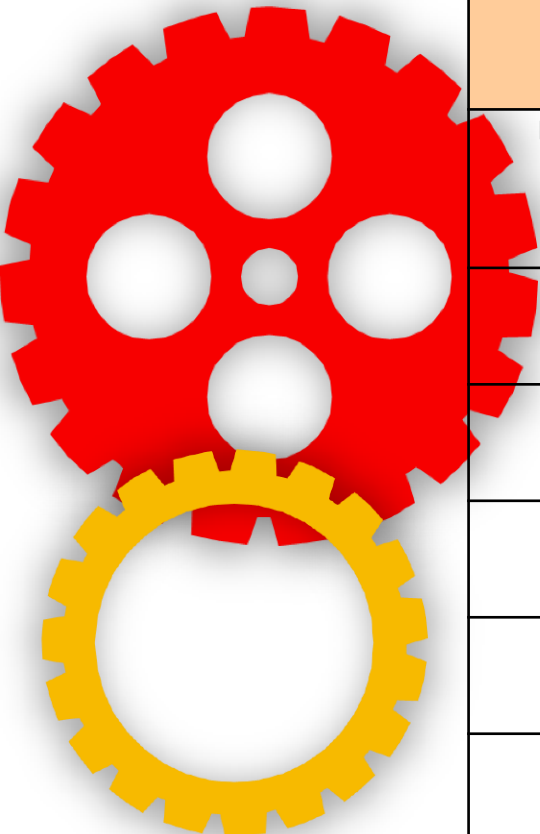
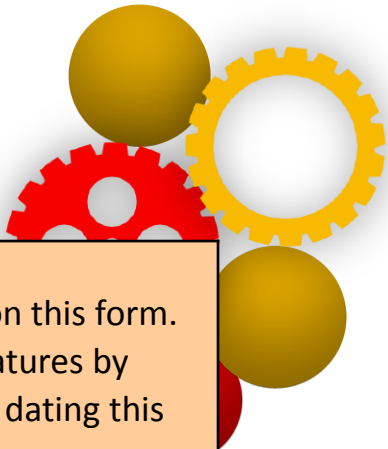


## Receiving Log

**Instructions:** The designated foodservice employee must record the description of the product being received, date, time, temperature, corrective action, and initials on this Log each time a food delivery is received. Chef or manager must verify that foodservice workers have taken the required temperatures by visually monitoring food workers during their shift, and must review, initial, and date this log daily. This log should be maintained for a minimum of 6 months

Product Received	Date	Time	Temp	Corrective Action	Initials	Verified By

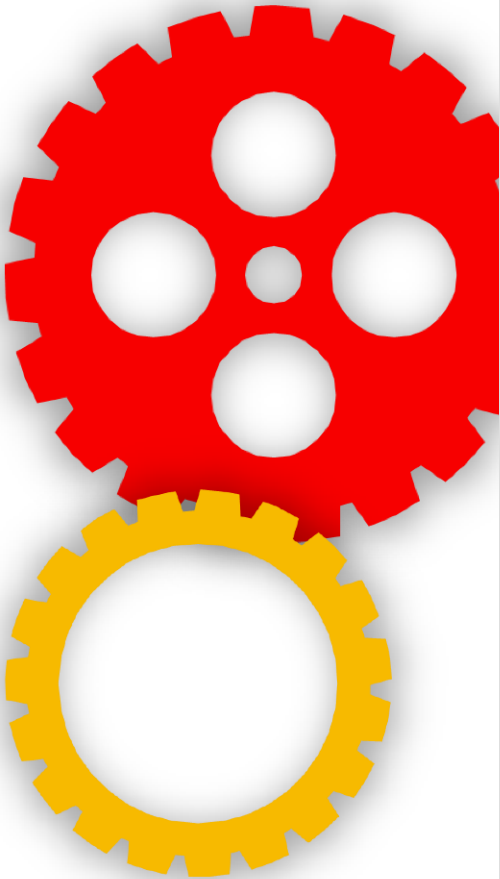
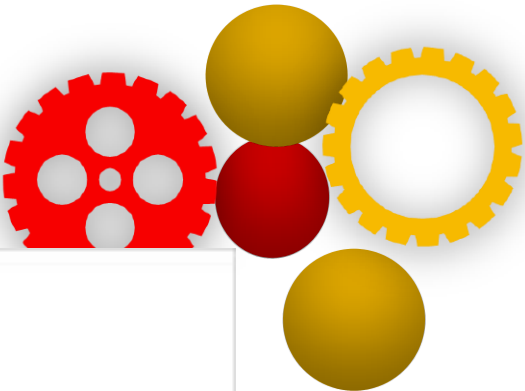
# Industry Tools - LOGS



## Cooking and Reheating Temperature Log

**Instructions:** Record product name, time, the temperatures/times taken, and any corrective action taken on this form. The supervisor of the food operation will verify that food workers have taken the required cooking temperatures by visually monitoring food workers and preparation procedures during the shift and reviewing, initialing, and dating this log daily. This log should be maintained for a minimum of 6 months.

Date	Time	Food Item	Internal Temp/Time	Internal Temp/Time	Corrective Action Taken	Initials	Verified By

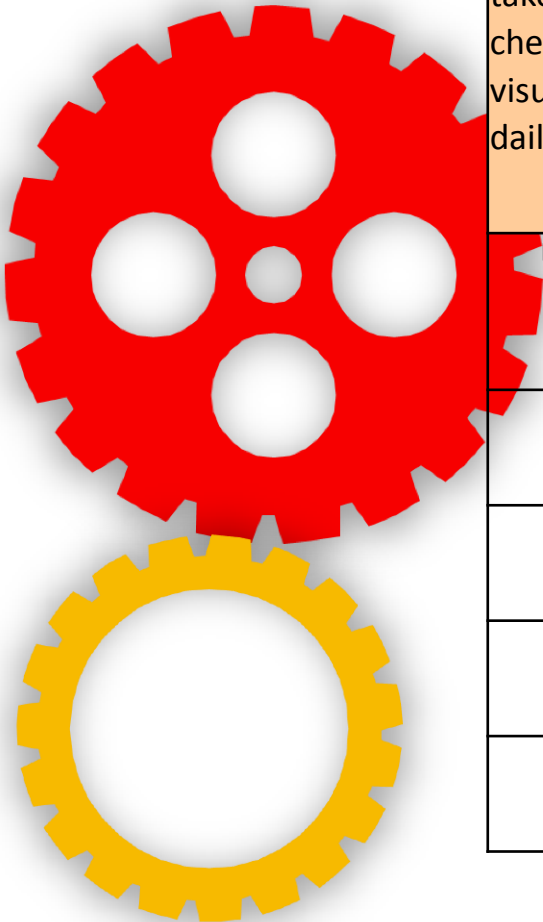
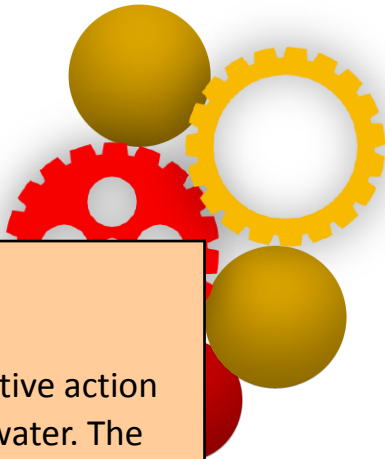


**COOLING FOOD LOG**

**COOL FOODS FROM 135°F to 70°F WITHIN 2 HOURS OR LESS and FROM 70°F to 41°F in 4 HOURS OR LESS**

Date	Checked By	Food	Cooling Method	Final Cooking Temp.	Time	Time	Time	Time	Time	Time	Corrective Actions
					Temp.	Temp.	Temp.	Temp.	Temp.	Temp.	

# Industry Tools - LOGS



## Thermometer Validation Log

**Instructions:** The designated foodservice employee(s) must record the validation temperature and corrective action taken each time a thermometer is validated. Accuracy of thermometers will be validated using slurry ice water. The chef or manager must verify that foodservice employees are using and validating thermometers properly by making visual observations of employee activities during all hours of operation. The supervisor must review and initial the log daily. This log should be maintained for a minimum of 6 months.

Date	Time	Thermometer ID#	Method Used (Ice Slurry)	Thermometer Reading	Accurate (Yes/No)	Corrective Action	Initials	Verified By



## EMPLOYEE TRAINING

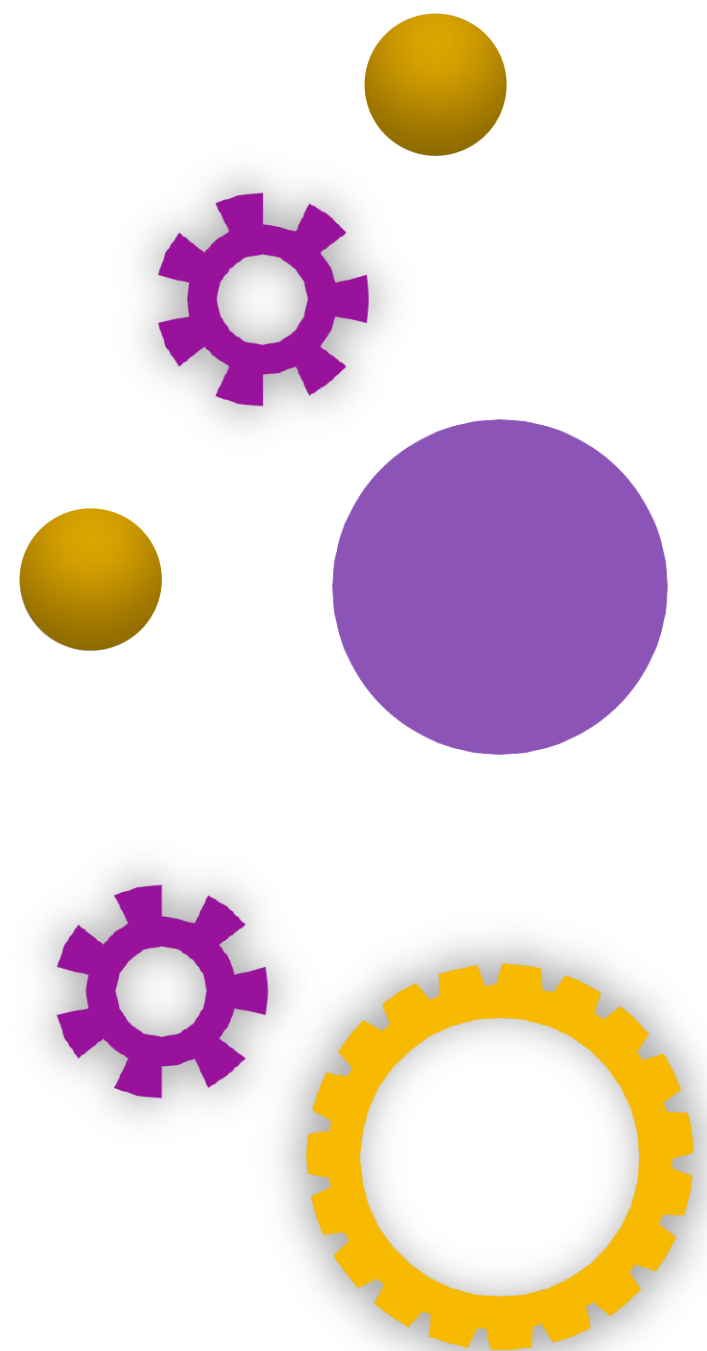
*Certified Food Protection Manager*

*Employee Reporting Agreement*

*SOPs (Standard Operating Procedures)*

*On the job Training*

*Annual Training*



# Industry Tools - *EMPLOYEE TRAINING*

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## *EMPLOYEE ILLNESS*

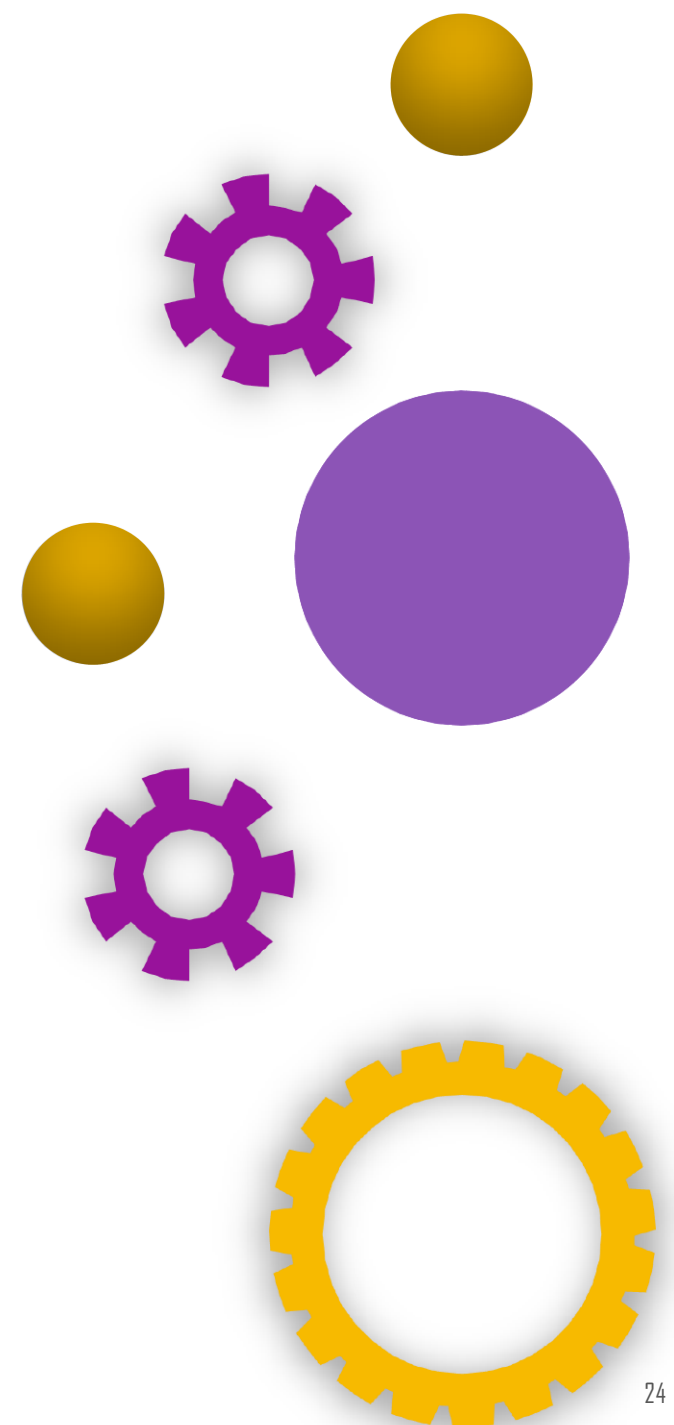
*Vomiting*

*Diarrhea*

*Sore Throat with Fever*




*Jaundice*

*Infected Cuts or Wounds*





# Industry Tools – EMPLOYEE TRAINING



## EMPLOYEE HEALTH AND PERSONAL HYGIENE

### FORM 1-B Conditional Employee or Food Employee Reporting Agreement

Preventing Transmission of Diseases through Food by Infected Conditional Employees or Food Employees with Emphasis on Illness due to Norovirus, **Salmonella Typhi**, **Shigella** spp., Enterohemorrhagic (EHEC) or Shiga Toxin-producing **Escherichia coli** (STEC), or Hepatitis A Virus

*The purpose of this agreement is to inform conditional employees or food employees of their responsibility to notify the person in charge when they experience any of the conditions listed so that the person in charge can take appropriate steps to preclude the transmission of foodborne illness.*

I AGREE TO REPORT TO THE PERSON IN CHARGE:

Any Onset of the Following Symptoms, While Either at Work or Outside of Work, Including the Date of Onset:




1. Diarrhea
2. Vomiting
3. Jaundice
4. Sore throat with fever
5. Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part, or other body part and the cuts, wounds, or lesions are not properly covered (such as boils and infected wounds, however small)

Future Medical Diagnosis:

Whenever diagnosed as being ill with Norovirus, typhoid fever (*Salmonella Typhi*), shigellosis (*Shigella* spp. infection), *Escherichia coli* O157:H7 or other EHEC/STEC infection, or hepatitis A (hepatitis A virus infection)

Future Exposure to Foodborne Pathogens:

1. Exposure to or suspicion of causing any confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, *E. coli* O157:H7 or other EHEC/STEC infection, or hepatitis A.
2. A household member diagnosed with Norovirus, typhoid fever, shigellosis, illness due to EHEC/STEC, or hepatitis A.
3. A household member attending or working in a setting experiencing a confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, *E. coli* O157:H7 or other EHEC/STEC infection, or hepatitis A.



## EMPLOYEE HEALTH AND PERSONAL HYGIENE

### FORM 1-B (continued)

I have read (or had explained to me) and understand the requirements concerning my responsibilities under the Food Code and this agreement to comply with:

1. Reporting requirements specified above involving symptoms, diagnoses, and exposure specified;
2. Work restrictions or exclusions that are imposed upon me; and
3. Good hygienic practices.

I understand that failure to comply with the terms of this agreement could lead to action by the food establishment or the food regulatory authority that may jeopardize my employment and may involve legal action against me.

Conditional Employee Name (please print) \_\_\_\_\_

Signature of Conditional Employee \_\_\_\_\_ Date \_\_\_\_\_

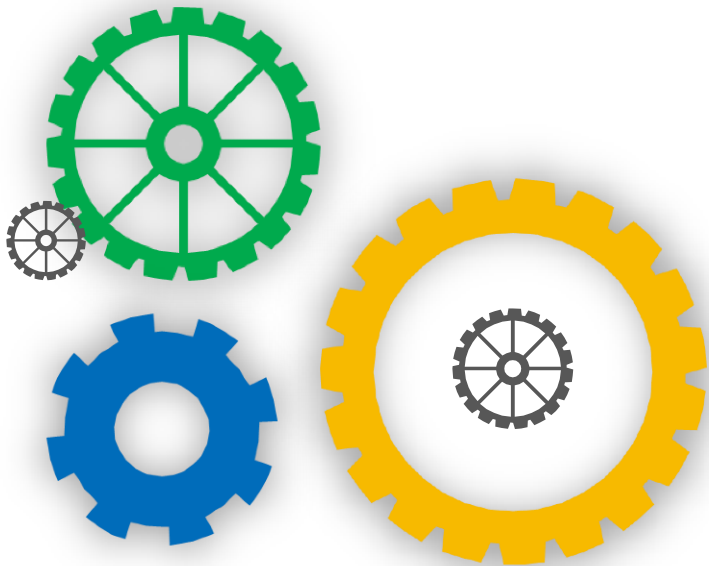
Food Employee Name (please print) \_\_\_\_\_

Signature of Food Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Permit Holder or Representative \_\_\_\_\_ Date \_\_\_\_\_

# Industry Tools

## FACT SHEETS



- ⚙️ *Bare Hand Contact with Ready-to-eat foods*
- ⚙️ *Checking Food Product Temperatures*
- ⚙️ *Consumer Advisory*
- ⚙️ *Date Marking*
- ⚙️ *Hand Washing*
- ⚙️ *Consumer Advisory Handout*
- ⚙️ *Recommended Cooling Procedures*
- ⚙️ *Retail Food Labeling Guidelines*

## FACT SHEETS

### Wisconsin Food Code Fact Sheet



## Storing and Thawing Vacuum-Packaged Fish

There are certain safe food handling practices you must follow for fish that has been vacuum-packaged. Vacuum-packaged is also known as reduced oxygen packaged (ROP). These techniques support a preventive approach to food safety to provide a safe and wholesome product to the consumer.

### What is vacuum-packaged fish?

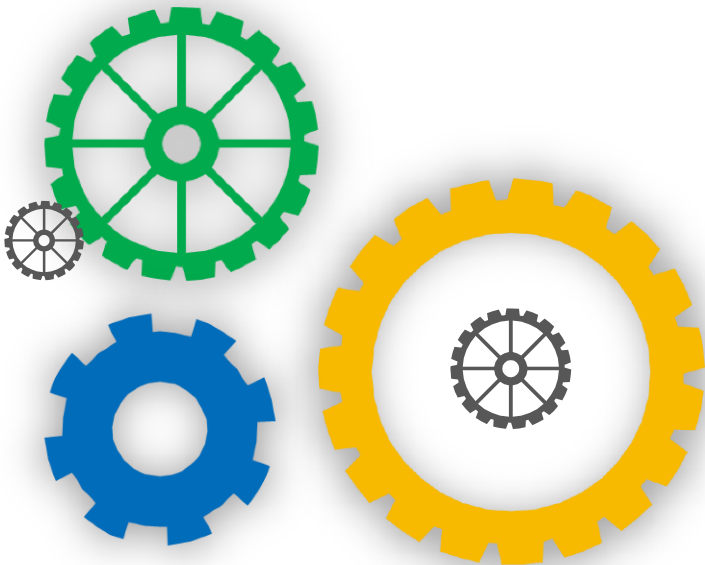
Fish sealed in a package where the air has been removed.

- If you are thawing the product under cold running water: Remove the fish from its packaging either before or after it thaws under the water.

### What is the risk to public health?

When vacuum-packaged fish is not properly stored and thawed it has the potential to create a deadly toxin that can harm consumers.

Fish is a known source of the bacteria *Clostridium botulinum* type E. This bacteria is a spore former



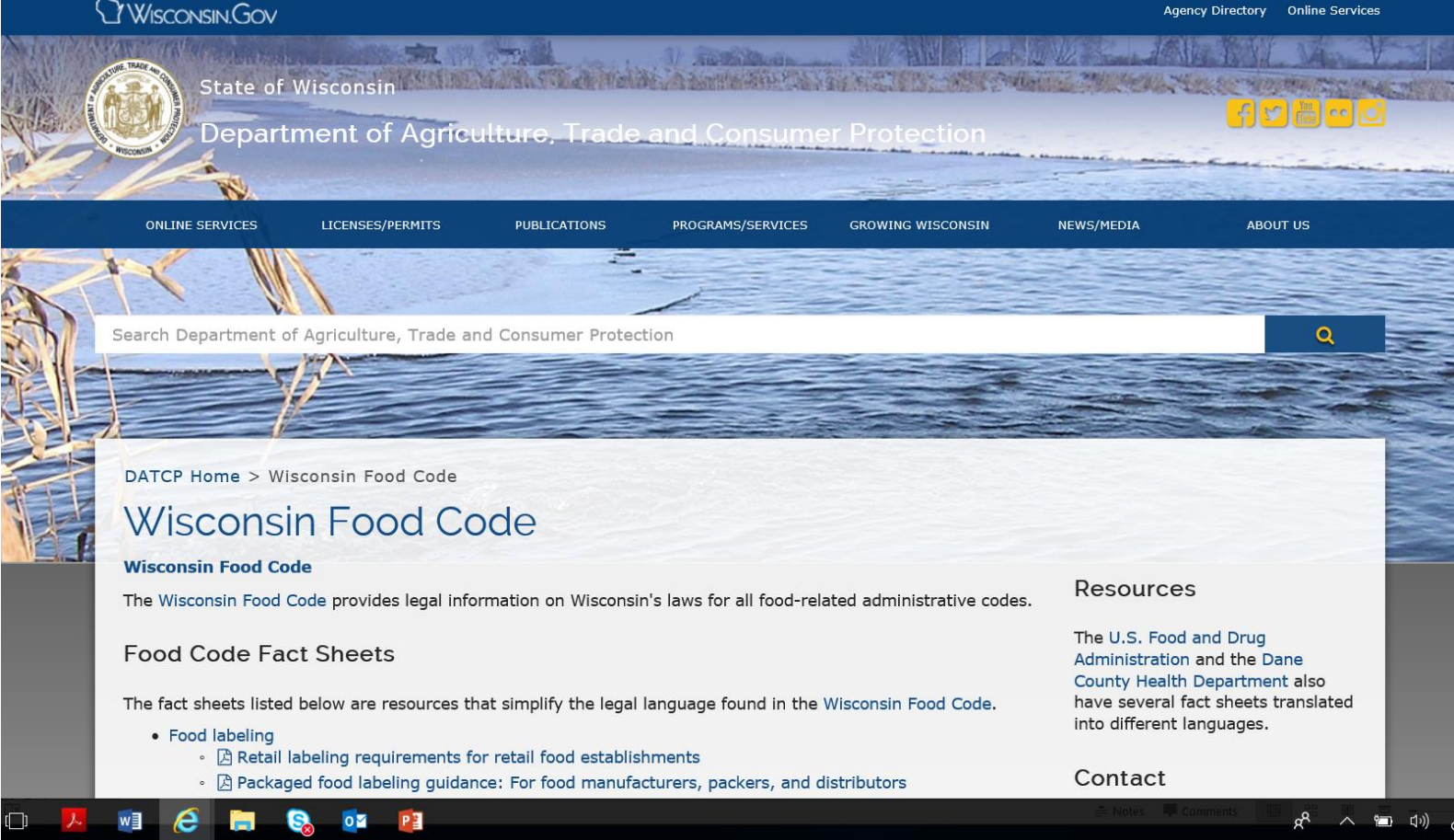


# Industry Tools

FACT

SHEETS

[https://datcp.wisconsin.gov/Pages/Programs\\_Services/FoodCode.aspx](https://datcp.wisconsin.gov/Pages/Programs_Services/FoodCode.aspx)



The screenshot shows the official website of the Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP). The header features the Wisconsin state seal and the department's name. A navigation bar includes links for Online Services, Licenses/Permits, Publications, Programs/Services, Growing Wisconsin, News/Media, and About Us. A search bar is prominently displayed. The main content area is titled 'Wisconsin Food Code' and provides an overview of the code's purpose. It also features a section for 'Food Code Fact Sheets' with a list of resources, including retail labeling requirements and packaged food labeling guidance. A 'Resources' section mentions the U.S. Food and Drug Administration and the Dane County Health Department. A 'Contact' section is also visible at the bottom right. The website is displayed within a browser window, with a Windows taskbar visible at the very bottom.

WISCONSIN.GOV

Agency Directory Online Services

State of Wisconsin

Department of Agriculture, Trade and Consumer Protection

ONLINE SERVICES LICENSES/PERMITS PUBLICATIONS PROGRAMS/SERVICES GROWING WISCONSIN NEWS/MEDIA ABOUT US

Search Department of Agriculture, Trade and Consumer Protection

DATCP Home > Wisconsin Food Code

## Wisconsin Food Code

**Wisconsin Food Code**

The **Wisconsin Food Code** provides legal information on Wisconsin's laws for all food-related administrative codes.

### Food Code Fact Sheets

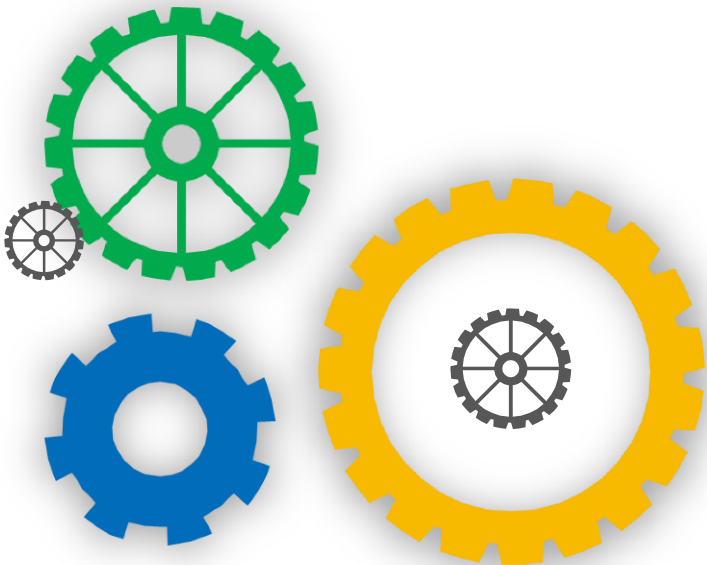
The fact sheets listed below are resources that simplify the legal language found in the **Wisconsin Food Code**.

- Food labeling
  - Retail labeling requirements for retail food establishments
  - Packaged food labeling guidance: For food manufacturers, packers, and distributors

### Resources

The U.S. Food and Drug Administration and the Dane County Health Department also have several fact sheets translated into different languages.

### Contact



# Industry Tools



## SIGNS

### WASH HANDS BEFORE RETURNING TO WORK

UNCLEAN HANDS SPREAD DISEASE

#### WISCONSIN FOOD REGULATIONS REQUIRE

Persons engaged in food processing shall maintain a high degree of personal cleanliness and shall observe good hygienic practices during all working periods. Persons engaged in food processing shall wash their hands before beginning work, after using toilet facilities, eating, smoking or engaging in other activities that may contaminate the hands



Wisconsin Department of Agriculture, Trade, and Consumer Protection  
Division of Food Safety  
2811 Agriculture Drive  
PO Box 8911  
Madison WI 53708-8911  
(608) 224-4700

F-84-142-ENG (12/09)

## Food Allergies



### Most Common Food Allergens



Eggs



Fish



Milk



Peanuts



Shellfish



Soy



Tree Nuts



Wheat

**Always let the customer make their own informed decision.**

- Some allergic reactions can be life-threatening.
- When a customer informs you of a food allergy, you can check with the chef, manager, or person in charge for preparation procedures, ingredients, and potential cross-contamination.
- If you do not know, do not guess. Cross contamination is serious.
- Properly clean the following items to prevent cross contamination: mitts, aprons, bowls, utensils, boards, pots, pans, storage, equipment, and fryers.



Wisconsin Department of Agriculture,  
Trade and Consumer Protection  
Division of Food and Recreational Licensing  
2811 Agriculture Drive, PO Box 8911  
Madison, WI 53708  
[datcp.wi.gov](http://datcp.wi.gov)

dhs-eps-0151.indd 05/19

### Prevent Cross Contamination



Boards



Bowls



Equipment



Fryers



Mitts & aprons



Pots & pans



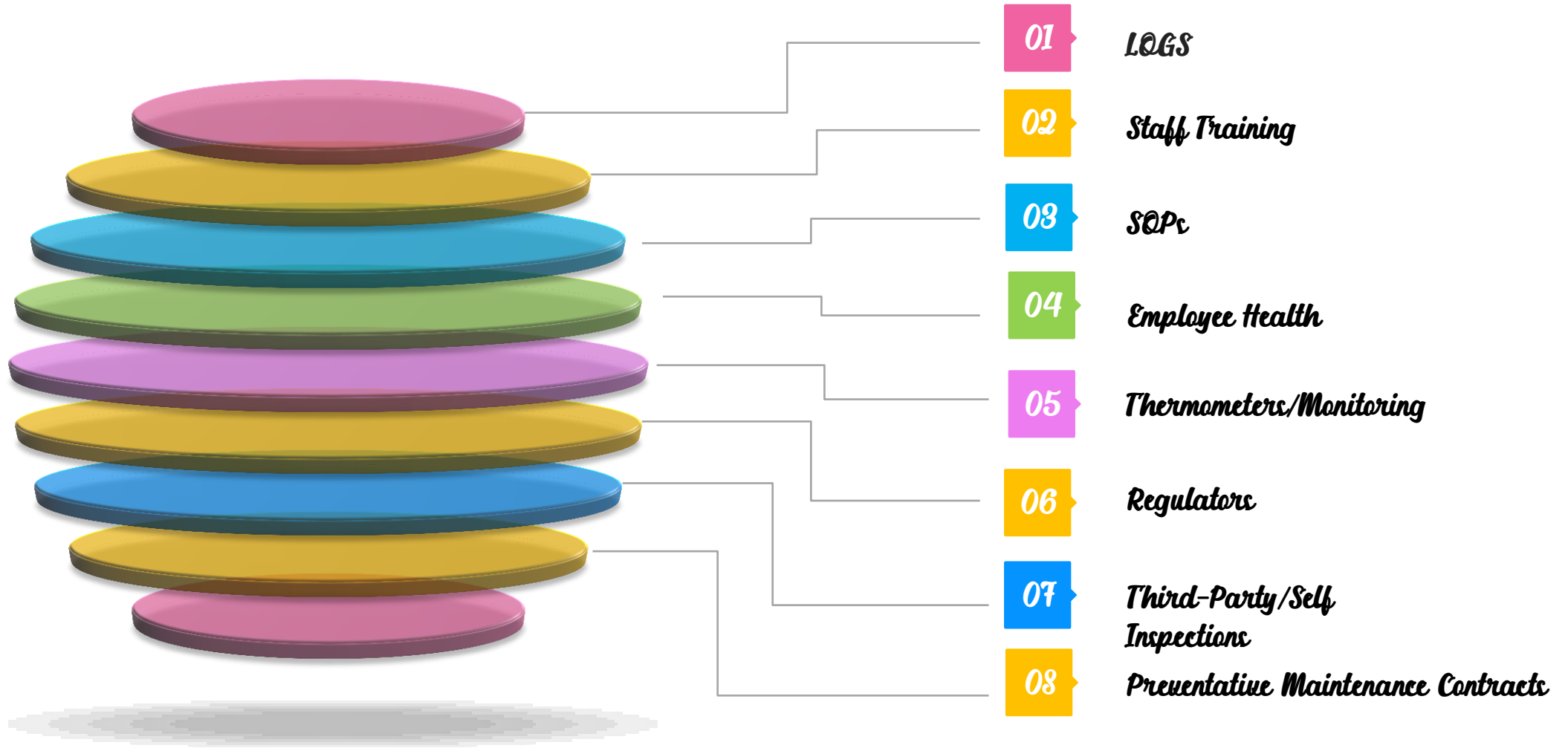
Storage



Utensils

# Industry Tools

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# KNOWLEDGE CHECK

- What are the 5 illness symptoms that employees must report and not go to work with in a food production area with?

**Vomiting**

**Diarrhea**

**Fever with Sore Throat**

**Jaundice**

**Open Cuts**

**WANTED**  
DEAD OR ALIVE



# KNOWLEDGE CHECK

- What are the 4 main industry tools for active managerial control?

**Logs**

**Fact Sheets**

**Signs**

**Employee Training**

**WANTED**  
DEAD OR ALIVE

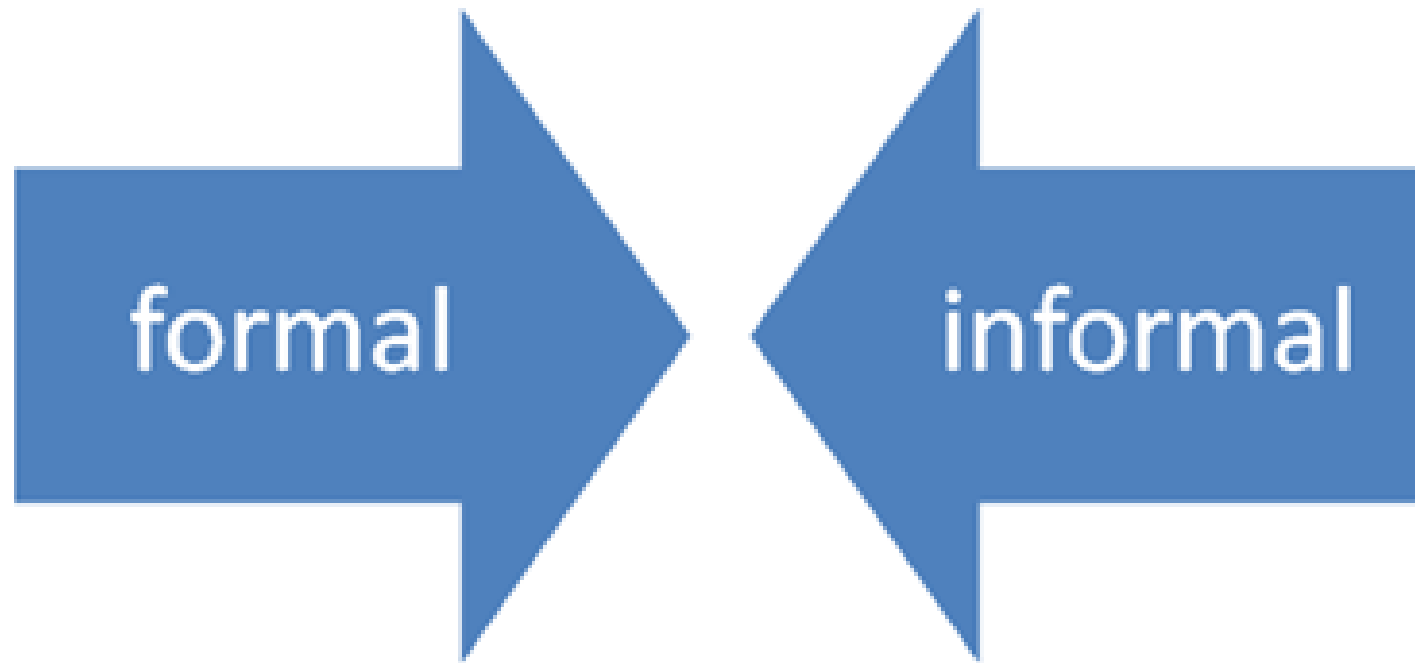


<b>Logs</b>
<b>Optional Resources</b>
Receiving
Cold Hold and Hot Hold
Hot Hold
Cold Hold
Refrigerator Temperatures
Cooking and Reheating
Cooking
Reheating
Cooling
Food Temperatures
Time as a Public Health Control (4 Hours)
Time as a Public Health Control (6 Hours)
Shellfish Tracking
Discarded or Damaged Foods
Thermometer Calibration
Sanitizer Check

<b>Training Documents</b>
<b>Fact Sheets &amp; Signs</b>
Cold Hold and Hot Hold
Cooling Methods
Food Temperatures
Temperature Holding Sign
Reheating Sign
Cross Contamination
Date Marking
Food Allergens
Glove Use
Handwash Sink Sign
Parasite Destruction
Prevent Norovirus from Spreading
Report Your Illness Sign
Sprouts
Thawing Sign
Thermometer Calibration
Time as a Public Health Control (TPHC)
When to Wash Hands

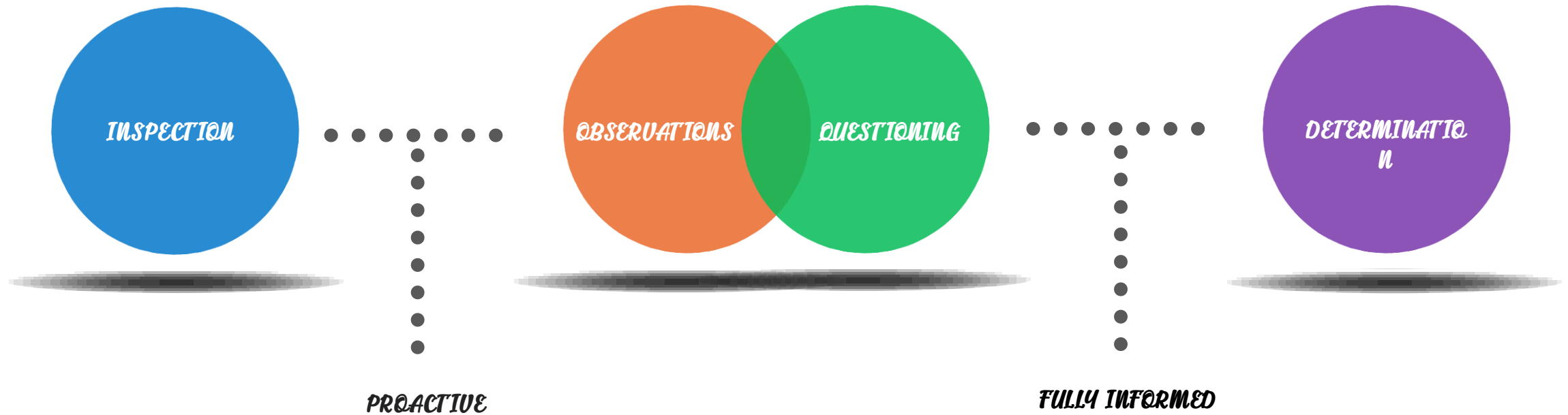
# *Assessment of AMC*


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# Informal AMC Assessment

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**“To effectively reduce the occurrence of foodborne illness risk factors, operators of retail and food service establishments must focus their efforts on achieving active managerial control.”**

***AMC***

# WANTED

DEAD OR ALIVE





# QUESTIONS

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