

| May 15, 2024 - Chat Questions: Comment Writing | Chat Response | Additional comments |
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| Will this portion of the presentation be provided for our future referencing? | We will definitely post the presentation slides to our website. | |
| I thought we were supposed to write the appropriate code citation? | We are to cite the code citation. It's not necessary to write out the wording from the citation. | |
| Could we switch the order? So: Violation, Corrective Action, then the rule? | The comment can be written in any order so long as the necessary information included is clear and complete. However, consider the flow of the order. | |
| I don't think you can correct bare hand contact with reheating | | foods handled with bare hands may be served if heated to 145F |
| Would you issue a 30 intent from us without them having a repair permit issued from on-site? | If OSWP issues a Notice of Violation (NOV) then FLI can issue an Intent to Suspend. | |
| how is opening the walk-in cooler door any different from an employee standing on the make line and opening a cooler door to retrieve food? | There is no difference. If the glove becomes contaminated (by a fomite such as an equipment door handle) it should be changed, a new glove applied, before RTE foods are handled. If the employee is on the make line, they are not changing tasks. The employee in the example did change tasks and handwashing was required prior to applying new gloves. | |
| The cooling rate is for an intervention, right? Can't mark them on it until after the time expires? | The cooling rate calculation is one of many assessment tools used to evaluate the facility's cooling methods and processes. | |
| I thought one of our objectives is to get at least a temporary correction, so you would have CDI- using 3 compartment sink AND VR required to confirm machine is repaired... | That is correct. Yes, the corrective action (CDI) should be written in the inspection report comments. The grade sheet should be marked with a VR. You cannot mark CDI and VR at the same time on the grade sheet. | refer to the section regarding CDI on p. 2 of the Food Establishment Inspection Form Marking Instructions |
| Educational Visits | Chat Response | Additional Comments |

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| Priority and Priority Foundation or only Priority? | <p>Priority Only</p> <p>If no priority violations were cited on previous inspection reports, provide an in-service training on any risk factor. Document this training on a comment addendum.</p> | |
| Cat. 4 Establishment permitted after March 1st does not require an educational visit until after July 1st of that same year? | Category IV establishments permitted after March 1st require an Educational Visit in the next fiscal year (July-June) | Answered in Weekly Update March 1, 2024 and April 15, 2024. |
| Can we not enter the Educational visit directly into BETS on the Educational Visit and print it? | Yes. | |
| What part of the education visit should we go in the kitchen and start marking violations? | The educational visit is not an inspection. We are not marking violations. We are discussing and documenting previous Priority items. | |
| Any suggestions for Educational Visit on school lunchrooms and congregate nutrition sites? | If no priority violations were cited on previous inspection reports, provide an in-service training on any risk factor. Document this training on a comment addendum. | |
| Educational visits don't require you to walk into the kitchen? | | Depends on the needs of the facility and what is covered during the educational visit. |
| if the PIC specifically asks questions regarding a past C or PF violation, do we have that conversation with them and do we document the topics discussed at PIC's request? | | Feel free to discuss Core and Pf violations at the PIC's request. If documented on the comment addendum, recommend adding "PIC requested to discuss....". |
| If I'm doing a walkthrough mock inspection (but filling out the comment form), how do I not mention priority foundation or core items for them to address? | An educational visit is not a mock inspection | |

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| When doing HACCP verification for rice acidification during one of these educational visits, would having employee verify calibration of pH meter and testing current batch of rice be appropriate for the HACCP verification, or should we be only reviewing HACCP and records? | The HACCP review during an EV includes making sure the facility has a copy of their HACCP Plan, a valid approval (local approval or approval letter from the Variance Committee) and required record-keeping. It is possible to conduct a HACCP verification during this visit. Use the HACCP verification form provided by DHHS or other applicable form to document the verification. A comment addendum documenting the educational visit will still need to be completed and submitted for credit. | Have the employee verify the calibration of the pH meter and testing the current batch of rice is also appropriate during a HACCP verification. |
| So if they want something demonstrated that is a Priority Foundation item we can do that but otherwise we need to focus on Priority violations only? | That is beyond the requirement of the Educational Visit. It is up to your county if there is manpower and time for that. | |
| Some operators have requested full review of inspection report beyond just P items. | That is beyond the requirement of the Educational Visit. It is up to your county if there is manpower and time for that. | |
| So if we discuss Pf or C items (because we know the PIC may ask) we just dont document those just the P | | Feel free to discuss Core and Pf violations at the PIC's request. If documented on the comment addendum, recommend adding "PIC requested to discuss....". |
| Can we just enter the Educational visit information directly into BETS on the Ed Visit and print it? Vs on a comment addendum. | | Please only use the comment addendum form (and HACCP verification form if applicable) to document educational visits moving forward. For compliance purposes, make sure the proper activity code has been selected. A simple summary of the priority items discussed, a review of any required HACCP plan (if applicable) or public health risk factor that was chosen for discussion should be documented on the comment addendum form. |

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| It sounds like a dumb question, but can we conduct an Educational Visit before a facility has had three inspections? The law says "three previous inspections" | | Address priority items, conduct a HACCP verification or provide an in service training depending on the applicability to the facility. |
| But if we do have those conversations of Pf and C at PIC request and with approval from our county how do we document that time used to have those discussions if they are not supposed to be part of an educational visit but occur during the educational visit? | | Feel free to discuss Core and Pf violations at the PIC's request. If documented on the comment addendum, recommend adding "PIC requested to discuss....". |
| Can we conduct Edu Visits before the first inspection? Or does a new facility require at least one inspection prior to the edu visit? It's kind of my understanding that the Edu visit is a reaction, and not quite a front-end preventative measure. | | Although the business rules may not preclude this, it would be in the best interest of the establishment to conduct inspections prior to the educational visits. |
| Can Educational visits be conducted on the same day as the inspection if there is a different timestamp? | | Yes, must be documented on separate forms and separate times. |
| Can we just do VRs at the same time as educational visits or what other activities can be done at the same time? | Yes. | Yes, must be documented on separate forms and separate times. |
| Can you combine an educational visit with a complaint? | Yes. | Yes, must be documented on separate forms and separate times. |
| Is it still guidance that standardization inspections can be counted as an educational visit? Standardization inspections are voluntary but nice when it can also count for ed visit (of course including all ed visit mandates) | | Yes, must be documented on separate forms and separate times. |
| Question has come up a few times, say you go to do the Educational Visit and the operator is not interested in speaking to us. Do we still have right of entry to get the visit done? | Yes. | |
| Just to be clear, if there are no previous Priority violations, we still can't discuss PF violations? We have to stick to Priority violation related education/demonstrations? | That is beyond the requirement of the Educational Visit. It is up to your county if there is manpower and time for that. | Feel free to discuss Core and Pf violations at the PIC's request. If documented on the comment addendum, recommend adding "PIC requested to discuss....". |