

CEH

QUALITY ASSURANCE (QA) OVERVIEW



2024 QA LEGISLATION

SL 2024-49 (S166)

Annual Agreement = Consolidated Agreement

Requirement for QA for all environmental health services

Liability

REHS defended by the AG and judgments against covered 50/50

(Department may agree to pay more than half)

If NOT entering into an annual agreement or fails to abide by the annual agreement OR if enforcing local rules

Not covered by the AG

Judgments against are covered 100% by the LHD

QA DEVELOPMENT

Session Law 2024-49

- By **July 1, 2025**, LHD will have developed a plan in partnership with the DPH Environmental Health Section to develop quality assurance plans for each of the following programs: Onsite Wastewater, Private Drinking Water Wells, Childhood Lead Poisoning Prevention, Tattoos, Public Swimming Pools, and Child Care and School Buildings.
- LHD shall submit these plans to the DPH Environmental Health Section by **January 1, 2026**, for review and approval.
- Following submission to the DPH Environmental Health Section, LHD shall abide by the plans and any modifications requested by the DPH Environmental Health Section to the plans in order for registered environmental health specialists, registered environmental health specialist interns, or registered environmental health associates employed by or contracted to work for the LHD to be eligible for defense by the Attorney General's Office or to have all or a portion of their judgment or settlement paid by the Department in accordance with G.S. 143-300.8.

QA DEVELOPMENT

- CEH has been in the process of developing their QA Program. Created documents are being tested in the field during accreditation inspections and authorization inspections.
- QA Sub-Committees for child care and school sanitation and the childhood lead poisoning prevention program have been formed to include CEH Staff county EHS supervisors and county EHS.
- QA Sub-Committees for child care and school sanitation and the childhood lead poisoning prevention program have continued to meet and evolve the QA Programs based on county feedback.

QA DEVELOPMENT

- **QA Sub-Committee Members:**
 - Melissa Bennett - Buncombe
 - Lisa Morgan - Chatham
 - Shineka “Porcha” Small - Cumberland
 - Chelsea Wooten - Durham
 - Doris Hogan - Forsyth
 - Puala Cox - Guilford
 - Nicole Parrish - Haywood
 - Dana Person - Johnston
 - Renada Ervin - Mecklenburg
 - LaRue Fuller - New Hanover
 - Lisa McCoy - Wake

QA DEVELOPMENT

QA committees have created documents for Child Care and School Sanitation Program and the Childhood Lead Poising Prevention Program:

- Policy Template
- QA Summary Checklist
- QA Field Assessment Form
- QA File Assessment Form

Childcare Program / Fieldwork Quality Assurance Checklist			
1. Establishment Name:	EHS Name:		
2. Address:	EHS:		
3. Facility ID #	Date:		
	QA Reviewer:		
Items Evaluated	IN	OUT	NA
Conducting the Inspection			
1. Prior to inspection reviews (1-3) previous inspections, complaints, notes, etc.			
2. Prior to inspection reviews Lead in water samples, inquires about lead hazards identified by LHD lead investigations (2816)			
3. REHS is properly equipped, identifies him/herself, professional rapport/appropriate attire			
4. Asks operator to accompany during inspection			
5. Appropriate hand washing throughout the inspection when required (upon entry, food preparation areas, kitchen, etc.) (2803)			
6. Review DCFE license/restrictions, licensed space floor plan, verifies ownership and contact information			
7. Asks about changes to enrollment, water, and sewer. Collects bacteriological water sample (2815)			
8. Moves through facility Youngest -> Oldest (if applicable)			
Infant/Toddler Room Food Preparation and Diapering Changing Areas			
9. Identifies if food prep area meets requirements (2810)			
10. Checks bottle warming equipment/accessibility (2810)/ completion of feeding (file 1 hour rule) (2804)			
11. Asks where/how bottles are prepared/human milk storage (2804) (2805)			
12. Asks how/where highchair feeding trays are cleaned (2812)			
13. Observes/discusses diapering procedures, cleaning and disinfecting diaper station (2819)			
Center Wide			
14. Observes handwashing procedures (staff and children) (2803)			
15. Checks water temperatures (2815)			
16. Checks hand sink requirements and understands change of use procedures (2810) (2818)			
17. Checks for bulk food storage/assesses if a food prep area is needed (2806) (2810)			
18. Checks toys and furniture, soft toys/mouthable, water play centers cleaned and sanitized (2822)			
19. Checks cribs/cots/mats/linens, labeling/spacing/storage/condition (2821)			
20. Proper chemical storage (locked vs inaccessible), proper storage of medication (2820)			
21. Checks for adequate storage, individual storage (cubbies) spacing and labeling/proper storage of personal belongings (2820)			
22. Checks lighting and thermal conditions/equipment (2826)			
23. Checks floors, walls and ceilings for cleaning and condition (2824) (2825)			
24. Inspects vents, blinds, windows sills (2826)			
25. Check sanitizer/disinfectant (strength, contact time, incompatible chemicals, SDS sheets) (2801) (2812)			
Kitchen			
26. Ensures hot water in kitchen is inaccessible (2815)			
27. Determines minimum kitchen requirements and reviews menu (2810)			
28. Verifies approved food source/approved catered food (2804)			
29. Understands 2 comp vs 3 comp sink usage (2810)			
30. Understands commercial vs domestic equipment (2810)			
31. Understands what constitutes trash and restrictions (2810)			

- *Note: The LHD may choose to create policies or forms that include at least the minimum criteria as the policy/field assessment / file review forms provided by DPH. Submission of these forms to DPH Environmental Health Section is required.*

QA PROGRAM FOR CHILD CARE AND SCHOOL SANITATION PROGRAM UPDATES

Child Care

- **Previously:** At least one (1) QA field assessment and file assessment was to be conducted on all authorized REHS actively conducting child care inspections per QA period.
- **Proposed Change:** At least one (1) QA field assessment shall be conducted on at least **50%** of authorized REHS's actively conducting child care inspections per QA period. However, if the LHD has more than 10 REHS's requiring field assessments each QA period, field assessments shall be conducted on at least 10 randomly selected authorized REHS's during the year.
- **Proposed Change:** At least 1 file shall be randomly selected for file review for every 10 licensed child care centers in the LHD inventory (10%) with a maximum of 10 files selected each QA period.
- **Proposed Change:** The child care field QA assessment form has been revised to reduce the number of QA items listed. QA items have been combined where applicable.

QA PROGRAM FOR CHILD CARE AND SCHOOL SANITATION PROGRAM UPDATES

Schools

- **Previously** required field and file assessments for **schools**
- **Proposed Change:** QA field assessments for **schools** will not be required.
- **Proposed Change:** For QA file review for **schools**: At least 1 file shall be randomly selected for file review for every 10 school buildings in the LHD's inventory of school buildings (10%) with a maximum of 5 files selected each QA period.

QA PROGRAM FOR CHILD CARE AND SCHOOL SANITATION PROGRAM

- A CCSS quality assurance (QA) leader shall be designated by the LHD. The LHD may choose to designate a different QA leader each year.
- The QA leader shall be authorized and active in the CCSS Program.
- The QA leader shall be responsible for the implementation of the LHD QA policy and submission of all required documentation of this policy. The QA leader may delegate their QA responsibilities, as needed, to another authorized REHS in the CCSS Program.
- If the LHD does not have a REHS authorized in the CCSS Program and relies on authorized contract workers, the LHD may designate a contract worker as the QA leader or request that their Environmental Health Regional Specialist assist in this role.
- If the QA leader actively conducts child care inspections, the LHD shall designate another authorized REHS to complete field assessments of the QA leader.

"Actively" is defined as an authorized REHS that inspects at least one child care during the QA period.

QA PROGRAM FOR CHILD CARE AND SCHOOL SANITATION PROGRAM

QA Field Assessments

- A QA field assessment is **not** required for school building inspections.
- At least one (1) QA field assessment shall be conducted on at least 50% of authorized REHS's actively conducting child care inspections per QA period.
- However, if the LHD has more than 10 REHS's requiring field assessments each QA period, field assessments shall be conducted on at least 10 randomly selected authorized REHS's during the year. The 10 randomly selected authorized REHS's must vary annually to ensure that the same staff members are not subjected to field assessments every year.
- If the LHD has only one REHS authorized in the CCSS Program and there are no contract workers, or the LHD has no REHS authorized in the CCSS Program and only utilizes one contract worker, the Regional Specialist may, upon their discretion, conduct field assessments.

Contract workers are subject to the QA requirements of this policy. Counties may choose to use the QA field assessment from the contract workers' home county or choose to complete their own QA field assessment.

QA PROGRAM FOR CHILD CARE AND SCHOOL SANITATION PROGRAM

QA Field Assessments

A Childcare Program Fieldwork Quality Assurance Checklist				B	C	D	E
Establishment Name:				EHS Name:			
Address:				EHS#:			
				Date:			
Facility ID #				QA Reviewer:			
Items Evaluated				IN	OUT	NA	Comments
Conducting the Inspection							
1. Prior to inspection reviews (1-3) previous inspections, complaints, notes, etc.							
2. Prior to inspection reviews Lead in water samples, inquires about lead hazards identified by LHD lead investigations (.2816)							
3. REHS is properly equipped, identifies him/herself, professional rapport/appropriate attire							
4. Asks operator to accompany during inspection							
5. Appropriate hand washing throughout the inspection when required (upon entry, food preparation areas, kitchen, etc.) (.2803)							
6. Review DCDEE license/restrictions, licensed space (floor plan), verifies ownership and contact information							
7. Asks about changes to enrollment, water, and sewer. Collects bacteriological water sample (.2815)							
8. Moves through facility Youngest ---> Oldest (if applicable)							
Infant/Toddler Room Food Preparation and Diapering Changing Areas							
9. Identifies if food prep area meets requirements (.2810)							
10. Checks bottle warming equipment/accessibility (.2810)/ completion of feeding (No 1 hour rule) (.2804)							
11. Asks where/how bottles are prepared/human milk storage (.2804) (.2806)							
12. Asks how/where highchair feeding trays are cleaned (.2812)							
13. Observes/discusses diapering procedures, cleaning and disinfecting diaper station (.2819)							

QA PROGRAM FOR CHILD CARE AND SCHOOL SANITATION PROGRAM

QA Field Assessments

Center Wide			
14. Observes handwashing procedures (staff and children) (.2803)			
15. Checks water temperatures (.2815)			
16. Checks hand sink requirements and understands change of use procedures (.2810) (.2818)			
17. Checks for bulk food storage/assesses if a food prep area is needed (.2806) (.2810)			
18. Checks toys and furniture; soft toys/mouthable, water play centers cleaned and sanitized (.2822)			
19. Checks cribs/cots/mats/linens: labeling/spacing/storage/condition (.2821)			
20. Proper chemical storage (locked vs inaccessible), proper storage of medication (.2820)			
21. Checks for adequate storage, individual storage (cubbies) spacing and labeling/proper storage of personal belongings (.2820)			
22. Checks lighting and thermal conditions/equipment (.2826)			
23. Checks floors, walls and ceilings for cleaning and condition (.2824) (.2825)			
24. Inspects vents, blinds, windows sills (.2826)			
25. Check sanitizer/disinfectant (strength, contact time, incompatible chemicals, SDS sheets) (.2801) (.2812)			

QA PROGRAM FOR CHILD CARE AND SCHOOL SANITATION PROGRAM

QA Field Assessments

Kitchen			
26. Ensures hot water in kitchen is inaccessible (.2815)			
27. Determines minimum kitchen requirements and reviews menu (.2810)			
28. Verify approved food source/approved catered food (.2804)			
29. Understands 2 comp vs 3 comp sink usage (.2810)			
30. Understands commercial vs domestic equipment (.2810)			
31. Understands what constitutes frying and restrictions (.2810)			
32. Checks refrigeration storage/cold holding temps/labeling/equipment thermometers (.2806)			
33. Checks cook temps/hot holding temps/equipment thermometer (.2806)(.2807)			
34. Checks for no bare hand contact/proper hygiene practices (.2807)			
35. Checks washing procedures(W/R/S)/dish machines (.2812)			
36. Checks dish storage/condition and single service articles (.2809) (.2814)			
37. Checks food storage/labeling and asks about overflow bulk storage (.2806)			
38. Checks for test strips/thin probe thermometer (.2801) (.2807) (.2812)			

QA PROGRAM FOR CHILD CARE AND SCHOOL SANITATION PROGRAM

QA Field Assessments

38. Checks for test strips/mini probe thermometer (.2801) (.2807) (.2812)			
Outdoor Learning Environment			
39. Checks equipment/toys are clean and in good repair (.2832)			
40. Checks outdoor storage areas have proper lighting, clean and free of equipment not intended for children (.2832)			
41. Checks sand box area/cover/checks for standing water/vermin harborages(.2832)			
42. Checks CCA wood/records/seal dates (.2831)			
43. Checks daily air quality forecasts (.2831)			
44. Checks temperature and inaccessibility of can wash/utility equipment (.2815)(.2832)			

QA PROGRAM FOR CHILD CARE AND SCHOOL SANITATION PROGRAM

QA Field Assessments

44. Checks temperature and accessibility of hand washing equipment (.2818)(.2832)			
Other			
45. Asks for cleaning documentation for wall to wall carpeting (if applicable) (.2824)			
46. Understands animal requirements and checks veterinarian records if needed (.2831)			
47. Checks laundry and cleanable laundry containers (.2820)			
48. Checks solid waste containers are clean and covered (.2830)			
49. Checks well and septic (.2815)(.2829)			
50. Identifies sick area/checks vomit and diarrhea plan/supplies (.2827)			
51. Understands requirements of centers that are licensed to care for mildly sick children (.2836)			
Paperwork and Exit Interview			
52. Proper code citation and item number marked/writes proper and effective comments on report (.2834)			
53. Provisional items identified, verifies compliance, discussed with operator and enforcement action properly taken (.2834)			
54. Exit interview conducted and paperwork provided/sanitation classification placard posted and previous grade card taken (.2834)			
55. Inspection form documentation clear and complete. Paperwork filed properly and in timely manner (.2834)			
	0	0	0
Overall Rating of EHS	100%		

QA PROGRAM FOR CHILD CARE AND SCHOOL SANITATION PROGRAM

QA File Assessments

- CCSS Program QA file review is intended to provide a programmatic overview based on a suitable sample size.
- At least 1 file shall be randomly selected for file review for every 10 licensed child care centers in the LHD inventory of licensed child care centers (10%) with a maximum of 10 files selected each QA period.
- For school buildings, at least 1 file shall be randomly selected for file review for every 10 school buildings in the LHD inventory (10%) with a maximum of 5 files selected each QA period.
- When conducting a review of a child care or school file, inspection reports and documentation shall be reviewed starting from at least the third oldest inspection cycle in the file and working towards current day.

QA PROGRAM FOR THE CHILDHOOD LEAD POISONING PREVENTION PROGRAM UPDATES

Lead

- **Previously** required a field QA assessment
- **Proposed Change:** Field QA assessment will be **optional** for counties as part of the soft rollout. However, implementation of a required field QA assessment will be incorporated in the future.
- **No changes** to file review requirements.

QA PROGRAM FOR THE CHILDHOOD LEAD POISONING PREVENTION PROGRAM

- A CLPP Program quality assurance (QA) leader shall be designated by the LHD. The LHD may choose to designate a different QA leader each year.
- The QA leader in the CLPP Program shall be familiar with the program requirements and shall be responsible for implementation of the LHD's QA policy. The QA leader shall also be responsible for the submission of all required documentation of this policy.
- The QA leader may delegate their QA responsibilities, as needed, to another REHS authorized in the CLPP Program.
- If the QA leader actively works in the CLPP Program, and the LHD chooses to complete field assessments, the LHD shall designate another CLPP Program authorized REHS to complete field assessments of the QA leader or coordinate with the Environmental Health Regional Specialist.

QA PROGRAM FOR THE CHILDHOOD LEAD POISONING PREVENTION PROGRAM

QA File Assessments

- The CLPP Program QA file review is intended to provide a programmatic overview based on a minimum of at least 1 randomly selected file for every 5 lead investigations completed with a maximum of 5 files selected each year.
- All files that are active should be considered for file review, including files that are undergoing investigations, remediations, or are under annual monitoring of any type.
- The lead investigation does not have to occur during the QA review period but shall be within the current accreditation cycle to be considered active.
- If more than one file is reviewed, files should be selected from different authorized REHS or REHS conducting fieldwork within the CLPP Program.
- When conducting a review of a lead file, documentation shall be reviewed starting with the confirmation of the case working towards the case's current status.
- If a county has no active lead files during a QA review period, a QA file assessment is not required.

QA PROGRAM FOR THE CHILDHOOD LEAD POISONING PREVENTION PROGRAM

QA Field Assessments

- QA field assessments for the CLPP Program are **optional**, however if a LHD chooses to complete QA field assessments it is recommended that the following procedure be followed.
- At least one (1) QA field assessment shall be conducted per QA period for each REHS authorized in the CLPP Program.
- In addition, each REHS that is not authorized but conducting field program requirements within the CLPP Program shall have a QA field assessment.
- If the LHD has only one REHS authorized in the CLPP Program, or the LHD has no REHS authorized in the CLPP Program, the Environmental Health Regional Specialist may, upon their discretion, conduct field assessments.
- If no lead investigation is completed during the year, a QA field assessment is not required.
- If there are not sufficient lead investigations for all authorized REHS or REHS conducting field program requirements to have a QA field assessment, then only the REHS who participate in the lead investigations for that year will have a QA field assessment completed.
- Contract workers are subject to the QA requirements of this policy.

QA PROGRAM REGIONAL REVIEW

- Environmental Health Regional Specialists with the NC Division of Public Health (DPH) shall review the yearly submission of QA reports and documentation.
- Environmental Health Regional Specialists may also conduct periodic field assessments or file reviews in accordance with the DPH accreditation procedures.
- Documentation of these assessments along with documentation submitted yearly by the LHD QA leader shall become part of the LHD accreditation program review.
- The LHD may choose to incorporate file review and field assessment reports completed by the Environmental Health Regional Specialist as part of their required QA submission.

QA PROGRAM DOCUMENTATION REQUIRED

- QA Summary Checklist provided by DPH indicating the documentation required to be submitted to the Environmental Health Regional Specialist each year.
- Individual REHS Program field assessment and file review worksheets.

QUALITY ASSURANCE SUMMARY CHECKLIST
CHILDHOOD LEAD POISONING PREVENTION PROGRAM

Agency Name:	County/District:
Name of QA Leader:	
QA Leader Email:	QA Leader Phone #:
Calendar Year Covered by this Summary:	
Signature of QA Leader:	Date:

- ☐ 1. A copy of the current LHD Childhood Lead Poisoning Prevention Program QA policy.
- ☐ 2. A summary on letterhead of what QA activities have been accomplished in this calendar year.
This summary should include:
 - a. Number of REHS that conduct lead investigations # ____
 - b. Number of QA field assessments that were completed (optional) # ____
 - c. Number of QA file reviews that were completed # ____
 - d. Approximately how many lead investigations occurred during the QA period # ____
- ☐ 3. A copy of the documentation for each file review form completed. Indicate who performed the file reviews.
- ☐ 4. (Optional) A copy of the documentation for each field assessment form. Indicate who performed field assessments.
- ☐ 5. Currently operating under a Program-directed CAP (corrective action plan)? ____ **YES** ____ **NO**
If yes, include a detailed explanation of the work completed to achieve compliance with the CAP in the summary details.

****Once completed, send this form with all the requested information above to your Regional Environmental Health Specialist.**

**QA PROGRAM
DOCUMENTATION
REQUIRED**

QA PROGRAM DOCUMENTATION TIMELINE AND SUBMISSIONS

- QA work shall be completed between **January 1st** and **December 31st** of each calendar year.
- QA program reports and documentation as indicated on the Program QA Summary Checklist shall be submitted to the Environmental Health Regional Specialist by **March 1st** of the following calendar year.

QUESTIONS?

