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

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>&quot;The Flu&quot;</th>
<th>Food Poisoning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Body aches and pains</td>
<td>Common: headache and muscle aches</td>
<td>Common: headache, backache and stomach cramps</td>
</tr>
<tr>
<td>Fatigue</td>
<td>Common (often extreme)</td>
<td>Common (often extreme)</td>
</tr>
<tr>
<td>Fever</td>
<td>Common</td>
<td>Common</td>
</tr>
<tr>
<td>Gastrointestinal</td>
<td>Rarely prominent*</td>
<td>Common (often severe)</td>
</tr>
<tr>
<td>Gastrointestinal: Nausea</td>
<td>Rarely prominent*</td>
<td>Common</td>
</tr>
<tr>
<td>Gastrointestinal: Diarrhea</td>
<td>Rarely prominent*</td>
<td>Common</td>
</tr>
<tr>
<td>Respiratory: Chest discomfort, cough</td>
<td>Common (often extreme, can become severe)</td>
<td>Rare</td>
</tr>
<tr>
<td>Respiratory: Nasal congestion, sore throat, runny or stuffy nose</td>
<td>Common</td>
<td>Rare</td>
</tr>
</tbody>
</table>

| Prevent or Lessen Risk   | Annual Vaccination                     | Proper Food Handling                     |

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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

- 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

<table>
<thead>
<tr>
<th>Channel</th>
<th>‘02–’12 growth (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing</td>
<td>10</td>
</tr>
<tr>
<td>Produce</td>
<td>9</td>
</tr>
<tr>
<td>Fed</td>
<td>2</td>
</tr>
<tr>
<td>Manu</td>
<td>3</td>
</tr>
<tr>
<td>Retail</td>
<td>14</td>
</tr>
</tbody>
</table>

Feeding America network channel lbs by calendar year
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

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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

- Expectations
- Educate & Train
- Communicate
- Measure
- Reinforce
- Goals & Accountability

Source: Food Safety Culture
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So, what about the third party audits?
Third Party Food Safety Audits

AIB Standards Update Document

Changes in the Feeding America Food Safety Audit Template

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

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