



City and County of San Francisco  
**DEPARTMENT OF PUBLIC HEALTH**  
**POPULATION HEALTH DIVISION**

# Food Safety Program

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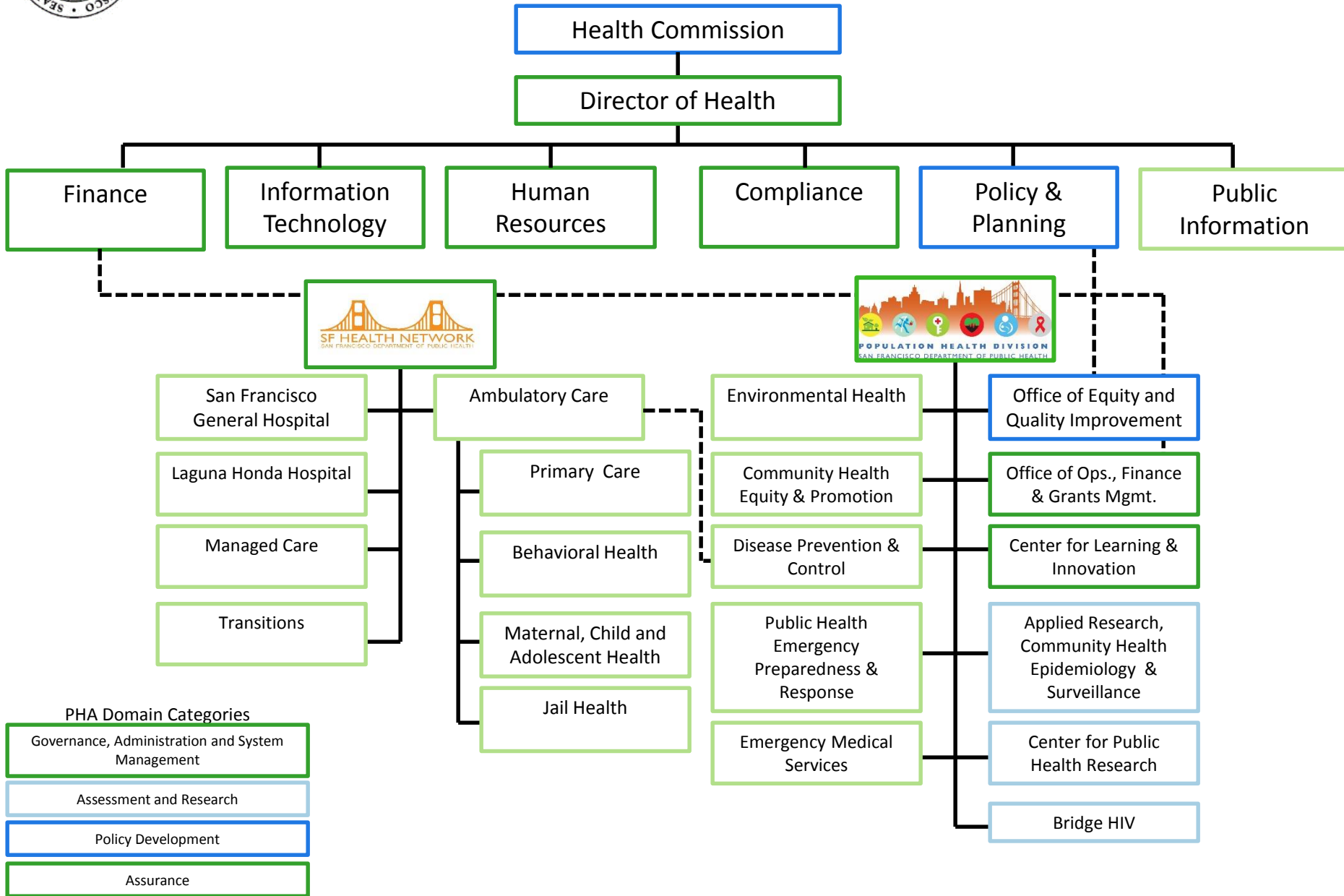
**San Francisco Health Commission Community & Public Health Committee**  
**Tuesday, May 17, 2016**  
**101 Grove Street, Room 302**



**POPULATION HEALTH DIVISION**  
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH



# Overview of the Population Health Division



Protect

Promote

Prevent

Prepare

**PUBLIC HEALTH ACCREDITATION DOMAIN CATEGORY: ASSURANCE  
ENVIRONMENTAL HEALTH BRANCH (EHB)**

<b>STRATEGIC DIRECTION</b>	Assurance of healthy places and healthy people
<b>STRATEGY 4</b>	Lead public health system efforts to create an upstream approach to ensuring healthy people and healthy places.
<b>PERFORMANCE MEASURES 2012-2015</b>	<p><b>PERFORMANCE MEASURE 4.1:</b> Establish community-centered approaches that address the social determinants of health and increase population well-being.</p> <p><b>PERFORMANCE MEASURE 4.2:</b> Sustain and improve the infrastructure and capacity to support core public health functions, including legally mandated public health activities.</p>
<b>DESCRIPTION</b>	The branch ensures environmental health and safety for San Francisco residents, business owners, workers, and tourists. We accomplish this through enforcement of environmental health laws and the implementation of health in all policies for safe food and water, quality housing, livable neighborhoods, safe streets, protection from air pollution, excessive noise, radiation and chemical hazards. We ensure that customers are provided the accurate amount of goods and services when they patronize businesses.



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# Environmental Health protects the public's health through its multi-faceted regulatory role:



Site Mitigation & Waste Management

Food Safety

Hazardous Materials Safety

A SAMPLING OF OUR 30+ REGULATORY PROGRAMS

Air & Water Quality

Healthy Housing



Business Consumer Protection





Partners with Environmental Health

# Food Safety Program

This program ensures that all retail food is stored, prepared and served to the public in a safe manner.

- **7,400 Permitted Retail Food Facilities in San Francisco**
- Restaurants, Schools, Take-Out, Fast Food, Mobile Food Trucks, Certified Farmers Markets, Bars, Markets, Bakeries, Temporary Event (Street Fairs), Sporting Events, Cottage Food Facilities
- Conducts plan check reviews to ensure that structural and equipment installations are code compliant
- **Number of Staff 35**
- **Budget \$8 Million**



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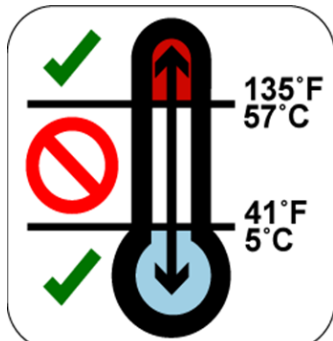
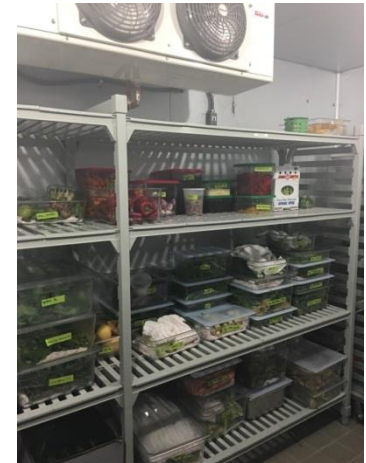


## Regulatory Duties

### Unannounced risk based inspections

#### What we look for during an inspection

- Poor personal hygiene
- Food from unsafe sources
- Inadequate cooking
- Improper holding temperatures
- Contaminated equipment/cross contamination
- Vermin Infestation
- Lack of hot water
- Improper cooling of food items
- Improper storage of food items



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#### Education

- Working with operators to educated for long term success
- Demonstrating and teaching safe food handling procedures
- Empowering businesses

#### Enforcement

- Inspection/re inspection reports issued
- Temporary suspensions for imminent risk(s)
- Conference Hearings
- Director of Public Health Hearing



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# TRANSPARENCY

- Scoring System adopted 2004
- High Risk Violation 7 point deduction
- Moderate Risk Violation 4 point deduction
- Low Risk Violation 2 Point deduction
- Public posting of current Inspection Report
- Score Card
- Symbol of Excellence

**Food Safety Scorecard**  
This facility was inspected by the San Francisco Department of Public Health in accordance with the California Health and Safety Code.



A copy of the most recent inspection report is required to be posted on the premises. For more information on food safety scores and previous inspection reports, visit: <http://www.sfdph.org/dph/eh/>

Previous Inspection Score:   
Previous inspection conducted on: \_\_\_\_\_ Date \_\_\_\_\_

Facility Name \_\_\_\_\_ Inspected on: \_\_\_\_\_ by \_\_\_\_\_  
Facility Address \_\_\_\_\_ Date \_\_\_\_\_ Inspector \_\_\_\_\_


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improving environments  
protecting health

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Environmental Health Section  
(415) 252-3800

Good/Adequate

Score	Operating Condition
> 90	Good
86-90	Adequate
71-85	Needs Improvement
≤ 70	Poor

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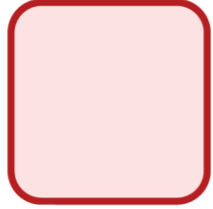
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Needs Improvement

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Poor

Score	Operating Condition
> 90	Good
86-90	Adequate
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≤ 70	Poor





# CHALLENGES



Improper food handling



Illegal installation of grease trap



Sewage contamination



Rodent entry point



# Transformations



Dedicated food prep sink



Legal installation of grease trap



Repaired sewer line, floors and walls



Elimination of rodent entry points



# Compliance Education



On-site food safety training for all staff



Certified Food Safety Manager Training

# Food Safety Program-Community Outreach



**Super Bowl 50**  
Unpermitted Mobile Food Facility



**Mission District Food Safety Training**



**Richmond District Food Safety Training**

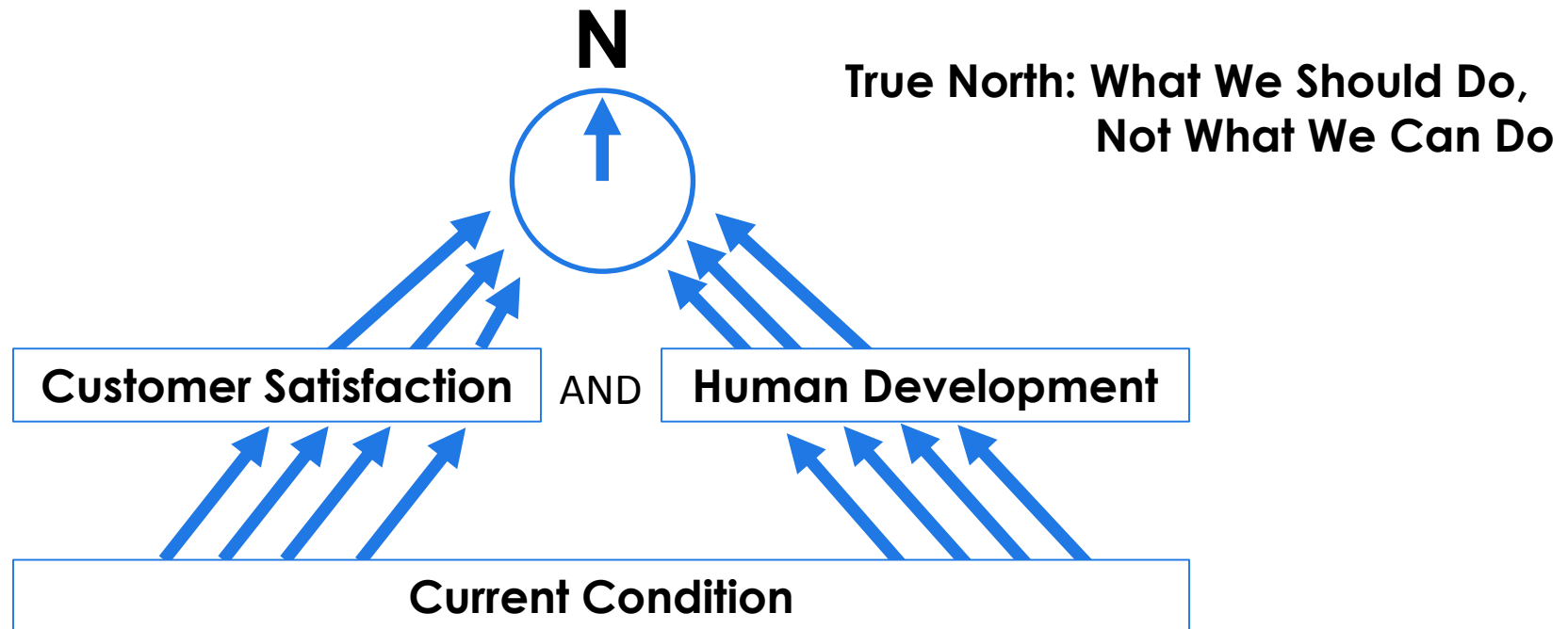
# Newly Hired Food Safety Inspectors



# Environmental Health Branch Strategic Planning

The Environmental Health Branch administers 17 separate program with multiple components and core public health functions that are mandated by law.

- Train staff on core principles of Lean and tools that will be applied through the improvements processes.
- Develop True North measures for the Environmental Health Branch



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# Kaizen Events For Food Establishments Permitting

KAI=CHANGE

改

ZEN=GOOD

善

“CHANGE FOR THE BETTER”

Kaizen is a strategy where employees work together proactively to achieve regular, incremental improvements in a work process.

We anticipate conducting 4 week long kaizen events, with periods in between where staff can implement the new work process and mistake proof the new standard work, before implementing the next kaizen activity.



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Questions

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