

VIRTUAL INSPECTIONS

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TIMELINE OF THE COVID-19 PANDEMIC

DECEMBER 2019

China reports cluster of pneumonia cases associated with market in Wuhan

JANUARY 20, 2020

First confirmed cases outside of mainland China occur in Japan, South Korea, Thailand and the United States

JANUARY 30, 2020

W.H.O declares a global health emergency

FEBRUARY 2-5, 2020

First death outside of China is reported in the Philippines. The Diamond Princess Cruise ship is quarantined in Japan.

FEBRUARY 21-23, 2020

Iran announcing first cases in the country. Italy sees major surge in cases. 10 towns are locked down.

MARCH 15-17, 2020

The CDC recommends no gatherings of 50+ in the U.S. France imposes nationwide lockdown.

APRIL 1, 2020

U.S. passes 200,000 confirmed cases.

APRIL 15-16, 2020

Austria becomes of the first European countries to loosen lockdown measures. The U.S. Prese

JANUARY 7, 2020

Chinese health authorities confirm cluster is associated with novel coronavirus

JANUARY 23, 2020

Chinese authorities close off Wuhan. 17 deaths & 570 infections reported

JANUARY 31, 2020

U.S. restricts travel from China & declares public health emergency

FEBRUARY 14, 2020

A Chinese tourist dies in France, marking Europe's first death.

FEBRUARY 29, 2020

U.S. reports first Coronavirus death.

MARCH 30, 2020

Majority of states in the U.S. issue stay-at-home directives. Restaurants closed for dine-in.

APRIL 3, 2020

CDC recommends use of face masks

APRIL 20, 2020

States announce plans to begin reopening and easing restrictions.

CONSUMER SENTIMENT



2 out of 3 people remain **concerned** about their **personal health**¹



Delivery increased 12% from March to May

Takeout/Drive-thru usage also increased by **16%**²



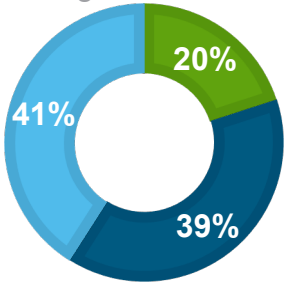
3 out of 4 consumers expect to **return to normal habits by December**. The remaining vast majority at some point in 2021²



Sales trends are **expected to improve** over the next 6-8 weeks **as dining rooms reopen**²
(May 18th)

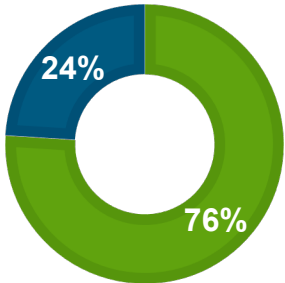
DINE-IN¹

■ Immediately ■ Might Consider ■ Want to wait



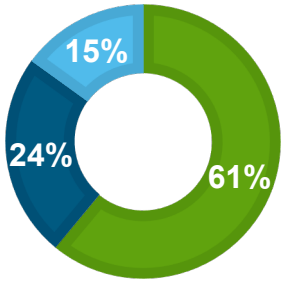
LIMITED MENU¹

■ No issues ■ Unknown



EATING OUT¹

■ Avoid ■ Nervous ■ No Concerns

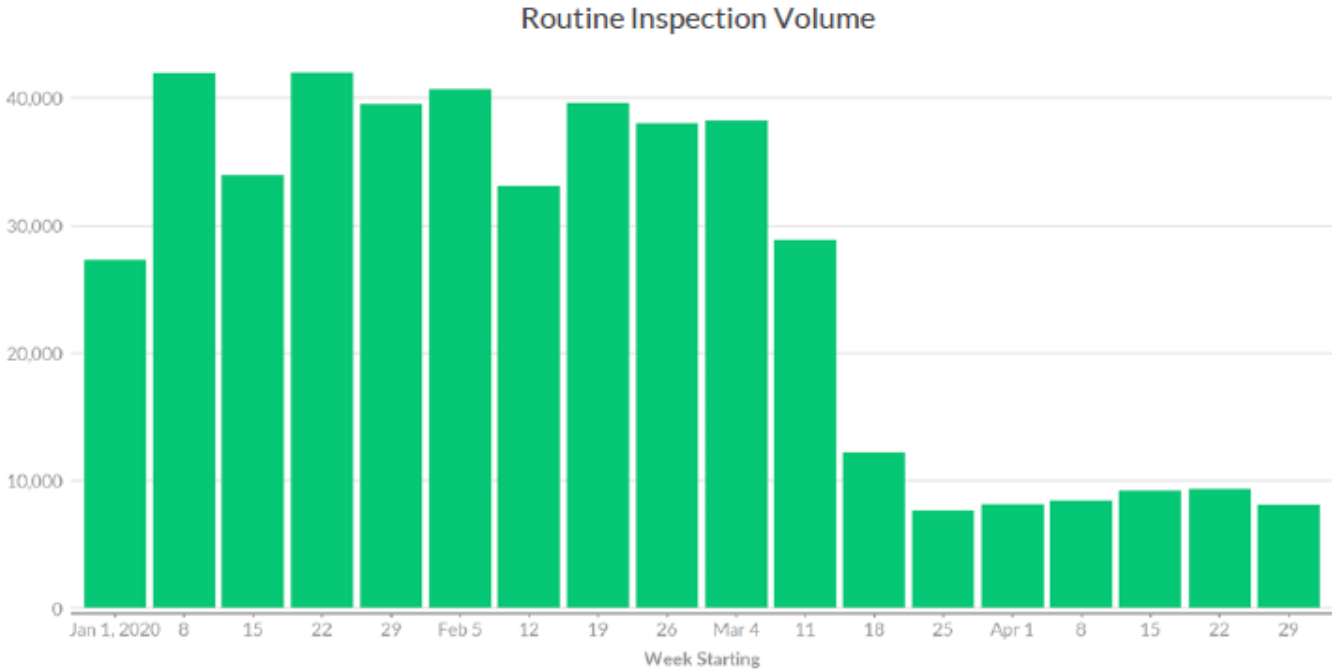


COVID-19? (POSSIBLE IMPACT ON HANDWASHING/SANITIZATION VIOLATIONS)

Question #	Question Text	Feb 2020	Mar 2020	Change
47	Nonfood-contact surfaces clean	24.7%	23.7%	-4.05%
14	Food-contact surfaces: cleaned and sanitized	17.9%	18.7%	+4.47%
8	Adequate handwashing sinks properly supplied and accessible	13.8%	13.9%	+0.72%
6	Hands clean and properly washed	4.6%	5.0%	+8.69%
3	Proper use of reporting, restriction, and exclusion	0.15%	0.14%	-6.67%

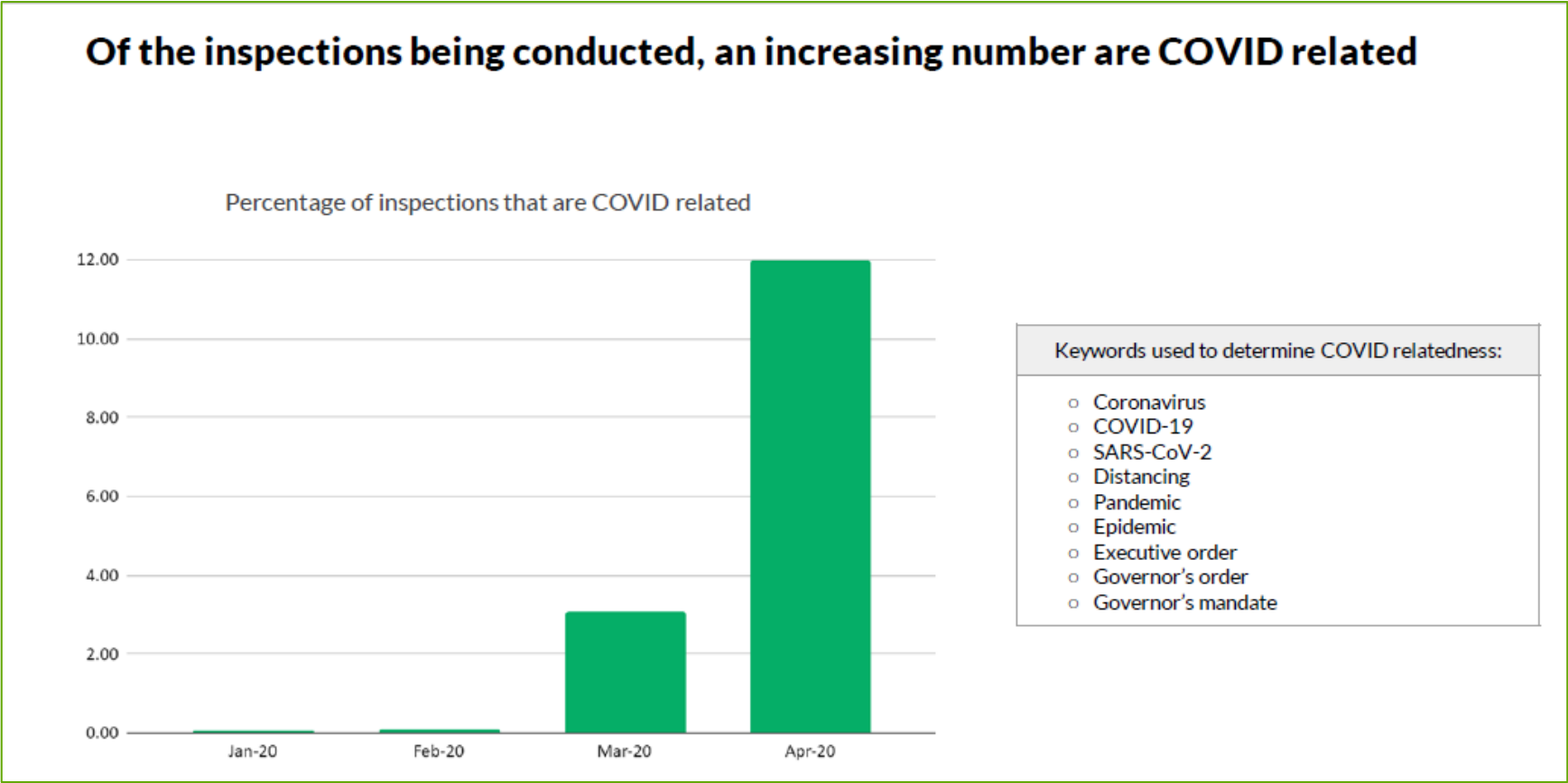
HEALTH DEPARTMENT INSPECTION TRENDS

Weekly routine inspection volumes continue to remain lower

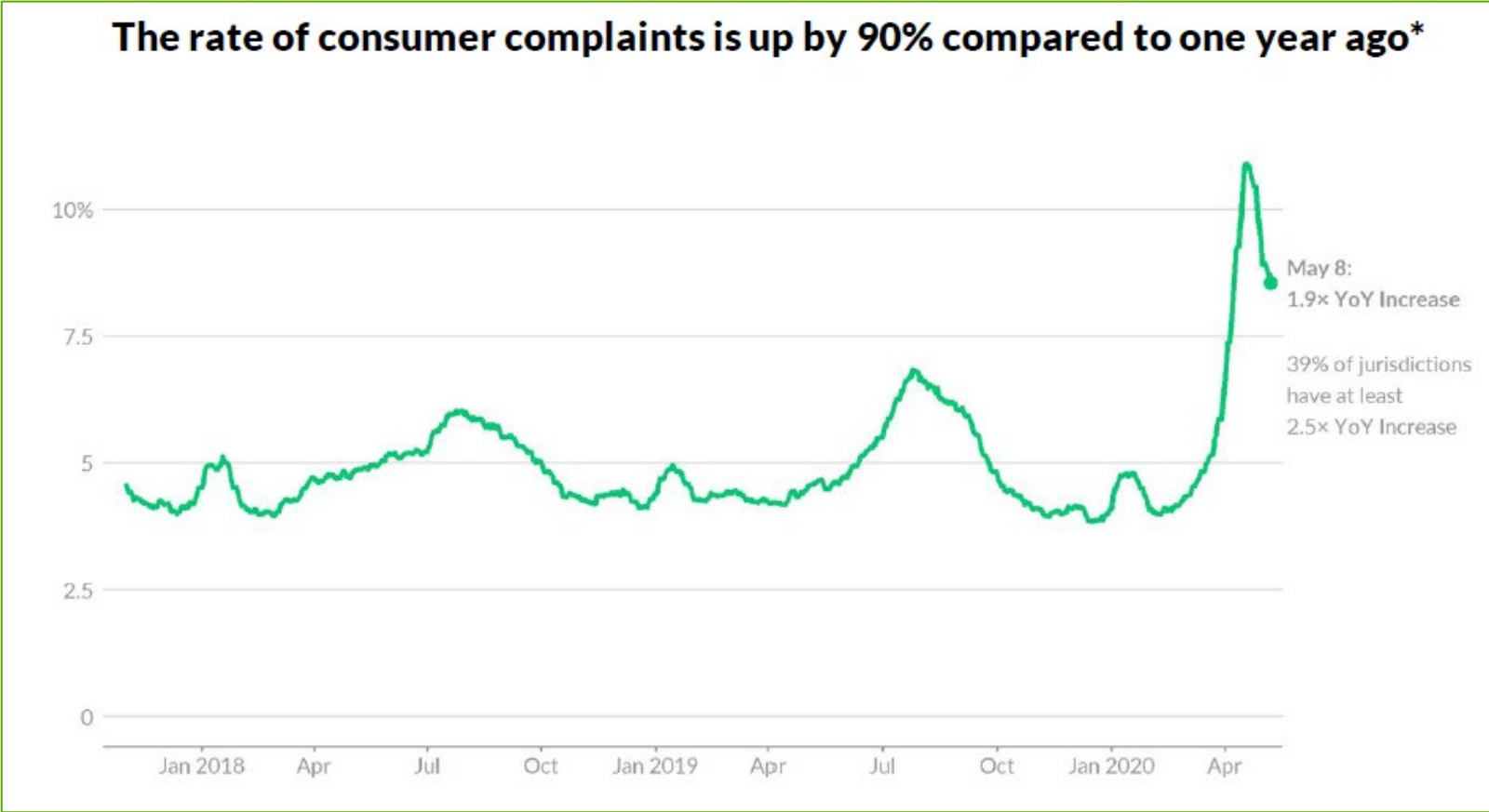


Change April 2019 to April 2020::
-78.1%

HEALTH DEPARTMENT INSPECTION TRENDS



HEALTH DEPARTMENT INSPECTION TRENDS



VIRTUAL INSPECTIONS

- California
 - San Luis Obispo County
- Missouri
 - Christian County, MO
- Virginia
- State of SC
- Kansas
- Hawaii
- Iowa
- Ohio
- New Jersey
 - Burlington County

*All states may not be reporting virtual inspections or virtual guidance (consultation, training and service inspections)

CONSIDERATIONS AND FACTORS FOR VIRTUAL INSPECTIONS

- **Unfamiliarity of operations – can be a drastic change**
- **Type of technology**
- **Familiarity of the location and possibly the Person In Charge**
- **Possible Prescheduling**
- **Possible Prepared Questions**
- **Consistency**
 - **Questions and documentation**
 - **Calibration of people conducting the inspections**
- **Possible partnering opportunities**
 - **Share guidance**
 - **Share what's worked and what has not**
- **Scoring**
 - ***Some numerical values, some “check complete” and some non-scored**
 - **Examples of facilities scored before and during COVID some are no longer providing a score**
 - **More unfamiliarity**