

Attachment C – Talking points for setting up a Food Safety Check

1. Thank them for contacting the Department of Health and Environmental Control (DHEC). Explain again that the purpose of doing these is due to precautions that must be taken to prevent the spread of COVID-19. Our staff are not able to conduct routine inspections at this time, but we can conduct these focused food safety checks utilizing a variety of services including Microsoft Teams, Apple Facetime, Skype for Business and Video Calls (Android).
2. Ask which platform they would like to utilize. This is likely going to have to be a dialogue and may require troubleshooting. Please be patient. It may be a good idea for your office teammates to test these out among yourselves so you can be proficient at it before setting up a call with an external stakeholder.
 - a. **Facetime:** If you are both going to utilize an iPhone, Facetime may be the simplest option.
 - b. **Microsoft Teams:** If they would like us to conduct the inspection utilizing Microsoft Teams, you will need to send them an invitation. If you have any questions, see Appendix B as well as <https://dhec.sharepoint.com/sites/envaff/Telecommuting%20Tips/Microsoft%20Teams.aspx>. Let the contact know that they are going to need to download Teams to their mobile device to be able to participate. The invite will prompt the download and then join them to the meeting which allows for both audio and video conferencing. This is the simplest option, unless we both have the same type of smart phone.
 - c. **Skype for Business:** Can be utilized almost exactly like Teams. For more information, please visit the following link. You'll need to go to the network to access: <http://dhecnet/co/it/docs/ServiceDesk/Skype4BusinessFAQ.pdf>.
 - d. **Zoom:** If they would like to set up a Zoom call and invite us, that is acceptable. Our staff, however, cannot set up a Zoom call.
 - e. **Android Video Call:** Not all Androids have this capacity and it can only be used Android to Android.

*The program is in need of inspection videos for use on the website and social media. If the opportunity presents itself, please ask the facility representative in writing (email) for permission to record the inspection or a portion of the inspection and for use it on the agency's website/social platforms. If you record a video, please be aware of how quickly you move/how steady the recording device is held and ensure the recording is **horizontal** rather than vertical. Send any videos and the accompanying permission request to Susan Best in the food program.

3. During the video conference food safety check, the representative will need to have the following:

- Internet or WiFi connectivity
 - A device with a camera that can move through the facility (phone, tablet, laptop, etc.)
 - A light meter or access to a light meter application. Light meter applications can be downloaded on to smart devices via the Apple App Store or the Android Play Store. One example of a light meter application is a Lux Light Meter Pro.
 - Proper thermometers for checking the following temperatures:
 - Cold holding units
 - Hot holding units
 - Cold and hot food
 - Water temperatures
 - Sanitizing test kits for warewashing units
4. Once the representative has determined that they have the items listed above and that they can be available during the inspection, schedule the date and time of the video conference inspection.
 5. Explain that during this check, you will discuss the areas to be inspected and procedures to demonstrate. Some of the items to demonstrate will include checking hot water temperatures at sinks and testing the warewashing unit(s) for sanitization. Also explain that we anticipate that the virtual check will take less than 30 minutes to conduct, but of course, we will be available to extend that time as needed. We want to provide as much assistance as possible to help facilities get through this crisis.
 6. After the check, email a copy of the check report. State to the facility that you have “Completed” a check. The report will be posted on the DHEC Food Grades site for the public to view. Facility representatives are welcome to post a copy of the form in their facility or on any of their social media sites. The report will also provide links to additional information that was discussed during the visit.