

**Clear as Day**  
**Clear as Mud**



Meanwhile at an unsuspecting restaurant.....  
I speak “inspector”

# “I speak *INSPECTOR*” Video





# Clear as Day?

DOH  
FBI  
RISK  
HEP A  
PIC  
EHP  
CFPM  
CONTROL  
RIR  
RCP  
TEMPED  
PROBED  
TCS

OUT  
ROP  
HACCP  
MAP  
SSOPs  
COOL  
P  
PF  
OOB  
PUBLIC PORTAL  
CA  
VD  
RIR

NONC  
GRP  
ASEPTIC  
RETORT  
TRDs  
RETAIL  
SPA  
PC  
PA LETTER  
AFDO  
SME  
PMO  
PC

**OMG!**

**CLEAR AS MUD**



**Inspector Boot Camp**

# Clear as Day or Clear as Mud?

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- Jargon is **CONFUSING!** Clouds the message
- Acronyms are only good if you know them
- What **MESSAGE** are your words painting?



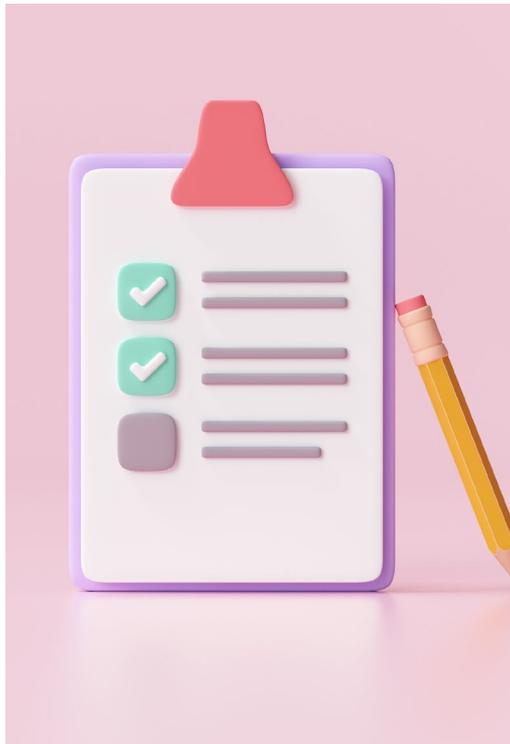


# Objectives

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- Understand the components of a great citation/violation **enhancement**
- Write **enhancements** in a clear, concise, factual, and responsible statement
- Verbal Communication critical for compliance

# The Enhancement



- A regulatory note, statement, remark, in your own words
- Clearly states what was observed
- A concise statement
- Includes the facts
- Provides responsibility - how public health was protected (when applicable)

# POLL QUESTION



**What components should be part of an enhancement?**  
(select all that apply)

- A. Where the problem was observed**
- B. Just the facts**
- C. Who was involved in the violation**
- D. The name of the Person in Charge**
- E. Corrective Actions**
- F. The time of day**



# Enhancement Components

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**Clear**

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**Concise**

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**Factual**

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**Responsible**

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**Creates a mental image**

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**State corrective actions taken** (as necessary)



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Old dried food residue was observed on the spoon at the display for self-service boiled peanuts. A clean utensil was provided. The dirty utensil was removed and placed in the ware wash sink.

# **Clear? Concise? Factual? Responsible?**

**Food prep area: cornbread stored in oven had mold-like build up on it. COS: owner voluntarily discarded.**

**Observed large purse under prep table in the dessert room, also observed open sodas stored inside of ice machine.**



# Clear and Concise



**Clear**: The act of making a statement definite, or distinct. Unambiguous, simply stated.



**Concise**: Brief in form but comprehensive in scope, succinct.



**Meat department  
area; live  
crawling roaches  
throughout  
location.**

# Factual

Factual:  
restricted  
to or based  
on fact

**Utensils were not provided for customers at self-serve bakery case.** A clean utensil must be provided for customer use to protect food from contamination.



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# Responsible



- **Independent decision-making or involving important duties**
- **Having an obligation to do something**
- **Corrective actions taken, COS**



# Get Rid of the Fluff and Stuff

Employee was washing utensils and there was **no sanitizer** in ware wash sink sanitizing compartment, the container for sanitizer dispenser was **empty** and employees are **using equipment** after ware washing and coming out designated sanitizer sink. The manager instructed an employee to reload the **sanitizer dispenser** with a new container of **sanitizer** and ware washing **was resumed**.

**No sanitizer** in container at the ware wash sink. **Observed** employees using **unsanitized** equipment. An employee **reloaded** the dispenser with sanitizer and the **unsanitized** equipment was **removed** from use to the ware wash area.



# Trim It Down

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**Walk-in cooler- raw egg yolks** on an uncovered plate found **stored on top of white cheese** inside of the walk-in cooler. To correct the violation, the **egg yolks** were **moved to an appropriate location** inside the walk-in cooler on a shelf below the cheese.

Raw egg yolks stored **above** cheese in the walk-in cooler. Corrective Action: Egg yolks were **moved** below ready to eat foods.



# POLL QUESTION



**Chicken recently prepared not cooled to 41°F or below prior to placing product into a retail display case.**

(select all that apply)

- A. Clear**
- B. Concise**
- C. Factual**
- D. Responsible**
- E. All of the Above**

# POLL QUESTION



**Chicken breast cooked 6 hours prior was not cooled to 41°F or below prior to packaging product for storage in retail display case. The chicken was discarded. Cool foods rapidly to 70°F within 2 hours and then to 41°F or below within 4 hours to maintain safety.**

(select all that apply)

- A. Clear**
- B. Concise**
- C. Factual**
- D. Responsible**
- E. All of the Above**

# The Ideal *Enhancement*



- Objective and factual
- Impartial and unbiased
- Contain no personal views or opinions
- **Free Jargon** (Temped, Probed, Matrix, etc.)
- **Acronyms** (PIC, FBI, RCP, BHC, DOH, etc.)
- Provides corrective actions

# SO WHAT?!

- **Your words make a big impact**
- **Summary of violation**
- **Provides historical chain of events**
- **Communicate compliance issues to the food establishment**



# Corrective Action

Action taken by  
establishment

To protect public  
health

To stop the  
objectionable  
condition

Based on valid  
practices/science

CLOSE THE LOOP!  
Finish what you  
started



# CLOSE THE LOOP!



Internal temperature of chicken wings on a rack by the oven was 52°F.

Corrective Action: products were moved to proper refrigeration.

*or*

Corrective Action: Wings relocated to the reach in cooler as the food was above 41°F less than 4 hours.



# Perception = Reality

- What you don't write is important
- Use your wit - don't OMIT
- What the owner / public reads is perceived to be the final outcome

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**CLEAR AS DAY!**



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## Be Sure To...

**Emphasize the So What!?**

**Close the loop!**

**Finish what you started**

**Keep it Simple your audience does  
not speak food safety**

# The Audience



- **Legal staff (enforcement, lawyers, courts)**
- **Regulatory Partners (FDA, DOH, others)**
- **Industry Partners and Associations**
- **Media**
- **Consumer Groups**

# Public Access

EXCEPTION



**Florida Department of Agriculture and Consumer Services**

Home Pay/Register Online About Divisions & Offices

You are here: Home > Divisions & Offices > Food Safety

Nicole "Nikki" Fried  
Commissioner

**Food Safety**

- [Apply for a Food Permit](#)
- [Dairy Industry Inspections](#)
- [FAST Fellowship Program](#)
- [File a Complaint About a Food Product or Food Business](#)
- [Food Emergencies and Disaster Preparation](#)
- [Food Establishment Inspections](#)
- [Food Safety and Food Defense Advisory Council](#)
- [Laboratory Services](#)
- [Medical Marijuana Treatment Center Edibles](#)
- [Report a Foodborne Illness or Injury](#)
- [View Food Establishment Inspection Reports](#)**

**Division of Food Safety**

**Important Notice for Existing Food Establishments**

The Division of Food Safety provides a comprehensive program of food safety services to the public. The Florida Department of Agriculture and Consumer Services is responsible for assuring the public of a safe, wholesome food supply through permitting and inspection of food establishments, inspection of food products, and performance of laboratory analysis on a variety of food products sold or prepared in Florida. The Division also monitors food from farm gate through processing and distribution to the point of purchase.

- **INSPECTION REPORTS online**
- **Transparency**
- **Perception**

# POLL QUESTION



**Does your agency post inspection reports online?**

**A. YES**

**B. NO**

# THE JARGON TRAP

And Scary Antonyms too!

# PROBED

To physically explore or examine (something) with the hands or an instrument



OR



# PROBED

**Probes** indicate rice and coleslaw at 55°F and 53°F on cooler shelf.



OR

*Observed beef empanadas and beef patties between 110 °F - 121 °F when checked with a **calibrated metal stem thermometer** inside hot case.*



# TEMPED



Pot of chili cooling from day before in walk in cooler **temped** at 72°F. COS-Product was voluntarily destroyed.

OR

# TEMPERATURE



*Internal temperature taken with a probe thermometer of pot of chili cooling from day before in walk in was 72°F. Corrective Action: Product was voluntarily destroyed.*

# Acronyms

Observed **CC** in **WIC**  
The **PIC** was not **CFM**  
**FBI** Investigation  
**BHC** with **TCS**  
**HACCP** for **ROP**

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**Clear & Concise ≠ Abbreviated**

# ***ENHANCEMENT* RECAP**

**CLEAR & CONCISE**

**IMPARTIAL/UNBIASED**

**TRIM IT DOWN**

**NO OPINONS**

**FACTUAL**

**OBJECTIVE**

**RESPONSIBLE**

**FREE OF JARGON**

**NO FLUFF AND STUFF**

**K.I.S.S.**

**CLOSE THE LOOP!**

***“ A picture is worth  
a thousand words,  
but it's the words  
that really tell the  
story.”***

**Clear as Day**



**Clear as Mud**



# POLL QUESTION



Employee observed rinsing hands with only water and then drying hands on apron and pants before returning to cutting bread.

- A. CLEAR as MUD
- B. CLEAR as DAY

# POLL QUESTION



Employee observed rinsing hands with only water and then drying hands on apron and pants before returning to cutting bread.

**Corrective Action: Spoke to owner about proper handwashing. Bread was discarded**

**A. CLEAR as MUD**

**B. CLEAR as DAY**



# Verbal Communication

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- Not just written inspection reports
- Understanding what we say
- Terminology
- Jargon
- Acronyms
- Culture, education, experience
- Familiarity

# Familiarity

Environmental Manager  
David Marshall of the  
Florida Department of  
Agriculture and Consumer  
Services Retail Food  
Program

- Mr. David Marshall
  - David Marshall
    - David
      - Dave



Dave



# Familiarity

*Clostridium botulinum*

- *C. botulinum*
  - *C. Bot*
    - *Bot Tox*
- Botulism
- Potentially deadly toxin





# ***Clostridium botulinum***

- We say “**C. bot**”
- Do they hear “**Sea Bot?**”

# Communication Mishaps

A close-up photograph of a document titled "Health Insurance Policy". The title is written in a large, bold, serif font and is underlined with a decorative flourish. A magnifying glass is positioned over the left side of the document, focusing on the text. In the background, another document is partially visible, showing a checkbox labeled "Patient's P" and the text "Your".

**Health  
Insurance  
Policy**

# Employee Illness Policy

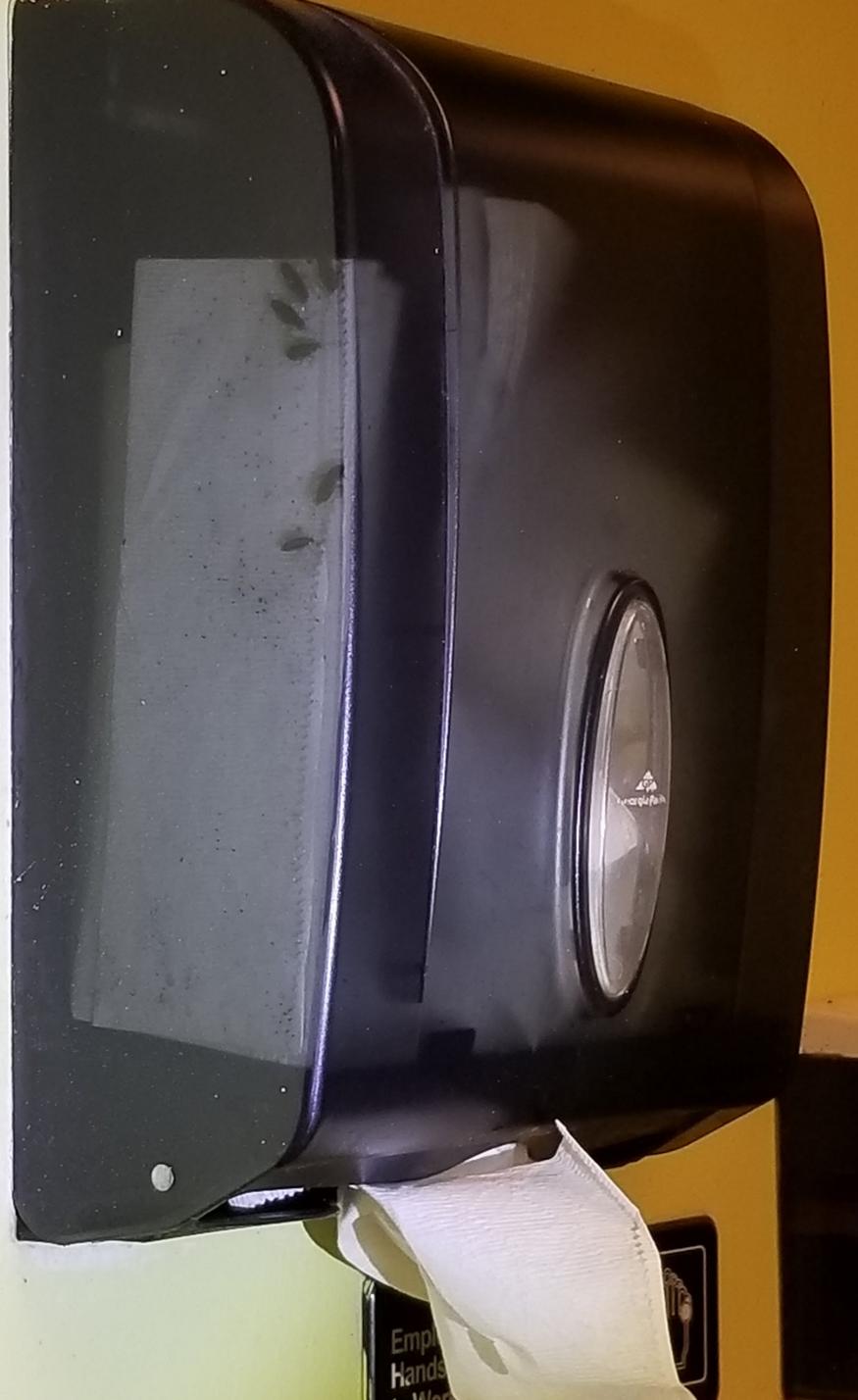


# Mumbo Jumbo



# Pocket Story





Emp  
Hand  
Wor

# Objectives RECAP

- Understand the components of a great citation enhancement
- Write enhancements in a clear, concise, factual, and responsible statement
- Verbal Communication critical for compliance





**QUESTIONS?**

*Thanks for attending!*