

Lessons Learned When Employees Work Sick

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Steritech



ZERO HOUR HEALTH

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- This webinar is being recorded and will be available for access by IAFP members at within one week.

Today's Webinar

This webinar will address the critical issue of employees working while sick in the retail and food service industry. Our expert panel will analyze the multifaceted impacts of employees working sick on businesses. Our aim is to shed light on the underlying reasons employees choose to work while unwell, explore best practices for effectively managing employee sick calls, and delve into crucial steps for a plan to address ill employees. Our discussion will highlight the legal risks associated with permitting sick employees to work and draw insights from our experts on lessons learned during their experiences with ill employees. By examining these critical aspects from clinical, operational, regulatory, and legal perspectives, attendees will gain actionable strategies to mitigate risks and foster a healthier, more resilient workplace environment while building a food safety culture that entrusts employees with responsibility for not working when sick.

Learning Objectives

1. Understand the underlying reasons employees choose to work while unwell
2. Learn best practices for effectively managing employee sick calls
3. Understand the crucial steps that are part of a plan to address ill employees

Today's Speakers

MODERATORS



Paula Herald
Steritech
Co-Moderator



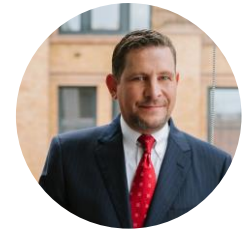
Roslyn Stone
Zero Hour Health
Co-Moderator



Kerry Bridges
Chipotle



Eric Martin
Texas Roadhouse



Shawn K. Stevens
**Food Industry
Counsel, LLC**

PRESENTERS

Introduction

CDC 5 Top Risk Factors for Foodborne Illness

- Improper hot/cold holding temperatures of potentially hazardous foods.
- Improper cooking temperatures.
- Contaminated utensils and equipment.
- **Poor employee health and hygiene.**
- Food from unsafe sources

Introduction

Food Code Requirements

- FDA Food Code: 2-201.11 Responsibility of Permit Holder, Person in Charge, and Conditional Employees.
- Employees to report foodborne illness symptoms to managers
- May be restricted or excluded from working



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Introduction

Foodborne outbreaks caused by sick food handlers

- Sick food service workers responsible for 41% of foodborne illness outbreaks
- Vomiting at work is a very common vector for infecting others (both co-workers and guests).
- Hepatitis A-infected cook caused 49 people to become ill and 4 died

Prevention Measures

Recommended Prevention Measures

- ▶ Frequent handwashing
- ▶ Rinse fruits & vegetables thoroughly
- ▶ Clean & Disinfect surfaces
 - *Epecially after vomit/diarrhea occurrence*
- ▶ Prohibit sick people from preparing food

Chipotle Prevention Measures

- ▶ Frequent handwashing
 - Includes *Top-of-the-Hour* & *Task-Change* handwashing
- ▶ Rinse fruits & vegetables thoroughly
 - Use of Victory Wash
 - Blanching jalapenos
- ▶ Clean & Disinfect surfaces
 - Purell / Pure Bio
 - RGF units in restrooms, air ducts, & ice machines
 - Noro Prevention Protocols (NPP)
 - Vomit Cleanup Kits
 - Ozone Generators
- ▶ Illness Policy
 - Wellness Checks (**CCP1**)
 - Paid Sick Leave for all employees at 1st day of service
 - Working Healthy is 1st in *Food Safety 7*
 - SSR Monitoring & Emergency Noro Protocol
 - Nurses
 - *Noro*-related questions on **EcoSure** audits & all internal Food Safety forms

Restaurant Materials

Food Safety Seven

CHIPOTLE FOOD SAFETY SEVEN

KNOW THE CHIPOTLE FOOD SAFETY SEVEN AND FOLLOW THEM | APRENDE LOS SEVEN PUNTOS CLAVE DE SEGURIDAD ALIMENTARIA DE CHIPOTLE Y SÉBLOS

WORK HEALTHY

TRABAJAR CON BUENA SALUD

- Never work if you are ill - stay home
- You have three days of paid sick leave - use them if you don't feel well!
- It's never your job to get your replacement.
- If you are ill - let your boss know so you can inform your manager that you don't feel well, and they will gladly find a replacement for you!
- Doctor's notes are never required unless SSR tells you that you need one.

WORK CLEAN

TRABAJAR LIMPIO

- Wash hands
- Wear gloves when handling food

- Nunca trabajes si estás enfermo... ¡quédalo en casa!
- Tienes tres días de permisos pagados por enfermedad... ¡usalos si no te sientes bien!
- Nunca te corresponde a ti buscar a tu sustituto si estás enfermo, pero necesitas informar a tu gerente que no te sientes bien, y tu gerente encontrará a su sustituto para ti.
- Nunca se requieren notas del doctor a menos que el equipo SSR te diga que necesitas una.

KEEP PRODUCE SAFE

SALVAGUARDAR LA SEGURIDAD DE LOS PRODUCTOS AGRÍCOLAS

- Wash fruits and vegetables in water that's at a rolling boil
- Wash and sanitize lettuce in Victory Wash

COOK IT

- COCINARLO -

- Cook Chicken to 165°F
- Cook Steak to 140°F

KEEP IT HOT

MANTENERLA CALIENTE

- Keep hot foods at 165°F or above
- Keep cold foods at 41°F or below
- Cool foods quickly to 41°F or below

KEEP IT COLD

MANTENERLA FRÍA

- Wash to remove bacteria
- Wash to remove bacteria
- Wash to remove bacteria

- Escaldar las frutas y los vegetales en agua que está hirviendo fuertemente.
- Lava y desinfecta la lechuga en Victory Wash.
- Cocine el pollo a 165°F
- Cocine la carne a 140°F
- Mantén la comida caliente a 165°F o superior.
- Mantén la comida fría a 41°F o inferior.
- Cool foods quickly to 41°F or below.
- Limpia la comida cuidadosamente para eliminar los alimentos crudos y evitar para comer.

MAINTAIN SANITARY CONDITIONS

MANTENER CONDICIONES SANITARIAS

- 1 Properly wash, rinse and sanitize all food contact surfaces, pans, utensils and equipment.
- 2 Follow all cleaning procedures.
- 3 Stay clean and keep your feet ready-to-wash clean.

CALL FOR HELP

LLAMAR PARA PEDIR AYUDA

- Message us here if you're unable to identify the right medical decision. If you have any questions call SSR at 303-222-9966.
- All Employees: If you feel pressured to work or find your own replacement when ill call Respectful Workplace at 877-425-9999

- Limpia, enjuaga y desinfecta adecuadamente todas las superficies de contacto con la comida, recipientes, sartenes, utensilios y equipo.
- Sigue todos los procedimientos de limpieza.
- No permitas una contaminación cruzada entre alimentos crudos y listos para comer.

Handwashing Poster

HOW TO WASH YOUR HANDS

CÓMO LAVARSE LAS MANOS

1



Put on hat and apron
Ponete una gorra y un delantal.

2



Rinse hands and forearms with at least 100°F water
Enjuaga las manos y los antebrazos con agua que está al menos a 100°F.

3



Scrub hands and forearms with soap for at least 20 seconds
Frótate las manos y los antebrazos con jabón durante 20 segundos.

4



Rinse hands with at least 100°F water
Enjuaga las manos con agua que está al menos a 100°F.

5



Dry hands with a paper towel
Seca las manos con una toalla de papel.

6



Turn off faucet using the same paper towel you used to dry your hands
Apaga el grifo usando la misma toalla de papel.

WHEN TO WASH YOUR HANDS

- At the top of each hour
- After you cough or sneeze
- Every time you enter the back of house
- Before entering the line
- Before putting on gloves
- After cleaning tasks
- Before and after food prep
- After handling raw chicken
- After handling your nose, hair, or body
- After using the restroom

CUÁNDO LAVARSE LAS MANOS

- Cada hora en la parte superior
- Después de toser o estornudar
- Cada vez que entres al área de atrás de la cocina
- Antes de entrar a la línea
- Antes de poner guantes
- Después de limpiar
- Antes y después de preparar alimentos
- Después de manejar el cabello o el cuerpo
- Después de usar el baño

Master Cleaning Schedule

MASTER CLEANING SCHEDULE

REFER TO CLEANING AND MAINTENANCE CARDS FOR DETAILED INSTRUCTIONS ON CLEANING PROCEDURES

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	
WEEK OF:	DEEP CLEAN THE TRUCK CABIN (Common Knowledge) (Intact)	DEEP CLEAN THE TRUCK CABIN (Common Knowledge) (Intact)	DEEP BRUSH THE TRUCK CABIN (Common Knowledge) (Intact)	DEEP BRUSH THE TRUCK CABIN (Common Knowledge) (Intact)	DEEP BRUSH THE TRUCK CABIN (Common Knowledge) (Intact)	DEEP BRUSH THE TRUCK CABIN (Common Knowledge) (Intact)	DEEP BRUSH THE TRUCK CABIN (Common Knowledge) (Intact)	DEEP BRUSH THE TRUCK CABIN (Common Knowledge) (Intact)
WEEK OF:	CLEAN THE WHEELS & AXLES (Common Knowledge) (Intact)	CLEAN THE WHEELS & AXLES (Common Knowledge) (Intact)	CLEAN THE WHEELS & AXLES (Common Knowledge) (Intact)	CLEAN THE WHEELS & AXLES (Common Knowledge) (Intact)	CLEAN THE WHEELS & AXLES (Common Knowledge) (Intact)	CLEAN THE WHEELS & AXLES (Common Knowledge) (Intact)	CLEAN THE WHEELS & AXLES (Common Knowledge) (Intact)	
WEEK OF:	DISINFECT & CLEAN THE TRUCK CABIN (Common Knowledge) (Intact)	DISINFECT & CLEAN THE TRUCK CABIN (Common Knowledge) (Intact)	DISINFECT & CLEAN THE TRUCK CABIN (Common Knowledge) (Intact)	DISINFECT & CLEAN THE TRUCK CABIN (Common Knowledge) (Intact)	DISINFECT & CLEAN THE TRUCK CABIN (Common Knowledge) (Intact)	DISINFECT & CLEAN THE TRUCK CABIN (Common Knowledge) (Intact)	DISINFECT & CLEAN THE TRUCK CABIN (Common Knowledge) (Intact)	
WEEK OF:	WASH DOWN THE TRUCK CABIN (Common Knowledge) (Intact)	WASH DOWN THE TRUCK CABIN (Common Knowledge) (Intact)	WASH DOWN THE TRUCK CABIN (Common Knowledge) (Intact)	WASH DOWN THE TRUCK CABIN (Common Knowledge) (Intact)	WASH DOWN THE TRUCK CABIN (Common Knowledge) (Intact)	WASH DOWN THE TRUCK CABIN (Common Knowledge) (Intact)	WASH DOWN THE TRUCK CABIN (Common Knowledge) (Intact)	

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Employee Wellness Checks

All Restaurant employees are working healthy.

Enforced by verbal & visual Wellness Check as well as documentation in CCP1 Wellness Check Book (“The Red Book”).

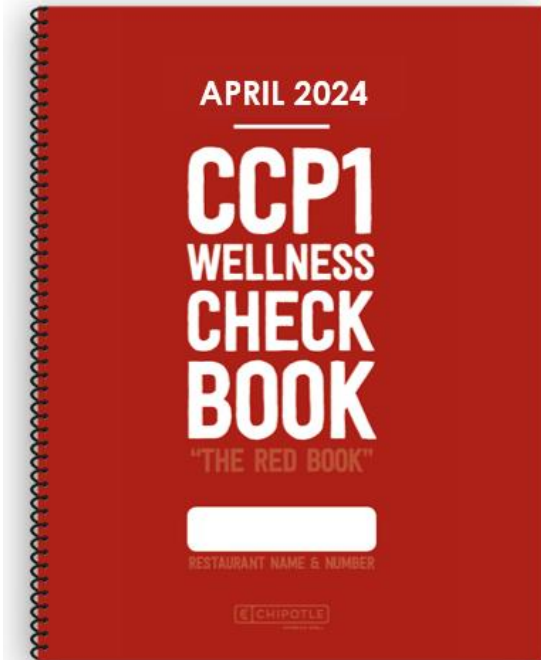
Working healthy means an employee is free

- of:**
- Nausea
 - Sore throat w/ fever
 - Infected Wounds
 - Diarrhea
 - Jaundice (yellowing of skin/eyes)
 - Open Sores
 - Vomiting
 - Discharge from eyes/nose/mouth
 - Boils
 - Fever

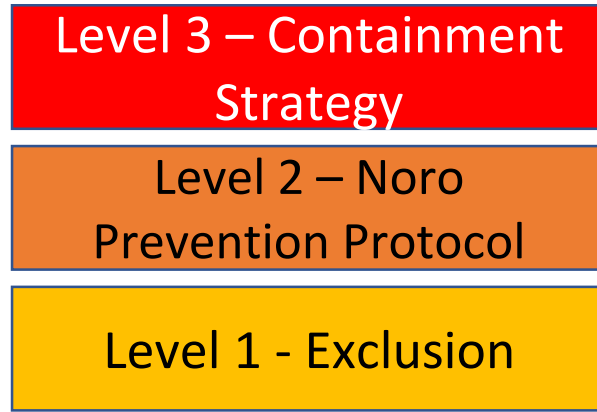
The most important step we can take to ensure the safety of both our guests and employees

Chipotle has **Zero Tolerance** for violation of our Illness Policy.

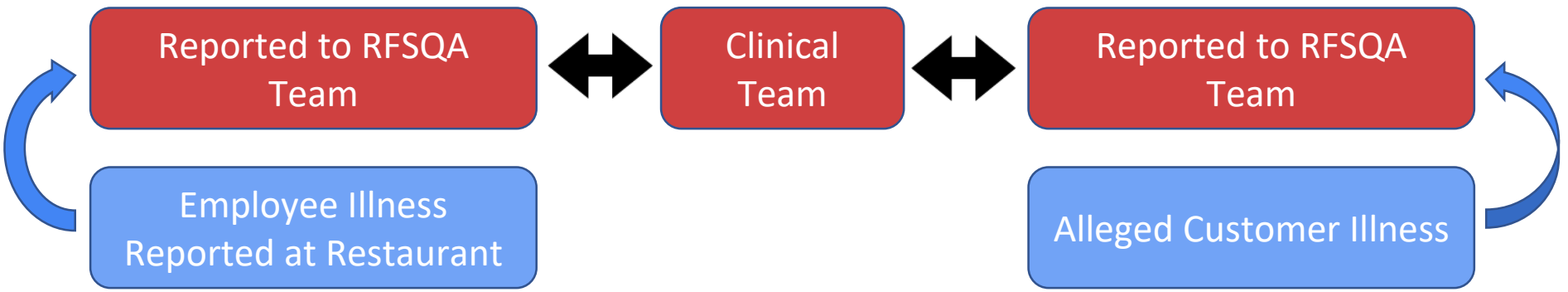
Violation will result in termination of Food Safety Leader (FSL) and/or the crew member in question.



ESCALATION PROTOCOL



Escalation System



Sick calls – what happens?

- History – paper oriented checks, no “one” standard, no transparency
- Using technology to gather information - Covid over 2 million surveys
- Focus on required reporting, but also what is different in how you feel
- Involve Management, but do not allow them to overrule – they are not medical professionals

What do you do with info?

- Decide what the tipping point is for additional action
- 3 or more reports in a seven day period – required for everyone in store to do symptom surveys for 2 days
- Automated emails
- Health Department involvement
- Case study – when things do not go as planned

Legal Consequences

Civil Exposure

- Alleged claims
- Threatened claims
- Meritorious claims
- Informal settlement discussions (with or without lawyers)
- Formal and structured mediation (with lawyers)
- Litigation and Trial



Legal Consequences

Regulatory Exposure

- State and Local governments
- Food and Drug Administration (FDA)
- Public Health Orders (mandating closure)
- Potential withdrawal of licenses or registration



Legal Consequences

Possible Criminal Exposure

- Regulatory inspections = can trigger referral to DOJ
- DOJ investigation – Grand Jury Subpoenas
- Elements:
 1. Awareness of a condition that could make someone sick;
 2. Being in a position to fix the condition; and
 3. Failing to do so.
- Penalties (per count):
 - 1 year in prison
 - \$250,000 fine



Wrap Up

Ensuring employees don't work sick is the single most effective way to prevent the spread of illness to co-workers and guests.

- Knowing that there is illness is the first step to stopping noro in its track or breaking an illness cycle.
- Just one sick employee working a short time can infects hundreds.
- Consistently applied illness policies are key to preventing employees from working sick or returning too soon.



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Upcoming Webinars:

- May 9, 2024 Evidence for Updating Assessments of Listeriosis Risks Considering Codex Principles
Webinar 1 of 3: Deliberating Evidence for Milkborne Risk Analysis
- May 14, 2024 Bridging Cybersecurity and Food Protection: A Multidisciplinary Approach
- May 23, 2024 Impact of Water Use and Reuse in Food Production and Processing on Food Safety at the
Consumer Phase: Focus on the Dairy Products Sector
- June 17, 2024 How Can We Effectively Reuse Water End-To-End: Creating
Equitable Future



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