



KEYSTONE TO KNOWLEDGE

W W W . K 2 K C O . C O M

Barbara Krar, CPHI(c)
Environmental Health Officer
Subject Matter Expert Lead
Alberta Food Expo
Calgary Oct 3, 2011



How to Work with your Inspector
Secrets to being a GREAT “Inspector” Whisperer



- Inspection Training
- Why are you treated differently?
- An Inspector's Day
- The Language
- Tips for a successful inspection
- The Secrets!

Inspection Training

- ✓ Science
- ✓ Chemistry
- ✓ Microbiology
- ✓ Epidemiology
- ✓ Administration
- ✓ Communication
- ✓ Risk Assessment
- ✓ Investigative Techniques

and so on.....





KEYSTONE TO KNOWLEDGE

W W W . K 2 K C O . C O M

So what's missing ?

Any Food Industry Knowledge!!

Like:

- ☐ Facilities Management
- ☐ Loss Prevention Management
- ☐ Food & Beverage Management



Why are you treated differently?

Well you aren't really.

The Inspector may just see something or overhear something at your place then they didn't somewhere else.

Just like witnesses at an accident, every set of eyes will see something different.

Inspections are subjective and are only a snapshot of what was happening at the time.



An Inspector's Day

Whatever the Inspector had planned for the day can change with the snap of a Supervisor's fingers!



Most Inspector's do **MORE** than just food inspections.

They do:

Animal bite complaints;
Heating complaints;
Housing complaints;
Pool inspections;
Education seminars; etc



The Language



The puzzle that has to be worked out is how to understand what the Inspector is saying.



There are certain terms that are used and they are not always clear to a non-enforcement person.



During the inspection

- **Due Diligence** = a certain standard of care/obligation
- **Potentially hazardous** = could **LIKELY** become an issue to health
- **Approved sources** = receipts for items purchased



After the inspection

- **Infraction** = violation, something that requires correction
- **Health Hazard** = something that can be identified as an immediate health issue



Enforcement

- **Closure** = a verbal or written order to close the premise *IMMEDIATELY*
- **Appeal** = your right to a review of a decision

There are some simple rules:

If you do not understand what is being said, ask them to explain it to you in simpler terms.

Inspectors work in a world with short forms and scientific explanations, so it is understandable that you might not understand;

If the Inspector is speaking too fast or too quietly, ask them to slow down or speak up. Some people get excited, or are shy or just don't realize how they sound;



Tips to a successful inspection:

1. Review your last 3 inspection reports and then have a staff meeting;
2. Check closets, corners, behind doors, equipment. Places you don't usually look;
3. Make sure your drains are flowing;
4. Check thermometer and make sure they work;
5. Bleach coffee cups and mugs;
6. Make sure your cooler shelves are clean and free of any grime, dirt, or residue, from meat, vegetables, spilled milk etc.;
7. Be proactive, don't argue and don't get angry;
8. Remember the secrets!!





The Secrets



Inspectors:

- are there to do a job
 - have bad days too!!
 - **DO** know what they are talking about
 - would prefer for everything to be **PERFECT!** It would make their day easier!!
 - want your business to succeed! It is in **THEIR** best interest!
- Less businesses, less need for Inspectors!!

- ✓ Acquire knowledge – know about food safety;
- ✓ Give respect – and you will get it back;
- ✓ Ask questions – it shows you care;
- ✓ Problem? – wait until later to deal with it!
 - People fight anger with anger
 - People stay longer when in fight mode
 - Never say “Calm down” that makes people more upset



Watch what the Inspector does and make sure you add it to your monitoring;

Invest in a relationship with the Inspector;

Never show anger or be upset.





KEYSTONE TO KNOWLEDGE

W W W . K 2 K C O . C O M



Questions?

More Information?

Need Help?

Contact: barbarak@K2Kco.com

647.930.1566 ext. 104