



POLK COUNTY

LICENSING AND FOOD NOTES

Spring 2019

ON-LINE PAYMENT AVAILABLE



You now have the option of paying for your facility license on-line via credit card, debit card or e-check for a nominal fee. If you wish to pay for your facility license in this manner, copy and paste the following link:

<https://client.pointandpay.net/web/PolkCountyHealthDeptWI>

Indicate which health license type you wish to pay under the payment type drop-down. Make sure to type the address EXACTLY including the “s” in https.

FOODHANDLERS CERTIFICATION REGISTRATION FORM ON LINE



The Polk County Health Department is offering the ServSafe Foodhandlers Certification Course July 22, 2019, at the Government Center in Balsam Lake. Each food establishment, other than those with a prepackaged license, is required to have at least one certified foodhandler on staff (preferably the owner or manager to avoid loss of this person due to employment changes). These classes are limited to 20 participants and fill up quickly, so if you need this course, please send in your registration as soon as possible. The registration forms are available at (copy and paste the link):

<http://www.polkcountyhealthdept.org/services/foodhandlers-certification/>

The ServSafe course is also offered by the WI Tavern League and WITC.

APPROVED SOURCE IN YOUR ESTABLISHMENT



Any food product sold or used in your establishment must come from an approved source. If you want to sell packaged items from local sources such as eggs, syrup, jam, pickles, seasonings, salsa, BBQ sauce, etc., make sure you have a copy of their current DATCP wholesale license on site. If you package your own items for sale in your establishment, you still must comply with labeling requirements.

ATCP 75 - 3-602.11 Food Labels.

(A) FOOD PACKAGED in a FOOD ESTABLISHMENT, shall be labeled as specified in LAW, including 21 CFR 101 — Food labeling, and 9 CFR 317 — Labeling, marking devices, and containers.

(B) Label information shall include:

- (1) The common name of the FOOD, or absent a common name, an adequately descriptive identity statement;
- (2) If made from two or more ingredients, a list of ingredients in descending order of predominance by weight, including a declaration of artificial color or flavor and chemical preservatives, if contained in the FOOD;
- (3) An accurate declaration of the quantity of contents;
- (4) The name and place of business of the manufacturer, packer, or distributor; and
- (5) The name of the FOOD source for each MAJOR FOOD ALLERGEN contained in the FOOD unless the FOOD source is already part of the common or usual name of the respective ingredient (Effective January 1, 2006). Pf
- (6) Except as exempted in the Federal Food, Drug, and Cosmetic Act § 403 (Q) (3) to (5), nutrition labeling as specified in 21 CFR 101 — Food Labeling and 9 CFR 317 Subpart B — Nutrition Labeling.



HIGH CHAIR CLEANLINESS

The Today Show did an expose in 2017 on the “six germiest places in restaurants” and guess what ranked the highest? Booster seats and high chairs! So before you “pooh-poo” their report, consider this quote from it, “Besides the usual germs lurking on the hands and shoes of little ones, there’s always a chance that a dirty diaper may come in contact with the seats in one of these items”. High chair hygiene requires proper cleaning and sanitizing, not just a quick wipe with a cleaning cloth.

- Wash the item with soap and water to remove debris.
- Apply a thin layer of sanitizer.
- Air dry

This approach to thorough and consistent high chair cleaning could help earn you high marks with parents who are noticing more than you might realize when they decide where to dine with their young children.

DEALING WITH COMPLAINTS OR OUTBREAKS



It’s one of the most dreaded calls a restaurant operator can receive, “Your food made me sick”. A foodborne outbreak associated with your restaurant can be catastrophic. A minor outbreak could cost thousands of dollars, a major outbreak, millions of dollars or it could even cause you to close the doors of your restaurant permanently. Should you receive this call, contact the health department. Explain that you’ve had a customer complaint and work cooperatively with them. If the diagnosis from a doctor truly is a foodborne illness, the health department will get involved anyhow, so it’s smart to get out in front of it. They can be your ally with exonerating your business or if, worst case scenario, the claim is legitimate and it was caused by food served in your restaurant, they can help identify the source and minimize the potential damage. Take any complaint seriously and be very polite and professional about getting the information, not defensive in case it turns out to be true. Some pointers to keep in mind:

1. Show empathy
2. Get the facts

3. Don’t argue
4. Provide guidance
5. Contact health department

It’s human nature for people to blame the last meal they ate for causing a sudden gastrointestinal illness, but that last meal isn’t always the culprit. The more information you can gather from the customer and their health care providers (if they sought medical attention), the more help it will be in either proving it wasn’t your restaurant or helping the health department identify the source in your restaurant.



STORING & THAWING VACUUM-PACKAGED FISH

Vacuum-packaged fish is sealed in a package where the air has been removed. The label on the product will state whether you must keep it frozen or refrigerate at or below 38F. If your refrigerator cannot maintain 38F or lower, you must either remove the fish from the packaging or make a slit in each package before placing the product in the refrigerator.

When thawing vacuum-packaged fish, if the label states the product must remain frozen until use, you must do one of the following: if thawing in the refrigerator, either remove the fish from its packaging or make a slit in each package; or, if you are thawing under cold running water, remove the fish from its packaging either before or after it thaws under the water.

When vacuum-packaged fish is not properly stored and thawed it has the potential to create a deadly toxin that can harm consumers.

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