



Active Managerial Control

Northern Nevada Public Health
Environmental Health Services
Consumer & Food Protection Program

What We Do

Environmental Health Services

- “Ensures compliance with local, state, and federal laws regulating food, waste, water, vector and other areas of public health in Washoe County.”
- Enforcement of regulations as well as education
- “Collaborative approach with industry to meet established public health goals”



Consumer & Food Protection Program



- “Strives to maintain the highest level of food safety in Washoe County”
- Conducts annual and biannual inspections of food facilities to ensure compliance with current food safety regulations.
- Community outreach and education regarding food safety principles and practices.

Objectives of this AMC Course

The What, Who, and Why

- What is Active Managerial Control?
- Who should take this course?
- Why is AMC important to you?
- Why is AMC important to the public?

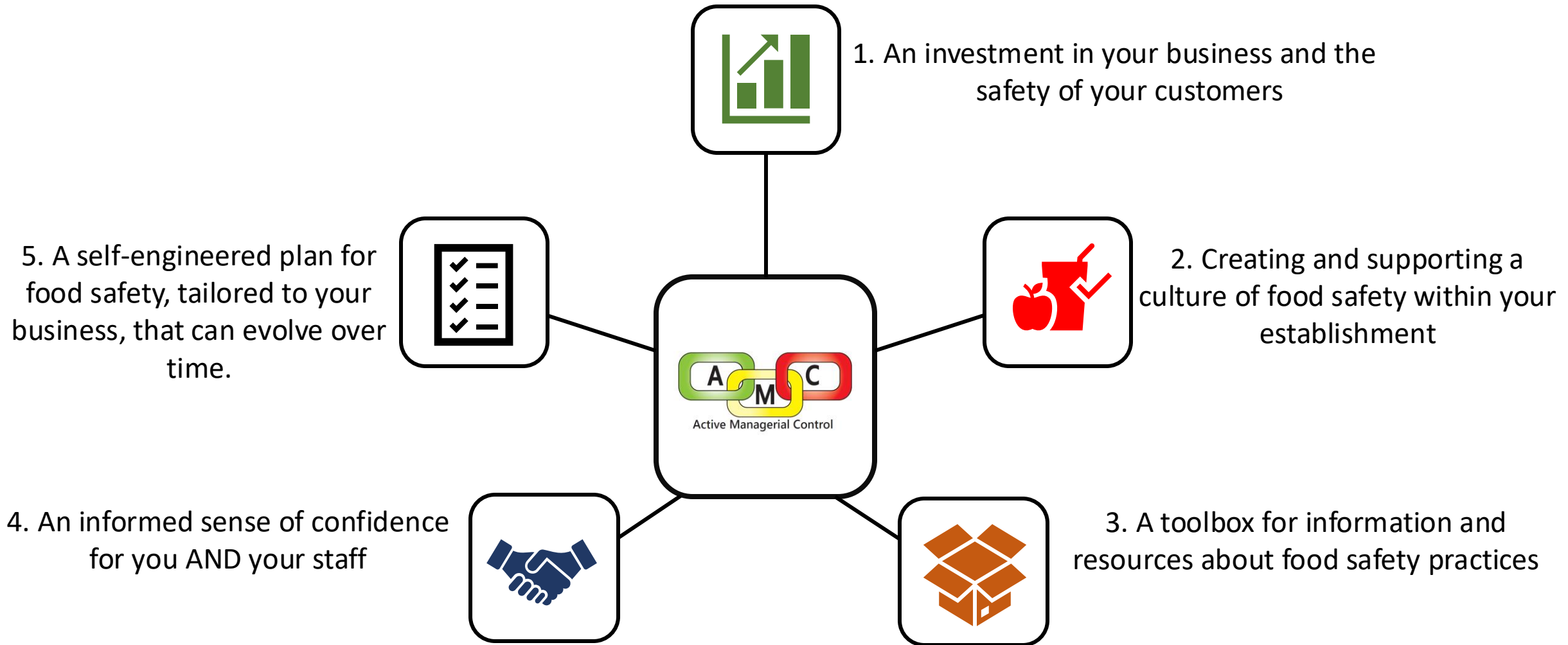
The How

- Components of an AMC Policy
- How to write an AMC Policy
- The Resource Library
- Compliance and Enforcement

The End

- Questions and Answers
 - Closing Remarks

What is Active Managerial Control?



What is Active Managerial Control?

- A proactive plan to help you mitigate the greatest risks to food safety in your establishment.
- The development of:
 - **Procedures** that are unique to the practices occurring at your establishment
 - **Training** that is relevant, impactful, and inspiring and **consistent**
 - **Verification** routines that provide a clear path to ensure food safety practices are being followed



Who should take the AMC course?

- Managers and persons in charge
 - must have the ability to cultivate change
- The establishment's Certified Food Protection Managers



Who develops AMC documents and resources?

- Key players throughout all levels of establishment staff



Who is affected by AMC?

- Restaurant owners and managers
- FOH and BOH restaurant staff
- Consumers and patrons of local food establishments



Why is Active Managerial Control Important?

What are challenges you face that DO NOT have to do with food safety?

Common responses:

- Increasing food costs
- High staff turnover
- Increasing rent / property costs
- Increasing competition / trying to stand out in the food industry
- Utilities and maintenance (power outages, broken water lines, etc.)

Why is Active Managerial Control Important?

What Active Managerial Control can do for YOU:

- Reduce stress
- Increase staff confidence in their tasks and employee buy-in
- Reduce Food Waste
- Happy customers!

Why is AMC Important to the public?



AMC supports food safety in your establishment and food safety keeps your patrons healthy!

NNPH Foodborne Disease Statistics

- **2023 in Washoe County:**

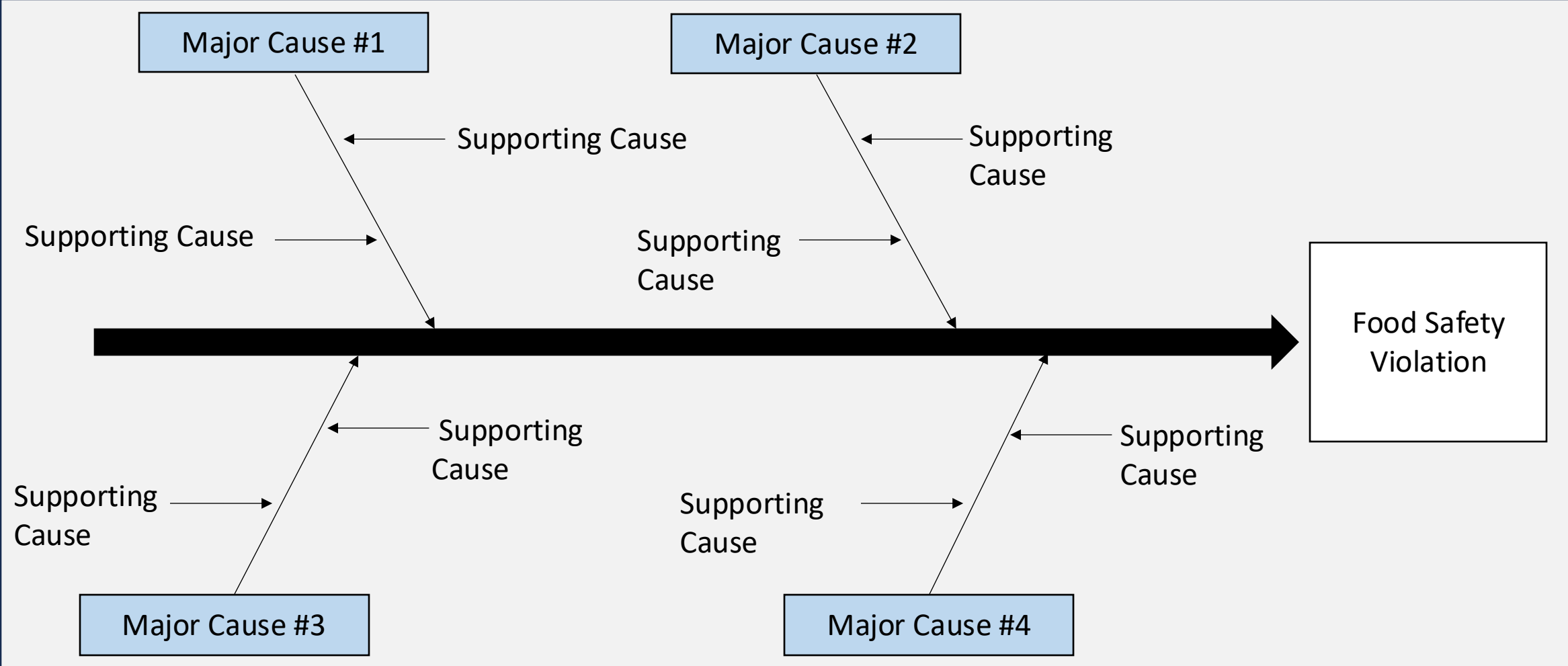
- 109 Foodborne Disease Complaints, 76 Iwaspoisoned Complaints, 43 Confirmed Positive Case Epidemiologist Referrals
- 2 Confirmed Multi-State Outbreaks Caused by Washoe County Restaurants

- **2024 as of July 31st:**

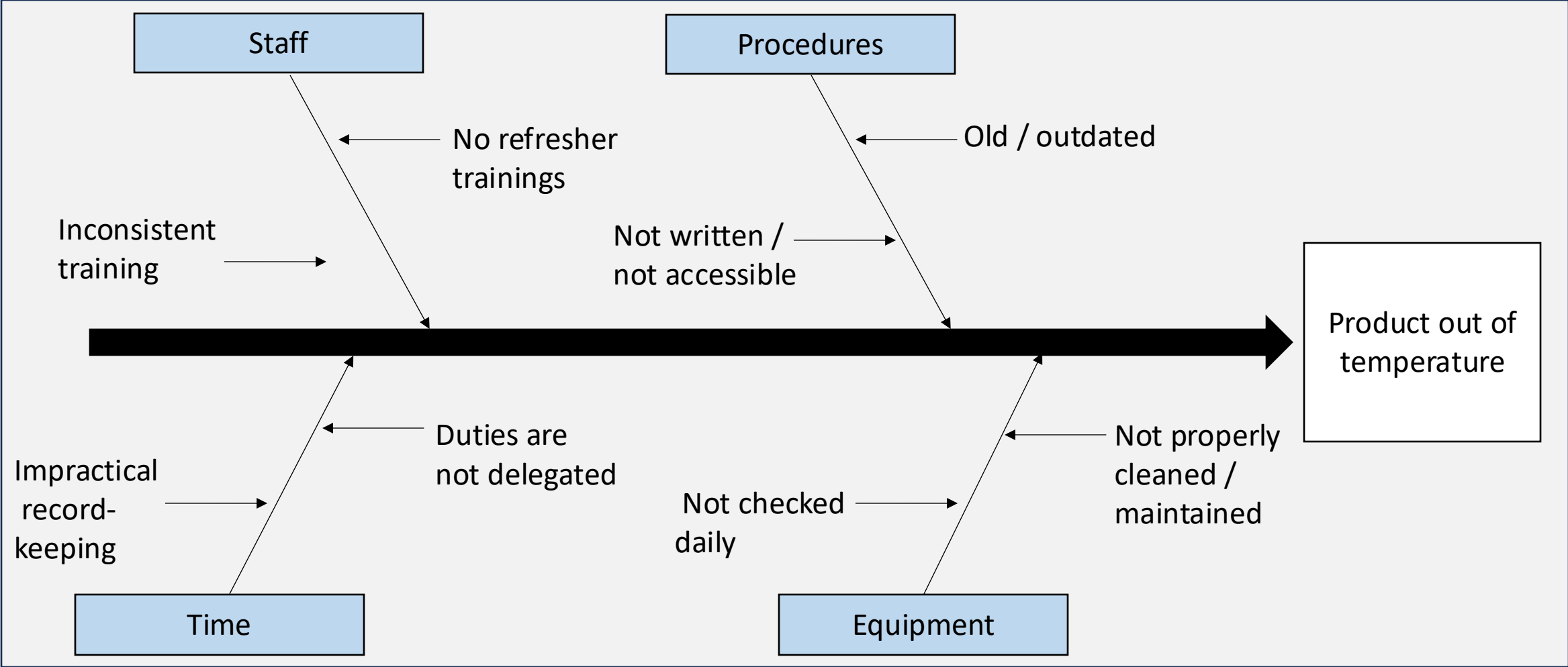
- 71 Foodborne Disease Complaints, 53 Iwaspoisoned Complaints, 22 Confirmed Positive Case Epidemiologist Referrals

- **FDA National Statistics:** 1 in 6 sick, 128,000 Hospitalizations, 3000 Deaths per year
- Foodborne Illness is severely underreported!

Why do food safety violations occur in your establishment?

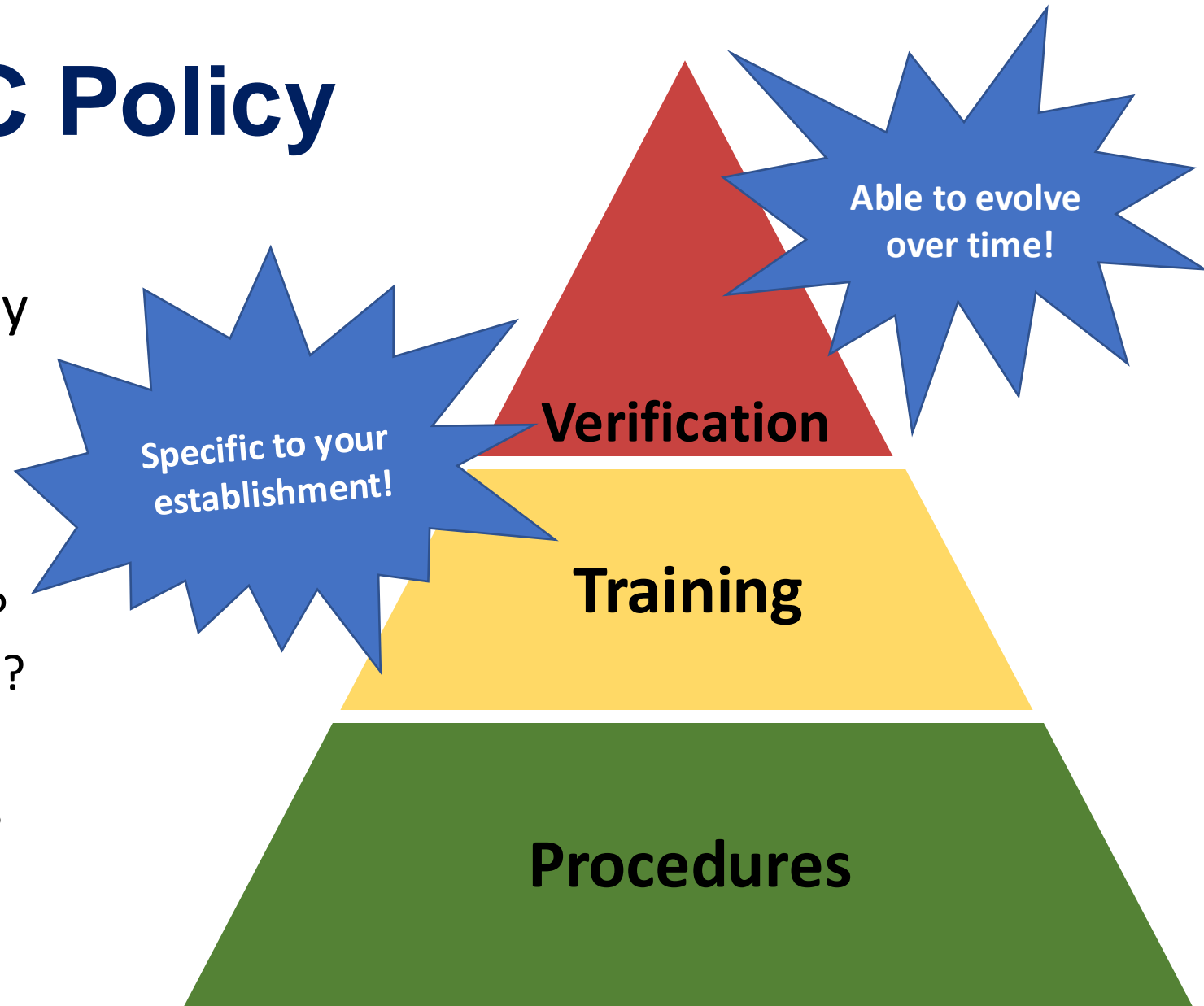


Why do food safety violations occur in your establishment?



Writing an AMC Policy

- Each policy should contain answers for the 5 Ws of any food safety practice:
 - **What** is the practice?
 - **Why** is it important?
 - **Who** does it apply to?
 - **When** will it be performed?
 - **Where** will it be performed?
 - **How** will it be performed?
- Detailed training programs
- Description of verification



Procedures

- **What** is the practice?
- **Why** is it important?
- **Who** does it apply to?
- **When** will it be performed?
- **Where** will it be performed?
- **How** will it be performed?

- Corrective Actions
- Monitoring

Active Managerial Control Policy: _____

Business Name:	
Effective Date:	
Next Review Date:	
Why this is important:	

PROCEDURES

<p><u>Who does this apply to?</u></p> <p>Describe who is responsible for this process in your food establishment. Include these people in the development of you procedures for this process.</p>	
<p><u>When will this be performed?</u></p> <p>Describe when this process will be performed at your food establishment.</p>	

Procedures

- **What** is the practice?
- **Why** is it important?
- **Who** does it apply to?
- **When** will it be performed?
- **Where** will it be performed?
- **How** will it be performed?

- Corrective Actions
- Monitoring

<p><u>Where does this take place?</u></p> <p>Describe where this process will be performed at your food service establishment.</p>	
<p><u>How is this completed?</u></p> <p>Describe the critical limits that apply to this process. If applicable, provide details about utensils or instruments used to verify critical limits.</p>	
<p><u>Corrective Action</u></p> <p>Describe the corrective actions that will be taken if this process is found to be out of compliance. If applicable, provide details regarding how food items are replaced.</p>	
<p><u>Monitoring Steps</u></p> <p>Describe how this process is monitored at your food establishment. If your establishment maintains logs related to this process, describe how they are used.</p>	

Training

- Who is responsible for training staff on this policy?
- How will staff be trained?
 - New employees
 - Refresher training

1. **TEACH**
2. **DEMONSTRATE**
3. **PRACTICE**

TRAINING

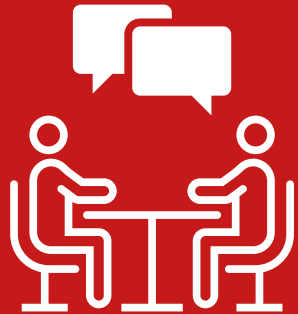
Training of Staff

Describe how food employees are trained on this process. Identify the people responsible for providing training on this policy. Provide details regarding initial training as well as subsequent refresher trainings.

Verification

- Are procedures being followed?
- Was your training program successful?

COMMUNICATE



NORTHERN NEVADA

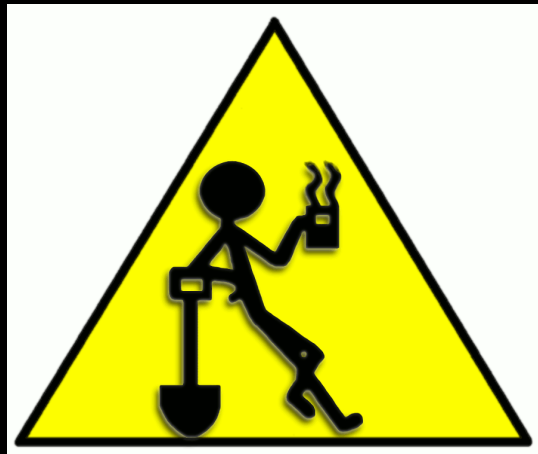
Public Health

VERIFICATION

Verification of Policy

Describe who is responsible for verifying this policy is being properly followed. Provide details regarding how the verification process is conducted. Include a description of how adjustments are made if the policy is not working.

**We'll meet
back in 10
minutes!!**



**BREAK
TIME**

Exercise: Writing AMC Policy Procedures

Everyone has been given a critical violation and a blank AMC Policy Template

Use the AMC Policy Template to briefly write food safety procedures related to the violation

Share with the group!

AMC Policy Exercise

Work with your group to create an AMC policy for your assigned violation

COLD HOLDING

1

COOLING

2

COOKING

3

CROSS CONTAMINATION

4

EMPLOYEE HEALTH

5

FOOD CONTACT SURFACES

6

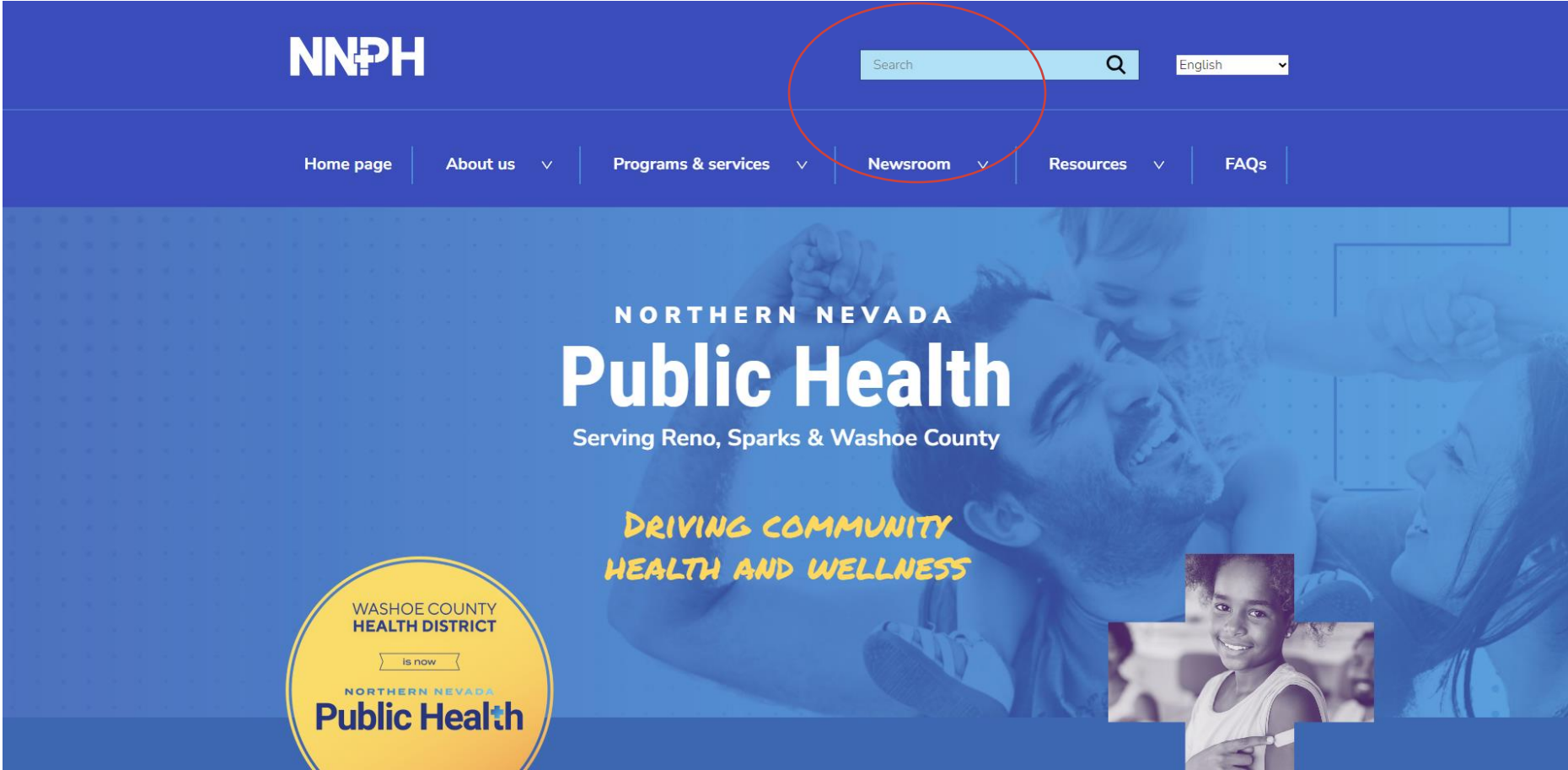
HANDWASHING

7

HOT HOLDING

8

The Food Safety Resource Library



The Food Safety Resource Library

Critical Temperatures for TCS food - [English Spanish Chinese](#)

Cottage Food FAQ - [English Spanish Chinese](#)

Date Marking Guidance - [English Spanish Chinese](#)

Dogs on Patio FAQ - [English Spanish Chinese](#)

FDA Food Facility Registration - [Sign-up](#)

Foodborne Illness Restriction and Exclusion Guidelines - [English](#)

Hold Orders FAQ - [English](#)

Labeling Guidelines - [English](#)

Label Template - [English](#)

Molluscan Shellfish Guidance Document - [English Spanish Chinese](#)

No Bare Hand Contact with Ready-to-eat Foods FAQ - [English Spanish Chinese](#)

Non-continuous Cooking of Raw Animal Foods - [English Spanish Chinese](#)

Norovirus Disease Alert - [English Spanish Chinese](#)

Power Outage at a Food Establishment - [English](#)

Parasite Destruction FAQ - [English Spanish Chinese](#)

Raw and Undercooked Food Advisory Information - [English Spanish Chinese](#)

Reducing Foodborne Illness Risk Factors - [English Spanish Chinese](#)

Service Animal Guideline - [English Spanish Chinese](#)

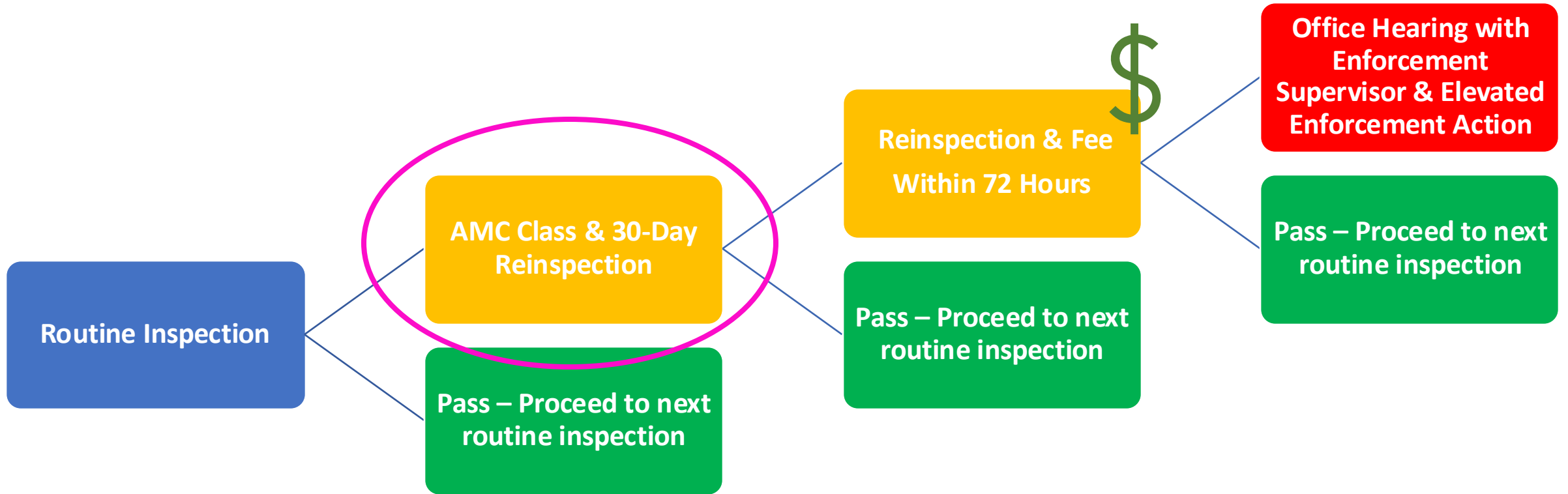
Service Animal Poster - [11x17](#)

- General Information and Frequently Asked Questions
- Food Safety Handouts
- Sample Standard Operating Procedures
- Food Safety Logs and Record Keeping

AMC Statistics

	AMC Policy Available	AMC Policy Not Available
Repeat Violations Observed	32.79%	58.33%
Pass on Reinspection	95.08%	76.92%
Percent of Total Attendees	28.11%	71.89%

AMC & The Enforcement Process



Thoughtful development of Active Managerial Control can break the cycle of repeat critical violations.

Food Safety: An Overview

Objectives

Course Scope

What are TCS Foods?

Common Critical Violations

Hot- & Cold-Holding

Cooking & Reheating

Cooling

Datemarking

Handwashing & No Bare-Hand Contact

Cleaning Food Contact Surfaces

Questions

DON'T FORGET!!



Please take this survey by scanning the QR code.

THANK YOU!!



AMC Survey



Active Managerial Control

Questions?

Northern Nevada Public Health

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Email: foodsafety@nnph.org