



Issue Number: 10-01 Published by HQ AAFES Food & Drug Safety Office, 3911 S. Walton Walker Blvd, Dallas, Texas 75236-1598 March 2010

Food & Drug Safety/Defense Team Update: CMSgt



Robin Williams departed on 5 February 2010 after five years with AAFES. He was a tremendous asset to our organization and will be greatly missed. His replacement will arrive in June 2010. As CMSgt Williams assumes his new duties

at Little Rock AFB as the 19th Medical Group Superintendent, all of us at AAFES HQ thank him for his dedicated service and wish him well in his new job.

AAFES Food Safety Program Intranet Portal: Do you know how to find information on food safety, barber shop, beauty salon, and day spa sanitation? If not, the [Staff Vet/Food & Drug Safety Program](#) link on the AAFES Intranet under the Sales Division, Restaurant & Theater page is your one stop source. It provides quick access to commonly required AF and DA regulations, references, AAFES policies, and guidance such as VETCOM Approved Sources Directory, the Food Code, Shelf Life Extensions, DA Pam 40-11, and AFI 48-117 to assist you in your operations. For those outside AAFES, you can access this information at www.aafes.com under "About AAFES" or direct link: http://www.aafes.com/qa/docs/qa-food_and_drug_safety.htm

ARE YOU ServSafe® Certified? If you're an SBM, AFM, FBM, shoppette manager, food facility manager or a shift leader left in charge of a food facility (Defined as a Person in Charge – PIC) then you are required to be ServSafe® Certified! To insure

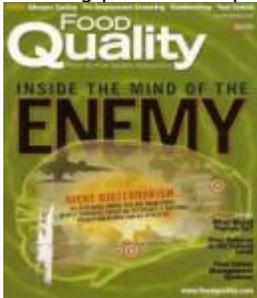


compliance with both Army and Air Force regulatory requirements as outlined in the FDA Food Code and TB Med 530, AAFES has

mandated that personnel requiring ServSafe® training be recertified every three years. Training compliance is an inspectable item and will be reviewed during NBFF and EcoSure® inspections. If you or any of your managers haven't received training or your certification has lapsed, please contact Corporate University or your local learning facilitator to get trained and certified.

They're Here! Food Vulnerability Assessments:

We're all familiar with the importance of good food handling practices to protect our customers' health from



foodborne illnesses. We've made great strides in food safety training programs to prevent **accidental or unintentional** contamination of food. But, did you know microorganisms aren't the only threats to our food? Since 9/11, the DoD has placed increasing emphasis not only on food safety, but food defense as well. This means protecting

food from **intentional** contamination. Enter the food vulnerability assessment (FVA). FVAs are becoming increasingly common throughout the DoD. They are

conducted by several different agencies as part of an overall installation vulnerability assessment, which focuses on security and includes all food establishments such as DeCA, AAFES, and dining facilities. While there are several ways to mitigate vulnerabilities, any noted during an assessment must be addressed promptly.

Recent assessments identified these most common findings: Concessionaires using unapproved sources and transporting food in privately owned vehicles; receipt inspections not being conducted to check food for condition and evidence of tampering; vendors/contractors unescorted in sensitive areas (ice production, food storage); loading dock doors, ice machine doors, and food storage areas left unsecured; and background checks on concessionaires not being conducted. Terrorists,



disgruntled associates, and even Soldiers look for soft targets to attack. Make sure your facilities aren't a soft target by emphasizing security practices/procedures with your associates and conduct self inspections regularly. You can also contact the food and drug safety team for consultation on mitigating any vulnerabilities identified in assessments of your facilities.

Seeking Continuous Improvement in Your Food Operations? EcoSure® is Here to Help:

Recently, AAFES contracted with EcoSure® to conduct annual audits of our Food Court facilities in CONUS. These comprehensive audits will augment and **not** replace regular sanitary inspections conducted by Army Preventive Medicine (PM), Veterinary Command, and Air Force Public Health (PH).

EcoSure® audits cover the following areas in depth:

- Demonstration of food safety knowledge (training)
- Employee health and good hygienic practices
- Appropriate hand washing to prevent contamination
- Approved food sources
- Protection of food from contamination
- Appropriate time/temperature control for food safety
- Chemical storage & insect/rodent/animal management
- Facility maintenance to include sewage and plumbing.

Passing Scores

Facilities need a minimum score of 80% to pass an audit and receive certification.

Current Inspection Results (Since 1 February 2010):

- ◆ 121 facilities on 22 installations have received an audit.
- ◆ 108 facilities received certification and 13 failed
- ◆ Overall pass rate = 89%

What are the most common findings?

- ☒ Lack of training (e.g. ServSafe®)
- ☒ Improper hand washing/using of gloves
- ☒ Lack of labeling (date/time of food & ID of chemicals)
- ☒ Lack of time/temperature control for safety
- ☒ Improper cleaning and sanitizing.

These are easy to correct and prevent from recurring with a little associate refresher training and management emphasis on daily duties/tasks. Use checklists and self inspections to identify and correct problem areas. Lastly, contact us or your local PM/PH for assistance in troubleshooting issues.



Motivate your associates and give them a goal to shoot for! Here are the top five installations EcoSure® certified: Fort Sill, OK (99% average score); Sheppard AFB, TX (99% average score); Eglin AFB, FL (98% average score); Fort Sam Houston, TX (97% average score); and Scott AFB, IL (97% average score). Congratulations to the food associates and managers of these installations!

How Much is that Doggie in the Window? A few



months ago, we discovered a concessionaire selling pets in their store. Selling live animals on base is strictly prohibited by AAFES and DoD policies. Service Business Managers need to periodically inspect their concessions to ensure compliance with all terms of the contract.

Additionally, they should review the services or merchandise offered by concessionaires to ensure they exclude anything illegal or harmful to our customers.

2009 Food Code is Here: In December, the FDA published its 2009 Food Code. Although not yet formally adopted by the Army and Air Force, several NBFF corporations have already updated their operating manuals and procedures to reflect the changes to the code. Among the major changes are defining "cut leafy greens" and including them in the same time/temperature control for safety category as sliced tomatoes and adding "food allergy awareness" as a part of the food safety training of employees by the Person in Charge. The Army, Air Force, and Navy are developing a tri-service food code based on the FDA Food Code for implementation in Fall, 2010. The goal is to have a single, standardized regulation throughout the DoD. For more information on the 2009 FDA Food Code please visit:

<http://www.fda.gov/Food/FoodSafety/RetailFoodProtection/FoodCode/FoodCode2009/ucm188119.htm>

Bagged Ice Operations: Many shoppettes bag their own ice for sale to our customers. This is a convenient and economical service we provide. However, are you conducting your production and bagging operations in a safe manner? As you know, ice is a potentially hazardous food, so making sure we produce, bag, and store it safely

and securely is absolutely vital to protecting our customers from potential foodborne illness. All ice machines must be thoroughly cleaned and sanitized on a monthly basis IAW EOP 40-11. Additionally, ice machines should be located in a secure and protected area to prevent unintentional and intentional contamination. Operators should be trained in food safety and handling. AAFES Corporate University's web-based learning course 112F "ServSafe® Employee Guide" is an excellent resource and requirement for operator training. Moreover, ice machines should be free of clutter for operator and product safety. Bags used for packaging ice must be stored in a clean, dry, and



secure area to prevent damage and contamination. Lastly, your installation health authorities may be required to test the potability of source water for ice production at least annually or more frequently as indicated or directed by local regulations.

Dietary Supplements: Dietary supplements are a huge industry and popular with our customers. Everything from

vitamins to performance enhancement products can be found in our shoppettes, main exchanges, and GNC® stores. Determining which supplement is best and whether it provides what it claims can be tricky at best. However, some supplements when not used as directed on the labeling or in combination with other supplements can have deleterious or adverse effects. Additionally, while some supplements may be legal in the United States, Europe or the Pacific, their use by military personnel is explicitly prohibited by DoD Policy. These include Salvia and Hemp Oil products. We should encourage our customers to educate themselves on supplements before they make a selection. You can help by posting the AAFES Dietary Supplement Precautionary Notice on all dietary supplement shelves/displays and at check out counters. To download the latest precautionary notice, please go to

http://vmaq.aafes.com/index.php?option=com_docman&ask=cat_view&qid=156&Itemid=53

Customer Complaints/Incidents: What would you do if a customer complained about a piece of plastic or bone in their Whopper? Or another became sick after eating a Taco Bell Grande? Along with listening to the customer's concerns and treating them professionally, you need to report the incident through NBFF and AAFES channels. Each NBFF concept has a reporting system, which can be found by contacting their customer complaint hotline or referencing the manager's operation manual. For AAFES, we use the AAFES Customer Food Safety/Foreign Object Incident Report, located in the Staff Vet/Food & Drug



Safety Program section of the Food & Theater Division on the AAFES Intranet Portal. There you'll not only find the report form, but also the reporting protocol. The AAFES report should be sent to the regional food business manager and staff

veterinarian as soon as possible. You should also contact your local PM/PH authorities to investigate the incident and provide technical assistance and lab testing as appropriate. Any remaining suspected food should be secured and given to loss prevention. If the customer wishes to file a financial claim, they should be directed to the installation legal office.

Snack Avenue: Tornados, sandwiches, and hot dogs are just a few of the many ready-to-eat foods available in our ever expanding and popular shoppette Snack Avenue concept. However, keeping up with sanitation and food safety requirements remains a difficult challenge for managers. To help, we've developed a shoppette manager's checklist that highlights key functions not only in food safety, but other important retail programs as well. Coming soon in REFLEXIS, this checklist will allow managers to stay on top of what's important as well as protect our customers from foodborne illness. Find out more by checking out the Snack Avenue page on the AAFES Portal.

Contact us:

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Useful links (control click to use):

[VETCOM Approved Sources](#)
[Staff Vet/Food & Drug Safety Program \(AAFES Associates Only\)](#)
[Staff Vet/Food & Drug Safety Pgm \(Non-AAFES Associates\)](#)
[Consumer Food Safety Info](#)