



**Meet the HQ AAFES Food & Drug Safety/Defense Team:**

The HQ AAFES Food & Drug Safety/ Defense team Team has experienced some recent personnel changes so we'd like to get you all up to date: The team is comprised of LTC Scott Bormanis, LTC Meg Neidert, CMSgt Robin Williams, and Mr. Manoj Parikh.

- LTC Bormanis arrived at AAFES in July 2009 replacing LTC Ron Blakely as the Headquarters Staff Veterinarian.
- LTC Neidert joined AAFES in July 2007 and serves as the Europe/CENTCOM Region Staff Veterinarian.
- CMSgt Robin Williams is the Air Force Public Health Senior Enlisted Advisor who joined AAFES in July 2004 and serves as the Food and Drug Safety/Defense program director.
- Mr. Parikh is our quality assurance specialist working with AAFES since 1981 and manages the food and drug recall

program.

**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.

**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.

**Pest Management in Food Facilities:** Pest management in food facilities must be coordinated with installation pest management or environmental health officials. They have the expertise and knowledge on which products are approved and safe for use in these settings as well as how to apply these products so as to prevent food contamination. Facility managers are

prohibited by DoD, Army, and Air Force regulations to implement their own programs/products without coordination and approval by the appropriate pest management consultant.

**Requirements for Retail Pesticide Products:**

**\*Only EPA and state registered pesticides may be offered for sale on military installations.** Only general-use pesticides, appropriate for use by uncertified, untrained personnel, are to be sold.



Products that carry the label "Restricted Use" are not to be sold. All pesticides offered for sale should be arranged separately on sales display shelves and in storage according to type (for example, herbicides, insecticides, rodenticides, fungicides, and disinfectants). Pesticides should be segregated from all food products and sensitive items (for example, baby toys, diapers, food-holding kitchenware) in storage, during transportation, and while on display. Material Safety Data Sheets (MSDS) for each product offered for sale should be kept on file, and spill kits should be available for minor pesticide spills.



**Cooler/Freezer Malfunctions And Power Failures:**

Are your personnel trained and ready to take appropriate action if there was a refrigeration failure or power outage in your facility?? There's always a potential that your facility may experience such an issue, but how confident are you that your personnel will take the necessary action to prevent this from becoming a hazardous situation? In other words, how will they handle food

items and who will they contact for assistance? There are a few important things to remember when an unannounced power outage impacts your facility or you discover a malfunctioning refrigerator. First, take internal temperatures of food items to ensure they have not been in the danger zone (41 – 135°F) for an unknown period of time. And second, contact your installation Preventive Medicine/Public Health or Food Inspectors and notify them ASAP. These two simple steps will help insure that potentially hazardous foods are removed from use and will also minimize loss that occurs when employees throw out items unnecessarily.

**Tips for Getting the Most out of Health Inspections:**

As a manager, you should strive to have a good working relationship with not only your employees, but regulatory authorities as well. Knowing your local preventive medicine, public health, and veterinary officials and collaborating with them on sanitation/food safety issues can go along way in not only preventing problems and improving inspection

results, but also protecting our customers from potential health hazards. Here are some helpful tips

- ✓ Cooperate with the inspector – answer questions and tell your employees to do the same. You should also accompany the inspector during the inspection. Open communication is important for building a good working relationship.
- ✓ Take notes – this will help you remember what was said and what issues, if any, require correction. If you disagree with an inspector's findings, documenting the information will assist in resolving the matter with the regulatory authority later.
- ✓ Have records readily available for review – these include pest control treatments, temperature logs, employee training logs, proof of food safety training (e.g. ServSafe), list of chemicals used in the operation, and invoices.
- ✓ When explaining processes/procedures with the inspector, use common food safety/handling terminology and not EOP/NBFF OPS lingo. For example, rather than saying "it's AAFES or Burger King policy to keep the lettuce and tomatoes at room temperature", say instead "we use time instead of temperature as a control method; no food is kept in the temperature danger zone more than 4 hours". Most inspectors are not intimately familiar with AAFES or NBFF policies/procedures, but do understand common food handling practices. Speaking the same language will prevent misunderstanding and unnecessary write ups on the inspection report.
- ✓ Discuss violations and time frames for correction with the inspector – make sure you understand the violations and how they affect food safety or public health, and whether or not the inspector will follow up.
- ✓ Send unsatisfactory reports to your GM and the Food & Drug Safety Office at HQ with a brief summary of corrective actions taken.
- ✓ Act on all deficiencies noted in the report – you must make corrections within the timeline given by the inspector. Review operating procedures to see if changes or training are needed to prevent recurrent findings. Contact the local regulatory authority or the Food & Drug Safety Office for assistance as necessary.

#### Useful links:

VETCOM Approved Sources:

<http://vetcom.amedd.army.mil/food.html>

AAFES Staff Vet/Food & Drug Safety Program:

<http://h2.aafes.com/sites/14/Food/Staff%20VetFood%20%20Drug%20Safety%20Program/Forms/AllItems.aspx>

Consumer Food Safety Info:

<http://www.foodsafety.gov/>

#### H1N1 Flu Busters:

The flu season is here and many cases of the H1N1 (swine flu) have already been reported throughout the United States. You and your associates can help reduce the risk to yourselves and our customers by following these simple steps: wash hands frequently with warm water and soap; cover all coughs and sneezes; don't show up for work if you have symptoms of the flu to include fever; avoid touching your eyes, nose, and mouth – these are the route to infection; report



illness to your supervisor immediately; make hand sanitizers available to customers for use on shopping carts/baskets and at cash registers for cashiers; avoid large public gatherings; promptly clean and disinfect any items contaminated by coughs or sneezes.

#### Handwashing:

Are your hands clean and safe for food handling, barbering and salon activities? Washing hands after using the restroom, breaks, between customers, and anytime your hands become soiled is one of the best practices for eliminating or reducing the spread of harmful germs. Do you have required signs posted in all restrooms food service and personal service associates use? Are they bilingual for associates whose primary language is other than English? Posting signs in all restrooms will help remind associates of their public health responsibilities, as well as reassure public health authorities and our customers that we are doing everything possible to protect everyone's health.



#### Limited Time Event (LTE) Contracts:

Everyone loves the BBQ ribs, Chinese food, and other food concessionaires in the front of the BX/PX. But are these offerings safe and approved? LTE



contracts must be coordinated through Headquarters and are limited to a maximum of 90 days. Vendors must comply with all Army and Air Force regulations to include using only approved sources. Ideally, all concessionaires should receive a pre-opening assessment by preventive medicine or public health. SBMs also need to hold vendors accountable for all sanitation, food handling/safety requirements as stated in the contract. This can be accomplished by initial and follow up evaluations as part of a comprehensive self inspection program.

#### UV Light Sterilizers in Beauty and Barber Shops:

While convenient, UV light sterilizers are ineffective in eliminating harmful germs from barbering instruments because the light does not make contact with all surfaces, especially if a towel is used, which blocks the light from contacting instruments beneath it. AAFES policy prohibits the use of these sterilizers. If you have one of these in your barber/beauty shops or day spas, replace them with either a steam sterilizer or sterilize instruments with an EPA-approved chemical sanitizer such as Barbacool.



#### Contact us:

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\* Note – US Army PM/VETCOM personnel – For quicker response please utilize our "@AAFES.com" email addresses indicate above versus our "@us.army.mil"