



Message from HQ AAFES Staff

Vet: Welcome to our revised and newly reformatted newsletter. Initially, our target audience for this newsletter was the AAFES Food Business and Facility managers (FBMs) and also our Services Business Managers (SBMs); however we've realized that over the years many of our Food Inspectors, Preventive Medicine (PM) and Public Health (PH) also utilize this as a valuable information source when working with AAFES facilities. Therefore, you'll see a variety of information provided as we strive to enhance the overall food safety, facility sanitation and force protection within our AAFES Facilities.



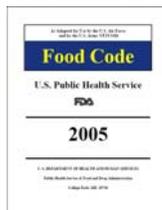
AAFES Food Safety Program

Intranet Portal: Managers, do you have a hard time finding previous editions of our newsletter or need quick access to commonly required regulations and references such as the Food Code, TB Med 530, DA Pam 40-11 or AAFES SD/P-Q Policy letters on Food Safety or Barber & Beauty Salon sanitation guidance? If so then check out our [Staff Vet/Food & Drug Safety Program](#) link on the **AAFES Intranet** under the Sales Division,



Restaurant & Theater page. Let us know what you would like to see in there!

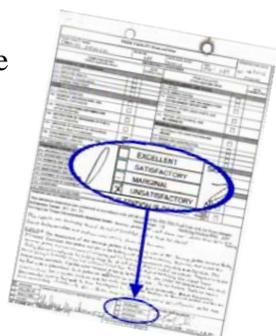
Current Food Safety References:



Its official, the 2005 FDA Food Code (As adopted by the U.S. Air Force and U.S. Army VETCOM) has hit the streets! Managers, although our Ops Manuals utilize the Food Code for the basis of their sanitation and food safety guidance, it is still important to have a copy of the current Food Code and TB Med 530 on hand for reference. We have placed a copy on our portal, but you can also obtain a digital copy from your installation Public Health, or Food Inspection Office.

Reporting the dreaded "Unsat!"

No one ever likes to bring home a bad report card for fear of repercussions. Likewise, we know that same feeling exists when it comes to reporting "Unsatisfactory" ratings! In accordance with the applicable Regulations (Food Code, TB Med, EOP...) copies of all "Unsatisfactory" inspection reports (Including Barber/Beauty Salons and food concessionaires) **must be sent to HQ AAFES**. The reports can be fax to us at DSN: 967-6166 (Attn: Food & Drug Safety Office) or preferably scanned and then emailed (along with any additional



photographs) to us at blakelyr@aafes.com or williamsrobi@aafes.com. A copy of “Unsats” in Europe or CENTCOM should also be sent to our European Office at Adair@aafes.com. Our primary goal is to identify food safety trends occurring at our facilities worldwide and then initiate proactive preventive measures. We also review the reports to see what led up to the rating and assist the facility managers and PM/PH in resolving the issue when needed.

Incident Reports - Foreign Objects/potential Foodborne Illness (FBI):

Other than the dreaded unsatisfactory rating mentioned above, a manager’s worse nightmare is the discovery of a foodborne illness (FBI) linked directly to their facility! However, as a Manager you play an important role in the installation Force Protection Program and the safety of our patrons. With that said, if a customer does contact your facility and complain about an FBI (or a foreign object) then you should be proactive. Gather information utilizing the appropriate NBF Customer Incident Report and AAFES checklist and then notify the Preventive Medicine/Public Health or Food Inspection Office. Your actions could help to identify whether they have an outbreak/contamination on their hands and also enhance their response and possibly save lives!



Approved Sources: Managers, FBMs and SBMs, can your facility “Receiving Agents” or store room clerks identify items that are not from an approved source??? New menu items or new food concessionaire can result in new products being delivered. Extreme weather conditions can also have an impact on your prime vendors’ supply therefore resulting



in substitute items being delivered. Sounds like a lot of research right? Don’t worry; the data is readily on the web via the [US Army Veterinary Services Approved Source](#) website. If your “Receiving agent” is unfamiliar with the webpage then we recommend you contact the Installation Food Inspection Office and request their support in the way of a training session. Working with your food inspectors will not only insure we use safe food but will also minimize potential impact caused by the non-availability of key menu items. Hey, nothing’s more disappointing than a cheeseburger without the cheese right!

Service Business Managers (SBM)

Corner: Expanding the services offered in our Barber and Beauty Salons is great from both a business and customer satisfaction standpoint. But, the expansion is not worth the trouble if you fail to enforce sanitation standards!!

In accordance with Exhibit H of their contract, employees must comply with both Military and local cosmetology licensing requirements.



Food Vulnerability Tip: Managers, you can prevent uninvited guests (or a potential wrong doer) by taking just 5 minutes of your time to walk around the exterior of your facility everyday! Take a look at your entrances, are they really secured when not in use? Are doors propped open? Are your outside refrigerated units padlocked when not being used?? Remember - Vigilance deters!

Special Note: The AAFES Food Safety Team would like to say a very special farewell and thank you to one of our team members, Col Debbie Vasut, who will be PCSing this summer. Best of luck!



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.



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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"



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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

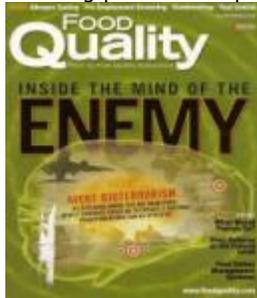


compliance with both Army and Air Force regulatory requirements as outlined in the FDA Food Code and TB Med 530, AAFES has

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.

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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](#)



EXCHANGE STAFF VETERINARIAN

Veterinary, Preventative Medicine and Public Health Newsletter

Issue Number: 11-01 Published by HQ AAFES Food & Drug Safety Office, 3911 S. Walton Walker Blvd, Dallas, Texas 75236-1598 Mar 2011

Food & Drug Safety/Defense Team Initiatives: In Dec 2010, we conducted numerous site visits to Shoppettes across North Texas and Oklahoma to evaluate food safety, food facility sanitation capabilities and food defense status.



(one compartment sink)



(3 compartment sink improperly installed)

From our visit, it is evident that many Snack Avenues have outgrown their warewashing and sanitizing capabilities.

Our office is working closely with AAFES Sales and Real Estate Directorates to review construction and renovation plans. A good review of floor plans helps avoid future problems. Locating equipment on floor plans and diagramming specifications for mechanical and plumbing systems can identify potential problems BEFORE costly purchases, installation or construction is started. It also leads to:

- greater uniformity in placement of equipment and minimize potential for contamination as is necessary for the maintenance of sanitary operations and the sale of safe food
- organized and efficient operational flow
- eliminate future potential code violations

Food Safety Modernization Act Update: On 4 January 2011, President Obama signed into law the Food Safety Modernization Act to improve the security and safety of our nation's food supply. The bill has been hailed a



sweeping overhaul of the Food and Drug Administration, the first major update to the FDA's powers since the nineteen thirties. The main purpose of the law is to create a shift from reacting to foodborne illness outbreaks to taking steps to prevent them from occurring in the first place.

This need for prevention is significant. This bill was a critical advance because, as new numbers from the Centers for Disease Control and Prevention make it clear, the toll of foodborne illness in the US is massive: **every year, there are 48 million illnesses, 128,000 hospitalizations, and 3,000 deaths.**

This law gives the FDA new powers which will have will have a dramatic and positive effect on the safety of the food supply in the coming years:

- ✓ FDA now can issue mandatory recalls. They no longer have to ask permission from the company to get them on board.
- ✓ FDA can penalize companies producing tainted foods. This law now gives them suspension authority.
- ✓ FDA can set safety standards for raw produce. They can now say how much bacteria is allowable. They can make companies test the product to ensure the safety of the product.

This legislation will build off leading industry practices including a greater focus in areas of risk through increased inspection frequencies, an analysis of safety hazards (HACCP plans), ingredient safety, food defense plans, traceability and recall procedures, and increased imported food safety.

Ice Machine Cleaning – Frozen Food Safety:



There are 485 Exchange locations that sold nearly 2 million bags of ice in 2010--many of these locations bag their own ice.

As we know, ice is "frozen water" but just because it is a frozen food, doesn't mean it cannot contain harmful bacteria or viruses and make you sick. It is imperative ice machines are cleaned and sanitized regularly and thoroughly to prevent the spread of germs like, E. coli, Listeria, Salmonella, and the Norwalk virus.

The Exchange's minimum cleaning frequency is as follows:

DAILY: General housekeeping, maintenance and upkeep of the ice manufacturing area; to include removal of debris, loose cubes and contaminants.

MONTHLY: Clean exterior of machine and remove any accumulation of dust, grime, mold, slime or foreign material. Follow the manufacturer's operating manual, disassemble removable parts to facilitate cleaning, and check for needed repairs. Empty the ice machine or merchandiser to remove dirt/debris, mildew, rust, calcification or slime build up; including gasket and door seals. Clean interior of machine with soap and water, rinse with portable water and then sanitize with a 100 ppm chlorine solution or equivalent. Harvest the first batch of ice produced following cleaning and discard to ensure any residual chlorine is removed from the equipment and product.

Preventive Medicine and Public Health folks should be inspecting ice machines each time they conduct a facility evaluation.

Bottom line: Clean those machines. Maintaining sanitary ice machines is important to protecting both the health of our customers and brand reputation!

Best Practice!! Central Region is buying storage containers with locks for Snack Avenue foods stored in walk in coolers to prevent from unrestricted access and/or contamination. This easy, cost effective solution will help eliminate future vulnerability assessment discrepancies. Great initiative!



Soda Fountain Dispensing: Are you serving clean drinks? When was the last time you cleaned and sanitized or looked at the placement of your soda fountain lines?



When drinks are poured in a soda fountain there is always a small amount of overflow that goes down the drain. As the drain is constantly receiving a dripping flow of sugary soda drink residue, there is a constant food source for bacteria living in the drain! Colonies of pathogenic bacteria gather to digest the sugar and eventually they form a solid cane or start making their way inside the drain line.

The lines of the fountain machine can be an easy environment for bacteria growth, if Associates do not clean them routinely or they are not properly installed.

IAW Exchange cleaning program procedures, fountain drink dispensers will be cleaned and sanitized at the following frequencies:

- **Soda Fountain – Daily** remove pieces and cup rest. Clean and sanitize equipment including top cover, chute, and drip tray and splash areas. Air dry. Clean beverage nozzles as specified by the manufacturer.
- **Soda Fountain Ice Bin – Weekly** empty ice bin completely. Clean with soapy water, rinse and sanitize. Rinse again to completely flush then refill with ice.
- **Soda Fountain BIB syrup connectors - Weekly** disconnect the syrup lines from empty syrup containers and place the connectors in soapy water. Rinse in warm water. Air dry and reconnect.
- **Soda Fountain Syrup Lines – Twice yearly** the drink system needs to be cleaned and sanitized to prevent build up within the tubing. Follow manufacturer's cleaning and sanitizing guidelines.

Fountain drain lines should not be stuck in the drain. There needs to be a 3 inch air gap between the drain line and floor drain, that way, the sewer system can never back up into your unit. If needed, contact your local FMO to place a work order.

Food Defense Regulatory Guidance: While food safety prevents unintentional contamination, food defense is meant to prevent deliberate contamination. So what are some food defense benchmark references? Below are key references and some of their components:

- *Public Health Security & Bioterrorism Preparedness & Response Act of 2002* (Public Law 107-188):

- ✓ Develop security risk assessments to improve the ability of the US to prevent, prepare for, and respond to bioterrorism and other public health emergencies.
- ✓ Increase Inspections for Detection of Adulteration of Food
- ✓ Conduct vulnerability assessments regarding which kinds of terrorist attacks or other intentional acts are the probable threats to substantially disrupt the ability of the system to provide a safe and reliable supply of drinking water or otherwise present significant public health concerns

- DODI 2000.16, *DoD Antiterrorism Standard*:

- ✓ Mandates vulnerability assessments by HHQ at least once every 3 years
- ✓ Establishes primary standards for anti-terrorism efforts of the DoD, supplemented by guidance contained in DoD 0-2000.12-H
- ✓ Gives Commanders at all levels the authority to enforce security measures and the responsibility for protecting persons and property subject to their control

- Army and Air Force Regulations (AFI 10-246, *Food and Water Protection Program*, AR 525-13, *Military Operations Antiterrorism*; TG 188, *US Army Food and Water Vulnerability Assessment Guide*):

- ✓ Each Installation Antiterrorism Officer (ATO) is responsible for determining the minimum site specific requirements
- ✓ A senior AAFES staff member will be assigned in writing as a member of the Installation Threat Working Group (TWG)
- ✓ The senior AAFES staff TWG member should attend all Installation Vulnerability Assessments (IVA) Team meetings and address all AAFES specific findings and develop mitigation strategies

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 5 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.

Contact us:

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LTC Culver:

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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 \(Non-AAFES Associates\)](#)



EXCHANGE STAFF VETERINARIAN

Veterinary, Preventative Medicine and Public Health Newsletter

Issue Number: 13-01 Published by HQ AAFES Food & Drug Safety Office, 3911 S. Walton Walker Blvd, Dallas, Texas 75236-1598 Oct 2012

Meet the HQ Exchange Food & Drug Safety/Defense Team:



It's been a year since the last newsletter so we'd like to give you an update on the members of the HQ Exchange Food & Drug Safety/Defense team. The team is composed of COL Debbie Vasut, LTC Steve Lawrence, SMSgt Brian



Piotrowski, and Mr. Manoj Parikh. COL Debbie Vasut is returning to the Exchange this time as the Headquarters Staff Veterinarian. Previously she served as the

Europe/CENTCOM veterinarian from 2003-2007. LTC Steve Lawrence joined the Exchange in Sept 2010 and is currently serving as the Europe/CENTCOM Region Staff Veterinarian. SMSgt Brian Piotrowski is the Air Force Public Health Liaison who joined the Exchange in May 2010 and serves as the Food & Drug Safety/Defense program director. Mr. Manoj Parikh is our quality assurance specialist working for the Exchange since 1981 and manages the food and drug recall program. Our intent each quarter is to inform and educate food and services providers, supervisors and regulatory personnel on issues we feel are important to disseminate to the field to protect the health of our customers.

Family Sues After Woman Dies From Receiving

Pedicure: Not recently and certainly not from any of our Exchange facilities but the possibility is there if we don't follow proper cleaning and disinfecting procedures in our barber/beauty/spa operations. Salons, like hospitals, can harbor dangerous infection-causing bacteria and viruses, including methicillin-resistant *Staphylococcus aureus* (MRSA) and hepatitis B. Therefore in this edition, we have decided to focus on several procedures in our barber/beauty shops that must be performed correctly in order to protect our customers from communicable diseases.



Credo Blades Are Not Authorized for Pedicures:

The credo blade is exactly what it's called, a "razor blade" that is used to file calluses and dead skin off from the feet and is illegal to use in many states as well as Exchange operations due to the inherent risks of bleeding, infections and removal of healthy skin. Pumice stones, files and other instruments that do not carry the risk of cutting healthy skin are authorized for smoothing calluses. Remember, all multi-use instruments must be appropriately cleaned and sanitized between each customer.



Cleaning and Sanitizing Clipper Blades: Operators should be cleaning and disinfecting their clipper blades and guards between each and every customer. Clippercide® or a similar product works well since it cleans,

disinfects and lubricates all in one spray. Prior to using, all debris must physically be removed with either a brush only used for this purpose or compressed air. After applying, the spray must remain on the clippers for a minimum of **10 minutes** and then allowed to air dry before using. With our high customer demand for service, this means each operator **shall** possess at least 2, if not 3, clippers at their station. Guards should be washed with detergent and water and then sanitized using an EPA approved sanitizer between use.

Cleaning and Sanitizing Pedicure Spas: Pedicure spas are required to be cleaned and disinfected after each pedicure, after the last pedicure at the end of the day, and once a week for overnight cleaning. Proper procedures are as follows:



After each customer, drain the water from the spa and remove all debris from the basin. If using a pipe-free spa, remove and clean the footplate. Clean all surfaces of the basin and components with low-sudsing soap or detergent and a non-abrasive brush. Rinse using the the sprayer. Disinfect all components, surfaces, and footplate with an EPA-registered disinfectant in accordance with the manufacturer's instructions. Most disinfectants require a **10 minute** contact time. Rinse again with the sprayer. Thoroughly dry the basin and all other components with a clean towel. Replace the footplate, if applicable.

After the last pedicure of the day, drain and remove the drain cover, screen, and jets from spas with jets; the drain cover and impellor from pipe-free spas. Remove all debris. Wash and disinfect all components to include the drain covers, impellor and the area behind the drain covers. Replace all components. Clean & sanitize the basin with detergent and a brush. Rinse with sprayer. Fill the basin with warm water to the fill line. Add the correct amount of either an EPA registered hospital-liquid disinfectant, an EPA registered bactericide, fungicide, and virucide disinfectant or unscented bleach to make a 200 ppm chlorine solution into the basin. Turn on the whirlpool and let it run for 10 minutes. Turn off the jets and allow to drain. Rinse the basin and components using the sprayer. Refill the basin with clean water. Turn on

the jets and run for one minute. Turn off the jets and allow the water to drain. Wipe dry with a clean towel.

For weekly, follow the same steps for end of the day cleaning but after turning the jets off after 10 minutes, let the solution sit over night in the basin (6-10 hours). In the morning, run the whirlpool for 5 minutes and then drain the basin. Rinse with sprayer and dry with a clean towel.

A cleaning log must be maintained for each foot basin. Each basin must contain an identification number or code for identification purposes. Record the date and time the cleaning was performed, the initials of the person completing the procedure and whether or not the cleaning was done "after a customer", at "the end of the day" or "weekly". Test strips must be available to periodically verify chemical concentration levels.

Three Compartment Sinks in Snack Avenue

Programs: Our Express Snack Avenue concept is continuing to expand offering our customers a wide selection of fresh, ready-to-eat items. As always, food safety must continue to be our top priority. Space constraints should not limit us from following proper cleaning and disinfecting procedures.



Each facility should have a three compartment sink for washing, rinsing, and sanitizing with each compartment labeled with proper instructions. The temperature of the wash basin should not be less than 110°F, or the temperature specified on the cleaning agent's label. The rinse solution temperature should not be less than 120°F. The sanitizer concentration in the third sink must be mixed accordingly to the manufacturer's label and verified with an approved test kit. Facilities without three compartment sinks should request a variance from their local preventive medicine (public health) department and must have adequate substitute procedures in place that ensure utensils and equipment can be properly cleaned and sanitized. Under no circumstances should a hand washing sink be used for any other task besides hand washing.

Are Your Food Concessionaire Personnel Properly Trained in Food Protection?:

Food protection training applies to food concessionaire (vending) operators just as much as it does for our direct operated food establishments. Managers and supervisors must have completed an approved Food Manager Certification course. Other food employees should have documented training demonstrating that they have received 4 hours of initial food sanitation and safety training within 30 days of beginning their duties. See TB Med 530 and AFI 48-116 for more details on required training requirements. **Did you know?** Your local learning facilitator, food trainer or food manager can assist you in providing ServSafe training to concessionaires. The concessionaire will be responsible for the cost of books/test per their contract. For questions please contact Ms. Daisy Finnegan (Finnegan@AAFES.com) or Ms. Laura Duran (DuranLA@AAFES.com) at HQ AAFES, Corporate University.



INSPECTIONS

Communication is the Key, Get to Know Your Regulatory

Officers in Charge: We're all familiar with our local public health inspector, but how many SBMs/FBMs have ever sat down and had a face to face meeting with their local public health officer? Not the inspector, but the officer in charge? I'm guessing a few but how many before they received that

unsatisfactory inspection? Effective communication with local PH authorities will go a long way in ensuring we get things right the first time. They are a valuable resource to utilize in reviewing new/renewed contracts and reviewing operations prior to opening to ensure all requirements are being met. On Air Force installations, there is only one public health officer who has oversight over food and barber/beauty shop operations. The Army has both an installation veterinary officer and a preventive medicine officer overseeing the public health mission. While Preventive Medicine has complete oversight of our barber and beauty shops, they share responsibility for overseeing food operations. Confused as to what mission/authority each department has? To find the answer, contact your local Public Health officer(s) to discuss their regulatory role and start working on forging that productive relationship.

Are You Prepared for the Flu Season?



The best way to avoid getting the flu is the influenza vaccine which should be given as soon as it becomes available each fall. While you still may get the flu even with the vaccine, usually you will have a much milder case. You and your associates can help reduce the risk to yourselves and our customers by following these simple steps. Cover your nose and mouth with a tissue when you cough or sneeze and wash your hands frequently with soap and warm water. If soap and water are not available, use an alcohol-based hand rub. Make hand sanitizers available to your customers for use on shopping carts/baskets, cash registers for cashiers, and close to Snack Avenue areas. Avoid touching your eyes, nose and mouth – these are routes to infection. Try to avoid close contact with sick people. Report any illness to your supervisor immediately and stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities.

The Exchange Food Safety & Defense Internet Portal:



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Useful links (control click to use):

[Worldwide Directory for Sanitarily Approved Food](#)

[Establishments for Armed Forces Procurement](#)

[Staff Vet/Food & Drug Safety Program \(AAFES Associates Only\)](#)

[Staff Vet/Food & Drug Safety Pgm \(Non-AAFES Associates\)](#)



EXCHANGE STAFF VETERINARIAN

Veterinary, Preventative Medicine and Public Health Newsletter

Issue Number: 01-13 Published by HQ AAFES Food & Drug Safety Office, 3911 S. Walton Walker Blvd, Dallas, Texas 75236-1598 Jan 2013

The HQ Exchange Food & Drug Safety/Defense Team Would Like to Wish Everyone a Happy New Year! As the New Year unfolds, we wish all of you a year of health and happiness and thank you for your collaborative efforts in protecting the health of our customers.

Winter and Rodents: It's that time of the year again for those pesky rodents to be searching for shelter from the cold. What better place than a food facility? Keeping these critters out of your facilities can be challenging. A rat can fit through an opening as small as a quarter, while a



mouse can squeeze through a hole smaller than a dime. Rodents can be a huge problem because they can contaminate food, destroy property, and spread serious diseases. Therefore, it is important to be vigilant and proactive to keep these pesky critters from taking control. To help prevent them from gaining entry:

- Install screens over vents and opening
- Dispose of garbage regularly
- Seal cracks and holes including areas where utilities and pipes enter the building
- Replace loose mortar and weather stripping around basement foundation and windows
- Install gutters or diverts to channel water away from buildings
- Store items in plastic sealed containers versus cardboard boxes
- Install weather strips at the bottom of exterior doors
- Keep doors closed when not in use
- Plant vegetation at least 12 inches from the perimeter of the building. Trim tree branches to prevent them from hanging over the roof
- Contact pest management immediately if you find rodent feces, hear sounds of scurrying in the walls or observe structural damage consistent with rodent activity

Prohibited Spa Services: Day spa services are associated with a host of therapeutic benefits in rejuvenating the mind and body. Massages are a great way to relax muscles and calm tensions and who doesn't love to be pampered with a facial or pedicure? While the majority of spa services are safe if performed appropriately, there are procedures that are more likely than others to cause harm and/or are currently not authorized by



Exchange/military regulations.

One service in particular that can cause harm is "**Ear Candling**". According to advertised claims, ear candling draws wax and impurities out of the ear canal. The process involves using a hollow cone about 10 inches long that is soaked in beeswax or paraffin. When lit, the candle allegedly pulls impurities from the ear canal. Proponents claim the candles provide relief from sinus and ear infections, earaches, and improve hearing and brain function. The FDA has found no valid evidence to support these claims and has received numerous reports of burns, perforated eardrums and blockage requiring surgery from their use. While this service might be common in the civilian community, the FDA has sent out warning letters to companies to stop marketing, promoting and distributing ear candles or face potential regulatory action.

"**Brazilian Waxes**" are also not authorized by current regulations. Brazilian waxes can be dangerous if improperly performed or if performed on patrons with certain pre-existing medical conditions such as diabetes. Waxing can strip off the protective layer of skin and mucous membranes creating a portal for bacteria to enter into the bloodstream. It can also cause inflammation resulting in skin infections and ingrown hairs. In some cases, women may experience burns and bleeding, which can result in scarring. Infections and sexually transmitted diseases may be contracted if proper sanitation practices aren't followed.

The last unauthorized service we will cover in this newsletter edition is "**Eyelash Extensions**".



While false eyelashes have been around for years, a new craze for semi-permanent eyelash extensions is emerging for eye

enhancement. While the trend may be growing, eye experts are warning women not to put fashion before their eye health. Unlike false eyelashes where synthetic lashes are applied to the eyelid and usually last for a day to a week, eyelash extensions are applied directly to the natural eyelash and can last up to 2 months. These bonding agents and glues are irritants and can cause discomfort and potential eye damage in severe cases especially in those that are allergic to the glue. In some instances, some of the glue may fall off and lodge in the eye creating a corneal abrasion. Repeated use of eyelash extensions can cause "Traction Alopecia", a condition where the hair falls out due to excessive tension placed on the hair shaft. As a result this can damage the hair follicle which can slow down and even cease production of hair.

Current on Your ServSafe® Certification?



A reminder for all Exchange employees; all SBMs, SBM IDP participants, AFMs, GMs, FBMs, Express managers, food

facility managers, and shift leaders in charge of a food facility or food operation (defined as Person In Charge IAW the Food Code and TB MED 530) are required to renew their ServSafe® certification every five years. If you need assistance in obtaining or renewing your certification, contact your local learning facilitator or Corporate University.

Bacteria Trivia - More than Just Vomiting and Diarrhea:



When we think of food-borne diseases we typically think of symptoms such as vomiting and diarrhea. Our customers all too often assume our food facility is the reason for their illness since they associate the consumption

of their last meal as the cause of their illness. In reality, symptoms may occur hours, days and even months after consuming the culpable item. Unfortunately even after a patient recovers from the acute signs there may be longer, more debilitating consequences. Did you know that Campylobacter infections, commonly associated with undercooked poultry are associated with Guillain-Barre syndrome, the most common cause of paralysis in the U.S? It can also trigger arthritis, heart infections, and blood infections. Or that after a Salmonella infection, the body's immune response may cause an autoimmune disease called Reiter's Syndrome, which produces arthritis, eye irritation and problems with urination? TAKE HOME MESSAGE- KEEP FOODS SAFE!

Transporting Foods Safely:



Due to the small volume of business associated with most of our food concession operations, food is often transported via privately-owned vehicles instead of being delivered in commercially operated conveyances. While not an ideal situation due to both food safety and food defense concerns, if

authorized, it is imperative that they follow certain procedures to ensure the food remains safe. Foods that are meant to be maintained in the chill or frozen state must be transported in some type of container capable of keeping the food at the proper temperature. At no times are foods allowed to be prepared at a home facility and subsequently transferred on base. Care must be taken to ensure foods are not contaminated by chemicals or other foreign objects. Vehicles must be maintained in a clean and sanitary condition.

What is a Dietary Supplement?

Although dietary supplements are regulated by the FDA as foods, they are regulated differently from other foods and



drugs. Dietary supplements are intended to supplement the diet and contain one or more dietary ingredient (including vitamins, minerals, herbs, amino acids and other substances). They are taken by mouth as a pill, capsule, tablet, or as a liquid. Many products may not seem like they are dietary supplement since they aren't in the typical "pill or capsule" form. Coffee products in particular are often labeled as dietary supplements if they contain certain added ingredients. Many of these coffee products advertise that they promote weight loss, increase energy levels and sexual enhancement. Some herbal teas may contain prohibited ingredients resulting in positive urinalysis tests. The Exchange takes the safety of dietary supplements very seriously and therefore sales of dietary supplements are only authorized in Exchange direct retail stores, GNC and Vitamin World concession activities.



Unsatisfactory Inspection Reports:

Based on the number of unsatisfactory inspection reports received at out office, we are doing a tremendous job at meeting or exceeding sanitary requirements. Hopefully this is the situation but my

gut tells me there are more unsat inspection reports out there than we have visibility of. The primary goal of these reports is to identify trends and help initiate proactive preventive measures to resolve issues, not to slam anyone for not meeting standards. To help increase our visibility, we ask that both Exchange management as well as those involved in a regulatory role, scan and email all unsatisfactory reports to Food-Drug.Safety@aafes.com or FAX 214-465-2488.

The Exchange Food Safety & Defense Internet Portal:

Interested in past newsletters on food safety, food defense and barber/beauty/spa sanitation? Previous editions can be found by accessing the following link Staff Vet/Food & Drug Safety Program on the Exchange Intranet under the Sales Division: Staff Newsletters. It provides quick access to commonly required AF and DA regulations, references, Exchange policies, and guidance. For those outside of the Exchange, this information can be accessed at www.shopmyexchange.com: Staff Newsletters.

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EXCHANGE STAFF VETERINARIAN

Veterinary, Preventive Medicine and Public Health Newsletter

Issue Number: 03-13 Published by HQ AAFES Food & Drug Safety Office, 3911 S. Walton Walker Blvd, Dallas, Texas 75236-1598 July 2013

Keeping Foods Safe in the Summer: The Myth Concerning the Safety of Mayonnaise:



We've all heard the stories of summer picnics and food borne related illnesses caused by the potato or egg salad often inappropriately blamed on the mayonnaise. If you have ever worked in a Burger King® restaurant, chances are that at one time or another, you have been cited

for storing mayonnaise at room temperature. In reality, commercially prepared mayonnaise actually keeps salads etc. safe because of its acidity level. Refrigeration is recommended after opening to prevent the product from breaking down visually, not bacteriologically. In accordance with the FDA Food Code and TB Med 530, foods are not considered potentially hazardous if their pH (acidity) is less than <4.6 or water activity is less than 0.85. The pH of Burger King's mayonnaise is below 4.6 making it a safe product to use as directed in accordance with the Burger King® manual.

Role of Preventive Medicine, Public Health & Veterinary Food Inspectors in the Opening of Food Concessions:



In a past newsletter, the differences between veterinary, preventive medicine and public health inspectors was touched upon but there still appears to be some confusion concerning who to contact prior to the opening of food concession operations.

While preventive medicine and veterinary inspectors are frequently both called "vets", they are two distinct specialties falling under two separate chains of command. Preventive Medicine has cognizance over sanitation standards (i.e., proper number of sinks, cooking temperatures, glove use); while veterinary services has responsibility of ensuring foods are purchased from approved food sources. Prior to the opening of any food concession on an Army installation, the facility whether it be fixed or roving, must be inspected and approved by both preventive medicine and veterinary services inspection personnel. Medical personnel should be given as much notice as possible but NLT 14 days prior to opening.

To prevent the delay of a facility from opening due to unapproved food sources, contact veterinary services (public health if on an Air Force base) prior

to awarding a contract to ensure the contractor is able and willing to procure from authorized sources.

Do not count on preventive medicine and veterinary services to collaborate with each other on inspections. It is the service business manager's responsibility to ensure both are contacted and have been involved in the inspection process prior to opening. Facilities should not be opened until both have given their approval to operate. On Air Force installations, the public health inspector serves both functions. The process of determining whether or not a food item is required to be from an approved source can be very challenging and is best left to those who have experience using the Worldwide Directory of Sanitary Approved Food Establishments for Armed Forces Procurement.

Snow Cone Shacks: The typical snow cone operation uses block ice instead of crushed or cubed ice.



Currently there are three establishments listed in the Approved Food Source directory specifically approved for "block" ice. The majority of ice plants are approved for "packaged ice" which in most cases does not include "block" ice. If you can't tell from looking at the approved food source database, ask your Army "vet" or Air Force "PH" inspector to verify.

Barbicide® Concentration: In order to be effective, yet safe, Barbicide® concentrate must be prepared in accordance with the label's instructions.

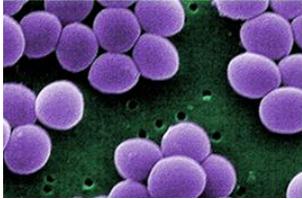


Eyeballing for the appropriate color is not an appropriate method of preparation. If using Barbicide®, the most commonly used barber/beauty shop instrument disinfectant, mix two ounces (1/4 cup) of concentrate to 32 ounces (4 cups) of cold water. If using Barbicide® Plus concentrate, mix 1 ounce (2 tablespoons) of concentrate with 128 ounces (one gallon) of cold water. Just as important as proper concentration, is proper contact time. Contact time is the length of time an item must stay moist with a disinfectant to be effective. For Barbicide® and Barbicide® Plus, ten minutes of moist contact time is required to be effective. Barbicide® also has a product that comes in a wipe form, which has a substantially shorter contact time requirement of only two minutes (three minutes for effectiveness against tuberculosis).



If using the solution, it should be changed whenever it becomes contaminated or diluted incorrectly but at a minimum daily. Containers should be labeled with the date of preparation for verification purposes.

Bacteria Trivia: Most people with gastrointestinal signs equate their illness to the last meal they consumed while in reality the offending food culprit could have been consumed days, weeks or even months earlier. One of the few



exceptions when gastrointestinal signs are seen within a few hours after exposure is Staphylococcal food poisoning caused by eating foods contaminated with toxins produced by the bacterium *Staphylococcus aureus*. The most common way for foods to be contaminated with Staphylococcus is through contact with food workers who carry the bacteria in their nasal passages or on their skin or through contaminated milk and cheeses. As the bacteria multiplies in food, it produces toxins that can cause illness. The toxins are resistant to heat and cannot be destroyed by cooking. Foods at highest risk of contamination with Staphylococcus aureus and subsequent toxin production are those that are made by hand and require no cooking. Symptoms usually appear within one to six hours however symptoms can appear in as little as 30 minutes after consumption. Nausea, vomiting, stomach cramps, and diarrhea are common complaints. The illness is usually mild and most patients recover after one to three days.

The best way to prevent Staphylococcus food poisoning is to:

- ✓ Wash hands with soap and water before handling and preparing food
- ✓ Abstain from preparing food if you have a nose or eye infection or improperly covered wound or skin infection on your hands and wrists
- ✓ Store foods at the proper temperatures (hot foods over 135°F and cold foods at 40°F or below)
- ✓ Prevent cross-contamination between raw and prepared products
- ✓ Keep contact surfaces clean and sanitized

Installation Food Vulnerably Assessment Teams: Vulnerability Assessment Teams (VATs) identify and make recommendations to correct areas of weakness that might make us vulnerable in times of crisis, attack or destabilization. Vulnerability assessments vary from installation to installation with some assessments much more stringent than others but generally the most common areas reviewed are:

- Snack Avenue bulk food/drink containers and dispensers to include bulk ice dispensers
- Bulk CO2 tanks and/or access to CO2 ports
- Visitor controls (signing in/out sheets, escorts)
- Gasoline dispensers and containers
- Sanitation practices

The group usually meets quarterly at a minimum, in compliance with DoD regulations. Annually the VAT conducts an inspection and reports on vulnerabilities throughout the installation. Every three years, there is a Joint Service Assessment conducted by outside parties on the installation.

Local GM's should be partners in the VAT decision making process as in other issues. By being proactive participants of the meetings, concerns over challenges of implementing recommended/directed changes are more likely to be taken into consideration. It also presents the opportunity to discuss funding of any proposed changes since many are the responsibility of the installation and not the Exchange.

Most VAT meetings require security clearance before you can attend these meetings. Check with your local Anti-Terrorist Officer (ATO) to determine what the requirements are at your installation. Once the final decisions are made on how to prevent credible threats, the Exchange should support those decisions fully to protect our customers from harm.

Link to Barber/Beauty Shop Sanitation Video:



Thanks to the courtesy of Colorado's Department of Regulatory

Activity, Exchange associates now have access to a 20 minute training video highlighting the key sanitation procedures for barber/beauty shop instruments and equipment. This video is an excellent educational tool for our SBMs, barber/beauty shop concessions, and PH/PM inspectors. At this time the video is only accessible on line to Exchange associates but if anyone else is interested in obtaining a copy, please contact us. [Barber & Beauty Shop Sanitation Video Hyperlink](#)

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EXCHANGE STAFF VETERINARIAN

Veterinary, Preventive Medicine and Public Health Newsletter

Issue Number: 04-13 Published by HQ AAFES Food & Drug Safety Office, 3911 S. Walton Walker Blvd, Dallas, Texas 75236-1598 Nov 2013

Flu Season Is Approaching:

The advent of the flu season is rapidly approaching. Unpredictable as to when it will strike, the season usually starts around October and may run as late May with the peak usually occurring in January or February.



The flu is spread mainly by droplets disseminated by coughing, sneezing and even talking. The droplets land in the mouths or noses of those nearby. Picking up the virus from touching contaminated surfaces and objects occurs less frequently. Most adults are capable of transmitting the flu virus a day before symptoms even appear and up to 5-7 days after becoming ill. In other words, you may be contagious before you even know you're sick. Even worse, you may be infected and yet show no symptoms at all.

The single most preventive measure you can take to avoid contracting the flu is make sure you get your annual flu shot. Knowing the proper way to cough or sneeze will also help cut down on the transmission. Cover your mouth and nose with a tissue and if you don't have a tissue, cough or sneeze into your upper sleeve, not your hands. Properly dispose of your used tissue and wash your hands with soap and water. If soap and water are not available, use an alcohol-based hand cleaner.

Digital Food Thermometers: Tired of waiting for your baby dial thermometer to reach the temperature of the product you're measuring? If so, you might want to consider switching to an approved food digital thermometer. Read out time is only a fraction of the time and the sensor is usually 1/4" from the end compared to 1.5"



with baby dials making it easier when measuring thin items. Regardless of the thermometer sensor depth, it is still important to measure the temperature at the thickest part of the item you are testing. The average cost of a digital is around \$10-\$20.

How to Sanitize a Thermometer Quick and Easy:



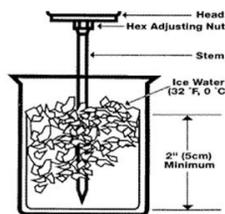
Most food service personnel sanitize their thermometers using a sanitizing cloth that has been dipped in a bucket of sanitizing solution. This method requires the user to measure the strength of the sanitizer with a test strip at the time of mixing and

throughout the day to verify that the strength is correct. In addition, the sanitizer bucket often takes

up valuable counter space, must be properly labeled and cannot be used to clean/wipe down countertops. Another much simpler method is to sanitize the probe with a single-use alcohol swab. Whichever method you use, make sure you allow the thermometer to air dry before inserting the probe into any food items.

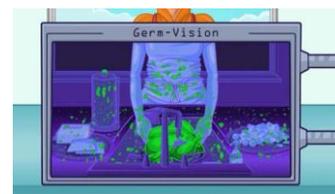
Proper Storage of In-Use Utensils: Confused on how to properly store your in-use utensils? Unless you're storing ice cream, rice or mash potatoes scoops in a container of running water at a temperature of 135°F or higher, storing in-use utensils in water, in an ice/water mix or in a container of sanitizer is generally not an acceptable storage method. Ice scoops may be stored in ice bins/trays as long as their handles are up and not touching the ice, however, ice scoops are not allowed to be stored inside ice machines. Storing utensils in a container with a sanitizer **is not acceptable** unless you allow the utensils to air dry before using. Using utensils which are still wet can result in contamination of the food product with the sanitizer.

Calibrating Thermometers:



The importance of maintaining potentially hazardous foods in the safe temperature zone cannot be stressed enough unless time is used rather than temperature as a control point. While the Food Code is not specific on the required calibration frequency, it does state that thermometers

should be calibrated as often as necessary to ensure accuracy and in accordance with the manufacturer's specification. Our recommendation is to calibrate weekly, when using for the first time, or after being dropped. To calibrate, fill a large cup with finely crushed ice. Add water to the cup and stir well. Immerse the thermometer stem a minimum of 2 inches into the ice/water mixture without touching the sides or bottom of the cup. Wait at least 30 seconds before adjusting. Without removing the stem from the ice, adjust the nut under the head of the thermometer until the pointer reads 32°F. Document the date and whether or not any adjustments were made.



Don't Wash that Chicken!

Based on a tradition many of us learned from our grandmothers, some cooks are under the impression that

washing poultry products prior to cooking will help reduce the bacteria load and therefore yield a safer product. Truth be known, most of the bacteria is not removed by washing and what does get washed off

ends up contaminating the surrounding area including our clothing and sinks. According to one study, washing resulted in bacteria being splashed as far as three feet away. So don't wash that chicken but do wash your hands thoroughly with soap and water for at least 20 seconds after handling any raw meat product and cook your bird to an internal temperature of 165°F or higher.

Plagued by Fruit Flies? Ever had to deal with fruit flies? Those pesky flies that seem to multiply before your eyes? Fruit flies live off moist, fermenting (ripening) foods.



The entire life cycle from egg to adult is only 8-10 days and during this time, a female may lay up to 500 eggs! Found frequently around decaying produce, they can also be found in soda dispensing trays, drains and drain lines, garbage disposals and cans, and even damp mops and sponges. The best course of action in preventing a fruit fly infestation is to eliminate sources of attraction and breeding. If space is available, store ripened fruits and vegetables in the refrigerator to prevent them from gaining access. Pay particular close attention to keeping garbage cans clean since a small amount of food goes a long way for a tiny fruit fly. Even when best practices are followed, they can be difficult to control since they tend to lay their eggs in hard-to-reach locations. While pyrethrum-based aerosol insecticides are effective adulticides, they won't take care of the eggs or immature flies. In most cases, facility workers aren't allowed to use insecticidal sprays within the facility. Fortunately there are commercial traps available that eliminate new adults as they emerge. Traps, which generally last about a month, can often be obtained from your installation pest management personnel or can be purchased for a very reasonable cost. The internet is also replete with different methods of making your own homemade traps using common household products. If you decide to go with the homemade route, check with your health inspector as well as the brand concept manager first for approval.

Boil Water Advisory – Don't Forget About the Filter:



After a boil water advisory, flushing out all water lines including drink dispensers, equipment containing water reservoirs, tea and coffee machines, is intuitive for most of us working in the food service business but have you ever thought about the water filtration system? While most water filters are designed to filter out Cryptosporidium, a microscopic parasite that is resistant to chlorine-based disinfectants, filtering will not eliminate other potential disease-causing microorganisms, such as bacteria and viruses.

Soda Fountain Dispensing: Unclean soda dispensers effects both safety and quality. To keep product at its best, clean dispensers at the following frequencies:

Daily: After washing your hands with soap and water, remove all nozzles and diffusers from the dispensing valve and clean them with a sanitizer solution and a nozzle brush. Leave them in the sanitizer for at least 3 minutes. Remove and air dry. Insert the brush using a sanitizer solution into the lower valve body to clean. Reinstall nozzles and diffusers.

To clean the drip pan, pour ½ gallon of chlorine-based sanitizer down the drain. Remove the rack and wash and sanitize. Wipe down the inside/outside of the drip pan with sanitizer. Clean all exterior surfaces of the dispenser including levers with a clean cloth towel and chlorine-based sanitizer solution. Clean the exterior and interior of the ice chute with a nylon brush and sanitizer.

Weekly: Clean the BIB syrup connectors. Disconnect the syrup lines from the Bag-in-Boxes. Soak the connectors in a dedicated bucket of sanitizer solution for one minute. If you're soaking more than one connector at a time, be sure to label each one with a flavor label. Allow to air dry before reconnecting the syrup lines to the correct BIB.

Monthly: Clean the inside of ice bins. Unplug the dispenser and empty all of the ice then rinse the bin with warm water. Using a soft, nylon brush and sanitizer, scrub the inside of the bin and chute.

Check your manufacturer's manual for addition maintenance requirements.

Clarification to Last Month's Piece on Keeping Foods Safe in the Summer: In the last newsletter, the safety of commercially processed mayonnaise was discussed. While the acidity of commercially prepared mayonnaise does not promote the growth of harmful bacteria, it is still imperative to refrigerate all mayonnaise-based salads except for those recipes using a HACCP process with laboratory confirmation demonstrating inhibition of pathogen growth at room temperature (e.g. Burger King® mayonnaise).

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EXCHANGE STAFF VETERINARIAN

Veterinary, Preventive Medicine and Public Health Newsletter

Issue Number: 01-14 Published by HQ AAFES Food & Drug Safety Office, 3911 S. Walton Walker Blvd, Dallas, Texas 75236-1598 Jan 2014

Food & Drug Safety/Defense Team Update:



SMSgt Brian Piotrowski is retiring from the military after 26 years of service. Always a true professional, SMSgt Piotrowski tirelessly championed public health and safety issues at the Exchange and will be missed tremendously by both Exchange associates and his

PH/PM/Vet colleagues. We wish him the best of luck!!

Black Henna” or “Pre-Mixed Henna” Temporary Tattoos:

“Black henna” or “pre-mixed henna” tattoos are not authorized services within the Exchange due to the fact that they may contain potentially harmful ingredients that are not approved by the FDA for skin application. “Black henna” gets its color from paraphenylenediamine (PPD), a textile dye approved by the FDA for human use only in hair coloring. PPD and other hair ingredients may cause reactions in certain people. The FDA has received reports of redness, blisters, oozing, and even permanent scarring. Reactions may



occur immediately or make take up to several weeks to occur. Hopefully a FDA approved product will be available soon, but until then, they are not worth the risk to our customers.

Nacho/Chili Cheese Sauce Shelf Life Change:

Several months ago a Virtual News message was sent out regarding the shelf life change of opened pouches from 7 days to 5 days. In addition to discarding the product after 5 days, it is important to periodically ensure the unit’s thermometer is properly



calibrated and if for any reason a power outage occurs and the product temperature drops below 140°F, to discard the product.

Cleaning Coffee/Tea Brewers Spray Heads: An area often neglected when cleaning coffee/tea brewers is the sprayer head. The head should be removed and cleaned daily. To clean the head, remove the funnel. Above the funnel is the spray head. Twist off the spray head and set it aside. Use a spray head cleaning tool to clean and prevent any lime buildup. Insert the short end of the tool in the openings of the spray head. Insert the long end into the spray head fitting and rotate several times to remove minerals. Disassemble the spray head if it contains more than one part to properly wash and sanitize. If the spray head contains a rubber gasket, inspect and replace when loose or torn. Keeping the spray head clean is the start of ensuring a fresh, great tasting cup of coffee.



Ready or Not?

How do our customers know if their hot dog, sausage link or tornado has been cooked to the proper temperature? Many stores utilize product discard time indicators (pic 1) to differentiate cooked from non-cooked product. While employees know that items placed in front of the marker are cooked and those placed behind the marker are not, this is not intuitive to the customer. Also, many customers will choose the product in the back believing it to be a fresher product. A more appropriate method is to use an indicator such as the one depicted in the second photo. Customers are more apt to understand that product placed behind these indicators are not ready to eat. Keeping foods safe must always be our top priority.

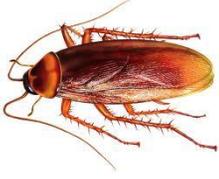


Pic 1



Pic 2

Cockroach Infestations: Anyone that has ever had to deal



with cockroaches knows these critters are extremely noisome pests. On earth for more than 300 million years, it's extremely likely they will be around for a few more million years assuming the earth is around

that long.

Cockroaches not only eat what we eat, they are very adept scavengers and can eat just about anything to include glue, grease, soap, wallpaper paste, and hair. Some species can survive as long as 6 weeks without a meal.

During the day they tend to hide out in dark, moist places venturing out at night to forage for food, water and mates. If seen during the day, it's a good sign of an infestation. Their feces resemble coffee grounds or black pepper and the more feces noted, generally the more severe the problem. A strong oily or musty odor might be noticed when populations are high that can affect the flavor of certain foods.

Besides from just being downright gross, cockroaches can be harmful to our health. Roaches are proven transmitters of bacteria, fungi, and viruses. Their feces and skin casts contain a number of allergens to which many people exhibit allergic responses, such as skin rashes, watery eyes and sneezing, congestion of nasal passages, and asthma.

Proper sanitation is the first and most important step in preventing or resolving a roach infestation. Since a little bit of food debris goes a long way in feeding cockroaches, it is critical to cut off their food source to the extent possible.



- Clean all spills and food residue as soon as possible
- Store foods in tightly sealed containers
- Clean garbage and trash receptacles frequently

In addition to following strict sanitation principles, it is also important to eliminate their habitat and migration pathways.

- Store all items off the floor and dispose of all cardboard. Place items instead into sealed plastic or metal containers
- Eliminate all sources of moisture such as leaky faucets, screen drains and overflow pipes
- Fill cracks in walls, floors, etc. with caulk and remove clutter to deprive roaches of their hiding place

Contact your local pest management for their assistance.

Toxoplasma and Cats: If you're a cat owner and have been pregnant, there's a good chance you were warned by a friend or perhaps even a health care professional to

find a new home for your cat because of the risk of acquiring toxoplasmosis. Chances are that no one mentioned the importance of properly cooking foods to prevent infection.

Toxoplasma gondii is the parasite that causes the disease known as toxoplasmosis According to the CDC, more than 60 million people in the United States may be infected



with the Toxoplasma parasite yet most people who become infected are not even aware they are infected because they have a healthy immune system which usually keeps the parasite from causing illness. When symptoms

do appear, they often resemble the flu and include fever, muscle aches, fatigue, and swollen lymph nodes. However, those who are immunocompromised and infants from women who became infected while pregnant or shortly before pregnancy, may have serious health problems including damage to the brain, eyes, and other organs. Most infants who become infected while in the womb do not have symptoms at the time of birth but may develop serious symptoms later in life, such as blindness or mental disability. Recovery from congenital toxoplasmosis is rare.

While cats play a role in the transmission, toxoplasmosis can be acquired from eating raw or undercooked meat (especially pork, lamb and venison) and unwashed fruits and vegetables; handling contaminated soil and water (think gardening); and yes, accidental ingestion from cleaning out cat litter boxes.

To prevent infection, cook foods to their recommended temperatures. Peel or thoroughly wash fruits and vegetable before consuming. Wash and sanitize cutting boards, dishes, counters, utensils and hands thoroughly after contact with raw foods. Wear gloves and wash hands thoroughly after gardening to avoid contaminating hands with cat feces. If possible, avoid changing litter boxes but if you must, wear gloves and wash your hands thoroughly afterward. Keeping cats inside and feeding only cooked meats will help decrease their chances of becoming infected.

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EXCHANGE STAFF VETERINARIAN

Veterinary, Preventive Medicine and Public Health Newsletter

Issue Number: 01-15 Published by HQ AAFES Food & Drug Safety Office, 3911 S. Walton Walker Blvd, Dallas, Texas 75236-1598 Jan 2015

Food & Drug Safety/Defense Team Update:

After 30 years of dedicated military service, COL Debbie Vasut will retire from the US Army Veterinary Corps effective 1 February 2015. During her career, COL Vasut was a member of the Exchange team both in Europe and at the Dallas Headquarters. She was always a true professional and championed public health and safety issues throughout the Exchange enterprise. She will be missed and we wish her all the best in retirement. Replacing COL Vasut is COL Erik Topping whose contact information can be found at the end of this newsletter.

Foodborne Illness Costs:

The importance of proper sanitation, food handling techniques, and preparation cannot be overstated. Recent data from the US Department of Agriculture estimates that foodborne illness costs our economy more than \$15.6 billion annually with more than 8.9 million Americans becoming ill due to foodborne pathogens. As all of you know, a majority of this cost and illnesses can be prevented through proper sanitation, food handling techniques, and ensuring foods are prepared and held at proper temperatures.

Unsatisfactory Reports:

The Exchange requires that a copy of all inspection reports, for facilities that receive a non-compliant or unsatisfactory rating, be sent to the Exchange Food and Drug Safety Office. This includes negative reports from food service establishments, concessions, barber/beauty shops, and spas. Receipt of these reports allows the Exchange to address local, and potentially systemic, sanitation or public health concerns. Reports can be faxed or emailed to Food-Drug.Safety@aafes.com

Mobile Food Service Vendors:

Mobile food service vendors or "Food Trucks" are becoming much more popular in cities and also on military installations due to their convenience and the variety of menu items that they provide. As with any "brick and mortar" restaurant, mobile food service vendors must comply with all food protection measures. Prior to operating on military installations, the agency awarding the contract i.e., AAFES, must collaborate with Veterinary Service and Preventive Medicine/Public Health activities to determine if the vendor is able to meet food protection requirements.

If awarded a contract, the mobile food service vendor will then be subject to routine inspection by installation Veterinary Service and Preventive Medicine/Public Health personnel to ensure:

- Sanitation and adequacy of food protection of delivery vehicles used to convey food items onto the installation
- Approved source requirements
- Wholesomeness and condition factors of food items
- Food defense and protection of food items while shipped to (or between), stored, or staged at these operations
- Food service sanitation compliance

Tri-Service Food Code:

The recently published Tri-Service Food Code establishes standardized military food safety standards, criteria, procedures, and roles for sanitary control and surveillance of food to mitigate risk factors known to cause food-borne illness.

Major Changes in the Tri-Service Food Code

- Potentially hazardous foods (PHF) now include heat-treated plant foods (e.g. cooked rice, beans, or vegetables), raw seed sprouts, cut melons, cut leafy greens, and cut tomatoes.
- Inspection frequency is based on risk assessment
- Cold holding temperature changed from 40°F to 41°F (5°C) or below.
- Hot holding reduced from 140°F to 135°F (57°C) or above.
- Leftovers: Cold hold up to 72 hours; Hot hold until consumed or discarded
- Time as a Public Health Control: Chilled PHF (TCS) food may be held for up to 6 hours outside of the safe temperature zone as long as the food does not exceed 70°F at any time during the 6-hour period.
- Inspection ratings & rating criteria: Single, uncorrected critical is automatic failure (non-compliant).

Worldwide Directory Listing Required for Hummus:

Hummus is a ready-to-eat non-dairy product that is stored under refrigeration. The product has always been considered a dip, spread or paste and had previously not

required listing in the Worldwide Directory of Sanitarily Approved Food Establishments for Armed Forces Procurement (Directory). Due to the potential health risks that ready-to-eat products potentially have, the DOD Food Risk Evaluation Committee has determined that hummus must be procured from an approved source listed in the "Directory".

Dietary Supplements:

Although products marketed as dietary supplements are sold legally in the United States, this does not imply that they are without possible negative side effects. Just because a product is "natural" does not mean it is "safe". Many natural substances can cause harm so consumers must approach these products with a healthy skepticism. We encourage our AAFES customers to educate themselves on supplements before they make a selection.

Current AAFES policy does not allow sale of dietary supplements under short term agreements (concessionaires) due to concerns for quality and safety. The sale of dietary supplements is only authorized in Exchange retail, GNC, and Vitamin World stores.

Pasteurized Juices:

There is a significant difference between pasteurized and unpasteurized juices. Similar to milk, pasteurized juices have been heated to high enough temperatures for a short period of time in order to kill any bacteria or microorganisms that may be present.

During the manufacturing process, fruit and vegetable juice may be contaminated with harmful bacteria present on the surface of the fruit or vegetable. For this reason, most manufactured juices in the US are pasteurized. There is though a small portion of juices sold in the US that are unpasteurized and thus may continue to contain these potential pathogens. Unfortunately consumption of unpasteurized juices has been implicated in serious outbreaks of foodborne illness in the past.

Recognizing the potential health risks with unpasteurized fruit or vegetable juices, DOD policy requires that all juices available for purchase be pasteurized. The Food and Drug Administration also requires that all unpasteurized juice and cider contains the following warning on the label:

WARNING: This product has not been pasteurized and therefore may contain harmful bacteria that can cause serious illness in children, the elderly and persons with weakened immune systems.

Prohibited Spa & Barber/Beauty Shop Services:

As a reminder, there are several spa and barber/beauty shop services that are not authorized in Exchange

establishments for health and safety reasons. These include:

- Application of eyelash extensions
- Tattoos (to include henna)
- Ear candling
- Electrolysis
- Waxing of genital area i.e., Brazilian wax, or nipples
- Shaving with a straight razor
- Removing ingrown hairs
- Squeezing of pimples or blackheads
- Use of credo blades during pedicures
- Using a styptic pencil to stop bleeding

Flu Season Is Upon Us:

The best way to avoid getting the flu is to receive the influenza vaccine. While you may still get the flu even with the vaccine, usually you will have a much milder case. You and your coworkers can help reduce the risk to yourselves and others by following some very simple steps. Cover your nose and mouth with a tissue when you cough or sneeze and wash your hands frequently with soap and warm water. If soap and water are not available, use an alcohol-based hand sanitizer. Make hand sanitizers available to customers for use on shopping carts/baskets, cash registers for cashiers, and close to Snack Avenue areas. Avoid touching your eyes, nose and mouth – these are routes to infection. Try to avoid close contact with sick people. Report any illness to your supervisor immediately and stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. For more information about the flu and how to reduce the risk of getting the disease, go to the CDC Influenza website: <http://www.cdc.gov/flu/index.htm>

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EXCHANGE STAFF VETERINARIAN

Veterinary, Preventive Medicine and Public Health Newsletter

Issue Number: 02-15

Published by HQ AAFES Food & Drug Safety Office, 3911 S. Walton Walker Blvd, Dallas, Texas 75236-1598

Apr 2015

Person-in-Charge (PIC) Requirement:

In accordance with the Tri-Service Food Code, all Food and Services establishments must have a PIC who is responsible for the operation at the time of inspection and who must be present during all hours of operation. A PIC may be the establishment manager or another qualified employee that management has designated as a PIC. This requirement applies to all Exchange food establishments including concessions.

To qualify as a PIC, an individual must be trained, and show proficiency in sanitation and food safety by passing a test that is part of an accredited training program and then maintain that certification. The best way to accomplish this is through completion of the ServSafe course. The American National Standards Institute accredits the ServSafe course and it is offered through the Exchange at www.servsafe.com, or it may be provided by an outside agency. To take the course through the Exchange, prospective students should contact the local AAFES General Manager, Food Court Manager or Services Business Manager. This training requirement is applicable to all food establishments operated by the Exchange or its concessions and documentation of training must be available for review at the time of inspection. It is highly recommended that all food establishments maintain a file of training certificates for all of their employees.

Food From Private Residences:

Recently the Exchange Food & Drug Safety office has been asked whether an Exchange concession may sell food prepared in a private residence. Unfortunately, the Tri-Service Food Code (TB MED 530/NAV MED P-5010-1/AFMAN 48-147-IP) does not allow for this. The TSFC specifically states that food prepared in a private home may not be used or offered for human consumption in a food establishment. Home prepared foods are only authorized in support of special events such as organizational cookouts, bake sales, unit or chapel suppers, and similar events.

Products Containing Hemp:

Although relatively rare, a few manufacturers are adding hemp seeds or hemp based ingredients to some of their food items and products to include energy bars, health foods, and nutritional supplements. In accordance with Army and Air Force regulations, use or ingestion of products with hemp, hemp seed, or hemp oil as an ingredient is prohibited. These products should not be made available via any AAFES retail or services outlet.

Why Approved Sources? The term “approved source” is commonly referenced when talking about food provided for sale or consumption within the DOD. So what does this really mean?

To protect the health and safety of DOD beneficiaries, it is imperative that DOD activities procure safe and wholesome food products. To facilitate this, US Army Veterinary Service personnel conduct audits of food producing establishments to ensure that these establishments meet DOD food safety and sanitation standards. Once an establishment has shown that it meets these standards, it is placed on the “Worldwide Directory of Sanitarily Approved Establishments for Armed Forces Procurement” or in short, the Worldwide Directory. The Worldwide Directory lists those food products that must come from an approved source and those establishments that meet the stringent DOD food safety and sanitation standards. If the establishment meets the standards, the product coming from these establishments is approved for DOD procurement. Army Veterinary Service personnel continue to conduct audits at a prescribed frequency to ensure the establishment continues to maintain adherence to the standards. The Worldwide Directory is found online at the link included at the end of this newsletter.

There are other ways an establishment may be considered an approved source for DOD procurement. Inspection by another Federal agency such as the US Department of Agriculture, US Food and Drug Administration, and US Department of Commerce are just a few examples of these alternate approved source validation agencies.

Shelf Life Extension Basics:

Due to various reasons, shelf life extensions on AAFES owned food and food commodities may be necessary to protect the financial interest of the government. Requests for serviceability evaluation of AAFES product for the purpose of extending product shelf life should be a rare occurrence, particularly in CONUS locations.

When a product does require an extension, the length of an approved individual extension, and any subsequent extensions on the same product, will be coordinated between the AAFES manager and the Public Health Authority (USAF Public Health or Army Veterinary Service) or their designated representative. The duration of the product extension given by the Public Health Authority will always be based on product wholesomeness, quality or fitness for its intended use, and customer safety.

Under **NO** circumstance will extensions be granted for over-the-counter (OTC) drugs, baby food, infant formula, or dietary supplements. Local Public Health Authorities may also elect to not perform serviceability evaluation for the purposes of shelf life extension for other food and food commodities (i.e. fluid milk products).

Finally, the Public Health Authority will not inspect, nor extend non-food items such as health and beauty aids, tobacco products or other products not intended for consumption.

Refrigeration/Freezer Outage - What Should I Do?:

Refrigerator/freezer outages may occur at any time in food facilities due to electrical system failure, fire, or a natural disaster. When such an event occurs, perishable foods requiring chilled or frozen temperatures can become distressed as temperatures rise within the refrigerator/freezer. Appropriate planning/decision making before, during, and immediately after power outages is necessary to protect consumers from unsafe food and minimize product loss.

Food facility managers discovering a power outage should note the specific time they became aware of the problem and the internal temperatures of each of the refrigerator/freezer units affected. Managers must immediately notify local Air Force Public Health or Army Veterinary Service personnel who will assist in determining the extent of damage caused by the power outage and provide guidance with respect to food salvage procedures, as it may be possible to salvage some food affected by a power outage. Public Health/Veterinary Service personnel will assist with determining fitness for consumption of the affected food items.

Facility Self Inspection:

Receiving an unsatisfactory inspection report from your local Preventive Medicine/Public Health/Veterinary Service inspector is preventable and should be a rare occurrence. Per AAFES EOP 25-04 - Food Operations, food facility managers are required to perform a daily self-evaluation for sanitation, sanitary practices, and sanitary procedures. Retail food facility (Express) managers should also perform daily facility evaluations on their facility. In accordance with paragraph 8-402.12 of the Tri-Service Food Code/TB Med 530, all facilities will formally document their sanitary evaluation using Form 6500-006, Food Facility Sanitary Checklist (or a modified version of a franchise checklist) at least once per week and will maintain the weekly self-evaluation reports on file for at least 1 year.

Eyebrow Threading:

Eyebrow Threading is a practice of shaping the eyebrows using a cotton thread. The twisting action of the thread traps the hair and lifts it out of the follicle. It is essentially

the plucking of hair using thread instead of tweezers and is an approved AAFES service.

Eyebrow threading services initially started out in AAFES salons and day spas but you will also see this service in Exchange malls as a kiosk. These kiosks require the same sanitary procedures as other hair removal services offered in salons and day spas to include the availability of a plumbed hand sink (or pressurized portable sink capable of providing water at 100 degrees F). Hands must be washed with soap and water before and after working with each patron. Hand sanitizers are **NOT** a substitute for hand washing.

Hair Removal Health Risks:

When performing hair removal procedures it is very important to understand the health risks that may be present for some customers. Patrons with diabetes, circulatory problems, or who have a high susceptibility to infections or unusual skin sensitivity should consult with their physician prior to commencing any type of hair removal service. Threading, tweezing, and particularly waxing, could have certain side effects including tearing of the skin, redness, scabbing, bruising, scarring, swelling, tenderness, hyperpigmentation, flaking, ingrown hairs, and/or pimples. Individuals performing such procedures must inform each patron requesting threading, waxing, or tweezing of these potential health risks. Patrons should also be advised of the risk if they are users of topical or oral retinoids such as tretinoin (Retin-A®, Renova®), adapalene (Differin®), tazarotene (Tazorac®), isotretinoin (for example Accutane®), acitretin (Soriatane®), and other similar products. Hair removal on the face should not be performed on individuals using such products as these products tend to weaken the skin and performing waxing or threading may result in tearing of the skin, scarring, or significant irritation. (Retin-A® and Renova® are registered trademarks of OrthoNeutrogena, a division of Ortho-McNeil Pharmaceuticals, Inc., Raritan, New Jersey; Differin® is a registered trademark of Galderma Laboratories, L.P., Fort Worth, Texas; Tazorac® is a registered trademark of Allergan, Inc., Irvine, California; Accutane® is a registered trademark of Hoffman-LaRoche, Inc., Switzerland; and Soriatane® is a registered trademark of Connetics Corporation, Palo Alto, California.)

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Veterinary Services, Preventive Medicine and Public Health Newsletter

Issue Number: 03-15

Published by HQ AAFES Food & Drug Safety Office, 3911 S. Walton Walker Blvd, Dallas, TX 75236

July 2015

Tips for Maintaining a Good Working Relationship:

A good working relationship with those that you work with is key to a successful operation. This is not only true for your fellow AAFES associates but also the regulatory authority that comes to inspect your facility(ies). Knowing your local Air Force Public Health, Army Preventive Medicine, and Army Veterinary Service officials and collaborating with them on sanitation/food safety issues is essential to not only preventing problems and improving inspection results, but also protecting our customers from potential health hazards. Here are some helpful tips:

- Collaborate and Cooperate with the inspector. Answer questions and tell your fellow associates to do the same. Open communication is important for building a good working relationship.
- Always accompany the inspector during the inspection and take notes – this will help you remember what was said and what issues, if any, require corrective action. If you disagree with an inspector's findings, documenting the information will assist in resolving the matter with the regulatory authority later.
- Be organized and 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, etc.
- 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 is 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 military inspectors are not intimately familiar with AAFES or NBFF policies/procedures, but they do understand food handling practices as outlined in the Tri-Service Food Code. 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. The best way to understand what the inspectors are looking for and the violations they find is to be familiar with the standard they are using. The Tri-Service Food Code is available on the Exchange Portal and managers should be familiar with its provisions.
- Send unsatisfactory reports to your GM and the Food

& Drug Safety Office at HQ with a brief summary of corrective actions taken. We use these documents to drive policy change and to address potential systemic food protection issue. We also review them for accuracy

- Take action on all deficiencies noted in the report within the timeline given by the inspector. Review operating procedures to see if procedural changes or training are needed to prevent recurrent findings.

Keeping Cold Foods Cold:

To keep foods safe and to prevent spoilage, it is critical that foods are maintained at the proper temperature. For refrigeration units, this temperature is 41°F or below. Each refrigeration unit must contain an easily visible temperature measuring device (TMD) located at the warmest part of the unit. These devices should be monitored and the temperature of the unit recorded using AAFES Form 6500-019, Temperature Chart.

Facilities should also maintain extra calibrated TMD's and make them available for use at all times. A frequent inspection finding is missing or non-operational TMDs within refrigeration units. If you are checking temperatures as required, there should be no excuse for not having a TMD in the storage unit. All temperature discrepancies should be brought to the attention of the person-in-charge immediately. Contact your local inspector if product has reached the temperature danger zone (>41°F) immediately. Some foods are salvageable depending on the type of food and the amount of time in the danger zone.

Soda Fountain Cleaning:

When drinks are dispensed from a soda fountain there is always a small amount of overflow that goes down the drain. As the drain is constantly receiving a dripping flow of sugary drink residue, there is a constant food source for bacteria and insects. Proper cleaning and maintenance is critical to ensuring a safe health environment for our customers. Fountain drink dispensers should be cleaned and sanitized at the following frequencies:

- **Soda Fountain – Daily** remove nozzles, diffusers, and cup rest. Clean and sanitize equipment including top cover, chute, and drip tray and splash areas. Air dry. Clean beverage nozzles as specified by the manufacturer.
- **Soda Fountain Syrup Connectors - Weekly** disconnect the syrup lines from empty syrup containers and place

the connectors in soapy water. Rinse in warm water. Air dry and reconnect.

- **Soda Fountain Ice Bin – Monthly** empty ice bin completely. Clean with soapy water, rinse and sanitize. Rinse again to completely flush then refill with ice.

Do not install soda fountain drain lines so that the end of the machine's drain line is placed within the floor drain. There should be a 3-inch air gap between the drain line and floor drain, to prevent backflow of waste water into your unit. If needed, contact your local FMO to place a work order.

Food Safety Knowledge - Listeria:

Several recent national food recalls have been caused by the same bacteria, *Listeria monocytogenes (Lm)*. This bacteria can cause Listeriosis, a serious infection usually caused by eating food contaminated with the bacterium. In healthy people, a person ill with listeriosis usually exhibits fever and muscle aches, sometimes preceded by other gastrointestinal symptoms. Symptoms usually appear from within a few hours to 2 or 3 days. A more serious, invasive form of the illness resulting in sepsis and meningitis can be seen in people with compromised immune systems to include the elderly. With the invasive form, the incubation period can range from 3 days to 3 months. Pregnant women, who are infected with *LM*, may experience fever, or other non-specific like symptoms similar to the flu, however, if infected during pregnancy, miscarriage, stillbirth, premature delivery or life-threatening infection of the newborn may occur.

Lm can be found in a variety of foods, such as raw or unpasteurized milk; smoked fish and other seafood; meats, including deli meats and hot dogs; cheeses (especially soft cheeses), and raw fruits and vegetables.

Lm is an extremely hardy organism. This bacterium can multiply slowly at 0°C (32°F), defeating one of our primary traditional food safety defense measures--refrigeration. The risk from *Lm* in foods is increased substantially when foods are stored in refrigerators that are too warm (>41°F) or when foods are stored for extended periods, especially foods that have passed their "best use" or "expiration date".

Express Store Food Safety:

With all of the new foods concepts in our Express Stores, it is hard to keep up with food safety requirements. Food safety must be a top priority for all to help prevent foodborne illnesses.

Time and temperature play a significant role in food safety. Hot food items i.e., Rollergrill and Hot-to-Go, must be heated to an internal temperature of 165°F prior to placing in the warmer or leaving on grill. Using a food

thermometer to check product temperatures is the only sure way to know if your food has reached the proper temperature to destroy bacteria.

- Wear disposable gloves and/or use tongs to pick up the product.
- Insert sanitized temperature probe into the end of the product.
- Check the product temperature to ensure an internal reading of at least a **165°F**
- Record the temperatures on the food temperature log.
- Clean and sanitize the thermometer probe between uses. Alcohol swabs or designated sanitizing wiping cloth solutions are acceptable.
- Once product has reached **165°F** it can be held for the prescribed amount of time at **135°F** or higher.
- Ensure heated products are marked with the appropriate date and time of when the product should be discarded if not sold. This includes nacho cheese, boiled peanuts, sandwiches, burritos, etc.

Cleaning and Disinfecting Hair Clipper Blades:

To ensure health and safety of customers, operators should be thoroughly cleaning and disinfecting their clipper blades and guards between each and every customer. Clippercide® or a similar product works well since it cleans, disinfects and lubricates all in one spray. Prior to using, all debris must physically be removed with either a brush dedicated for this purpose or compressed air. After applying, the spray must remain on the clippers for a minimum of **10 minutes** and then allowed to air dry before using. With our high customer demand for service, this means each operator should have multiple clippers at their station. Guards should be washed with detergent and water and then sanitized using an EPA approved sanitizer between use.

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Veterinary Services, Preventive Medicine and Public Health Newsletter

Issue Number: 01-16

Published by HQ AAFES Food & Drug Safety Office, 3911 S. Walton Walker Blvd, Dallas, TX 75236

Jan 2016

Staff Veterinarian Departure:

Unfortunately, I will be departing AAFES shortly after the publication of this quarterly newsletter. The Army has not identified a new Director of the Exchange Food & Drug Safety Office so SMSgt Sigley will fill this role at the Dallas Headquarters. Please continue to consult with her and MAJ Agresta in Europe for all food and drug safety concerns within the Exchange enterprise.

I want to thank you all for your support during the short time I was with the organization and I wish you all the best.

BG Topping

ServSafe® Training: A reminder for all Exchange employees: All SBMs, AFMs, GMs, FBMs, Express managers, food facility managers, and shift leaders in charge of a food facility or food operation (defined as Person-In-Charge IAW the Tri-Service Food Code (TSFC) are required to renew their ServSafe® certification every five years. If you need assistance in obtaining or renewing your certification, contact your local learning facilitator or explore this opportunity in the LEX portal.

“Big 5”:

Even though food establishments work hard to prevent foodborne outbreaks, these events still occur. Outbreak investigations consistently reveal that there are five major risk factors related to employee behaviors and food handling practices, in both retail and food service establishments, that contribute to foodborne illness. The “Big 5” are:

- Improper hot or cold holding temperatures
- Inadequate cooking
- Contaminated equipment
- Food from unsafe sources
- Poor personal hygiene

Ways to mitigate the risk posed by the “Big 5” are outlined within the TSFC and are covered in the various training programs offered through ServSafe®, LEX, or through installation level food handler training. Ensure that when planning both initial and refresher training these topics are stressed to associates and food handlers.

Boil Water Alerts:

Two recent events involving a contaminated water supply resulted in military installations mandating a “boil water

alert”. It is critical that Exchange facilities are prepared for such an occurrence. If Exchanges facilities are placed under a “Boil Water Alert/Notice” follow the below procedures:

- Immediately notify HQ AAFES Staff Vet (Food and Drug Safety Office) and Region Food Manager.
- Do not use or allow the use of tap water in the facility. If any food or drink products were prepared after announcement of the alert, the items should be discarded. Any surface or utensil cleaning performed after notification must be re cleaned and sanitized as outlined below.
- Use only bottled water from an approved source or potable water provided by the installation for drinking purposes. Drink dispensers, iced tea, coffee machines, and ice machines connected to the contaminated water supply may not be used. Discard all ice from machines connected to the water supply.
- Use disposable supplies and utensils to the greatest extent possible to reduce ware washing. If ware washing is required, use bottled water or water from an approved supply and follow washing with proper sanitization. The same holds true for water used to clean food contact surfaces. For any cooking/serving utensils that must be washed, utilize the three compartment sink method using potable water and appropriate sanitizer.
- Wash hands with soap and use bottled water or potable water provided by the installation. Hands may be further sanitized by the use of sanitary wipes or hand sanitizer but neither is a substitute for hand washing. Wear gloves for all food prep and service.
- Toilet facilities must be available and must be maintained in a sanitary manner.

Once a potable water supply has been restored:

- Follow the guidance and direction of local regulatory authorities.
- Flush all water lines including drink dispensers, all equipment containing water reservoirs, tea machines and coffee machines prior to use. Replace any filters attached to the water supply.

- Clean and sanitize ice machines. Replace any filters to prevent recontamination of the machine. Discard the first batch of ice produced.
- Rewash and sanitize all food or drink contact items (knives, forks, plates, etc.) with “cleared” system water.
- Run dishwasher through a two cycles before washing dishes.

What is a Potentially Hazardous Food?

The actual definition of a potentially hazardous food (PHF) recognizes that there are multiple factors that can make a food potentially hazardous including the pH and water activity of the food, whether it has been treated to prevent bacterial or mold growth, and whether the food is packaged or how it is packaged.

The basic definition for PHF is “a FOOD that requires time/temperature control for safety (TCS) to limit pathogenic microorganism growth or toxin formation.” Normally these are foods of animal origin, heat treated plant foods, raw cut fruits & vegetables, etc.

Quite often we receive non-compliant inspection reports that identify expired PHFs or PHFs without date/time labeling as critical discrepancies when in fact, the foods described in the report do not meet the PHF definition. We have seen bread, baked goods, pickled peppers, and many other non-PHF identified as potentially hazardous. Doing so has resulted in a non-compliant inspection report given in error to the establishment.

Both food establishments and the installation regulatory authorities must be able to differentiate between a PHF and a non-PHF. When there is any doubt, these entities should work together and seek outside assistance to get to the correct answer.

Self Inspections:

Receiving an unsatisfactory inspection report from your local inspector should be a rare occurrence. Food facility managers, to include concession managers, are required to perform a daily self-evaluation for sanitation, sanitary practices and sanitary procedures and document the inspection on AAFES Form 6500-006, Food Facility Sanitary Checklist or a modified version of franchise checklist. Retail food facility (Express store) managers will also perform daily facility evaluations on their facility. At least once a week, facilities will document their sanitary evaluation and file for review IAW the TSFC. All facilities will keep self-evaluation reports on file for at least 1 year

Temporary Food Establishments:

As defined in the TSFC, a temporary food establishments is one that operates for a period of no more than 14 consecutive days in conjunction with a single event or celebration. For the most part, temporary or seasonal food establishments must comply with the TSFC with limited exceptions as outlined in Chapter 10 of that document. Establishments that operate for more than 14 consecutive days or that operate on a routine basis i.e., not in conjunction with a specific event or celebration, are not considered temporary events and thus must comply with Chapters 2-8 of the TSFC. An example of this would be a mobile food truck that serves an installation a few days every week.

Cleaning and Sanitizing Clipper Blades:

Operators should be cleaning and disinfecting their hair clipper blades and guards between each and every customer. Clippicide® or a similar product works well since it cleans, disinfects, and lubricates all in one spray product. Prior to using such a product all debris must be physically removed with either a brush or compressed air. After applying, the spray must remain on the equipment for a minimum of 10 minutes and then allowed to air dry before using. With our high customer demand for hair care services, this means each operator should possess a minimum of 2 sets of clippers and clipper blades at their station.

The Exchange Food Safety & Defense Internet Portal:

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Veterinary Services, Preventive Medicine and Public Health Newsletter

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Dec 2016

Staff Veterinarian Arrival:

LTC Patricia Riley has recently joined SMSgt Sigley as the new Director of the Exchange Food & Drug Safety Program at the Dallas Headquarters. Additionally, LTC Patrick Canchola has replaced MAJ Agresta at AAFES Europe. Please reach out to these individuals for all food and drug safety concerns within the Exchange enterprise.

Ice Machines:

Item 50 on the DD Form 2973 (Food Operation Inspection Report) is one of the most frequently cited deficiencies. This Item is often incorrectly cited as CRITICAL, but that does not mean that CRITICAL findings don't apply to ice machines. Ice machines should be located to prevent ice contamination, and food service patrons should not have access to ice machines supporting food operations. Check for mold and other residues inside of the ice bin (don't forget to look under the lid!) and condensation coils. Filter changes should be conducted according to manufacturers' specifications and properly documented.

Item 10 on DD Form 2973 requires food to be "in good condition, safe, and unadulterated". Presentation of "adulterated" food items is always CRITICAL, and if the inside of the bin of an ice machine is visibly laden with mold and mildew, it's safe to assume the ice in the bin is "adulterated". This will result in a CRITICAL finding every time. Two additional Items under which ice machines may be properly cited with CRITICAL deficiencies include Item 17, regarding clean/sanitized food contact surfaces, and Item 43 regarding plumbing cross-connections and backflow devices. If in doubt about the applicability of any of these provisions, please contact the AAFES Food & Drug Safety Office.

Approved Sources:

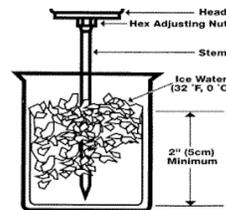
All food items used as ingredients, sold, or served in any AAFES facility must be purchased from Approved Sources. Approved Sources are listed in the *Worldwide Directory of Sanitarily Approved Food Establishments for Armed Forces Procurement*. The *Worldwide Directory* was designed to ensure the food purchased with appropriated or non-appropriated funds is produced, handled and stored in clean, sanitary food establishments to prevent the transmission of contaminants and foodborne disease to members of the US Armed Forces.

Sources identified as suitable for purchase by a particular Name Brand partner may not necessarily meet the requirements for *Worldwide Directory* listing. Before

purchasing food items from a new or different source, please contact the AAFES Food & Drug Safety Office for assistance in navigating the system.

Approved Sources are available for many different commodities worldwide, but they are relative to a particular plant address. For example, three Mission Foods plants in California are currently listed for "tortillas", but an unapproved source for Mission Tortillas was recently identified because the product was found to originate from a fourth, UNLISTED plant. Ensure the products you purchase come from a listed plant's address. This office can provide additional guidance if a new source is required for listing.

Calibrating Thermometers:



The importance of maintaining potentially hazardous foods in the safe temperature zone cannot be stressed enough unless time is used rather than temperature as a control point. The Food Code is not specific on the required calibration

frequency, but it does state that thermometers should be calibrated as often as necessary to ensure accuracy and in accordance with the manufacturer's specification. Our recommendation is to calibrate weekly, when using for the first time, or after being dropped. To calibrate, fill a large cup with finely crushed ice. Add water to the cup and stir well. Immerse the thermometer stem a minimum of 2 inches into the ice/water mixture without touching the sides or bottom of the cup. Wait at least 30 seconds before adjusting. Without removing the stem from the ice, adjust the nut under the head of the thermometer until the pointer reads 32°F.

Infestation Prevention:

Pest infestations are a common problem when storing food items. Many times, products arrive to your storage facility already infested. Military Standard 904 is used by inspection personnel to detect, identify and prevent pest infestation of food. Like the *Worldwide Directory*, it is designed to ensure clean, wholesome food products that are free from physical contaminants and to prevent transmission of foodborne disease. Mil Std 904 is primarily directed at inspection personnel, but may be useful in management of larger storage facilities and distribution centers. The control measures in Sections 5.5.1 through 5.5.3 may decrease the incidence and severity of pest

infestation of stored food items, and are briefly summarized below:

- Housekeeping and sanitation practices, such as immediate clean-up of spilled items, disposal or repair of damaged containers, daily sweeping of floors, and frequent cleaning of all shelving and equipment.
- Warehousing practices to include:
 - storing product on pallets or shelves that are at least 18 inches from walls for ease of cleaning;
 - stacking product in a manner that minimizes crushing and damage of packaging;
 - rotating product, practicing “First-In, First-Out” (FIFO);
 - garbage containers properly covered with covers or lids, and emptied and cleaned daily;
 - bagged animal foods stored in a separate area from other food items because of their tendency for infestation;
 - controlling temperature, moisture and airflow with fans or ventilating machines when practical, improving drainage and installing vents all help airflow, thus aiding in temperature and moisture control.
- Pest proofing storage facilities to minimize rodent, insect, and bird entry and harborage.

Receiving deliveries:

Food products should be inspected to ensure they comply with the requirements for Approved Sources, sanitation, wholesomeness, and condition as well as quality provisions described in the purchase contract. Perishable food items are typically the most expensive items on the inventory, and if improperly handled, reflect poorly not only from a quality perspective, but also pose the greatest risk for undesirable outcomes in the event of a foodborne outbreak. Chapter 4 of EOP 25-04 states all perishables must be wholesome, clean and handled in a sanitary manner. Unsatisfactory deliveries may exhibit signs of temperature abuse such as fluid staining of outer packaging, mold, or mildew. Check temperatures on receipt – chill items should be delivered at or below the appropriate temperature for the product, and frozen items should arrive frozen solid.

Check pack or use-by dates to ensure quality and adequate shelf life. For example, Deli Express products have varying hold times depending on the product in question ([Click here](#) for Deli Express hold times). Ensure delivery personnel are correctly identifying use-by dates when restocking freezer and cooler supplies. **Never** allow delivery

personnel or delivery drivers to put incoming food or supplies in storage until the shipment has been thoroughly inspected, and then **only** under the supervision of an Exchange employee. Above all, check for any evidence of intentional tampering. Food defense is everyone’s responsibility!

Flu season is upon us:

The best way to avoid getting the flu is to receive the influenza vaccine. While you may still get the flu even with the vaccine, usually you will have a much milder case. You and your coworkers can help reduce the risk to yourselves and others by following some very simple steps. Cover your nose and mouth with a tissue when you cough or sneeze and wash your hands frequently with soap and warm water. If soap and water are not available, use an alcohol-based hand sanitizer. Make hand sanitizers available to customers for use on shopping carts/baskets, cash registers for cashiers, and close to Snack Avenue areas. Avoid touching your eyes, nose and mouth – these are routes to infection. Try to avoid close contact with sick people. Report any illness to your supervisor immediately and stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. For more information about the flu and how to reduce the risk of getting the disease, go to the CDC Influenza website: <http://www.cdc.gov/flu/index.htm>

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De-coding the DD Form 2973, Food Operation Inspection Report:

The Tri-Service Food Code (TSFC), which provides the standards under which all AAFES facilities are inspected, is lengthy and often quite complicated. Section II of Appendix E, "Instructions for Marking Food Sanitation Inspection Forms" provides fairly concise guidance on the scoring of each item on the DD Form 2973. Familiarity with this section of the TSFC will greatly enhance understanding of the responsibilities of the person in charge (PIC). [Click here](#) for a digital copy of the TSFC. Additionally, the last page of the DD Form 2973 provides a Provision Quick Reference Guide. [Click here](#) for a digital copy of the DD Form 2973. If you have questions about any items on the inspection report, please contact the AAFES Food & Drug Safety Office.

Critical Deficiencies and Inspection Ratings:

Food services should always strive for a "Fully Compliant" rating to reflect AAFES' commitment to providing a safe and excellent quality product. Any non-compliant item marked with an asterisk (*) on the inspection report is a CRITICAL finding and will immediately lower the inspection rating.

Two circumstances that will **always** result in a Non-Compliant rating include:

- 1) Presence of any imminent health hazard, or
- 2) Presence of any CRITICAL finding that cannot be corrected onsite.

Imminent health hazards (IHH) are never a good finding on an inspection report, and will result in immediate cessation of the activity associated with the IHH. Examples of IHH include, but are not limited to:

- fire
- flood
- extended interruption of electrical or water service (greater than 2 hours)
- SEWAGE backup
- misuse of POISONOUS OR TOXIC MATERIALS
- onset of an apparent foodborne illness outbreak
- gross insanitary occurrence or condition
- other circumstance that may endanger public health.

The column marked "COS" on the DD Form 2973 stands for "corrected on-site during the inspection" and affords the

facility PIC the opportunity to immediately address inspection findings. An example of a scenario where COS might come into play involves Item #2, *Person in charge demonstrates knowledge*, marked "out of compliance" because the designated PIC does not have proof of a valid (and unexpired) food safety certification on file. In this scenario, the PIC has a copy of the documentation in a different office and has the certificate retrieved and presented to the inspector before he/she departs. This action would result in making the item now fully compliant, and could be the difference in a "Fully Compliant" rather than a "Non-Compliant" rating.

Keep in mind that if multiple aspects of an inspection Item are out of compliance, all violations of that particular Item must be corrected to achieve COS status. Taking steps to immediately correct deficiencies *during* an inspection not only improves the overall inspection rating, but also ensures customers are provided the safest product possible.

Handwashing



Do you and your employees know how to wash hands *correctly*? The following information is taken directly from TSFC Appendix E instructions for Item #4, *Hands clean; properly washed*: "If there are no food workers present, but the PIC accompanies the inspector on the inspection and touches food, clean equipment, or utensils without washing his/her hands, this item is marked non-

compliant. Non-compliance also occurs when employees are observed using food preparation sinks or other non-approved sinks for handwashing. To further demonstrate and emphasize compliance to this publication, inspectors should wash their hands before beginning the walk-through portion of the inspection."

We recommend you direct your visiting inspector directly to the nearest handwashing sink when he/she begins the walk-through of your facility. The PIC should also take the opportunity to wash hands. Ensure your handwashing sinks are readily accessible, provide potable, running warm water, and are adequately supplied with soap and suitable drying capability. Handwashing sinks that are blocked by equipment or other obstructions are not considered

“accessible”. Proper handwashing technique is also essential. Products such as Glo Germ® are available at nominal cost and can help demonstrate to employees whether they’re adequately washing hands. Don’t forget that gloves get dirty too! Gloves should be changed whenever they become torn or otherwise allow bare hand contact to occur.

Home Food Safety Myths and Facts:



members!

Over the next few quarterly newsletters, we will be sharing some popular food safety myths from the Partnership for Food Safety Education. Please feel free to share the “facts” with co-workers and family

If I microwave food, the microwaves kill the bacteria, so the food is safe.

FACT: Microwaves aren’t what kill bacteria – it’s the heat generated by microwaves that kills bacteria in foods. Microwave ovens are great time-savers and will kill bacteria in foods when heated to a safe internal temperature. However, foods can cook unevenly because they may be shaped irregularly or vary in thickness. Even microwave ovens equipped with a turntable can cook unevenly and leave cold spots in food, where harmful bacteria can survive. Be sure to follow package instructions and rotate and stir foods during the cooking process, if the instructions call for it. Observe any stand times as called for in the directions. Check the temperature of microwaved foods with a food thermometer in several spots.

Cleaning and Disinfecting Hair Clipper Blades:

To ensure health and safety of customers, operators should be thoroughly cleaning and disinfecting their clipper blades and guards between EACH and EVERY customer. Clippercide® or a similar product works well since it cleans, disinfects and lubricates all in one spray. Prior to using, all debris must physically be removed with either a brush dedicated for this purpose or compressed air. After applying, the spray must remain on the clippers for a minimum of **10 minutes** and then allowed to air dry before using. With our high customer demand for service, this means each operator should have multiple clippers at their station. Guards should be washed with detergent and water and then sanitized using an EPA approved sanitizer between use.

Barbicide® Concentration: In order to be effective, yet safe, Barbicide® concentrate must be prepared in accordance with the label’s instructions. Eyeballing for the appropriate color is not an appropriate method of preparation. If using Barbicide®, the most commonly used barber/beauty shop instrument disinfectant, mix two

ounces (1/4 cup) of concentrate to 32 ounces (4 cups) of cold water. If using Barbicide® Plus concentrate, mix 1 ounce (2 tablespoons) of concentrate with 128 ounces (one gallon) of cold water. Just as important as proper concentration, is proper contact time. Contact time is the length of time an item must stay moist with a disinfectant to be effective. For Barbicide® and Barbicide® Plus, **10 minutes** of moist contact time is required to be effective. Barbicide® also has a product that comes in a wipe form, which has a substantially shorter contact time requirement of only **2 minutes** (**3 minutes** for effectiveness against tuberculosis).

Solution should be changed whenever it becomes contaminated or diluted incorrectly but at a minimum daily. Containers should be labeled with the date of preparation for verification purposes.



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Veterinary Services, Preventive Medicine and Public Health Newsletter

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Jun 2017

Product Shelf Life Extensions:

Shelf life extensions on AAFES owned food and food commodities are sometimes necessary to protect the financial interest of the government. However, requests to extend product shelf life should be a rare occurrence.

This situation occurs more frequently in OCONUS Distribution Centers. Inherently short shelf life after production, extended lead time for ordering and shipping, troop rotations, and other challenges of managing food in OCONUS locations are some of the reasons extension requests may be submitted to Public Health Authorities. In CONUS settings, requests will be submitted only after coordination with the appropriate Division Vice President and the Director, Food & Drug Safety/Staff Veterinarian, HQ AAFES. A justification for requesting a serviceability evaluation and shelf life extension must be presented in writing.

Under **NO** circumstance will over-the-counter (OTC) drugs, baby food, infant formula, or dietary supplements be extended. Local Public Health Authorities may also elect to not perform serviceability evaluation for the purposes of shelf life extension for other food and food commodities (e.g. fluid milk products). Additionally, extension requests must be submitted and serviceability evaluation coordinated BEFORE product expires. Local Public Health Authorities will not extend product initially presented to them after it has already expired. Further details may be reviewed in the "Guidance for Extension of Shelf Life of Army & Air Force Exchange Service (AAFES) Owned Food and Beverage Commodities". [Click here](#) for the most current version of that document.

Time as a Public Health Control (TPHC):

What does this mean? This refers to the use of time ONLY without temperature control as the public health control for a working supply of Potentially Hazardous Foods – Time/Temperature Control for Safety (PHF(TCS)) food before cooking, or for ready-to-eat PHF(TCS) food that is displayed or held for sale or service (Tri-Service Food Code Section 3-501.19). **In simple terms**, it means you are NOT observing standard hot/cold temperature requirements for the food you sell or serve.

The majority of AAFES facilities do NOT fall into this category of food service. Some of our name brand partners utilize this method for managing some food items, for example, ensuring room temperature produce for hot hamburgers and other hot sandwiches. TPHC

requires a very specific plan, similar to a HACCP plan that must be approved by the local Public Health Authority and maintained on file for inspection. The plan must be adhered to closely and any non-compliance determined on an inspection will likely result in a CRITICAL finding.

If you as the person-in-charge (PIC) are not aware of such a plan and you always control PHF(TCS) with temperature, Item 34 on the DD Form 2973 Food Operation Inspection Report should always be marked "N/A". In accordance with Section II of Appendix E, "This provision only applies if it is the actual intention or conscious decision by the PIC to store PHF(TCS) food out of temperature control using TPHC". As the PIC, you should know whether or not you use this control system.

Customer Incident Complaints:

Do you and your employees know how to handle customer complaints of suspected foodborne illness or foreign object *correctly*? AAFES has a well-established protocol



([click here](#)) for handling these situations. Always consider these reports as authentic and treat the customer respectfully. In addition to any specific Name Brand Fast Food

restaurants (NBFF) Quality Control protocol, be sure to note action taken and a summary of the conversation with the customer on the Exchange Customer Incident Report ([click here](#)). Contact the following:

- Immediately notify the Exchange General Manager and Exchange Food Business Manager or Exchange Services Business Manager by phone.
- Within 24 hours, an E-mail notification must be sent to include the personnel above in addition to:
 - Region Senior Vice President
 - Regional Primary Vice President
 - Regional Vice President
 - Region Food or Services Team
 - SVP Services & Food (Trini Saucedo)
 - HQ FF Vice President (Mike Deerhake)
 - HQ Food Director (Darrin McCreedy)
 - Respective Restaurant Planner
 - HQ Food-Drug Safety Office (Food-Drug.Safety@aafes.com)

NBFF restaurants have specific requirements for reporting food safety issues. Complete these in addition to the

Exchange steps listed above. Refer to the brand operations manual for specific guidance or contact the respective restaurant program planner ([click here for POCs](#)) for the brand.

If foreign material is found, secure the evidence. Regardless of NBFF brand requirement, do not send evidence back to the corporate office. If requested, send pictures of the object to the NBFF quality assurance office. Exchange LP will secure the item(s) for two years or until release is directed by Exchange General Counsel.



Home Food Safety Myths and Facts:

Here is this quarter’s popular food safety myth from the Partnership for Food Safety Education. Please feel free to share the “facts” with co-workers and family members!

Myth: “Cross contamination doesn’t happen in the refrigerator – it is too cold there for germs to survive!”

FACT: Some bacteria can survive and even grow in cool, moist environments like the refrigerator. In fact, *Listeria monocytogenes* grows at temperatures as low as 35.6°F! A recent study from NSF International revealed that the refrigerator produce compartment was one of the “germiest” places in the kitchen, containing *Salmonella* and *Listeria*. In your refrigerator, keep fresh fruits and vegetables separate from raw meat, poultry, seafood, and eggs. Clean your refrigerator regularly with hot water and soap and clean up food and beverage spills immediately to reduce the risk of cross-contamination. Don’t forget to clean refrigerator walls and undersides of shelves!

Waxing, Threading and Tweezing:

The following guidance for these activities can be found in EOP 30-01. The health and safety of customers is our primary concern. Prior to waxing, threading or tweezing, the barber or beautician **will inform** each patron requesting threading, waxing, or tweezing of the potential health risk for individuals with the following medical conditions: diabetes, circulatory problems, high susceptibility to infections, or unusual sensitivity to threading, waxing or tweezing. Patrons should also be advised of the risk if they are users of topical or oral retinoids and other similar products. [Click here](#) for the VMag Health Notice Sign required to be posted in AAFES facilities offering these services.



Waxes should not be used over varicose veins, moles, or warts. They should not be used on eyelashes, inside the nose or ears, on the nipples or genital areas, or on irritated, chapped, sunburned, or cut skin. Disposable, single-use applicator sticks should be used to apply hot wax to the patron’s skin so that no wax is returned to the pot. Application sticks will not be left standing in the wax pot at any time.

Barbers and beauticians must wash their hands both before and after treating each patron who receives threading, waxing, or tweezing treatment. After washing and drying their hands, employees will use a clean pair of single-use disposable gloves. Gloves must be worn at all times when employees perform threading, waxing, or tweezing procedures. All areas of the body being treated must be cleaned using an FDA-approved broad-spectrum antibacterial agent before and after the procedure. A clean single-use paper towel will be used to blot any blood resulting from threading, waxing or tweezing.



The Exchange Food Safety & Defense Internet Portal:

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Contact Us –

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Veterinary Services, Preventive Medicine and Public Health Newsletter

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Sep 2017

Farmers Markets:

By definition, a Farmers Market is a “food market at which local farmers sell fruit and vegetables and often meat, cheese, and bakery products directly to consumers”. As it applies to military installations, a Farmers Market is a specific event with a predetermined date and location subject to inspection by the local installation public health/veterinary regulatory authority. Guidance for administration of a farmers market on military installations is provided in DOD policy ([click here](#)). Established guidelines identify specific prohibited foods such as potentially hazardous foods from unapproved sources, or unpasteurized dairy and juice products.

One minor modification allows meat products from an approved State facility to be sold at a Farmers Market. An approved State facility is subject to the Federal Meat and Poultry Inspection Act. Twenty-seven States have meat inspection programs that must be “at least equal to” federal inspection; most of these states mirror federal regulations or adopt by reference. Sale of meat from these establishments is limited within the state of slaughter. Such a facility will apply the mark of inspection for that State on each of its product labels. If the product label does not contain the “inspected and passed” marking such as the examples below, it does NOT meet DOD requirements for an Approved Source at a Farmers Market.

Examples of USDA marks of inspection:

Inspection mark on raw beef, pork, lamb and goat



Inspection mark on processed beef, pork, lamb and goat



Inspection mark on raw and processed poultry



Examples of State marks of inspection:



DOD policy also includes coordination requirements between the Farmers Market sponsor and installation veterinary or public health representatives, and requirements for conducting inspections. Additional procedures for administration of the Farmers Market and associated public health controls are applied IAW policies developed by the respective military components or the installation medical authority. The updated draft version of the Tri-Service Food Code (TSFC) will address Farmers Markets in a new section added to the current document.

New Construction and Renovations:

Under Section 8-201.11 of the TSFC, plan review by the Regulatory Authority of all newly constructed or converted buildings is required at least 60 days prior to construction. Plan review of remodeled or renovated existing food establishments may be required if the Regulatory Authority deems it necessary to ensure Code compliance. Additionally, Sections 8-204.11, and 8-301.11 require all newly constructed/converted or renovated food facilities to receive a pre-operational inspection from the local regulatory authority.

Mall Kiosks:

The term “food establishment” has a fairly lengthy definition in the Glossary of the TSFC. For AAFES purposes, any facility that stores, prepares, packages, serves, vends food directly to the consumer, or otherwise provides food for human consumption qualifies as a food establishment subject to the TSFC. Mall kiosks or tables set up in a building selling glazed nuts during the holidays, popcorn, baked goods, or specialty meats MUST meet requirements for Approved Sources. Directory listing of Approved Sources is based on relative risk of the commodity in question as well as the geographic location of the plant producing the product. BEFORE contracting with a kiosk vendor, please contact the AAFES Food & Drug Safety Office for assistance in navigating Approved Sources requirements to ensure product is acceptable.

Person in Charge (PIC) Responsibilities:

Item 1 on the DD Form 2973 is relevant to the responsibilities and duties of the PIC. Non-compliant findings in this Item are typically CRITICAL and frequently result in a non-compliant inspection report. The three essential aspects of Item 1 require: a) a designated PIC is present, b) the designated PIC has a current food safety certificate from an accredited program, and c) the PIC

demonstrates appropriate food safety knowledge based on observations and questioning.

Recently, inspectors have marked this Item as a CRITICAL non-compliance when the only designated PIC present does not have “supervisory” or “management” authority. While this verbiage is not expressly stated in the current TSFC, it will be specifically coded in the new draft TSFC that will become effective in the next update of the document. Although an employee may be designated as the PIC based on his/her certification, if the employee does not have the authority to influence or change the behaviors, practices, or activities within the food operation, the employee does not meet the criteria required for designation as a PIC.

Home Food Safety Myths and Facts:



Here is this quarter’s popular food safety myth from the Partnership for Food Safety Education. Please feel free to share the “facts” with co-workers and family members!

Myth: “I don’t need to rinse this melon for safety – the part I eat is on the inside!”

FACT: Sure you’re not eating the rind of the melon, but there are many ways for pathogens on the outside of the melon to contaminate the edible portion. A knife or peeler passing through the rind can carry pathogens from the outside into the flesh of the melon. The rind also touches the edible portion when fruit is arranged or stacked for serving and garnish. Play it safe and rinse your melon under running tap water while rubbing by hand or scrubbing with a clean brush. Dry the melon with a clean cloth or paper towel. Refrigerate cut melon after serving.

Integrated Pest Management:

Nothing destroys your facility’s public image faster than finding **this**



or **this** on your store shelves!

in your cup o’soup,



Integrated Pest

Management (IPM) is an environmentally friendly, common sense approach to controlling pests which can be applied to any type of structure and landscaping. While traditional pest control involves the routine application of pesticides, IPM programs take advantage of all appropriate pest management strategies, including the judicious use of pesticides. IPM requires accurate pest identification to

ensure the best preventive measures. It requires records to document monitoring techniques, locations, and inspection schedules. IPM focuses on *prevention* by removing conditions that attract pests, such as food, water, and shelter, and includes actions such as:

- Reducing clutter.
- Sealing areas where pests enter the building (weatherization).
- Removing trash and overgrown vegetation.
- Maintaining clean dining and food storage areas.
- Installing pest barriers.
- Removing standing water.

Properly documented pest *control* is best left to professionals, and may involve methods such as:

- Pest trapping.
- Heat/cold treatment.
- Physical removal.
- Pesticide application.

If you observe pests such as roaches, rats or mice, you HAVE A PROBLEM. Don’t wait to reach out for help! If your installation environmental support office is slow to assist or indicates they have so much workload they cannot support your facility, obtain a statement from them allowing you to contract outside pest control. For more information on IPM, visit the Environmental Protection Agency’s website ([click here for EPA website](#)).

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Food Defense and Installation Food Vulnerability Assessments (IFVA):

Food defense is the protection of food products from contamination or adulteration intended to cause public health harm or economic disruption (from US Department of Agriculture Food Safety and Inspection Service).



Army Veterinary Services and Air Force Public Health personnel conduct IFVAs on a regular basis to help identify vulnerabilities within DoD food facilities. Recent IFVAs identified a recurring deficiency in AAFES facilities when managers were unaware of any contract language designed to prevent intentional contamination of food. All managers should familiarize themselves with the requirements below.

From EOP 65-02, Paragraph 4-23: For contracts that require delivery of food and water, the following is standard language for contractor employees with an area of performance delivering food and water within a DoD-controlled installation, facility, or area:

"The supplies delivered under this contract shall be transported in delivery conveyances maintained to prevent tampering with and/or adulteration or contamination of the supplies, and if applicable, equipped to maintain a prescribed temperature. All delivery vehicles will also be subject to inspection at all times and all places by the Contracting Officer's Representative, Post Veterinarian, and/or Law Enforcement Officials. When the sanitary conditions of the delivery conveyance have led, or may lead, to product contamination, adulteration, constitute a health hazard, or the delivery conveyance is not equipped to maintain prescribed temperatures, or the transport results in product 'unfit for intended purpose,' supplies tendered for acceptance may be rejected without further inspection. As the holder of a contract with the Department of Defense, it is incumbent upon the awarded vendor to ensure all products and/or packaging have not been tampered with or contaminated. Delivery

conveyances will be locked or sealed at all times, except when actively loading or unloading. Unsecured vehicles will not be left unattended. All incoming truck drivers will provide adequate identification upon request. In the event of an identified threat to an installation, or a heightened force protection/Homeland Security Threat Level, the contractor may be required to adjust delivery routes to minimize vulnerability risks and enable direct delivery to DoD facilities."

For more information on food defense and the Food Safety Modernization Act (FSMA), visit the US Department of Agriculture Food Safety and Inspection Service website ([click here for FSIS website](#)) or the Food and Drug Administration's website ([click here for FDA website](#)).

Annual Food Safety Refresher Training:

Did you know that online training is available for AAFES employees through LEX? Course 112F, ServSafe Employee Guide/Intentional Contamination Awareness, can be applied to the annual four-hour refresher training required by the Tri-Service Food Code (TSFC). Additionally, a brief video at the end of the course addresses the topic of intentional contamination. For contracted food service operations, Services Business Managers may choose to print out the slides for the person-in-charge and have employees sign off when the training has been completed. Managers using other training formats should document the training for review by inspectors. For group training, you should maintain a sign-in sheet indicating the date and topics covered.

Home Food Safety Myths and Facts:



Here is this quarter's popular food safety myth from the Partnership for Food Safety Education. Please feel free to share the "facts" with co-workers and family members!

Myth: "Leftovers are safe to eat until they smell bad."

Fact: Smell is not an indication of whether food is safe to eat! There are different types of bacteria, some of which cause illness in people and others that don't. The types of bacteria that cause foodborne illness do not affect the taste, smell, or appearance of food. Freeze or toss refrigerated leftovers within 3-4 days even if they smell and look fine. If you're not sure how old your leftovers are, remember: when in doubt, throw it out!

Instrument Sanitizing:

The photos below are actual devices recently found in several locations in the Pacific. These ultraviolet light sanitizers are not approved for use in any barber/beauty shop, nail salon or spa. Such devices are specifically prohibited by Air Force Instruction 48-117, paragraph 3.8.3. While not specifically prohibited by Army Regulation, DA Pamphlet 40-11 states they should only be used with medical approval.

**Bagged Ice Labeling Requirements:**

Retail ice bagging operations are considered a form of food manufacturing, and must comply with Good Manufacturing Practices (GMP) Regulations for Foods established in the Code of Federal Regulations, Title 21, Chapter 1, Parts 20 to 110. Additionally, such operations are subject to applicable Army and Air Force instructions governing food sanitation, vulnerability assessments and protection. EOP 40-11 Chapter 39 details the specific Exchange requirements for conducting the Ice Merchandising Program.

The TSFC is used by installation Preventive Medicine/Public Health/Veterinary inspection staff to evaluate ice bagging operations. Section 3-602.11 of the TSFC specifies what information must be provided on labels of food packaged in a food establishment. The majority of the labeling requirements in that section are not applicable to AAFES' bagged ice operations. However, Paragraph B(4) "The name and place of business of the manufacturer, packer, or distributor" does apply. AAFES facilities have been frequently cited for non-compliance with this requirement.

In February 2017, Mr. Steven Ryle of the Merchandising Directorate researched options for compliance with this labeling requirement and provided guidance to the field through the 15 February Merchandising ReCap. Click here to access the guidance ([AAFES Bagged Ice Labeling Guidance](#)). Two options were offered:

- a label that will adhere to ice bags, or
- an imprint kit specifically designed for ice bags.

Inspectors have begun to enforce this requirement, so don't delay any longer if you have not invested in a solution to your labeling problem.

Food Facility Self-Evaluations:

Self-evaluations are directed under section 8-402.12 of the TSFC. Documented weekly self-evaluations must be kept on file for one year. EOP 25-04 Chapter 6, Sanitation, requires that on each business day, each Food Facility Manager (FFM) must do a *daily* self-inspection of the store(s) for sanitation practices and procedures. Managers have the option of using and completing Form 6500-006, deleting items that do not apply. Deficiencies and corrections can be documented and described in the Comments block. Managers may also develop a customized version of the form more suitable and user-friendly for their facility, or use the DD Form 2973 or a brand-specific form. This record can be a valuable public health management tool within the facility.

Gruenstadt DC Extension Documents:

If you receive extended shelf-life frozen product from the Gruenstadt Distribution Center (DC), you should be able to access copies of extension paperwork when asked by inspectors. Gruenstadt DC routinely saves all MEDCOM Form 817s on their AAFES Portal. Click on the following link and open the Vet Extension Reports folder ([AAFES Gruenstadt DC portal](#)).

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Dietary Supplements:

Diet and nutritional supplements are part of a continuously evolving industry directed towards customers such as military members, retirees, family members and others who strive for a lifestyle change and improved fitness.

Unlike Over-the-Counter (OTC) drugs and other



consumable products, diet supplements **are not regulated** by the U.S. Food and Drug Administration (FDA) and are therefore not reviewed for

safety and effectiveness before marketing. These products typically include ingredients such as vitamins, amino acids and enzymes that can be beneficial to the consumer's health, but they can also include ingredients that pose a health risk, especially if stacked and taken in conjunction with medicines or other supplements. AAFES recommends that our customers consult their healthcare provider prior to consuming diet supplements.

The Department of Defense (DOD) prohibits the use of products containing ingredients such as DMAA, ephedrine, Hemp or salvia in any form. Due to these restrictions and the



potential health concerns associated with some products available on the market, the Exchange limits sales of diet supplements to only the following facilities: Exchange direct retail stores, General Nutrition Corp (GNC), Vitamin World, and 5 Star Nutrition concession activities. This ensures the Exchange can quickly respond to product recalls and identify any sales of recalled products to customers worldwide. ***Note:** GNC, Vitamin World and 5 Star Nutrition are preferred Exchange concession providers and have established quality assurance programs to ensure product safety. Dietary supplements and herbal remedies are not authorized for sale as cash-and-carry items on short-term agreements or by unapproved vendors.

Fresh smoothies and fruit juice concessions (e.g. those located in gyms and fitness centers) that add vitamins and supplements to their beverages must comply with the DOD and Exchange guidance listed above. All supplements added to beverages by these concessionaires must be screened to ensure that prohibited ingredients are not served to customers, and all applicable product warnings associated with the supplement must be incorporated into the menu for customer awareness.

For questions about a dietary supplement product or concession offering, please email Mr. Robin Williams at WilliamsRobi@aafes.com.



Requesting an Initial Sanitary Audit of an Approved Source:

Approved Sources are available for many different commodities worldwide, but sometimes buyers require a new source. Before requesting a new source, consider whether it is truly necessary or simply convenient. The AAFES Food & Drug Safety Office can assist in searching the *Worldwide Directory* for existing sources of the product in question. We can also provide guidance on food commodities that are actually EXEMPT from *Directory* listing.

If a new source is determined to be necessary, the AAFES Food & Drug Safety Office can assist in requesting an initial sanitary audit. The application process has two requirements:

- 1) a request from the manufacturer (**not the distributor**) of the product on company letterhead containing all information required in Appendix B of Circular 40-1, and

- 2) a cover letter from the purchasing or contracting agency (i.e. an AAFES buyer) endorsing the request stating intent to purchase the product in question. The second requirement can typically be satisfied with an email. Submission of initial audit requests through the AAFES Food & Drug Safety Office allows us visibility of the request and minimizes delays due to requests for additional information from Army Public Health Center (APHC).

Access the following link ([PHC Main View](#)), and click on Appendix B, Section 1 for CONUS and PAC requests, or Appendix B, Section 2 for Europe. For initial audit requests in Korea or CENTCOM, click on the appropriate link in the left hand margin to access Appendix B for those geographic locations. These sections detail what information must be provided on the manufacturer's letter. Companies are never authorized to directly request an initial audit – there must be an endorsement from a DOD procurement agency or contracting officer who intends to procure product from this manufacturer. The facility **MUST** be producing the product before the audit can be scheduled. The entire process takes about 6-8 weeks if no problems are encountered.

Home Food Safety Myths and Facts:



Here is this quarter's popular food safety myth from the Partnership for Food Safety Education.

Please feel free to share the "facts" with co-workers and family members!

Myth: "Putting chicken in a colander and rinsing it with water will remove bacteria like Salmonella."

Fact: Rinsing chicken in a colander will not remove bacteria. In fact, it can spread raw juices around your sink, onto your counter tops, and onto ready-to-eat foods. Bacteria in raw meat and poultry can only be killed when cooked to a safe minimum internal temperature, which for poultry is 165 °F, as measured by a food thermometer. Save yourself the messiness of rinsing raw poultry. It is not a safety step and can cause cross-contamination! Always use a food thermometer to check the internal temperature of your food.

Barber/Beauty, Nail and Spa Licensure Requirements:

The information below is excerpted from the current EOP 30-1, Chapter 9:

9-15. The contractor of a barber, beauty, nail, and spa operation must provide the SBM or Exchange management the names and license information of all technicians employed 10 days prior to the commencement of services, in accordance with contract terms. If licensing information is not provided, Exchange management should advise the HQ contracting officer so contractual action can be taken.

9-16. Following are the licensing requirements for barber, beauty, nail, and spa technicians on military installations within CONUS where the federal government has jurisdiction or less-than exclusive jurisdiction. OCONUS commanders may set minimum requirements for licensing or certifications of barbers, stylists, aestheticians, nail, and spa technicians as deemed necessary by installation health authorities.

- Unless otherwise provided for below, employees providing services listed herein must possess a valid current license from one of the 50 states. Contractors are responsible for adhering to state law.
- A valid temporary permit issued by the state in which the exchange is located, to an out-of-state licensed barber, stylist, nail technician, or apprentice, will satisfy the Exchange licensing requirements for the period of the temporary permit. Any performance restrictions imposed by the state in connection with the temporary permit will apply.
- If the Exchange is located in a state that provides for licensing of apprentices, they may be employed in

performance of the contract in numbers not to exceed the following:

- One or two person staff.....None.
 - Three person staff.....One apprentice.
 - Four or more person staffRatio not to exceed one apprentice to three licensed barbers, stylists, aestheticians, or nail technicians.
- d. Unless otherwise defined by state or territory regulations, an apprentice is considered one who is currently attending or has attended an accredited cosmetology or technology school and is not licensed to perform services. The apprentice may perform in accordance with the state limitations.
- e. Licenses will be kept current and maintained on file by the concessionaire manager and readily available for inspection by the Exchange authorities.

The Army is drafting a new Technical Bulletin (TB) Med 531, Facility Sanitation Controls and Inspection. New verbiage in this draft document **will prohibit** apprenticeship programs in all but deployed settings.

HQs Fundraising Events:

Groups planning food sales fundraiser events at AAFES HQs must review, sign, and submit the "Food Handling and Sanitation Requirements for Fundraising Events" info paper ([click here](#)) with the group's request to conduct the fundraiser. Contact Ms. Jamie Deramee at derameej@aafes.com if you plan to host such an event.

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New DHA-MSR 6025.01:

The new **DoD Hazardous Food and Nonprescription Drug Recall System** regulation has been released with an effective date of 6 September 2018. This publication is a Defense Health Agency Multi-Service Regulation known by the following document numbers: DHA-MSR 6025.01; AR 40-660; DLAR 6025.01; NAVSUPINST 10110.8D; AFI 48-161_IP; and MCO 10110.38D. It cancels and replaces all previous editions. It can be found at:

<https://health.mil/Reference-Center/Policies/2018/09/07/DHA-MSR-6025-01>

If link does not work, cut and paste into browser.



Boil Water Alerts: How To

Certain events, such as recent floods, may cause contaminated water supplies resulting in military installations mandating a “boil water alert”. It is critical that Exchange facilities are prepared for such an occurrence. **If Exchange facilities are placed under a, “Boil Water Alert/Notice,” follow these procedures:**

- Immediately notify HQ AAFES Staff Vet (Food and Drug Safety Office) Food-Drug.Safety@aafes.com and Region Food Manager.
- Do not use or allow the use of tap water in the facility. If any food or drink products were prepared, after announcement of the alert the items should be discarded. Likewise, any surface or utensil must be re-cleaned and sanitized as outlined below.
- Use only bottled water from an approved source or potable water provided by the installation for drinking purposes. Drink dispensers, iced tea, coffee machines, and ice machines connected to the contaminated water supply may not be used. Discard all ice from machines connected to the water supply.
- Use disposable supplies and utensils to the greatest extent possible to reduce ware washing. If ware washing is required, use bottled water or water from an approved supply and follow washing with proper sanitation. The same holds true for water used to clean food contact

surfaces. For any cooking/serving utensils that must be washed, utilize the three compartment sink method using potable water and appropriate sanitizer at the correct concentration.

- Wash hands with soap and use bottled water or potable water provided by the installation. Hands may be further sanitized by the use of sanitary wipes or hand sanitizer but neither is a substitute for hand washing. Wear gloves for all food prep and service.
- Toilet facilities must be available and must be maintained in a sanitary manner.
- Water vending machine systems should be shut down. Contact the vendor for guidance.

Once a potable water supply has been restored:

- Follow the guidance and direction of local regulatory authorities.
- Flush all water lines including drink dispensers, all equipment containing water reservoirs, tea machines and coffee machines prior to use. Replace any filters attached to the water supply.
- Clean and sanitize ice machines. Replace any filters to prevent recontamination of the machine. Discard the first batch of ice produced.
- Rewash and sanitize all food and drink contact items (knives, forks, plates, etc.) with “cleared” system water.
- Run dishwasher through two cycles before washing dishes.
- Water vending machine systems will need to have a full system service by the vending company technician before being put back into service.

Why Approved Sources? The term “approved source” is commonly referenced when talking about food provided for sale or consumption within the DoD. So what does this really mean?

To protect the health and safety of DoD beneficiaries, it is imperative that DoD activities procure safe and wholesome

food products. To facilitate this, US Army Veterinary Service personnel conduct audits of commercial food producing facilities to ensure that these establishments meet DoD food safety and sanitation standards. Once a food production facility has shown that it meets these standards, it is placed on the “Worldwide Directory of Sanitarily Approved Establishments for Armed Forces Procurement,” or in short, the Worldwide Directory. The Worldwide Directory lists those food products that must come from an approved source and those facilities that meet the stringent DoD food safety and sanitation standards. If the establishment meets the standards, the product coming from these facilities is approved for DoD procurement. Army Veterinary Service personnel conduct recurring audits at a prescribed frequency to ensure the establishment continues to maintain adherence to the standards. The Worldwide Directory is found online at: [Worldwide Directory for Sanitarily Approved Food Establishments for Armed Forces Procurement](#)

An establishment may also be considered an approved source for DoD procurement if it is inspected by an alternate approved source validation agency, such as the US Department of Agriculture, US Food and Drug Administration, and US Department of Commerce.



Flu Season is Almost Here!

The advent of the flu season is rapidly approaching. Seasonal respiratory influenza, aka “the flu,” can be unpredictable. Cases usually start around October and may run as late as May with the peak often occurring in January or February.

The flu is spread mainly by droplets from coughing, sneezing and even talking. The droplets land in the mouths or noses of those nearby. Picking up the virus from touching contaminated surfaces and objects occurs less frequently. Most adults are capable of transmitting the flu virus a day before symptoms even appear and up to 5-7 days after becoming ill. In other words, you may be contagious before you even know you’re sick. Even worse, you may be infected and contagious, yet show no symptoms at all.

The single most effective preventive measure you can take to avoid contracting the flu is to make sure you get your annual flu shot. Knowing the proper way to cover your cough or sneeze will also help cut down on the transmission. Cover your mouth and nose with a tissue. Or, if you don’t have a tissue, cough or sneeze into your upper sleeve/elbow, **not into your hands**. Properly

dispose of your used tissue and wash your hands with soap and water. If soap and water are not available, use alcohol-based hand sanitizer.

Tag Team with Local Installation Preventive Medicine/Public Health to Maximize Safety

Good communication is the key to a safe and successful AAFES operation. Sometimes, it may seem as if there is an adversarial relationship with your installation Public Health/Preventive Medicine/Veterinary Inspector. Please keep in mind that both you and the PH/PM/VI personnel have the same goal: **Keeping customers safe!** Installation PH/PM/VI personnel should be working with you as a team to ensure that food products and barber/beauty/spa operations are safe for beneficiaries. These same PH/PM/VI personnel are also great points of contact for relevant employee training.

If there are communication issues between you and your installation PH/PM/VI personnel, the Exchange Food Safety Team may be able to help. They are subject matter experts with the ability to communicate and mediate between Exchange SBMs/GMs and military inspectors at all levels to help resolve issues. Preserve your relationship with your inspectors by utilizing this valuable resource!

The Exchange Food Safety & Defense Internet Portal:

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Beware of heavy metals in cooking & beverage storage vessels

Fortunately, today most manufacturing cookware companies or products shipped to the US or made in the US adhere to FDA guidelines to ensure their products are free or within safe limits of heavy metals such as lead, mercury, and cadmium. The [Tri-Service Food Code](#) provides guidance in Section 4-101.13. Heavy metals have a poisoning effect, if accumulated, in the human body. Once ingested, the body has no way of excreting these metals, some of which include arsenic, antimony, lead, cadmium, zinc, and copper. Leaching of heavy metals from food and beverage vessels made of pewter ware, earthenware, ceramic ware, chinaware, ironware, lacquerware, bronzeware, brassware, and coated/plated items with a heavy metal base can cause serious medical problems, including brain damage and death. Although lead-glazed pottery is not a widespread source of lead, it can release large amounts of lead into food and drink. Lead-glazed pottery has been responsible for outbreaks of serious poisoning. Lead has long been used in ceramic ware, both in glazes and in decorations. When used in a glaze, lead gives a smooth, glasslike finish that allows bright colors and decorative patterns to show through. It is often associated with rich or intense colors. Lead-free glazes and low-solubility lead-bisilicate glazes made with frits ceramic composition have lower lead-release figures that are well within international standards. Lead is rarely found in plain white dishes.

To avoid procuring tainted cookware products for sale, AAFES Services Business Managers (SBM) and retail managers working with contracting officers should ensure products used for food and beverages are free from lead and cadmium. According to [AAFES Exchange Operating Procedures \(EOP\) 66-01, Quality Assurance](#), the vendors wishing to sell cookware to AAFES must provide lead and cadmium test results, or an FDA or China Commodity Inspection Bureau (CCIB) certification for safety testing **before** AAFES authorizes sale of product. People's Republic of China (CNCA) products that meet US ceramic lead safety requirements will have the following seal affixed to shipping and retail cartons of ceramic tableware imported into the United States from CNCA-certified factories.



Send reports to [AAFES Quality Assurance](#) department in Dallas, TX, for review at QAManagement@aafes.com, with cc: to AAFES Food and Drug Safety staff at food-drug.safety@aafes.com.



Tri-Service Food Code (TSFC) Reminders:

1) Food Safety Training Requirement, TSFC Section 2-5:

Did you know that online training is available for AAFES employees through LEX Course 112F, ServSafe Employee Guide/Intentional Contamination Awareness? This course can be applied to the new employee initial food sanitation and safety training, as well as the annual four-hour refresher training, both required by the [Tri-Service Food Code](#), Section 2-5. Additionally, a brief video at the end of the course addresses the topic of intentional contamination. LEX course 112F training is available in English, Korean, Japanese, and German. For contracted food service operations, Services Business Managers may choose to print out the slides for the person-in-charge and have employees sign off when the training is completed. Managers must ensure that all training is documented and training records available for review by inspectors. For group training, a sign-in sheet should be used indicating the date and topics covered. **PLEASE NOTE:** LEX Course 112F only supplies a portion of the initial and annual four-hour refresher training requirement. Additional training is required. Contact installation Public Health, Preventive Medicine, and/or Veterinary Service personnel for additional training resources.

2) Food Labeling Requirements, TSFC Section 3-6:

One of the more frequent write-ups identified by inspectors has to do with proper labeling of food items. It can sometimes be confusing when the requirements in the [Tri-Service Food Code](#) may be different than those identified by a specific name brand fast food facility (NBFF) or specific product such as Deli Express. Ensure that a copy of the NBFF or food manufacturer requirements are available for the inspector to review.

A few examples where labeling is required:

- Working containers holding food or ingredients removed from the original packages that are not readily and unmistakably recognizable. This includes oils, flour, herbs, spices, etc., that must be labeled with the common name of the food.

- Products removed from the freezer and placed in refrigeration to thaw before use must be marked with the date by which the food is to be used or cooked.
- Potentially hazardous leftovers must be labeled with the date and time of original preparation, as well as the discard date and time.

These are a few of the more common inspection findings related to labeling food items. More information can be found in the [Tri-Service Food Code](#).

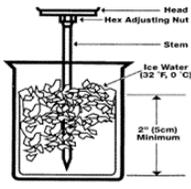
3) Leftovers, TSFC Section 3-501.110:

The TSFC defines leftovers as, "Food that was prepared for a specific meal, but not offered for service at that meal, provided the food was protected from contamination and held at a safe temperature. Leftovers include unused portions remaining in the hot and cold storage cabinets and food on the serving line that was kept at safe temperature, protected by sneeze guards, and served by food employees. Food offered for consumer self-service such as a buffet or serving line may not be retained as leftovers."

Prohibited leftovers include (but are not limited to):

- Foods made up of ingredients that have been peeled, sliced, or diced by hand on premises, after cooking
- Items prepared in-house/on the facility premises, including potato salad, chicken salad, turkey salad, macaroni salad, and egg salad
- Most gravies, dressings, and seafood
- Non-packaged or unwrapped food offered for consumer self-service, such as from a buffet
- Leftover foods that have been previously retained as a leftover or contain previously leftover foods as an ingredient
- Leftovers are prohibited from being frozen to extend the shelf-life

To ensure that leftovers are being stored, handled, or discarded, as appropriate, please consult the [Tri-Service Food Code](#), Section 3-501.110.



Calibrating Dial Stem Thermometers

Where temperature is used as a food safety control point, the importance of maintaining potentially hazardous foods in the safe temperature zone cannot be stressed enough. The [Tri-Service Food Code](#) is not specific on the required thermometer calibration frequency, but it does state that thermometers should be calibrated as often as necessary to ensure accuracy and in accordance with the

manufacturer's specification. Our recommendation is to calibrate thermometers:

- 1) Weekly
- 2) When used for the first time
- 3) After being dropped

To calibrate a dial stem thermometer:

- Fill a large cup with finely crushed ice.
- Add water to the cup and stir well.
- Immerse the thermometer stem a minimum of 2 inches into the ice/water mixture without touching the sides or bottom of the cup.
- Wait at least 30 seconds before adjusting.
- Without removing the stem from the ice, adjust the nut under the head of the thermometer until the point reads 32°F.

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What's in a Name?



You may have noticed the new name for our newsletter. Instead of “Veterinary Services, Preventive Medicine and Public Health Newsletter” it is now just called the “Public Health Newsletter”. In addition, effective 1 April 19 our office name was changed from the Food and OTC Drug Safety Office to the Public Health and Food Safety Office. Not only does the new name bring us more in line with our counterparts at the local level, it more accurately depicts the many functions performed by our office beyond food and drug safety.

Tri-Service Food Code Revision

The latest version of the Tri-Service Food Code (TSFC) became effective 1 March 2019. There are several changes, which are available at the beginning of the new version. Below are some of the changes that may impact AAFES operations:

- A new paragraph was added to prohibit soaking in-use utensils in a sanitizing solution between uses. *The proper way to store these utensils is in the food with their handles above the top of the food. Other methods are outlined in TSFC 3-304.12.*
- Paragraph 3-501.16(A) was changed to clarify that temperature requirements for food are intended to mean the internal temperature of a food item, not the ambient temperature maintained by the equipment. *Ambient air temperature will fluctuate inside both hot and cold holding equipment. In order to validate the true temperature of a food item, the actual food must be measured.*
- A new paragraph was added to the labeling section at 3-602.11, specifically for what must be on the label for advanced prepared foods and leftovers. *Improper/inadequate labeling continues to be one of the most frequently identified discrepancies on inspection reports. Please make sure you are very familiar with the requirements.*
- A subparagraph was added to 4-205.12 that requires notification of the regulatory authority prior to initiating food equipment modifications.
- The requirement for storing poisonous or toxic materials, such as cleaning agents in a locked

room or cabinet was removed. There must still be separation from food items by spacing or partitioning, and never above food or clean items.

- There is a new requirement for the food establishment to provide a means for informing customers of the establishment’s food sanitation inspection results. This is done by posting a sign or placard to the customer in a visible location that the inspection reports are available on request.
- Paragraph 8-405.11 was amended to clarify the conditions that qualify for “corrected onsite” for a critical item or imminent health hazard. *Every effort should be made to correct critical deficiencies at the time of the inspection.*
- A paragraph was added that prohibits the inspector from elevating a non-critical finding to critical item status regardless of the number of noncritical violations found or the number of times the same noncritical violation has been recorded in the past.

These are just a few of the changes to the revised Tri-Service Food Code. There are over four pages of changes. It is highly recommended that all managers take the time to review the updates and train their employees on items that could affect your operation. If you have any questions or need clarification on any areas in the Food Code, we are here to assist!



Opening a New/Renovated Facility

When opening a new or renovated food or personal service facility, there are a few steps that must be taken to ensure we are in compliance with Army and Air Force Regulations.

The first step is contacting the local Public Health or Preventive Medicine office early in the planning stages. This serves multiple purposes, such as making sure the service/food you want to provide is authorized BEFORE any financial commitments have been made.

The Public Health authority must conduct a pre-construction plan/design review at least 60 days prior to the start of construction. In addition, any change of management or contract, or a conversion to a new type of service/food offering must be reviewed/approved at least

30 days prior to the intended start date. The procedures for applying can be found in the TSFC under paragraph 8-302.

The initial approval to begin construction or make the change in operation, is not the end of the requirement. Installation Public Health/Preventive Medicine must also conduct an on-site pre-operational facility sanitation inspection at least 30 days prior to the scheduled opening. This should provide ample time to correct any issues that may come up to ensure your facility can still open on schedule.

The key to reducing potential obstacles to a smooth opening is making sure you are meeting all requirements through early and frequent communication with your installation public health regulatory authority.



Barber/Beauty Shop, Spa, and Nail Salon Sanitation:

Sanitation and hygiene standards at barber, beauty, nail, and spa

operations should meet the requirements set by Department of Army (DA) Pamphlet 40-11 and AFI 48-117, *Public Facility Sanitation*. Some basic requirements to keep our customers safe in these operations include:

- Hair and debris may be removed from the exterior surface of clippers with a nylon-bristle brush that is used for only that purpose. A vacuum cleaner may be used to assist in removing hair from floors, back bars, and drawers.
- The use of styptic pencils, lump alum, common brushes, neck dusters, sponges, shaving mugs, shaving brushes, and powder puffs is prohibited. Brushless shaving creams and clean towels are allowed. Plastic hairbrushes with plastic projections instead of bristles are authorized, provided they are disinfected according to current regulations.
- Cover barber and beauty chair headrests with a clean paper towel or unused towel. Use a neck strip on each customer to keep the customer's neck from touching the chair. Use capes for all shampoos, face, scalp or beauty services.
- Barber, beauty, nail, and spa technicians will clean and disinfect all instruments immediately after being used on a customer. Scissors, combs, brushes, clipper blades, manicure, pedicure, and other tools will be thoroughly washed with soap and hot water to remove film and debris. Instruments will then be dried with a clean

disposable towel. Following cleaning and drying, instruments must be disinfected with an appropriate disinfectant or sanitizing solution. Associates must follow the disinfectant or sanitizer product instructions to ensure the appropriate contact time is achieved.



Ultraviolet light sanitizers are NOT approved for use in any barber/beauty shop, nail salon or spa. Such devices are specifically prohibited by Air Force Instruction 48-117, paragraph 3.8.3.

While not specifically prohibited by Army Regulation, DA Pamphlet 40-11 states they should only be used with medical approval.

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Personnel Changes:

LTC Wendy Mey has retired and is enjoying life back in her native state of Minnesota. Enjoy the snow Wendy! LTC Mike Hansen has taken her place as the Staff Veterinarian and is settling in to his new assignment. Additionally, SMSgt Jeriann Sigley will be retiring in September. Her replacement, SMSgt Sonja Berry, will arrive here on Friday, August 16th. Please welcome her to the team.

Keeping Foods Safe in the Summer – The Myth Concerning the Safety of Mayonnaise:

We've all heard the stories of summer picnics and food borne related illnesses caused by the potato or egg salad often inappropriately blamed on the mayonnaise. If you have ever worked in a Burger King® restaurant, chances are that at one time or another, you have been cited for storing mayonnaise at room temperature. In reality, commercially prepared mayonnaise actually keeps salads, etc., safe because of its acidity level. Refrigeration is recommended after opening to prevent the product from breaking down visually, not bacteriologically. In accordance with the Tri-Service Food Code and TB Med 530, foods are not considered potentially hazardous if their pH (acidity) is less than 4.6 or water activity is less than 0.85. The pH of Burger King's mayonnaise is below 4.6 making it a safe product to use as directed in accordance with the Burger King® manual.



Role of Preventive Medicine, Public Health & Veterinary Food Inspectors in the Opening of Food Concessions:



The differences between veterinary, preventive medicine and public health inspectors has been discussed in prior newsletters, so this serves as a friendly reminder of who to contact prior to the opening of food concession

operations. While preventive medicine and veterinary inspectors are frequently both called "vets", they are two distinct specialties falling under two separate chains of command. Preventive Medicine oversees sanitation standards (i.e., proper number of sinks, cooking temperatures, glove use); while veterinary services has responsibility of ensuring foods are purchased from approved food sources. Prior to the opening of any food concession on an Army installation, including food trucks and caterers, the facility must be inspected and approved

by both preventive medicine and veterinary services inspection personnel. Medical personnel should be given as much notice as possible but NLT 14 days prior to opening.

To prevent the delay of a facility from opening due to unapproved food sources, contact veterinary services (public health if on an Air Force base) prior to awarding a contract to ensure the contractor is able and willing to procure from authorized sources. If any food is being prepared off the installation before being served in the concessionaire's facility on post, the off-post facility must request an audit through the Army Public Health Center. For more details on this process please contact our office.

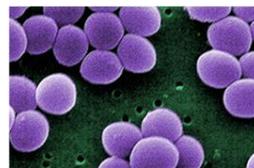
Barbicide® Concentration:



In order to be effective, yet safe, Barbicide® concentrate must be prepared in accordance with the label's instructions. Eyeballing for the appropriate color is not an appropriate method of preparation. If using Barbicide®, the most commonly used

barber/beauty shop instrument disinfectant, mix two ounces (1/4 cup) of concentrate to 32 ounces (4 cups) of cold water. If using Barbicide® Plus concentrate, mix 1 ounce (2 tablespoons) of concentrate with 128 ounces (one gallon) of cold water. Proper contact time is just as important as proper concentration. Contact time is the length of time an item must stay moist with a disinfectant to be effective. For Barbicide® and Barbicide® Plus, ten minutes of moist contact time is required to be effective. Barbicide® also has a product that comes in a wipe form, which has a substantially shorter contact time requirement of only two minutes (three minutes for effectiveness against tuberculosis). If using the solution, it should be changed whenever it becomes contaminated or diluted incorrectly but at a minimum daily. Containers should be labeled with the date of preparation for verification purposes.

Bacteria Trivia:



Most people with gastrointestinal signs equate their illness to the last meal they consumed. However, the reality is that the offending food culprit could have been consumed days, weeks or even months earlier. One of the few exceptions

when gastrointestinal signs are seen within a few hours after exposure is Staphylococcal food poisoning caused by eating foods contaminated with toxins produced by the bacterium *Staphylococcus aureus*. The most common way for foods to be contaminated with Staph is through contact with food workers who carry the bacteria in their nasal passages or on their skin or through contaminated milk and cheeses. As the bacteria multiplies in food, it produces toxins that can cause illness. The toxins are resistant to heat and cannot be destroyed by cooking. Foods at highest risk of contamination with *Staphylococcus aureus* and subsequent toxin production are those that are made by hand and require no cooking. Symptoms usually appear within one to six hours, but it's possible for symptoms to appear in as little as 30 minutes after consumption. Nausea, vomiting, stomach cramps, and diarrhea are common complaints. The illness is usually mild and most patients recover after one to three days.

The best way to prevent Staph food poisoning is to:

- ✓ Wash hands with soap and water before handling and preparing food
- ✓ Abstain from preparing food if you have a nose or eye infection or improperly covered wound or skin infection on your hands and wrists
- ✓ Store foods at the proper temperatures (hot foods over 135°F and cold foods at 41°F or below)
- ✓ Prevent cross-contamination between raw and prepared products
- ✓ Keep contact surfaces clean and sanitized

Bagged Ice Operations:



Many of our Exchange locations manufacture and bag their own ice. Always remember that ice is a FOOD and can become contaminated like any other food item. Here are some tips for keeping ice safe for consumption:

- ❖ Clean and sanitize the ice maker, storage freezers, and utensils (scoop and bucket, etc) every 30 days
 - Use soap and water like doing dishes at home
 - Rinse the soap off before sanitizing
 - Sanitize with 100 ppm chlorine solution
 - Discard the first batch of ice after sanitizing
 - **Document that the cleaning was performed**
- ❖ Associate training:
 - Only properly trained and certified Associates may bag ice
 - **Training must be documented**
- ❖ Security:
 - Access to the ice maker must be controlled

- Supplies and equipment (bags and utensils) must be stored in a secure location
- Prevent both unintentional and intentional contamination
- ❖ Maintenance:
 - Check door seals
 - Look for mold growth, including the ceiling
 - Change water and air filters at least every 6 months

Would you buy this ice if you knew it was made like this??



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The HQ Exchange Food & Drug Safety/Defense Team Would Like to Wish Everyone Happy Holidays!

As the holiday season approaches, we wish all of you a year of health and happiness and thank you for your collaborative efforts in protecting the health of our customers.

Winter and Rodents:

It's that time of the year again for those pesky rodents to be searching for shelter from the cold. What better place than a food facility? Keeping these critters out of your facilities can be challenging. A rat can fit through an opening as small as a quarter, while a mouse can squeeze through a hole smaller than a dime. Rodents can be a huge problem because they can contaminate food, destroy property, and spread serious diseases. Therefore, it is



important to be vigilant and proactive to keep these pesky critters from taking control. To help prevent them from gaining entry:

- Install screens over vents and openings
- Dispose of garbage regularly
- Seal cracks and holes including areas where utilities and pipes enter the building
- Replace loose mortar and weather stripping around basement foundations and windows
- Install gutters or diverters to channel water away from buildings
- Store items in plastic sealed containers versus cardboard boxes
- Install weather strips at the bottom of exterior doors
- Keep doors closed when not in use
- Plant vegetation at least 12 inches from the perimeter of the building. Trim tree branches to prevent them from hanging over the roof
- Contact pest management immediately if you find rodent feces, hear sounds of scurrying in the walls or observe structural damage consistent with rodent activity

What is a Dietary Supplement?

Although dietary supplements are regulated by the FDA as foods under 21 CFR 111, they are regulated differently from other foods and drugs. Dietary supplements are intended to supplement the diet and contain one or more dietary ingredients (including vitamins, minerals, herbs, amino acids and other substances). They are taken by mouth as a pill, capsule, tablet, or as a liquid. Many

products may not seem like they are dietary supplements since they aren't in the typical "pill or capsule" form.

Coffee products in particular are often labeled as dietary supplements if they contain certain added ingredients. Many of these coffee products advertise that they promote weight loss, increase energy levels and sexual enhancement. Some herbal teas may contain prohibited ingredients resulting in positive urinalysis tests.



The Exchange takes the safety of dietary supplements very seriously and therefore sales of dietary supplements are only authorized in Exchange direct retail stores, GNC and Vitamin World concession activities.

Approved Food Sources and Food Defense:

From a food defense standpoint, unapproved sources is arguably the biggest vulnerability the Exchange faces today. For our retail stores and NBFF (Name Brand Fast Food) restaurants, ordering is done centrally at our headquarters with a staff that understands the Approved Source process. However, at the installation level the oversight and responsibility for our food concessions is our Service Business managers who also oversee our barber/beauty shops, flower shops, alteration shops, etc. Pretty much all of the local contracts fall under their area of responsibility and unlike our food folks, they don't have the same level of training in Approved Source requirements.



Food delivered in POVs subverts the installation commercial vehicle inspection procedure

Because many small vendors are mom and pop, they may bring in their own food versus having it delivered in a commercial vehicle. These vendors may be transferring food unpackaged in the back of their car and bring product on base through the POV gate – thus bypassing the Commercial delivery gate where deliveries are inspected. Plus, if temperature control is required, they may not be transporting foods in containers designed to maintain

temperatures in the safe zone. Receipt inspections are needed on every delivery received for two main reasons:

1) To make sure that what we ordered is what we got

2) To make sure it is showing up in the condition it is supposed to be in with no evidence of tampering

Flu Season:

Flu season is here! Unpredictable as to when it will strike, the season usually starts around October and may run as long as late May with the peak usually occurring in January or February. The flu virus is spread mainly by droplets disseminated by coughing, sneezing and even talking. The droplets land in the mouths or noses of those nearby.



Picking up the virus from touching contaminated surfaces and objects occurs less frequently but is still possible. The virus can survive outside the host for several hours under normal household conditions. Most adults are capable of transmitting the flu virus a day before symptoms even appear and

up to 5-7 days after becoming ill. In other words, you may be contagious before you even know you're sick or after you feel back to normal. Even worse, you may be infected and yet show no symptoms at all. The most effective preventive measure you can take to avoid contracting the flu is make sure you get your annual flu shot. Knowing the proper way to cough or sneeze will also help cut down on the transmission. Cover your mouth and nose with a tissue, or if you don't have a tissue, cough or sneeze into your upper sleeve, not your hands. Properly dispose of your used tissue and wash your hands with soap and water. If soap and water are not available, use an alcohol-based hand sanitizer.

Installation Food Vulnerability Assessment Teams:

Vulnerability Assessment Teams (VATs) identify and make recommendations to correct areas of weakness that might make us vulnerable to intentional contamination of food. Vulnerability assessments vary from installation to installation. Some assessments may be more stringent than others, but the most common areas reviewed are:

- ❖ Snack Avenue bulk food/drink containers and dispensers to include bulk ice dispensers
- ❖ Bulk CO2 tanks and/or access to CO2 ports
- ❖ Visitor controls (sign in/out sheets, escorts)
- ❖ Gasoline dispensers and containers
- ❖ Sanitation practices

The VAT meets quarterly at a minimum, and conducts an annual inspection and reports on vulnerabilities throughout the installation to comply with DoD

regulations. Every three years, a Joint Service Assessment is conducted on each installation by a third party. Local GM's should be partners in the VAT decision-making process. By being proactive participants of the meetings, concerns over any challenges of implementing recommended/directed changes are more likely to be



taken into consideration. It also presents the opportunity to discuss funding of any proposed changes, since many would likely be the responsibility of the installation and not

the Exchange. Most VAT meetings require a security clearance before you can attend these meetings, so check with your local Anti-Terrorist Officer (ATO) to determine what the requirements are at your installation. Once the final decisions are made on how to prevent credible threats, the Exchange should support those decisions fully to protect our customers from potential harm.

The Exchange Food Safety & Defense Internet Portal

Looking for past newsletters on food safety, food defense and barber/beauty/spa sanitation? Previous editions can be found by accessing either of the Staff Vet/Food & Drug Safety links at the end of this newsletter. Associates are also able to consult the site for quick access to commonly required Air Force and Department of the Army regulations, references, Exchange policies, and guidance.

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Useful links (control-click to use links):

- [Worldwide Directory of Sanitarily Approved Food Establishments for Armed Forces Procurement](#)
- [Staff Vet/Food & Drug Safety Program \(AAFES Associates Only\)](#)
- [Veterinary and Public Health Newsletters: Staff Vet/Food & Drug Safety Program \(Non-AAFES Associates\)](#)