

Attachment #6



# FOOD HANDLER TRAINING IMPROVEMENT PLAN

Food Handler Card Improvement Committee:  
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# Current Situation – Health Cards

- Health cards issues over 100,000 health cards yearly
  - 109,016 health cards issued for fiscal year 2010-2011
- Health cards are issued at four valley locations and two remote locations at specified times
  - Ravenholt, East Las Vegas, Henderson, Cambridge Community Center, Laughlin and Mesquite
- SNHD does not currently offer evening and weekend movie times
- All locations are closed on observed holidays
- Applicants should expect to spend up to an hour processing time plus an additional hour for the food handler training movie to obtain their cards

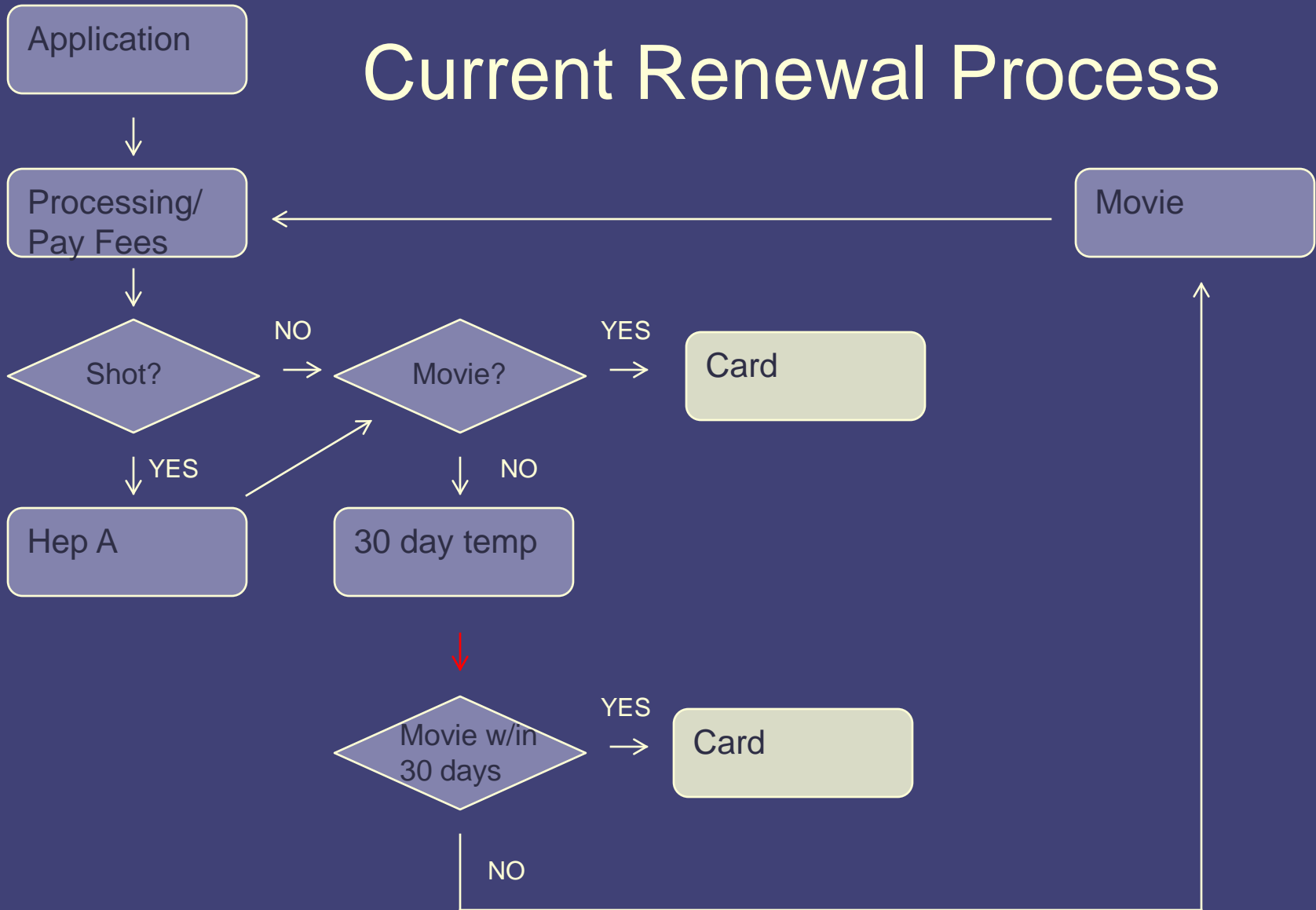
# Current Situation - Food Handler Training

- Since 2003, food handler training has consisted of watching a 50 minute ServSafe video. Except for a minor update in 2005, the movie has remained the same.
  - Many food handlers have seen the same video numerous times
  - New regulations are not covered and there is a need for updated training
  - Personnel who run the movie are health card employees without food handling or inspection experience and cannot answer questions asked

# The Current Issue/Challenges with our Education

- Current training does not fully prepare food handlers for proper sanitation methods
- Current method does not assess individual client knowledge
- Movie times do not accommodate a “24 hour” city
- Movie is outdated and has no interactive component
- Training is static and has not evolved to meet industry standards
- Inability to update training with new food safety techniques or regulation requirements
- Limited space for training

# Current Renewal Process



# Why Change Is Needed

- Oregon EHS Network Communication Study- Dr. Donna Beagle, 2004
  - Nearly half of the study participants received high school equivalency as their highest level of education completed
  - 62% of the respondents reported incomes of less than \$15,000
  - 22% reported incomes between 15,000 and 22,000
  - More than 50% reported struggles with vocabulary in school and with not having information that everyone else seemed to know
  - Learning styles is oral communication based
- Many jurisdictions nationwide require food handler cards associated with food safety training and assessment
  - California has recently required food handler cards statewide

# Foodservice in Southern Nevada

- Foodservice is critical to the economy of the community and has a local and global impact
  - In 2010 Las Vegas had 37 million visitors and 43,365,743 room nights rented (for it's 149,000 rooms)\*
  - SNHD EH has 17,123 active food establishment permits
- SNHD is a recognized national leader in environmental health
- SNHD's Foodhandler Health Card program historically has been a model for other agencies across the country

\*UNLV Center for Business and Economic Research

**MANY ESTABLISHMENTS  
WANT CURRENT &  
COMPREHENSIVE FOOD  
SAFETY TRAINING.**



# Proposed Solution

## Vision for Success

- Utilize advanced technology to transfer information to the public and assess knowledge
- Facilitate interactive learning
- Ensure knowledge through computerized assessment
- Create public/private partnerships with local organizations and industry
- Promote public health through improved food safety training



# Solution

- SNHD requires a high level of food safety training for food handlers who prepare and serve food to our residents and tourists
- Replace outdated training (movie) with up to date, interactive online training consistent with SNHD Regulations Governing the Sanitation of Food Establishments
- Streamline application process with less time spent commuting and at SNHD
- Provide an a la carte fee schedule charging applicants appropriately for the service provided
- Name change to “Food Handler Card”

# Updated Online Training

- Training can be accessed anywhere with a computer and internet connection 24/7
- Self-paced, learner friendly format
- Interactivity including voice-overs, videos and interactive exercises
- Pre-test, sectional quizzes and course final
- Training time approximately 90 minutes
- Place in training is bookmarked and can be done in multiple sessions
- Provide food handler training in English and Spanish
  - More languages may become available in the future where and when it is needed
- Applicants can take assessment twice if needed
- Applicants have one year of course access

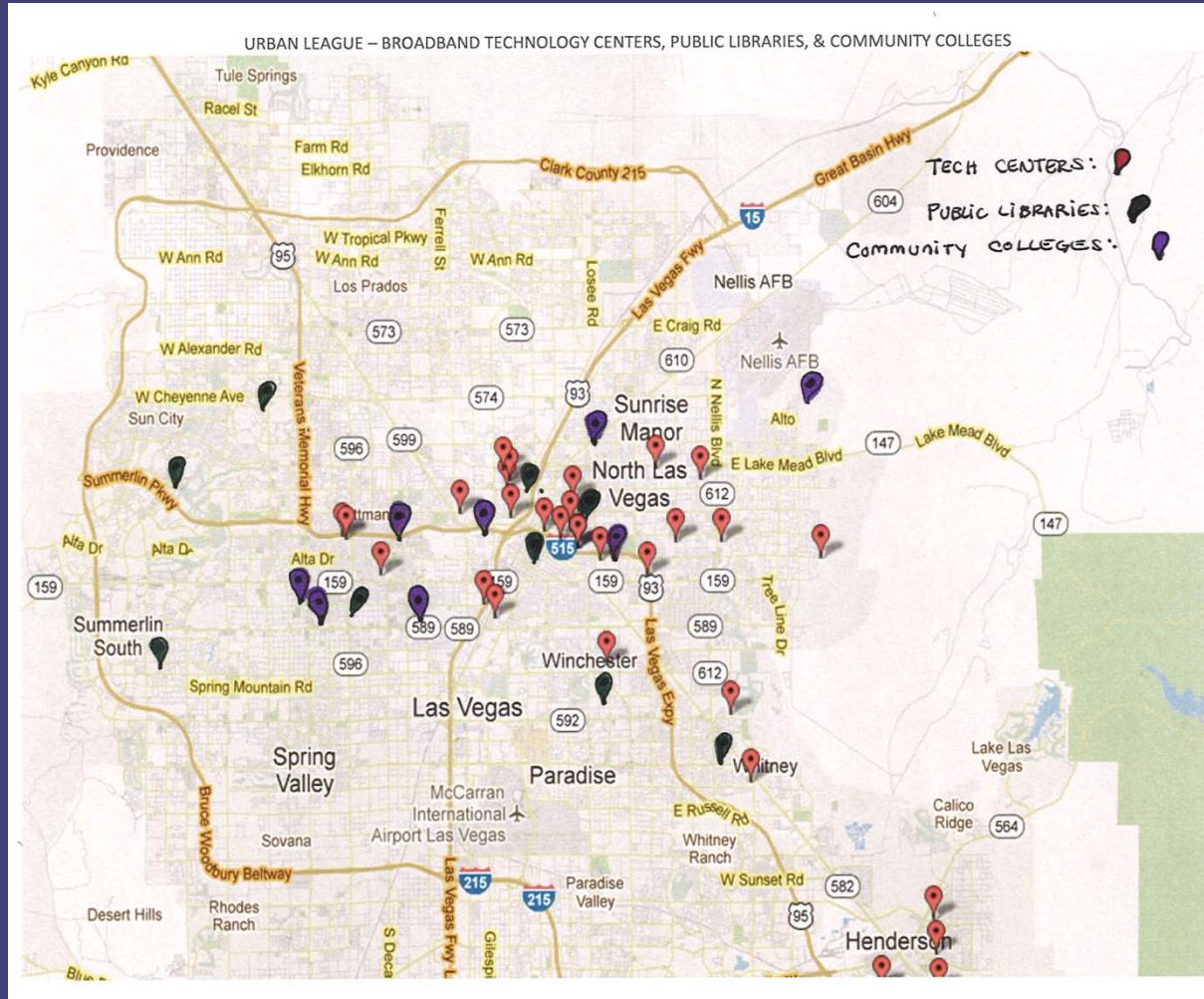
# Benefits



- Partnering with a local, respected company Vegas PBS who believes part of their mission and public service commitment is to support and provide life-long education to the community
- Training will be completed online wherever the internet is available (home, work, school, public library, 32 Urban League broadband locations, Wi-Fi hot spots) at the convenience of the applicant
  - SNHD is exploring providing learning kiosks available to the public for food handler training and other SNHD services



# Broadband Access Locations



# Benefits

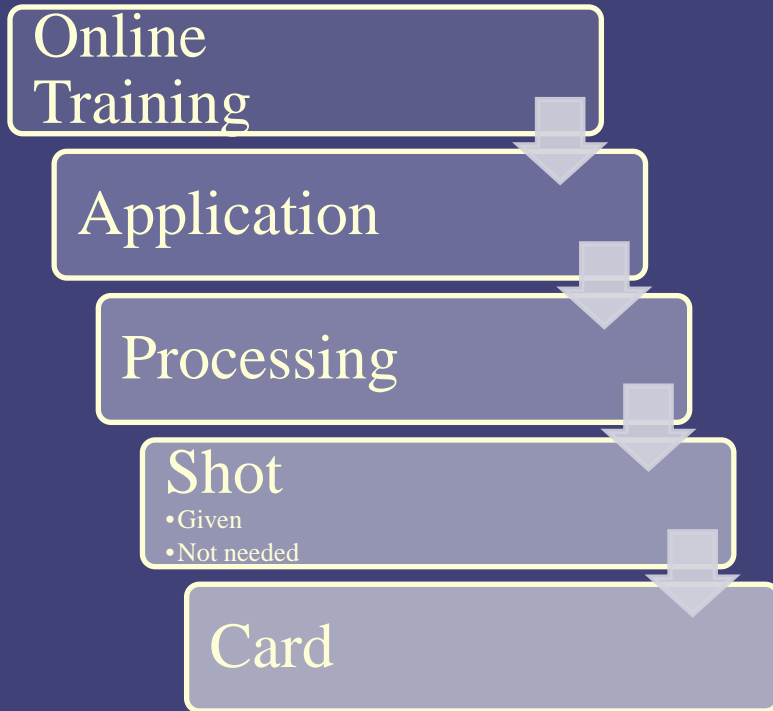
- Vegas PBS will sub-brand the secured learning management site for the SNHD with the appropriate logo and messaging
- Content from Vegas PBS' Vegas Virtual Online Education Center will be provided
  - Cost of sub-branded website has been deferred by Vegas PBS
  - Cost to operate the LMS System is incorporated into the cost of the training
  - Provides for real-time reporting - SNHD staff given appropriate training and reporting permissions to access learner information in the system
  - Learning includes pre-testing and post-testing with verification of successful completion

# Benefits “Continued”

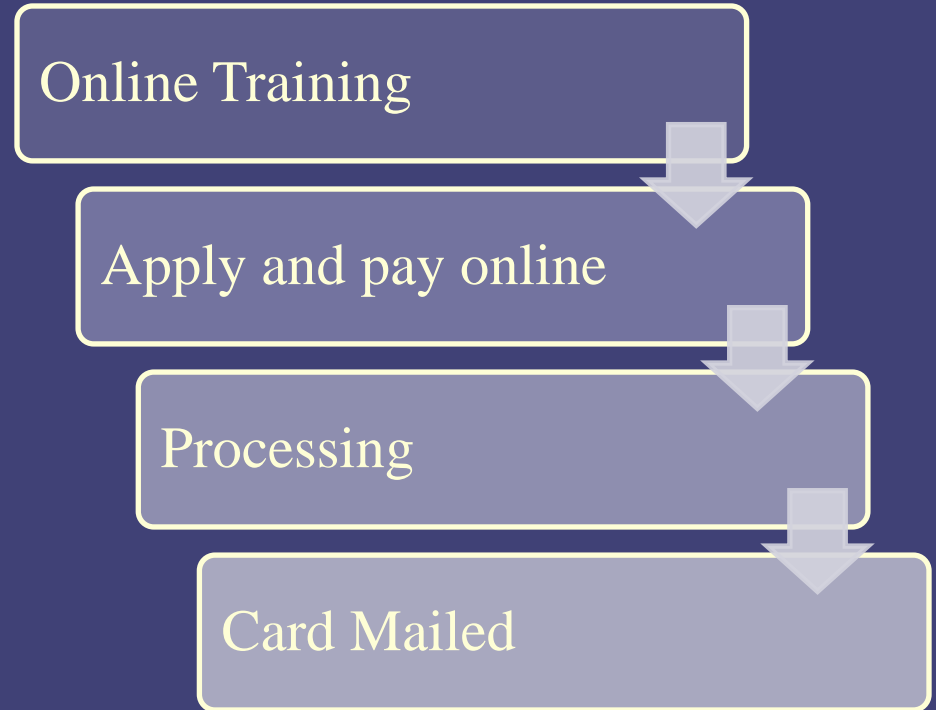
- Reports and statistics of food handler training
  - Number of registrants
  - Pass/fail rate
  - Problematic topics and questions
  - Feedback/survey
- Training can be modified to address emerging issues and problematic areas
- Better communication with the regulated community with the capability of sending out mass emails for reminders, updates, education, new information and renewals

# Improved Renewal Process

- In person



- Online renewals with completed Hep A





# Research and Assessment

- Determine community public health needs
- Comparison of food handler training and card issuance in similar communities to SNHD including:
  - Riverside County, CA
  - Anaheim, CA
  - San Diego County, CA
  - Orlando, FL
  - King County, WA
  - New York, NY
  - Houston, TX
  - Miami Dade County, FL
- Development of Food Handler Card Improvement Committee
  - Many meetings over many months
- Researched several food handler training programs

# Current Cost for Health Card

- \$50 bundled service, three year renewal cycle includes:
  - Hep A vaccine and administration fee
    - Given at initial and first renewal unless vaccination records provided
  - Processing of health card (twice if temporary issued)
  - Cost of card and temporary health card if issued
  - Training/movie
- Repay for not seeing the movie within 30 days (expired temporary health card)

# Projected Cost for Food Handler Card (valid for 3 years)

## COST WITH HEP A \$91

Hepatitis A vaccination (\$66)

Food safety training (\$20)

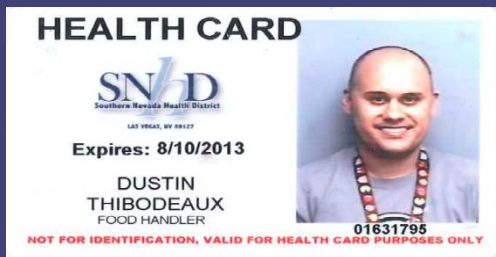
Card issuance (\$5)

## COST WITHOUT HEP A \$25

Food safety training (\$20)

Card issuance (\$5)

Optional convenience fee (\$5)

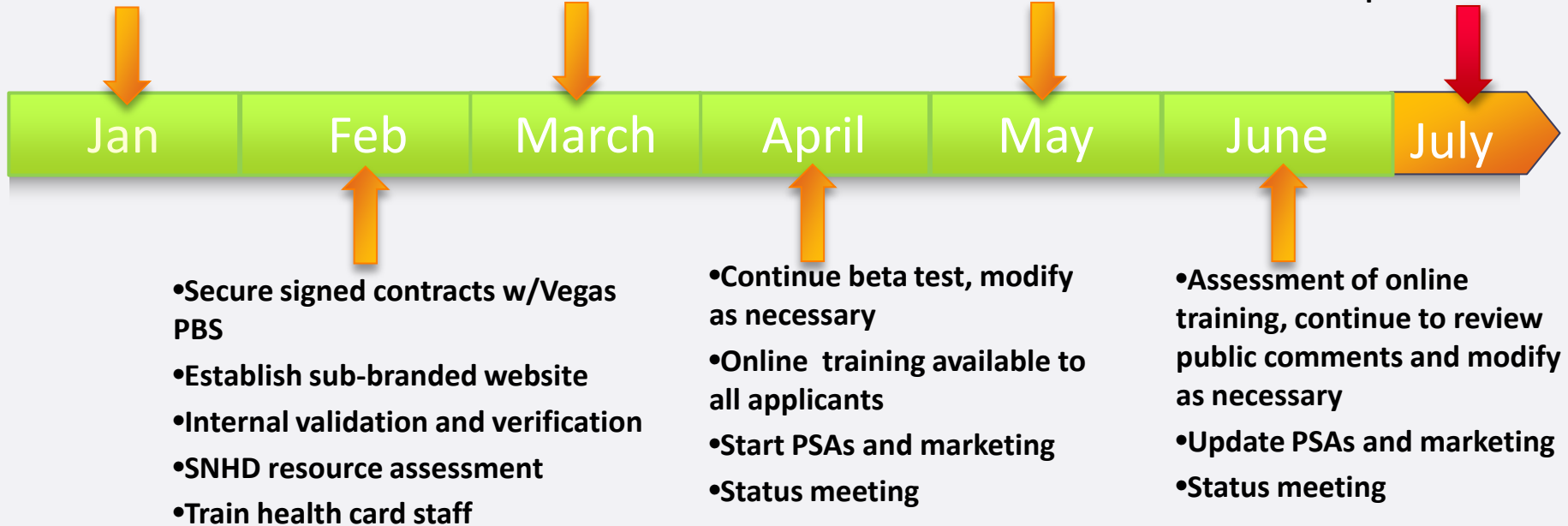


- Approve food safety training course
- Establish beta test parameters
- Secure draft contracts w/Vegas PBS
- Establish SNHD resource requirements

- Meet with PIO – public service announcements, website update, recorded phone information, signage
- Implement beta test
- Status meeting

- Assessment of online training, continue to review public comments and modify as necessary
- Continue PSAs and marketing
- Status meeting

- Discontinue movie option
- Assessment of training and process



# ACTION PLAN AND MILESTONES

# The Future of the Project

- Evaluation of additional education needs for food establishments including food safety manager and special processing/HACCP
- Computerized assessment of other SNHD certifications (Pool CPO, EMS, Body Art, etc.)



# “The Bottom Line”

- Convenience
- Time savings
- Cost savings
- Job preparation
- Partnerships
- Continuous improvement
- Accountability
- Communicating public health

# Conclusion

As leaders in Environmental Health and food safety, SNHD recognizes the need for updating the current health card system and education format. Partnering with Vegas PBS not only provides current educational material and availability but also the flexibility and cost reduction. Using a testable, more accountable system ensures an increased knowledge base thus raising the level of safeguards for food safety for Southern Nevada residents and tourists.