

Attachment 8: EHS-Net *Listeria* Retail Deli Study-Structured Observation and Notational Observation

ESTABLISHMENT – STRUCTURED OBSERVATION

Please answer the following questions by **observing** the deli’s environment and employees’ food handling practices. Do not interview the deli manager or workers for this data collection. Data collection should occur during the deli’s hours of operation.

ESTABLISHMENT ID: _____

1. Date of observations: ____/____/____

2. Starting time of observations: _____AM/PM

Sink Number	3. Select the task(s) performed in each of the deli’s sinks. (Check all that apply)	3a. Are soaps and paper/cloth drying towels available at (or near) each sink?
1	<input type="checkbox"/> Hand washing <input type="checkbox"/> Opening chubs <input type="checkbox"/> Rinsing raw vegetables <input type="checkbox"/> Washing dishes, utensils, equipment <input type="checkbox"/> Other (Describe):- _____ _____ -	<input type="checkbox"/> Only soap <input type="checkbox"/> Only paper/cloth drying towels (hand dryer) <input type="checkbox"/> Both soap and paper/cloth drying towels (hand dryer) <input type="checkbox"/> No soap or paper/cloth drying towels (hand dryer)
2	<input type="checkbox"/> Hand washing <input type="checkbox"/> Opening chubs <input type="checkbox"/> Rinsing raw vegetables <input type="checkbox"/> Washing dishes, utensils, equipment <input type="checkbox"/> Other (Describe): _____ _____ -	<input type="checkbox"/> Only soap <input type="checkbox"/> Only paper/cloth drying towels (hand dryer) <input type="checkbox"/> Both soap and paper/cloth drying towels (hand dryer) <input type="checkbox"/> No soap or paper/cloth drying towels (hand dryer)
3	<input type="checkbox"/> Hand washing <input type="checkbox"/> Opening chubs <input type="checkbox"/> Rinsing raw vegetables <input type="checkbox"/> Washing dishes, utensils, equipment <input type="checkbox"/> Other (Describe): _____ _____ -	<input type="checkbox"/> Only soap <input type="checkbox"/> Only paper/cloth drying towels (hand dryer) <input type="checkbox"/> Both soap and paper/cloth drying towels (hand dryer) <input type="checkbox"/> No soap or paper/cloth drying towels (hand dryer)
4	<input type="checkbox"/> Hand washing <input type="checkbox"/> Opening chubs <input type="checkbox"/> Rinsing raw vegetables <input type="checkbox"/> Washing dishes, utensils, equipment <input type="checkbox"/> Other (Describe):- _____ _____ -	<input type="checkbox"/> Only soap <input type="checkbox"/> Only paper/cloth drying towels (hand dryer) <input type="checkbox"/> Both soap and paper/cloth drying towels (hand dryer) <input type="checkbox"/> No soap or paper/cloth drying towels (hand dryer)

Sink Number	3. Select the task(s) performed in each of the deli's sinks. (Check all that apply)	3a. Are soaps and paper/cloth drying towels available at (or near) each sink?
5	<input type="checkbox"/> Hand washing <input type="checkbox"/> Opening chubs <input type="checkbox"/> Rinsing raw vegetables <input type="checkbox"/> Washing dishes, utensils, equipment <input type="checkbox"/> Other (Describe): _____ _____ _____	<input type="checkbox"/> Only soap <input type="checkbox"/> Only paper/cloth drying towels (hand dryer) <input type="checkbox"/> Both soap and paper/cloth drying towels (hand dryer) <input type="checkbox"/> No soap or paper/cloth drying towels (hand dryer)

4. What are the current temperatures of the refrigerators/coolers (walk-in and reach-in), freezers, and deli cases where deli products are stored? Deli products are defined as foods that are prepared and sold in the retail deli as ready-to-eat foods (i.e., chubs of deli meats, chubs of cheeses, and deli salads). (For each refrigerator or freezer, enter temperature and circle the unit of measurement)

- | | | |
|--------------------------------|---------------------------|-----------------------------|
| 4a1. Refrigerator 1 _____°F/°C | 4b1. Freezer 1 _____°F/°C | 4c1. Deli case 1 _____°F/°C |
| 4a2. Refrigerator 2 _____°F/°C | 4b2. Freezer 2 _____°F/°C | 4c2. Deli case 2 _____°F/°C |
| 4a3. Refrigerator 3 _____°F/°C | 4b3. Freezer 3 _____°F/°C | 4c3. Deli case 3 _____°F/°C |
| 4a4. Refrigerator 4 _____°F/°C | 4b4. Freezer 4 _____°F/°C | 4c4. Deli case 4 _____°F/°C |
| 4a5. Refrigerator 5 _____°F/°C | 4b5. Freezer 5 _____°F/°C | 4c5. Deli case 5 _____°F/°C |

5. Is there a walk-in refrigerator or cooler?

- Yes Could Not Observe (Go to Q6)
 No (Go to Q6)

5a. Are raw animal products and deli products stored separately in containers, bins, or trays inside the cooler? Raw animal products are animal products that have not been cooked (e.g., uncooked seafood, chicken, beef, and pork).

- Yes Could Not Observe
 No

5b. Are raw animal products stored above ready-to-eat foods inside the cooler? Ready-to-eat foods are foods that do not require further cooking or heating for safe consumption (e.g., deli meats, cheeses, rotisserie chicken, vegetables, deli salads, and fruit).

- Yes Could Not Observe
 No

6. For incoming foods that require refrigeration, are there records to indicate that the temperatures of these foods are being taken and recorded when they are delivered?

- Yes
 No
 Could Not Observe

7. Estimate the percentage of workers in the deli who are handling ready-to-eat foods with bare hands.

_____ % (Enter percentage)

Could Not Observe

8. Is there any evidence of potential direct cross-contamination of raw animal products with ready-to-eat foods within the deli area? For example, workers slicing raw animal products and cooked products with the same knife without cleaning and sanitizing between use.

Yes

No (Go to Q9)

No raw animal products used (Go to Q9)

Could Not Observe (Go to Q9)

8a. Please describe any evidence of direct cross-contamination. _____

9. Are any raw foods cooked in another area that is separate from but next to the deli area?

Yes

No (Go to Q10)

Could Not Observe (Go to Q10)

9a. What types of raw foods are cooked in these adjacent areas? (Check all that apply)

Poultry

Beef

Seafood

Pork

Other (Describe): _____

Could Not Observe

10. Are wet wiping cloths used in this establishment?

Yes

No (Go to Q11)

Could Not Observe (Go to Q11)

10a. Are all wet wiping cloths stored in a sanitizer solution between uses?

Yes

No

Could Not Observe

11. Randomly select one sanitizing solution that is currently in use in the deli and measure its concentration. Is it at the proper concentration?

Yes

No

Could Not Observe

12. Are there mechanical dish washing machines for utensils or other equipment?

- Yes
- No (*Go to Q13*)

12a. What method of sanitization is used for the mechanical dish washing machines?

- Only heat (*Go to Q12b*)
- Only chemical (*Go to Q12c*)
- Both heat and chemical (*Go to Q12b and then Q12c*)
- Could Not Observe (*Go to Q13*)

12b. Does the sanitizing cycle reach the temperatures recommended for sanitization?

- Yes (*Go to Q13*)
- No (*Go to Q13*)
- Could Not Observe (*Go to Q13*)

12c. Does the chemical sanitizing cycle have the required levels of chemical sanitizer recommended for the machine?

- Yes
- No
- Could Not Observe

13. Are milk crates located in the deli area?

- Yes
- No (*Go to Q14*)
- Could Not Observe (*Go to Q14*)

13a. What are the milk crates used for? (*Describe usage*) _____

14. Did you observe push carts, U-boats, or hand trucks used in the deli also being used in other departments?

- Yes
- No
- Could Not Observe

Keep in mind that there are also questions in the worker interview regarding these same slicers. Thus, the numerical designation of the slicers should be the same for both data collection instruments. For example, slicer number 1 in the structured observation should also be labeled as slicer number 1 in the worker's interview.

15. What types of slicers are currently in use in the deli?

15a. Slicer Number 1: Enter slicer's make, model, and year of manufacture.

Make: _____ **Model:** _____ **Year:** _____

- Could Not Observe Make Could Not Observe Model Could Not Observe Year

15a.1. Did you observe any of the following on slicer number 1?

(Check all that apply)

- Cracked seals and seams
- Missing seams
- Loose parts
- Missing parts
- Chips, cracks, and/or scratches
- Other (*Describe*): _____
- None

15b. Slicer Number 2: Enter slicer's make, model, and year of manufacture.

Make: _____ **Model:** _____ **Year:** _____

- Could Not Observe Make Could Not Observe Model Could Not Observe Year

15b.1. Did you observe any of the following on slicer number 2?

(Check all that apply)

- Cracked seals and seams
- Missing seams
- Loose parts
- Missing parts
- Chips, cracks, and/or scratches
- Other (*Describe*): _____
- None

15c. Slicer Number 3: Enter slicer's make, model, and year of manufacture.

Make: _____ **Model:** _____ **Year:** _____

- Could Not Observe Make Could Not Observe Model Could Not Observe Year

15c.1. Did you observe any of the following on the slicer number 3?

(Check all that apply)

- Cracked seals and seams
- Missing seams
- Loose parts
- Missing parts

- Chips, cracks, and/or scratches
- Other (*Describe*): _____
- None

15d. Slicer Number 4: Enter slicer's make, model, and year of manufacture.

Make: _____ **Model:** _____ **Year:** _____

- Could Not Observe Make
- Could Not Observe Model
- Could Not Observe Year

15d.1. Did you observe any of the following on slicer number 4?

(Check all that apply)

- Cracked seals and seams
- Missing seams
- Loose parts
- Missing parts
- Chips, cracks, and/or scratches
- Other (*Describe*): _____
- None

15e. Slicer Number 5: Enter slicer's make, model, and year of manufacture.

Make: _____ **Model:** _____ **Year:** _____

- Could Not Observe Make
- Could Not Observe Model
- Could Not Observe Year

15e.1. Did you observe any of the following on slicer number 5?

(Check all that apply)

- Cracked seals and seams
- Missing seams
- Loose parts
- Missing parts
- Chips, cracks, and/or scratches
- Other (*Describe*): _____
- None

16. Are there any physical barriers such as walls or other physical objects separating the deli from other departments in the retail establishment?

- Yes
- No
- Could Not Observe

17. End time of observations: _____ AM/PM

Establishment ID: _____

Evaluation ID: _____

Sketch deli layout (paper provided).

Instructions: Before sketching the deli, familiarize yourself with the actual layout of the deli. Use the generic sketch below to fill in the relative layout of these items in the deli area, keeping in mind the orientation (the front or customer service area) of the deli. If there is more than one item/equipment (e.g., sink, slicer, prep area, etc.), please include all of them in the sketch.

Where applicable, include the following items and designated areas in the sketch:

1. Sinks
2. Floor drains
3. Deli cases
4. Refrigerators
5. Freezers
6. Ovens
7. Ranges
8. Rotisseries
9. Food preparation tables
10. Slicers
11. Food scales
12. Exit and entry points
13. Other department(s) adjacent to the deli

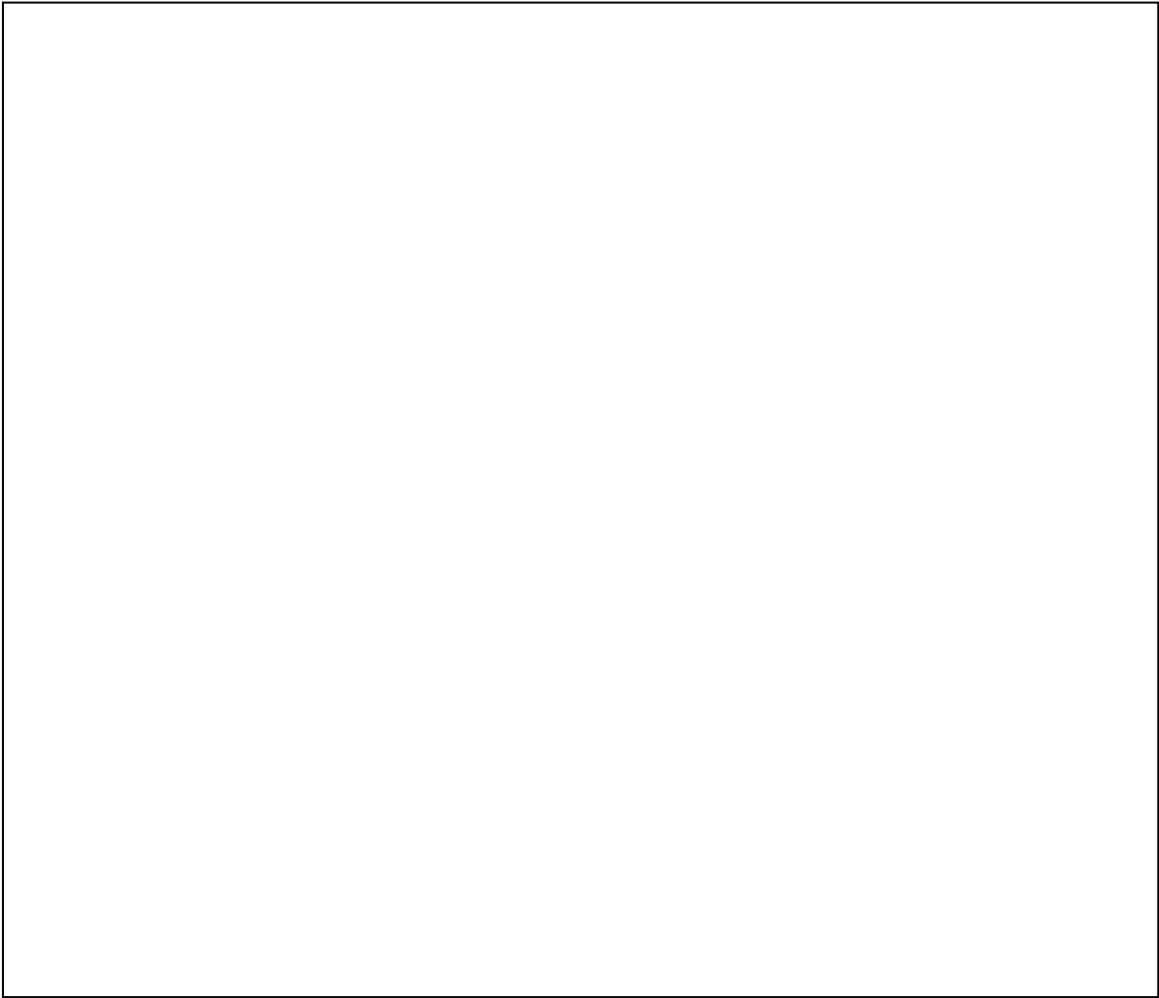
E:

Shment ID: _____

Evaluation ID: _____

Front/Customer Service

Adjacent department: _____



Adjacent department: _____

Notational Observation

Instructions

1. Use the *Practice Notational Observation Form* included to record a deli worker's actions for the first 10-15 minutes. Once you feel comfortable with the practice part of the notational observation, use the *Notational Observation Form* provided to begin with the actual data collection.
2. Depending on the number of workers present, select **1 to 3** food workers for whom you can observe their actions unobtrusively.
3. Record the actions of one worker at a time. Start recording the actions of the worker when he/she is beginning a new task (e.g., food preparation or cleaning and sanitizing).
4. For **each deli worker** under observation, do the following:
 - a. Use **5 Notational Observation Forms** to record **100** sequential actions
 - b. On each form, record the Date, Establishment Id, Deli Worker #, and Page #
 - c. Record all observed actions, **in sequential order**, under the **Action Sequence** column
 - d. Write out any actions that were not included in the code key provided
 - e. Include any relevant notes under the **Notes** columns
 - f. Each numbered row (**Action No.**) represents one action
 - g. Record the time at the start of the observation, under the **Action No.** column (at action #1)
 - h. Record the time after **100 actions** have been observed for a worker or at the end of Page #5 on the notational analysis form.

Date: _____ Page #: _____ Establishment Id: _____ Deli worker #: _____

Practice Notational Observation Form

Action No.	Action Sequence	Notes
1-TIME:		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		

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20		

Date: _____

Page #: _____

Establishment Id: _____

Deli worker #: _____

Notational Observation Form

Action No.	Action Sequence	Notes
1-TIME:		
2		
3		
4		
5		
6		
7		
8		
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10		
11		
12		
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14		
15		
16		
17		

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18		
19		
20		

Code Key

Object/Equipment	Food	Action	Food Employee
SUR (ST, PL) – Work surface (Stainless steel, plastic)	SAL – Salami (chub)	WAS – Wash	HD – hair, face, etc.
SLI – Slicer	CRB – Corned beef	DRY – Dry	BD-Any body part below the neck
CTB – Cutting board	BOL - Bologna	TCH – Touch	CLO – Clothes – apron,
SNK – Sink	HM – Ham	CHG – Change gloves	HDS – Hands
SCL – Scale	CHB – Chub (unidentified)	CLN – Clean	GLV – Hands with disposable gloves
K – Knife	DM – Deli meat (unidentified)	SAN – Sanitize	NGLV – Hands with non-disposable gloves
IM – Ice-maker	TRK – Turkey	WP – Wipe	Adjectives
CL – Reach-in cooler	RSF – Raw seafood	PT – Put	DIR – Dirty
FR – Walk-in refrigerator	CSF – Cooked seafood	PIN - Put in	PCON – Potentially contaminated
FRH – Walk-in refrigerator handle	CHE – Processed Cheese	PON – Put on	PRSL – Pre-sliced
FAU - Faucet	RCH – Raw chicken	PUP – Pickup	Cleaning and Sanitizing Supplies
CAS – Deli case	CCH – Cooked Chicken	CUT – Cut	SP – Soap
FRY – Fryer	ENT- Entrée	SPRD – Spread	HDSAN – Hand sanitizer
MN – Money	TM – Tomato	SL – Slice	NB – Nail brush
CT – To-go Container, Dish	BRD – Bread	OPN – Open	PAT – Paper towel
WR (P,PA) – Wrap (Plastic,	LT – Lettuce	CLS – Close	BR – Broom
DT – Deli tissue	PK – Pickles	UWP - Unwrap	MP – Mop
BG – Bag (plastic for deli	FRT – Fruit	RWP – Rewrap	TC – Trash Can
CRT – Cart	DS – Deli salad	SNZ – Sneeze	CLT – Cloth
UT – Utensils – tongs, spoons, ladles, etc.	PAS – Pasta salad (i.e., any salad with pasta/noodles)	UTR – Use Toilet room	SANR – Sanitizer
WL – Wall	C – Condiments (mayo, ketchup, etc)	EAT – Eat	
TEL – Telephone	COL – Cole slaw	DRI - Drink	
ONOFF – On/Off switch	GRN – Garnish	TB – Using tobacco	
LBL - Label	SAU – Sauce	PL – Peel off casing	
KN – Knob/handle	WT – Water	SC - Scoop	
BTM - Bottom		RE - Remove	
CP-Cell phone		W - With	
LD - Lid		MX - Mix	

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		GV - Give	
		WE - Weigh	
		GB-Grab	
		US - Using	
		PRT - Print	
		TH AW – Throw away	
		TON – Turn on	
		TOF – Turn off	