

Attachment 4: EHS-Net *Listeria* Retail Deli Study-Manager Informed Consent and Interview

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INFORMED CONSENT

ESTABLISHMENT ID: \_\_\_\_\_

**Let me give you a little background on why I am here and what we are going to be doing. I am working with \_\_\_\_\_ (state/local health department) on a research project designed to help us better understand retail delis' food safety policies and practices. Your retail deli was chosen at random to be in this project. Participation in this study is voluntary. You can choose to stop at any time. If you do not want to be part of the study or if you change your mind later, nothing will happen to you.**

**Having said that, I need to let you know that if at any time during my visit I see something that is an imminent health hazard, such as no power or water, or sewage on the floor, I will need to stop the study and report the problem to the local agency that is responsible for inspecting your grocery store.**

**For the next 22 minutes, I am going to ask you some questions about this retail deli's food safety policies and practices. Following your interview, I'm going to ask you to take a short, 10 minute survey on food safety. If any of the questions make you uncomfortable, you can choose not to answer them. The information I collect today will be combined with information from other retail delis in various states and analyzed. Your name and your retail establishment's name will not be recorded on the data collection form, nor will they be included in any reports.**

**The information you provide will be valuable in helping us understand the difficult issues retail delis face, so we ask you to be as open and honest as possible.**

**After our interview, I'd like to talk to one of your deli workers for about 10 minutes, if possible. It can be a worker of your choosing. However, it needs to be someone who uses and cleans the deli slicers and can speak English fairly well.**

**I'd also like to take some time to observe your deli's environment and your employees as they work. This will take about an hour and a half to two hours, but it will not interfere with your work or your employees' work. I will stay out of the way and will not talk with your employees much or at all.**

**Do you have any questions? If you have any questions at a later time or would like a summary of the study's findings, you can contact: (Local Contact Name). *(If have card)* My information is on this card. We expect to have all of the data summarized in about 12 months.**

Note to data collectors: Read each interview question aloud and mark the appropriate response. Texts that should be read aloud are **bolded**, while those that should not be read aloud are not bolded.

ESTABLISHMENT DEMOGRAPHIC / CLASSIFICATION

**I'd like to ask you some questions about this deli. Please be as open and honest as possible. Keep in mind that some of the questions will have more than one answer choice. The first few questions are general questions about the deli.**

1. **Is this an independent establishment or a chain establishment?**  
 Independent                       Chain                       Refused
2. **What is your busiest day of the week in terms of the number of customers served by the deli?**  
 Monday       Tuesday       Wednesday       Thursday  
 Friday       Saturday       Sunday       Unsure       Refused
3. **Approximately how many customers are served by the deli on your busiest day?**  
\_\_\_\_\_ customers (*Enter number of customers*)       Unsure       Refused
4. **What is your slowest day of the week in terms of customers served by the deli?**  
 Monday       Tuesday       Wednesday       Thursday  
 Friday       Saturday       Sunday       Unsure       Refused
5. **Approximately how many customers are served by the deli on your slowest day?**  
\_\_\_\_\_ customers (*Enter number of customers*)       Unsure       Refused
6. **How long is a typical work shift?**  
\_\_\_\_\_ hours (*Enter number of hours*)       Unsure       Refused
7. **How many work shifts are there in the deli per day?**  
\_\_\_\_\_ shifts (*Enter number of shifts*)       Unsure       Refused
8. **On average, how many employees, per shift, work in the deli?**
  - 8a. 1<sup>st</sup> shift (opening-10am): \_\_\_\_\_ employees (*Enter number of employees*)  
 Unsure       Refused
  - 8b. 2<sup>nd</sup> shift (10am-2pm): \_\_\_\_\_ employees (*Enter number of employees*)  
 Unsure       Refused
  - 8c. 3<sup>rd</sup> shift (2pm-6pm): \_\_\_\_\_ employees (*Enter number of employees*)  
 Unsure       Refused
  - 8d. 4<sup>th</sup> shift (6pm-closing): \_\_\_\_\_ employees (*Enter number of employees*)  
 Unsure       Refused
9. **How old is this building?** \_\_\_\_\_ years \_\_\_\_\_ months (*Enter years and months*)  
\_\_\_\_\_ years (*Enter estimated year*)  
 Unsure       Refused

DELI MANAGER DEMOGRAPHIC

The next few questions are about you, the deli manager.

10. **Approximately how long have you worked in the retail food industry? By retail food industry, I am referring to any deli, restaurant, or commercial establishment that serves food to the public such as a grocery store.**

\_\_\_\_\_ years \_\_\_\_\_ months (*Enter years and months*)

- Unsure       Refused

11. **Approximately how long have you been employed as the Person-In-Charge (the PIC) or deli manager here?**

\_\_\_\_\_ years \_\_\_\_\_ months (*Enter years and months*)

- Unsure       Refused

12. **What duties or responsibilities are included in your position as PIC or deli manager?**

(*Check all that apply*)

- Owner/partner  
 Cook/chef/food preparer  
 Supervising workers that are responsible for preparing food  
 Supervising workers that are responsible for cleaning equipment  
 Training employees on work duties and responsibilities  
 Training employees on proper food safety practices  
 Other (*Describe*): \_\_\_\_\_  
 Refused

FOOD HANDLING PRACTICES AND POLICIES

Now I'd like to ask you some general questions about this deli's food handling practices. If the question refers to something your deli doesn't do, just let me know. When I ask questions about chubs, I am referring to large chunks of deli meat that are sliced upon the customer's request.

13. **On average, how many chubs of deli meat do you sell per week?**

\_\_\_\_\_ chubs (*Enter number of chubs*)       Unsure       Refused

14. **What is the shortest amount of time a chub is opened before it is all sold?**

\_\_\_\_\_ days (*Enter number of days*)       Unsure       Refused

15. **What is the longest amount of time a chub is opened before it is all sold?**

\_\_\_\_\_ days (*Enter number of days*)       Unsure       Refused

16. **Regardless of type, what is the maximum number of days you can hold an opened chub according to the deli's policy?**

\_\_\_\_\_ days (*Enter number of days*)       Unsure       Refused

- There is no deli policy.

- Other (*Describe*): \_\_\_\_\_

17. **Is there a record keeping method in place for keeping up with the dates of these opened chubs?**
- Yes  Unsure  
 No  Refused
18. **On average, how long are chubs stored in the freezer before they are placed in the refrigerator to thaw?**
- \_\_\_\_\_ days (*Enter number of days*)  Unsure  Refused  
 Other (*Describe*): \_\_\_\_\_
19. **On average, how long are chubs stored in the refrigerator before they are placed in the deli case to be sold?**
- \_\_\_\_\_ days (*Enter number of days*)  Unsure  Refused  
 Other (*Describe*): \_\_\_\_\_
20. **What do you do with deli products that have reached their sell-by dates? By deli products, I mean foods that are prepared and sold in the deli as ready-to-eat foods which include deli meats, deli cheeses, and deli salads. (Check all that apply)**
- Throw away or discard  
 Use in some combination products such as deli salads, sandwiches, wraps, and soups  
 Other (*Describe*): \_\_\_\_\_  
 Unsure  
 Refused
21. **When is a deli product discarded or thrown away? (Check all that apply)**
- On the sell-by date  
 \_\_\_\_\_ days before the sell-by date (*Enter number of days*)  
 \_\_\_\_\_ days after the sell-by date (*Enter number of days*)  
 Product is not discarded or thrown away.  
 Other (*Describe*): \_\_\_\_\_  
 Unsure  
 Refused
22. **When are deli products used to make other combination products? By combination products, I mean foods that are prepared using one or more deli products. Examples of combination products are deli salads, sandwiches, wraps, and soups. (Check all that apply)**
- On an as needed basis  
 On the sell-by date  
 \_\_\_\_\_ days before the sell-by date (*Enter number of days*)  
 \_\_\_\_\_ days after the sell-by date (*Enter number of days*)  
 Deli product is not used in other combination products. (*Go to Q23*)  
 Other (*Describe*): \_\_\_\_\_  
 Unsure (*Go to Q23*)  
 Refused (*Go to Q23*)

22a. **What types of combination products are made with these deli products?**

*(Check all that apply)*

- Cold deli salads (e.g., turkey, tuna, and chicken)
- Sandwiches (e.g., subs, pinwheels, and wraps)
- Soups
- Other *(Describe)*: \_\_\_\_\_
- Unsure
- Refused

Now I'd like to ask you some general questions about this deli's policies, or standard operating procedures regarding food safety. In instances when I refer to written policies, I am talking about guidelines or rules that are physically located in the deli and are accessible to all employees. Please be as open and honest as possible as we are not looking for specific right or wrong answers to these questions.

23. **Does this deli have a written policy concerning hand washing?**

- Yes
- No
- Unsure
- Refused

24. **Regardless whether it's written or not, does the hand washing policy address any of the following topics?** *(Read bolded answer choices aloud and check all that apply)*

- Frequency of hand washing**
- Hand washing before and after performance of work-related tasks**
- Hand washing before and after handling specific food products**
- Hand washing between glove changes**
- Hand washing after using the restroom**
- Other *(Describe)*: \_\_\_\_\_
- Unsure
- Refused

25. **Does this deli have a written policy concerning disposable glove use?**

- Yes
- No
- Unsure
- Refused

26. **Regardless whether it's written or not, does the glove policy address any of the following topics?** *(Read bolded answer choices aloud and check all that apply)*

- When gloves should be worn by workers**
- How often gloves should be changed**
- Changing gloves when performing different tasks**
- Changing gloves when handling different food products**
- Other *(Describe)*: \_\_\_\_\_
- Unsure
- Refused

27. **Does the glove policy require you to wear gloves every time you handle ready-to-eat foods? Ready-to-eat foods are those that do not require further cooking or heating for safe consumption such as deli meats, deli cheeses, rotisserie chicken, vegetables, deli salads, and fruits.**

- Yes  Unsure  
 No  Refused

CLEANING AND SANITIZING PRACTICES AND POLICY

Now I'd like to ask you some general questions regarding this deli's cleaning and sanitizing policies.

28. **Does this deli have a written policy concerning sanitizing solution preparation?**

- Yes  Unsure  
 No  Refused

29. **How is the sanitizing solution prepared?** (Check all that apply)

- Purchased from a retailer/vendor then diluted according to manufacturer's instruction  
 Purchased from a retailer/vendor then diluted according to establishment's instruction  
 Purchased from a retailer/vendor then used without further preparation  
 Prepared in-house from common household-strength products  
 Other (Describe): \_\_\_\_\_  
 Unsure  
 Refused

30. **What sanitizing solutions are currently in use in this deli?** (Check all that apply)

- Quaternary ammonia  No sanitizing solutions are in use (Go to Q32)  
 Peracetic acid  Soaps/detergent  
 Iodophors  Water only  
 Chlorine  Other (Describe): \_\_\_\_\_  
 Unsure  Refused

31. **When is the sanitizing solution changed?** (Check all that apply)

- When the water appears dirty  Unsure  
 When the water changes color  Refused  
 Every \_\_\_\_\_ hours (Enter number of hours)  
 At the beginning of each shift  
 At the end of each shift  
 On an as needed basis  
 Other (Describe): \_\_\_\_\_

32. **Does this deli have a written policy on how to store wet wiping cloths while they are in-use?**

- Yes  Refused  
 No  Unsure

33. **How are wet wiping cloths stored while they are in-use?** (Check all that apply)

- In a sanitizing solution
- In a soap and water solution
- In water
- Not stored in any solution (e.g., on counter)
- Other solution (Describe): \_\_\_\_\_
- N/A: Do not use wet wiping cloths
- Unsure
- Refused

**In some of the following questions, I am going to ask you how often certain items are cleaned. It may be that not every item gets cleaned. If that is the case, please just say so.**

34. **Does this deli have a written policy for cleaning the deli floor?**

- Yes
- No
- Unsure
- Refused

35. **How often is your deli floor cleaned?** (Check all that apply)

- Every \_\_\_\_\_ days (Enter number of days)
- At the beginning of each day/when the deli opens
- At the end of each day/when the deli closes
- Weekly
- Never (Go to Q36)
- Other (Describe): \_\_\_\_\_
- Unsure
- Refused

35a. **How do you clean the deli floor?** (Check all that apply)

- Use a low pressure dispensing system, no chemicals (e.g., garden hose)
- Use a low pressure dispensing system, with chemicals
- Use a high pressure dispensing system, no chemicals (e.g., hose with pistol grip nozzle)
- Use a high pressure dispensing system, with chemicals
- Other (Describe): \_\_\_\_\_
- Unsure
- Refused

36. **Does this deli have a written policy for cleaning the deli floor drains?**

- Yes
- No
- Unsure
- Refused

37. **How often do you clean the deli floor drains?** (Check all that apply)

- Every \_\_\_\_\_ days (Enter number of days)
- At the beginning of each day/when the deli opens
- At the end of each day/when the deli closes
- Weekly
- Never (Go to Q38)
- Other (Describe): \_\_\_\_\_
- N/A: No deli floor drains (Go to Q38)
- Unsure
- Refused

37a. **What, if any, agents or chemicals are used to clean the deli floor drains?** (Check all that apply)

- Chemical sanitizer (Enter name of sanitizer)\_\_\_\_\_
- Tablet sanitizer/Sanitizer ring
- Probiotics
- No chemicals or agents are used
- Other (Describe):\_\_\_\_\_
- Unsure
- Refused

38. **Does this deli have a written policy for cleaning the deli walls?**

- Yes
- No
- Unsure
- Refused

39. **How often are your deli walls cleaned?** (Check all that apply)

- Every \_\_\_\_\_ days (Enter number of days)
- At the beginning of each day/when the deli opens
- At the end of each day/when the deli closes
- Weekly
- Never (Go to Q40)
- Other (Describe):\_\_\_\_\_
- Unsure
- Refused

39a. **How do you clean the deli walls?** (Check all that apply)

- Use a low pressure dispensing system, no chemicals (e.g., garden hose)
- Use a low pressure dispensing system, with chemicals
- Use a high pressure dispensing system, no chemicals (e.g., hose with pistol grip nozzle)
- Use a high pressure dispensing system, with chemicals
- Other (Describe):\_\_\_\_\_
- Unsure
- Refused

40. **Does this deli have a written policy for cleaning the refrigerator units, such as a walk-in or reach-in?**

- Yes
- No
- Unsure
- Refused

41. **How often are the refrigerator units cleaned?** (Check all that apply)

- Every \_\_\_\_\_ days (Enter number of days)
- At the beginning of each day/when the deli opens
- At the end of each day/when the deli closes
- Weekly
- Never
- Other (Describe):\_\_\_\_\_
- Unsure
- Refused

42. **Does this deli have a written policy for discarding or cleaning real or artificial garnishes used in display cases?**

- Yes
- No
- Unsure
- Refused (Go to Q43)



42a. **How often are the real or artificial garnishes discarded or cleaned?** (Check all that apply)

- Every \_\_\_\_\_ days (Enter number of days)
  - At the beginning of each day/when the deli opens
  - At the end of each day/when the deli closes
  - Weekly
  - Never
  - Other (Describe): \_\_\_\_\_
  - N/A: No garnishes used
- Unsure  
 Refused

**In some of the remaining questions, I am going to ask you about cleaning activities during a typical work shift. It may be that not every item gets cleaned during a work shift. If that is the case, please just say so.**

43. **Does this deli have a written policy for cleaning the cutting boards?**

- Yes
- No
- Unsure
- Refused

44. **On average, how many times are cutting boards cleaned during a shift?**

- \_\_\_\_\_ times per shift (Enter number of times)
- Other (Describe): \_\_\_\_\_
  - N/A: No cutting boards used
  - Unsure
  - Refused

45. **Does this deli have a written policy for fully cleaning the food slicers? When I ask about slicers being fully cleaned, I am referring to them being disassembled, cleaned and sanitized, and reassembled for use.**

- Yes
- No
- Unsure
- Refused

46. **On average, how many times are food slicers fully cleaned during a shift?**

- \_\_\_\_\_ times per shift (Enter number of times)
- Other (Describe): \_\_\_\_\_
  - N/A: No food slicers used
  - Unsure
  - Refused

47. **Is one or more of your slicers a HOBART 2000 series?**

- Yes
- No (Go to Q48)
- Unsure
- Refused (Go to Q48)

47a. **Have you ever been contacted by HOBART about your slicer?**

- Yes
- No (Go to Q48)
- Unsure (Go to Q48)
- Refused (Go to Q48)

47b. Please describe why your establishment was contacted by HOBART. \_\_\_\_\_

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48. Does this deli have a written policy for cleaning the food prep tables?

- Yes  Unsure  
 No  Refused

49. On average, how many times are food prep tables cleaned during a shift?

- \_\_\_\_\_ times per shift (*Enter number of times*)  
 Other (*Describe*): \_\_\_\_\_  
 N/A: No food prep tables used  
 Unsure  
 Refused

50. Does this deli have a written policy for cleaning the food scales?

- Yes  Unsure  
 No  Refused

51. On average, how many times are food scales cleaned during a shift?

- \_\_\_\_\_ times per shift (*Enter number of times*)  
 Other (*Describe*): \_\_\_\_\_  
 N/A: No food scales used  
 Unsure  
 Refused

52. Does this deli have a written policy for cleaning the prep sinks?

- Yes  Unsure  
 No  Refused

53. On average, how many times are prep sinks cleaned during a shift?

- \_\_\_\_\_ times per shift (*Enter number of times*)  
 Other (*Describe*): \_\_\_\_\_  
 N/A: No prep sinks used  
 Unsure  
 Refused

54. Does this deli have a written policy for cleaning the display cases?

- Yes  Unsure  
 No  Refused

55. On average, how many times are the outside areas of the display cases, including the doors and door handles, cleaned during a shift?

- \_\_\_\_\_ times per shift (*Enter number of times*)  
 Other (*Describe*): \_\_\_\_\_  
 N/A: No display cases used (*Go to Q56*)  
 Unsure  
 Refused

55a. **How often are the inner areas (where ready-to-eat foods are stored) of the display cases cleaned?** (Check all that apply)

- Every \_\_\_\_\_ days (Enter number of days)
  - At the beginning of each day/when the deli opens
  - At the end of each day/when the deli closes
  - Weekly
  - Never
  - Other (Describe): \_\_\_\_\_
- Unsure  
 Refused

56. **Does this deli have a written policy for cleaning knives?**

- Yes
- No
- Unsure
- Refused

57. **On average, how many times are the knives cleaned during a shift?**

- \_\_\_\_\_ times per shift (Enter number of times)
- Other (Describe): \_\_\_\_\_
  - N/A: No knives used
  - Unsure
  - Refused

58. **What do you do when employees do not follow these policies?** (Check all that apply)

- No actions are taken
- Verbal reprimand
- Written reprimand
- Warning of a consequence
- Training is provided
- Other (Describe): \_\_\_\_\_
- Unsure
- Refused

### CROSS-CONTAMINATION

59. **Are any push carts, U-boats or hand trucks used in the deli also used in other parts of the retail establishment?**

- Yes
- No
- Unsure
- Refused

60. **How often are ready-to-eat and raw animal products prepared and processed in the same area within the deli? By raw animal products, I mean animal products that have not been cooked such as uncooked seafood, chicken, beef, and pork.** (Read bolded answer choices aloud)

- Never
- Sometimes
- Usually
- Always
- Unsure
- Refused

61. **How often are ready-to-eat foods and raw animal products stored in the same display case?** (*Read bolded answer choices aloud*)

- Never                       Sometimes                       Usually                       Always
- Unsure                       Refused

62. **Are any freezer units dedicated to the storage of deli products only?**

- Yes  
 No  
 Unsure  
 Refused

63. **Are any refrigerators dedicated to the storage of deli products only?**

- Yes  
 No  
 Unsure  
 Refused

64. **Do you ever record the temperature of the refrigerators?**

- Yes     Unsure (*Go to Q65*)  
 No (*Go to Q65*)     Refused (*Go to Q65*)

64a. **How often are the temperatures of the refrigerators recorded?**

- At the beginning of each shift                       Never  
 At the end of each shift                       Other (*Describe*): \_\_\_\_\_  
 Daily     Unsure  
 Weekly     Refused  
 Monthly

DELI MANAGER FOOD SAFETY TRAINING AND CERTIFICATION

**The next few questions are about all Persons-in-Charge (PICs) or deli managers. These are individuals who supervise this deli area.**

65. **How many Persons-In-Charge (PICs) or deli managers, including you, work in this deli?**

\_\_\_\_\_ deli managers (*Enter number of deli managers*)

- Unsure     Refused

66. **Have you, as the PIC or deli manager, ever been food safety certified? By food safety certified, I mean you have taken a food safety test and been issued a card with an expiration date on it, this program may or may not have involved training.**

- Yes                       No (*Go to Q67*)                       Unsure (*Go to Q67*)                       Refused (*Go to Q67*)

66a. **Do you currently hold a valid food safety manager certificate?**

- Yes                       No (*Go to Q67*)                       Unsure (*Go to Q67*)                       Refused (*Go to Q67*)

**66b. What organization provided the certificate- ServSafe, National Registry of Food Safety Professionals, Thomson Prometric, a state or local health department, or some other organization? (Check all that apply)**

- ServSafe
- National Registry of Food Safety Professionals
- Thomson Prometric (*known formerly as: Experior Assessments, National Assessment Institute, Chauncy, Educational Testing Service*)
- A state or local health department
- Other (*Describe*): \_\_\_\_\_
- Unsure
- Refused

**67. Does this establishment require PICs or deli managers to be food safety certified?**

- Yes
- No
- Unsure
- Refused

**68. Does this establishment require PICs or deli managers to be trained in food safety?**

- Yes
- No
- Unsure
- Refused

**Thank you, that's the end of the interview.**

**Now I would like for you to answer this short survey; it's 8 questions and should not take you very long to complete.**