



# Active Managerial Control

Washoe County Health District  
Environmental Health Services  
Consumer & Food Protection Program

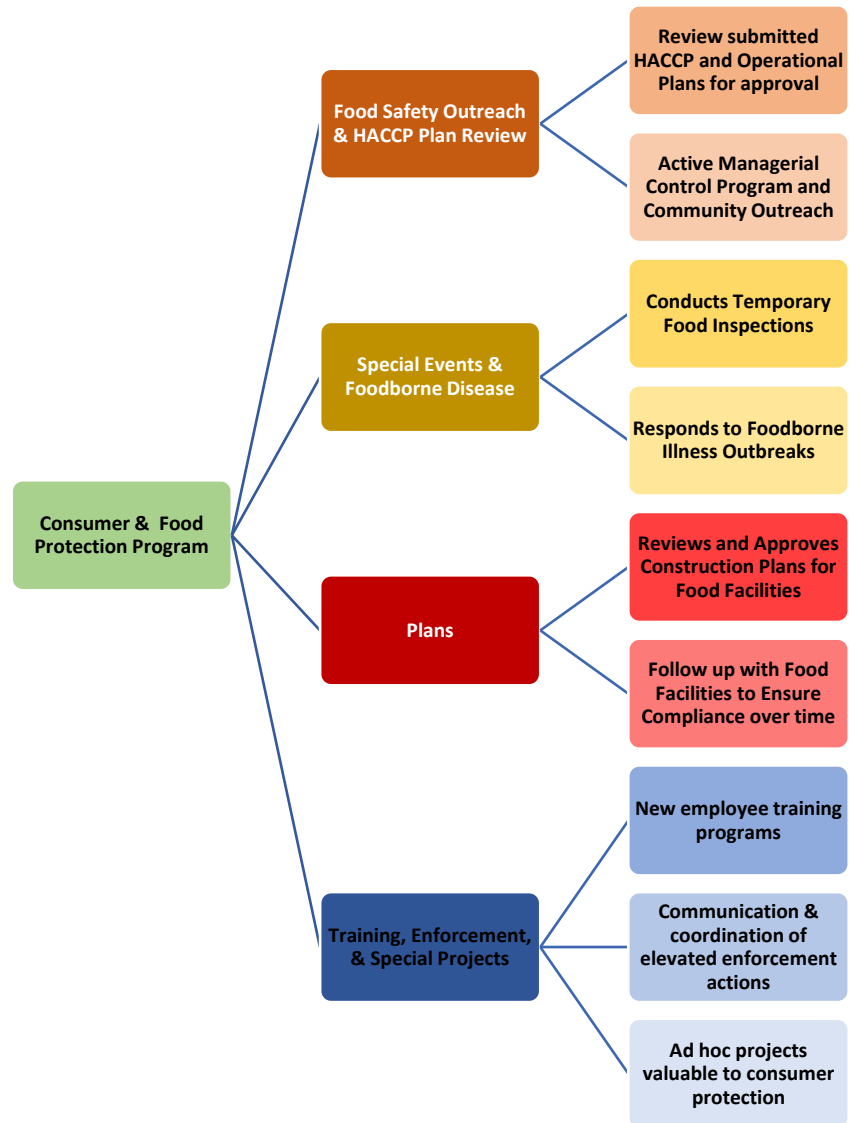
# What We Do

## Environmental Health Services

- “Ensures compliance with local, state, and federal laws regulating food, waste, water, vector and other areas of public health in Washoe County.”
- Enforcement of regulations as well as education
- “Collaborative approach with industry to meet established public health goals”



# Consumer & Food Protection Program



- “Strives to maintain the highest level of food safety in Washoe County”
- Conducts annual and biannual inspections of food facilities to ensure compliance with current food safety regulations.
- Community outreach and education regarding food safety principles and practices.

# Objectives of this AMC Course

## **The What, Who, and Why**

- What is Active Managerial Control?
- Who should take this course?
- Why is AMC important to you?
- Why is AMC important to the public?

## **The How**

- Components of an AMC Policy
- How to write an AMC Policy
- The Resource Library
- Compliance and Enforcement

## **The End**

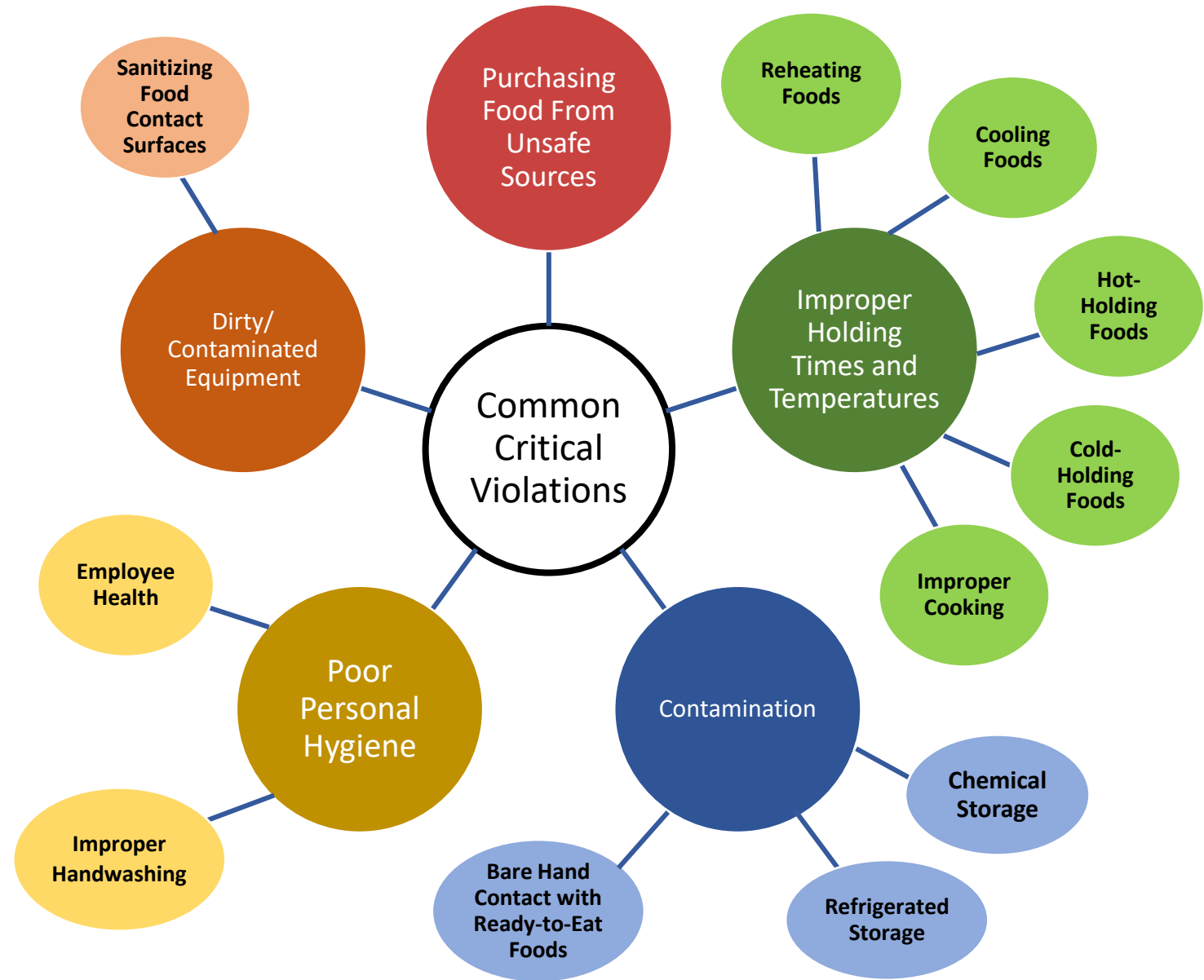
- Questions and Answers
  - Closing Remarks

# What is Active Managerial Control?



# What is Active Managerial Control?

- A proactive plan to help you mitigate the greatest risks to food safety in your establishment.
- The development of:
  - Policies that are unique to the practices occurring at your establishment
  - Training that is relevant, impactful, and inspiring
  - Verification routines that provide a clear path to ensure food safety practices are being followed



## Who should take the AMC course?

- Managers and persons in charge – must have the ability to cultivate change
- The establishment's Certified Food Protection Managers



## Who develops AMC documents and resources?

- Key players throughout all levels of establishment staff



## Who is affected by AMC?

- Restaurant owners and managers
- FOH and BOH restaurant staff
- Consumers and patrons of local food establishments



# Why is Active Managerial Control Important?

- What challenges do you face as a manager or owner of a restaurant?

What Active Managerial Control can do for **YOU**:

- Reduce stress
- Increase staff confidence in their tasks and employee buy-in
- Reduce Food Waste



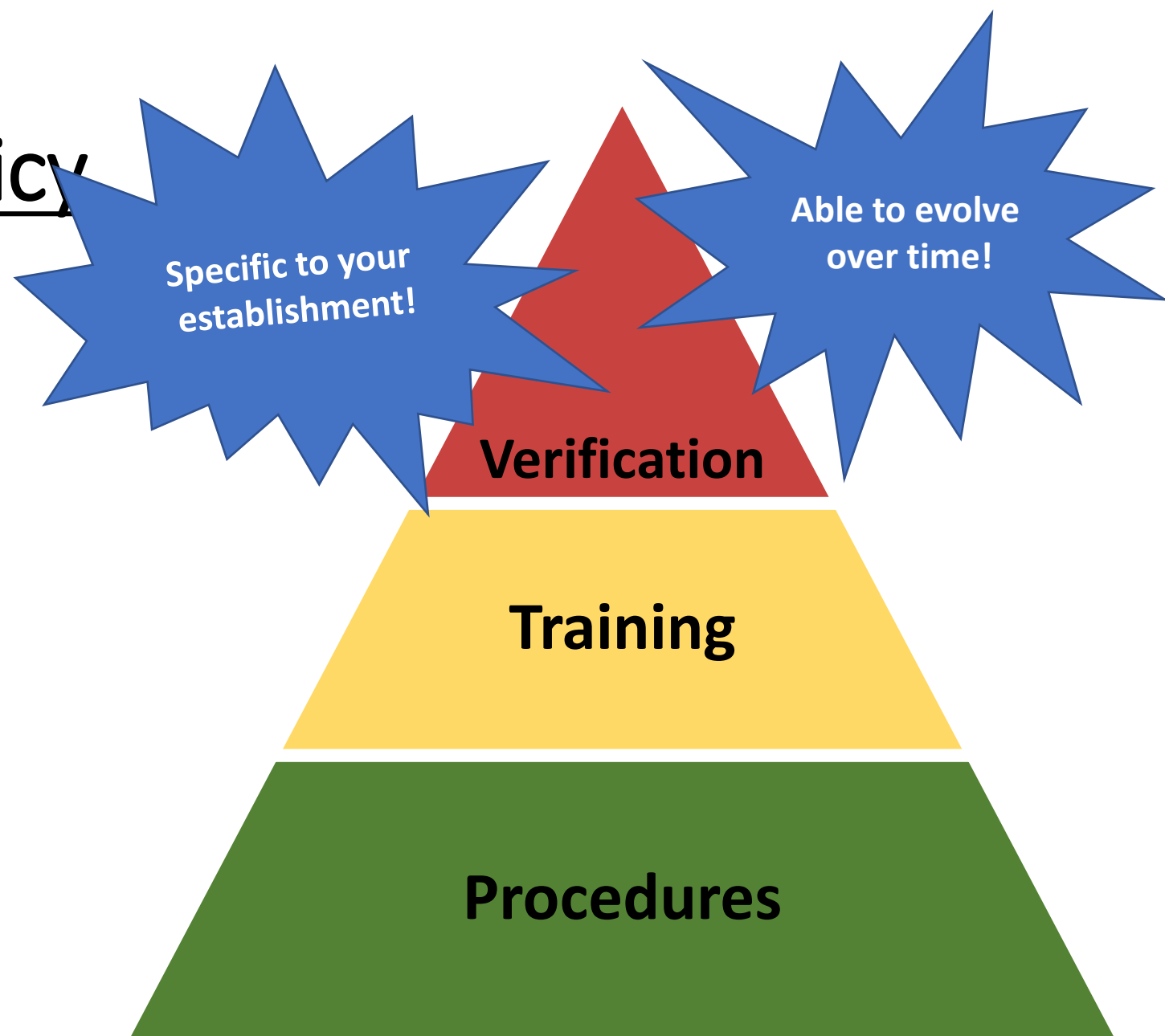
# Why is AMC important to the public?



**AMC supports food safety in your establishment and food safety keeps your patrons healthy!**

# Writing an AMC Policy

- Each policy should contain answers for the 5 Ws of any food safety practice:
  - **What** is the practice?
  - **Why** is it important?
  - **Who** does it apply to?
  - **When** will it be performed?
  - **Where** will it be performed?
  - **How** will it be performed?
- Detailed training programs
- Description of verification



# Procedures

- **What** is the practice?
- **Why** is it important?
- **Who** does it apply to?
- **When** will it be performed?
- **Where** will it be performed?
- **How** will it be performed?
  
- Corrective Actions
- Monitoring

## Active Managerial Control Policy: \_\_\_\_\_

Business Name:	
Effective Date:	
Next Review Date:	
Why this is important:	

## PROCEDURES

<u>Who does this apply to?</u>  Describe who is responsible for this process in your food establishment. Include these people in the development of your procedures for this process.	
<u>When will this be performed?</u>  Describe when this process will be performed at your food establishment.	



# Procedures

- **What** is the practice?
  - **Why** is it important?
  - **Who** does it apply to?
  - **When** will it be performed?
  - **Where** will it be performed?
  - **How** will it be performed?
- 
- Corrective Actions
  - Monitoring

<p><u>Where does this take place?</u></p> <p>Describe where this process will be performed at your food service establishment.</p>	
<p><u>How is this completed?</u></p> <p>Describe the critical limits that apply to this process. If applicable, provide details about utensils or instruments used to verify critical limits.</p>	
<p><u>Corrective Action</u></p> <p>Describe the corrective actions that will be taken if this process is found to be out of compliance. If applicable, provide details on food items are replaced.</p>	
<p><u>Monitoring Steps</u></p> <p>Describe how this process is monitored at your food establishment. If your establishment maintains logs related to this process, describe they are used.</p>	

# Training

- Who is responsible for training staff on this policy?
- How will staff be trained?
  - New employees
  - Refresher training

1. **TEACH**
2. **DEMONSTRATE**
3. **PRACTICE**

## TRAINING

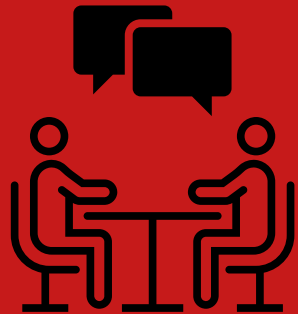
### Training of Staff

Describe how food employees are trained on this process. Identify the people responsible for providing training on this policy. Provide details regarding initial training as well as subsequent refresher trainings.

# Verification

- Are procedures being followed?
- Was your training program successful?

## COMMUNICATE



## VERIFICATION

### Verification of Policy

Describe who is responsible for verifying this policy is being properly followed. Provide details regarding how the verification process is conducted. Include a description of how adjustments are made if the policy not working.



# Exercise: Writing AMC Policy Procedures

- Everyone has been given a critical violation and a blank AMC Policy Template
- Use the AMC Policy Template to briefly write food safety procedures related to the violation
- Share with the group!



# The Food Safety Resource Library

The screenshot displays the official website of Washoe County, Nevada. The top navigation bar is blue and includes the county seal, the name "Washoe County, NV", and links for "LIVING HERE", "DOING BUSINESS", "HEALTH & SAFETY", "HOMES & PROPERTY", and "YOUR GOVERNMENT". A "311" emergency line icon and social media links for Twitter, Facebook, and YouTube are also present. Below the navigation bar is a search bar with the placeholder text "Not finding what you're looking for? Start searching" and a magnifying glass icon. To the right of the search bar is a dropdown menu labeled "ALL DEPARTMENTS". The main content area features a large background image of a cityscape under a dramatic sky. Overlaid on this image is a dark blue box with the text "Health District". Below this, a breadcrumb trail reads "Home » Washoe County Health District » Programs and Services » Environmental Health (EHS)". A sidebar on the left contains a menu with "UP", "Environmental Health (EHS)", "Food Safety Services", and "Land Development (Septic & Domestic)". The main content area below the breadcrumb trail has the heading "Environmental Health (EHS)" and two blue buttons: "CLICK HERE TO 'SUBMIT A'" and "CLICK HERE FOR 'ONLINE'". A vertical "feedback" button is located on the right side of the page.

Washoe County, NV

LIVING HERE DOING BUSINESS HEALTH & SAFETY HOMES & PROPERTY YOUR GOVERNMENT 311

Not finding what you're looking for? Start searching

ALL DEPARTMENTS

Health District

^ UP

Environmental Health (EHS)

Food Safety Services >

Land Development (Septic & Domestic) >

Home » Washoe County Health District » Programs and Services » Environmental Health (EHS)

Environmental Health (EHS)

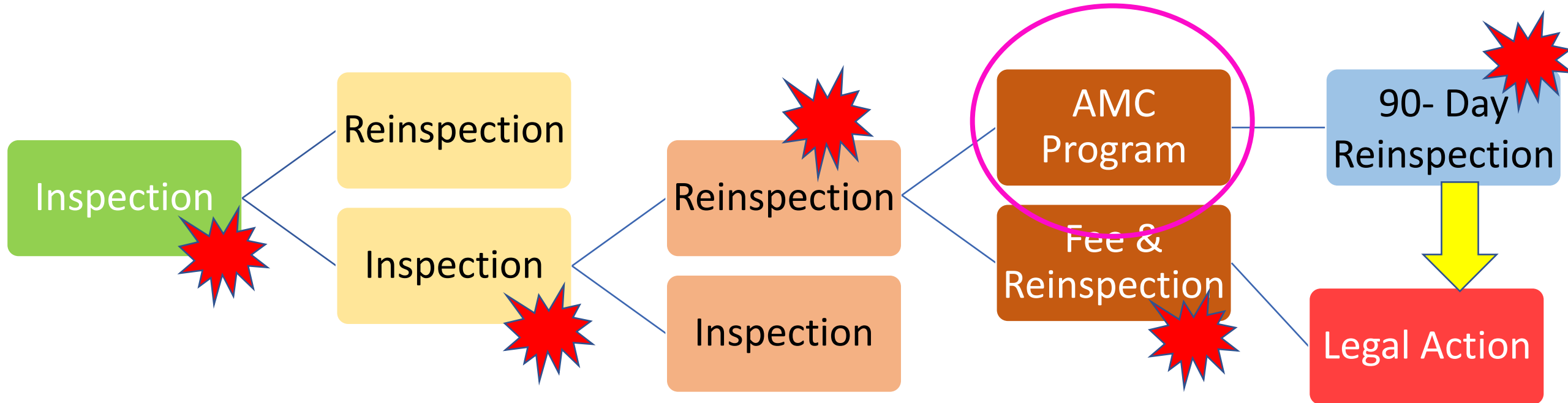
CLICK HERE TO "SUBMIT A"

CLICK HERE FOR "ONLINE"

feedback



# AMC and the Enforcement Process



Thoughtful development of Active Managerial Control can break the cycle of repeat critical violations.



Active Managerial Control

# Questions?

Environmental Health Services (775) 328-2434 ext. 8

Email: [foodsafety@washoecounty.gov](mailto:foodsafety@washoecounty.gov)

# CERTIFICATE OF COMPLETION

*Presented to*

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*For participating in the Consumer & Food Protection Program's  
Active Managerial Control Class on \_\_\_\_\_.*

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***Amber English, REHS***  
Consumer & Food Protection  
Program Supervisor



Active Managerial Control

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***Erin Dixon***  
Environmental Health Services  
Division Director

WASHOE COUNTY  
HEALTH DISTRICT  
ENHANCING QUALITY OF LIFE

