



## 2020 Conference Abstract Submission Form Virtual Conference

*October 13-15, 2020*

**SESSION TITLE:** Educational Outreach and Inspection Protocols During COVID-19

**DESCRIPTION:**

The North Dakota Department of Health Division of Food and Lodging inspection staff were removed from field work during the yellow risk level of the Coronavirus Pandemic in ND. To continue to provide services and outreach to the establishments licensed by the Division throughout the state, program staff developed a modified educational outreach inspection process. Educational materials were developed in collaboration with the ND Department of Health Division of Disease Control and were distributed through email and mailed communications to establishments licensed by the Division as well as those licensed by local public health units throughout the state who opted in to the process.

In order to evaluate the effectiveness of the educational outreach and emailed communications, awareness data was collected by the inspectors to determine the number of the operators contacted, their familiarity with the information, their operations during the shutdown/yellow risk level, as well as documenting and tracking these contacts through the information management system used by the Division; USAFoodSafety. Prior to being contacted it was found that while 78% of the operators surveyed were aware of the ND Smart Restart Protocols for businesses, only 22% were aware of the employer workplace assessment tools that were available for evaluating reopening readiness.

After the state risk level was changed to green and inspection staff were able to return to the field to conduct onsite inspections, a modified standard operating procedure was developed and implemented. This procedure was developed to provide guidance for the inspection staff to provide routine inspections which focused on regulation and education for both food safety as well as COVID-19. The inspection protocol is based upon the state risk level for COVID-19 and as the risk level changes, the inspection procedures are responsive and change with the current risk for the area of the establishments.



## **SPEAKER INFORMATION**

Speaker 1 / Point of Contact:

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## **PRESENTATION OBJECTIVES**

*Provide at least two objectives.*

1. Discuss lessons learned in COVID-19 response activities.
2. Analyze actions and evaluate protocols based on risk levels and appropriate response.