

OCHD Food Service Industry Forum

November 6, 2025

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Agenda

Place your name and organization in the chat

- Welcome!
- OCHD Updates
- Active Managerial Control and a Culture of Food Safety
- Open Discussion and Resource Sharing
- Follow-up Survey

Updates

- Licensing Renewals



Not Active Yet



Environmental Health Online Services
(248) 858-1312

Register for an Account Login

After logging in, click on the **Home** tab to get started or click on the **My Records** link for status of existing records.

Search...

Home Environmental Health

Advanced Search ▾

Welcome to the new Citizen Portal

In partnership with Accela, Inc., we are making your Interactions with us more efficient, convenient, and interactive.

Please Login
Environmental Health online applications require login for security reasons. If you are an existing user, please enter your user name and password in the boxes on the right.

New Users
If you are a first time user, you will need to register for a Citizen Access account.

This system will enable residents of Oakland County to:

1. Submit applications for an Onsite Sewage Disposal System Permit, Water Well Permit, or Sewage Disposal System Installer License (new or renewal).
2. Print receipts.
3. View Permit status and details.
4. Research property information.

Need Help? Email ehclerk@oakgov.com or call 248 858-1312.
Please use Google Chrome and allow pop-ups for this site.

What would you like to do today?
To get started, select one of the services listed below:

General Information	Environmental Health
Lookup Property Information	Create an Application
	Search Applications

Sign In

USERNAME OR EMAIL*

PASSWORD*

[Forgot Password?](#)

SIGN IN

☐ Remember me on this device

Not Registered?

CREATE AN ACCOUNT

1200 N Telegraph Rd, Bldg 34E, Pontiac, MI 48431



Updates

- Fee Increases

Food Service License *(Charges/Exemptions)*

Renewal late charges:

Late fees apply for applications recv'd after **April 30th**

Additional late fees for applications recv'd after **May 31st**

Veteran: With Veteran's License – State Fee Waived

OCHD Fees: Includes State Fee and Education Fee

501(c)(3): State Fee Waived, OCHD & Education Fee still apply

*Food Service License – Fixed, Mobile, STFU

0-24 Seats	\$338.20
25-99 Seats	\$398
100+ Seats	\$457.80
Commissaries	\$338.20
STFU <i>(Includes \$39 State + \$5 Edu Fees)</i>	\$171.65
Mobile Food Service: Cold Truck/Pushcart	\$131.20
Steam Table Truck	\$156.50
Hot Truck	\$181.80

Temporary Food Service Establishment

Temp Food License <i>(Two working days prior to event)</i>	\$78
Temp Food License <i>(Less than two working days prior to event)</i> ..	\$91.80
Temp Food License <i>(Collected in Field)</i>	\$106.75
Temp Food – Multiple inspections under one license	\$54.05

Plan Review – Food Establishments

Partial Plan Review	\$117.30
0-24 Seats	\$151.80
25-99 Seats	\$189.75
100+ Seats	\$227.70
STFU	\$157.55
Commissaries	\$230
Mobile Food Establishments	\$117.30

Inspection Fees

Fixed Food Re-Inspection Fee	\$74.75
STFU Inspection	\$103.50

Spanish ServSafe

- OCHD will be offering the ServSafe Certified Manager training in Spanish in March and October of 2026.



**CERTIFICACIÓN DE ADMINISTRADORES DE PROTECCIÓN
DE ALIMENTOS CURSOS EN ESPAÑOL: 2026**

Instrucción, materiales de apoyo, libro de curso y examen en español.

Updates

- Questions?

Active Managerial Control and Food Safety Culture

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Active Managerial Control and Food Safety Culture

- Active Managerial Control (AMC)
 - The purposeful incorporation of food safety management systems (FSMSs) by industry management into the operation of a business to attain control over foodborne illness risk factors.
- Food Safety Management System (FSMS)
 - Core set of minimal expectations and set of actions (e.g., procedures, training, monitoring) to achieve food safety goals.

Putting It All Together

- Food Safety Culture
 - Shared attitudes, values, and beliefs surrounding food safety that are ideally ingrained within the overall culture of an organization.



How and Why

- Food Safety Culture gives value to “**why**” food safety is important.
- FSMS includes the tangible processes that are “**how**” food safety practices are executed to achieve food safety goals.

H O W . . .
A N D
W H Y . . .

Creating a FSMS

FSMS

- Use HACCP principles: systematic approach to identifying, evaluating, and controlling food safety hazards.

HACCP Principles & Application Guidelines



Creating a FSMS

1. Identify the food safety hazards attributed to food product/process
2. Determine the necessary steps that will control the identified hazards
3. Implement on-going practices or procedures that will ensure safe food

EASY AS 1, 2, 3



Step 1: Identify Hazards

- A hazard is a biological, chemical, or physical property that may cause a food to be unsafe for human consumption.
- Biological - bacterial, viral, and parasitic microorganisms
 - Norovirus
 - Hepatitis A
 - Salmonella (non-typhoidal)
 - Salmonella Typhi
 - Shigella
 - E coli



Step 1: Identify Hazards

- Chemical - naturally occurring or may be added during the processing of food
 - e.g., allergens, shellfish toxins, cleaning chemicals, pesticides, medicines, copper, lead
- Physical - foreign objects in food
 - e.g., glass, stone, wood, plastic, bone, bandages



Step 1: Identify Hazards

- Group food items by process and create a flow chart from receiving to service.
- This will allow you to consider each step and identify possible hazards at each one.



Step 1: Identify Hazards

Always keep the 5 major risk factors in mind!

1. Food from safe sources
2. Proper cooking temperatures
3. Proper hot and cold holding temperatures
4. Contaminated equipment
5. Employee hygiene



Step 1: Identify Hazards

Example: Foods - Chicken breasts, NY strip steaks, white fish filets



Other possible steps: thawing, preparation, cooling, reheating, hot holding

- Now for each step: list each possible hazard and how it can be controlled

Step 2: Hazard Control Measures

Receive
(fresh)

Possible Hazards	Control Measures
Safe source	Foods received from approved sources
Receiving temperature	Foods received at 41F or below

Step 2: Hazard Control Measures

Cold
Hold

Possible Hazards	Control Measure
Proper holding temperatures	Hold foods 41F or below
Cross contamination	Store raw animal products below and away from RTE and according to cook off temperatures

Step 2: Hazard Control Measures

Cook
(on grill)

Possible Hazards	Control Measure
Proper cooking temperatures	Cook fish and steak to internal temperature of 145F Cook chicken to internal temperature of 165F

Step 2: Hazard Control Measures

Service

Possible Hazard	Control Measure
Bare hand contact with RTE food	Avoid bare hand contact by using utensils, gloves, etc.

Step 3: Implement Policies/Procedures

- Now that we know the possible hazards, we can develop and implement policies and procedures to ensure control measures are being met.
- The purpose is to standardize processes, train employees, and ensure consistent production of safe, high-quality food.
- **Write it down!!**

Step 3: Implement Policies/Procedures

Policies and Procedures should include:

- Identified hazards and control measures (steps 1 and 2)
- Monitoring
 - Planned sequence of observations or measurements to assess whether a control measure works
 - Example: Check temperature of chicken with thermometer when pulling off the grill
- Corrective Actions
 - What to do if control measure is not met
 - Example: Chicken measures less than 165F – put back on grill extra 5 minutes and temp again

Step 3: Implement Policies/Procedures

- Training
 - How will staff be trained to ensure policies and procedures are being followed?
- Record Keeping
 - Writing it all down
- Verify
 - Activities, other than monitoring, that determine the policy/procedure is working

Step 3: Implement Policies/Procedures

- Prerequisite Programs
 - Employee health and hygiene
 - Sanitation procedures (w/r/s)
 - Vendor certification programs
 - Training programs
 - Allergen management
 - Recipe/process instructions
 - First-In-First-Out (FIFO) procedures
 - Thermometer calibration

Food Safety Culture (FSC)

Food
Safety
Culture

How do we build Food Safety Culture?

- There is no “one size fits all” for advancing FSC.
- Leadership sets the core values and supports efforts, but staff at all levels are part of and contribute to FSC.
- FSC is deeply rooted in organizational culture.
- Leverage and nurture the existing culture, norms, and infrastructure of the organization to support them rather than trying to implement something brand new.

Food Safety Culture (FSC)

Key elements of that contribute to FSC:

- Leadership
- Communication
- Commitment to food safety
- Risk awareness
- Environment
- Accountability
- Employee knowledge, attitudes, behaviors, and values

Food Safety Culture (FSC)

Barriers to FSC:

- Over-reliance on FSMs
- Prioritization of cost-saving and money-earning
- Frequent staff turnover
- Optimistic bias



Putting It All Together (again)

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Putting It All Together (again)

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Conclusion

- Questions?

Resource Sharing

- Anything to share or shoutout?
- Any questions or concerns?

Follow-up Survey

Food Service Industry Forum -
November 2025 Meeting





HEALTH DIVISION

North Oakland Health Center

1200 N. Telegraph Rd
Pontiac, MI 48341
Phone: 248.858.1280

South Oakland Health Center

27725 Greenfield Rd
Southfield, MI 48076
Phone: 248.424.7000

NURSE ON CALL PUBLIC HEALTH INFORMATION

800.848.5533 NOC@OakGov.com

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DAVID COULTER
OAKLAND COUNTY EXECUTIVE

The Oakland County Health Division will not deny participation in its programs based on race, sex, religion, national origin, age or disability. State and federal eligibility requirements apply for certain programs.