

Rapid Response Team Updates

THAO SCHLICHTE

SEPTEMBER 29, 2022

Complaint Response

► 2020

- Total Complaints January – December: 2243 total complaints
- 94 Illness Complaints
- 6 Environmental Assessment Conducted

► 2021

- Total Complaints January – December: 2047 total complaints
- 178 Illness Complaints
- 21 Environmental Assessment Conducted

► 2022

- Total Complaints January – Present: 1789 total complaints
- 166 Illness Complaints
- 18 Environmental Assessment Conducted

Iowa RRT Training Plan

- ▶ ICS 300
 - ▶ Registered 2022 - 2023
- ▶ ICS 400
 - ▶ Registered 2022 - 2023
- ▶ FDA Non-Public Information Sharing Training Module
- ▶ EATS 101
- ▶ ER 220
 - ▶ 1 available 2023
- ▶ ER 310
 - ▶ 3 available 2022 - 2023
- ▶ ER 324
 - ▶ Not available

RRT Training and the Environmental Assessment (EA) Team

- ▶ IA RRT hosts bi-weekly phone conference calls with RRT member/partner agencies.
- ▶ IA RRT has implemented monthly Environmental Assessment Team Training.
- ▶ Practice outbreak inspections

Under Development

- ▶ Develop an Environmental Assessment procedure/work instructions specific for manufactured food inspections
- ▶ Traceback/Traceforwards Investigations and Recall Procedures
- ▶ Develop emergency response work instructions for field staff
- ▶ Food Emergency Response Plan
- ▶ Virtual Table Top Activity 2023

Updated

► Complaint Response SOP

Iowa Department of Inspections and Appeals Food and Consumer Safety Bureau

Title: Complaint Response SOP

Effective Date:

Pages:

Table of Contents

1. Purpose
2. Scope
3. Background
4. Responsibility
5. Definitions
6. Procedures
7. Related Documents
8. Equipment/Materials Needed
9. Safety
10. Circulation
11. Approval

1. PURPOSE

The purpose of this procedure is to describe the different types of consumer complaints received by the Iowa Department of Inspections and Appeals (DIA) Food and Consumer Safety Bureau, and the assignment, response, documentation, and closure of complaints.

2. SCOPE

This procedure will apply to all retail food establishments, mobile food units, home food processing establishments, manufactured food firms, food storage warehouses, unattended food establishments, temporary events, farmers markets, vending machines, hotels, unlicensed or licensed non-profit and for-profit organizations, consumable hemp retail establishments, and consumable hemp processing establishments.

3. BACKGROUND

The Iowa Rapid Response Team (RRT) Coordinator or designee will apply the requirements of this procedure to all complaints received by the department. DIA Food and Consumer Safety Bureau staff will respond to complaints as assigned.

4. RESPONSIBILITY

Bureau Chief – The Bureau Chief or designee will review all policies and procedures that apply to DIA administrative and general bureau functions and issue final approval of those policies and procedures.

Assistant Bureau Chief - The Assistant Bureau Chief is responsible for the overall administration of the Manufactured Food Regulatory Program Standards, the Voluntary National Retail Food Regulatory Program Standards, and the Iowa Food Emergency Rapid Response Team programs, and

Updated Procedures specific to

- ▶ Complaint Response SOP changes include:
 - ▶ Addition of Home Food Processing Establishment (HFPE) and Consumable Hemp in the scope
 - ▶ New complaint classifications
 - ▶ Completing routine inspections during a complaint response
 - ▶ Timeframe for responses: onsite inspection requirement and increased timeframes
 - ▶ Food-related illness outbreaks will be reviewed within 1 business day
 - ▶ Cottage food illness complaints

Annual Activation

- ▶ Incident Command System (ICS) activation in response to Register's Annual Great Bicycle Ride Across Iowa (RAGBRAI) between July 22-30, 2022.
- ▶ ICS activation in response to the multistate outbreak of *Salmonella* Typhimurium, responding between August 15 – September 6, 2022. Investigation is ongoing.



Event Dates: July 24, 2022 – July 30, 2022



RAGBRAI 2022: ICS Activation

- ▶ “What is RAGBRAI? RAGBRAI, Register's Annual Great Bicycle Ride Across Iowa, is more than just a bike ride, it is an epic seven-day rolling festival of bicycles, music, food, camaraderie, and community. It is the oldest, largest, and longest multi-day bicycle touring event in the world.”



RAGBRAI After Action Review

Improvement Plan: What could be Improved on

Task	Responsible Party/Agency	Proposed Completion Date	Actual Completion Date
Ensure command staff can serve in more than one position (a deputy taking a chief position, for example) to broaden knowledge base - suggest filling primary, secondary, tertiary positions in advance	DIA	2023	
Advance knowledge of staff to have others learn the pre-planning process	DIA	2023	
Begin initial meeting earlier in the year with stakeholders (DIA, LCA)	DIA	2023	
After the initial kick-off meeting, share information with stakeholders monthly (phone, virtual meeting, email) to provide updates and answer questions	DIA	2023	
Share final AAR with all LCA's, to help with their planning for future RAGBRAIs	DIA	2023	
Create a visual timeline on RAGBRAI planning (from February through July) - a visual aid to establish priorities	DIA	2023	

ICS Activation

- ▶ Incident Command System (ICS) activation in response to the multistate outbreak of *Salmonella* Typhimurium, responding between August 15 – September 6, 2022.
- ▶ 38 cases in Iowa
- ▶ 86 Total Cases between 11 states
- ▶ Conducted traceback and sampling at different types of retail sites and non-regulated food sales locations
- ▶ Investigation is ongoing
- ▶ AAR Pending

RRT Activities

- ▶ ESF-8 Public Health Workshop, October 4, 2022, Participate in review/updating the State's Emergency Response Plan
- ▶ 2022 Iowa Environmental Health Association Fall Conference: October 12-13, 2022
- ▶ Midwest Regional RRT Meeting: Midwest is Best! – November 9-10, 2022
- ▶ RRT F2F Conference : December 5-7, 2022, Long Beach, CA



Thank You!

Thao Schlichte

Thao.Schlichte@dia.iowa.gov

(515) 401-7274