

# Best Practices Manual for Administering Consistent, Uniform, and Safe Food, Pools, and Lodging Programs in Minnesota

*Table of Contents*  
*Introduction*



Minnesota Department of Health  
Environmental Health Division  
Food, Pools, and Lodging Services Section

**Best Practices Manual for Administering Consistent, Uniform and Safe Food, Pools, and Lodging Programs in Minnesota**

Minnesota Department of Health  
Environmental Health Division  
Food, Pools, and Lodging Services Section  
P.O. Box 64975  
St. Paul, Minnesota 55164-0975

Phone: 651-201-4500

Email: [health.foodlodging@state.mn.us](mailto:health.foodlodging@state.mn.us)

Website: <http://www.health.state.mn.us/divs/eh/fpls/>

*To request this document in another format, contact 651-201-4500.*

# **TABLE OF CONTENTS**

Introduction

Section One: Regulatory Foundation

Section Two: Trained Regulatory Staff

Section Three: Risk Based Inspection Program

Section Four: Uniform Inspection Program

Section Five: Complaint, Illness and Injury Preparedness and Response

Section Six: Compliance and Enforcement

Section Seven: Industry and Community Relations

Section Eight: Program Support and Resources

Section Nine: Program Assessment

Appendix A: Acronyms

Appendix B: Definitions

Appendix C: Resources

# Introduction

## Purpose

The purpose of this Manual is to provide a set of best practices for the Minnesota Department of Health (MDH) and delegated local program managers, administrators, and staff to deliver consistent, uniform, and safe retail food and beverage, lodging (i.e., hotel, motel, manufactured home parks (MHP), recreational camping areas (RCA), and youth camps), and public swimming pool programs throughout the state of Minnesota.

Program managers, administrators, and staff must develop, refine, and sustain practices that fulfill the requirements of the Minnesota Statutes, Minnesota Rules, and MDH Delegation Agreement. This Manual has been developed as a tool to assist managers, administrators, and staff in building a foundation for their program. It is not intended to replace federal, state, and local rules and regulations.

The best practices in this Manual may be used as a template or foundation for achieving program goals. These best practices are one way of achieving program goals, however managers, administrators, and staff may develop, refine, and sustain different practices that fulfill or exceed the requirements. This is not a step-by-step guide or checklist to building a successful program. Success of your program depends on your management and oversight of staff.

This Manual is based on the [United States Food and Drug Administration \(FDA\) Voluntary National Retail Food Regulatory Program Standards](#). The nine FDA program standards provide guidance on key aspects for providing a successful, science-based, regulatory program. Each section of this Manual includes a set of concepts, tools and examples to assist managers, administrators, and staff to support strong retail food and beverage, lodging, and public swimming pool programs that focus on prevention and protection from intended and unintended incidents.

Each section includes the following elements:

- Summary of applicable MDH Delegation Agreement requirements.
- Recommended best practices to help regulatory agencies fulfill or exceed the requirements of the MDH Delegation Agreement.
- Recommended state and national materials and resources.

## **Background**

In April 2007, an Advisory Council was formed to review the draft *Minnesota Department of Health (MDH) Delegation Agreement for Environmental Health Services*. The Advisory Council recommended formation of a workgroup to compile a best practices manual to accompany the Delegation Agreement.

This Manual is the result of that recommendation, and the product of the several manual writing groups made of more than sixty state and local public health staff. The Manual is seen as a living document that will be revised, refreshed, and augmented over time to reflect changes in science, practice, and the demands of the profession of environmental health.

## **Partners**

The Minnesota Departments of Health and Agriculture, United States Food and Drug Administration, local units of government, academia, and industry partners will work together to provide leadership to coordinate a comprehensive and productive integrated food safety program. This partnership enhances the development, support and sustainability of best practices that anticipate and address the health needs of the public we serve.

## **MDH Mission, Vision, and Values**

### ***MDH Mission***

Protecting, maintaining and improving the health of all Minnesotans.

### ***MDH Vision***

Keeping ALL Minnesotans Healthy

### ***MDH Value Statements***

#### ***Integrity***

We are honest, trustworthy and transparent in all we do. We strive to do the right thing to achieve the best public health outcomes.

#### ***Collaboration***

We value the diversity and unique contributions of our employees and partners. We develop positive relationships, foster innovative solutions, and strengthen our capacity to accomplish our mission.

### ***Respect***

We uphold a standard of conduct that recognizes and values the contributions of all. We foster a working environment in which listening to and understanding our differences is encouraged and confidences are protected.

### ***Science***

We use the best scientific data and methods available to guide our policies and actions to promote healthy living in Minnesota. We rely on the objective facts of evidence-based science to build a strong foundation to address health needs and concerns.

### ***Accountability***

We are effective and efficient managers of the public trust and public funds, and hold ourselves and others to appropriate standards. We operate with open communication, transparency, timeliness, and continuous quality improvement.