

with newer dates. It was reported that this is part of the center policies to ensure that foods are rotated so that older stores are used first. The storage area was observed to be clean. Using a flash light, step stool, and getting down on the floor I was able to observe shelving surfaces, floor surfaces, and inside packing containers. One dead millipede was observed on the floor, and mouse traps were present but there was no evidence of accumulated dirt, debris, rodent dropping, frass, insect cuticula, gnaw marks, living insects or other indicators of infestation or poor maintenance of the area. A bulk bag of rice, and bulk bag of pasta were not properly stored with both having been opened and the packaging folded over as a closure.

The kitchen area was observed and again using a flashlight, getting down on the floor, and opening cabinets I was able to observe cleaning and storage practices. The floor was noted to be generally clean with no feeling of greasiness or tackiness in the main area. No evidence of accumulated dirt or other materials were observed in the cabinets or under appliances. The exception was under the stove which was observed to have an accumulation of dirt and debris including a spoiled apple and an old cracker. Despite these attractants no evidence of rodent or insect infestation was observed.

Refrigeration and freezer units were observed and again by using a flashlight, moving items, and getting down on the floor all were observed to be clean. The center does maintain thermometers in the units and a daily temperature log. Temperatures are checked in the morning when the units are first opened and the log identifies that proper temperatures are maintained. Foods in these units were covered and were dated with the exception of those foods that were identified as being prepared for service later that day. Perishable foods in the refrigerators were observed to still be within the manufacturer's Use By date. Foods in the freezer units were observed to be in compliance with the manufacturer's Use or Freeze By date, and again older dated items were stored at the front of unit and newer dated items in the back.

A review was also made of classrooms where food items are stored and similar practices were observed. Food storage areas were observed to be clean both for dry pantry and refrigerated items. The items were stored in cabinets that were not readily accessible to the children. Some dry pantry items were observed to have been placed back into storage with the packaging folded over while others had been stored in Ziploc brand plastic bags or containers. Again food items in the refrigerator that were for that day's service were not labeled.

A review of administrative records was conducted for pest management and menus. The center does contract with American Pest Control and has a monthly inspection and control plan. Records provided show that the center has contracted with this company for continual services since at least 08-14-2000. Reviewing menu and food plan information submitted for CACFP review for the months of June, July, and August of this year the center does track the foods that are served noting substitutions when they are made. The cooks did identify that substitutions are made due to being out of a planned food item, or not serving a planned food item due to issues of quality. The cooks stated that they do taste the foods that are being prepared and if any issues are noted such as degradation of flavor or quality those items are not served and are disposed of. Amber did confirm that the center does receive foods from the Food Bank which includes items that have been donated from merchants and manufacturers that are either near or have reached their recommended Best By date. Amber stated that at times when unpacking items from the Food Bank some items will have arrived with insect infestation and the center immediately disposes of them.

Amber stated that the center recently had an employee who had worked in the kitchen area raise concerns about the issues related to the food being received from the Food Bank including some products being past Best By dates, and insects being found when opened. Amber stated that she did reaffirm with the employee that the decision to dispose of the food items that had insects was the proper action to take, but that the foods with the expired Best By dates were still acceptable. Amber stated that she did contact the Food Bank, and the center's CACFP consultant about the concern of the Best By date. Amber stated that the center's board of directors also reviewed the current center policies. It is noted that an e-mail was received from Amber on 09-19-13 with questions about concerns of food received from the Food Bank. A recommendation was made that the center consider revising the current parent handbook to add information that clarifies the centers participation in CACFP and the foods that are served.

Given that West Town Charlie Brown Learning Center is one of three centers overseen by the same board of directors as a multi-site program visits were also made to the Washington Charlie Brown, and Lake Town Charlie Brown centers. In both centers the same process for reviewing the kitchen, dry pantry, and refrigerated food areas were followed. Again there was no indication of insect or rodent infestation, and both centers were generally clean with overall good food storage practices though some issues were noted in both.

In the Washington center it was noted that a couple bulk boxes of food items were stored directly on the ground. The other dry pantry items were stored on the same low platforms and shelving structures that had been observed at the West Town center. Again the floors were observed to be clean with the exception of the area under the stove which had an accumulation of dirt and a spice container that had fallen on the floor. Items placed in refrigeration units were properly stored though it was noted that some packages of raw meats were placed on a top shelf. It was reviewed that these should be placed in a container and on a lower shelf to

prevent any fluid from dripping and cross contaminating any other food items in the refrigerator.

In the Lake Town center the dry pantry foods were observed to be stored on elevated platforms, pallets, and shelves. The storage areas were observed to be clean with the exception of one storage area located off a classroom in which there was some accumulation of dust and debris under the pallets on which the food was stored. Again there was no indication of insect or rodent infestation. A bulk bag of rice was observed to have been opened and then the top folded over rather than being placed in a sealed container. Refrigerated foods were observed to be properly stored though again the foods prepared for service that day were not labeled. The food storage areas in the kitchen were observed to be clean but one lower cabinet where dry foods were stored had crumbs and small particles of foods along the back edge consistent with packages having spilled and staff cleaning it up but not getting fully to the back of the cabinet. This was pointed out as a concern for being an attractant to insect and rodents especially given that it was along an edge which is an area that would be used as a travel corridor by vermin. This center provided the best example of the food rotation practices of the facilities. In the dry pantry storage a bulk box of cereal was observed to have the oldest "received on" date of 11/12 as recorded by the center. The manufacturer's labeled Best By date for the product was 01/13. When reviewing the kitchen and food stores readied for more immediate use boxes of the same cereal product were observed. These containers were from an earlier production lot as denoted by the Best By date of 10/28/12. This shows that while the center does receive foods that are near or past their best by date the stores are rotated to ensure that older dated items are used first.

On 9/26/2013, the DHS received photograph images depicting dirt, debris and apparent rodent droppings in a food pantry area believed to be the location of the West Town Charlie Brown child care center. The photos are date stamped 1/19/2008 however the anonymous reporter indicated that the photos were taken in May or June of 2013. On 5/28/2013, DHS had been present at the center and the food pantry appeared free of dirt, debris and rodent droppings.

Based on the information obtained the complaint that the West Town Charlie Brown Learning Center is serving expired and infested foods is not substantiated. There was no evidence of rodent or insect infestation at the West Town Charlie Brown or the affiliated Washington and Lake Town sites. All three centers receive food from the Food Bank which is donated by manufacturers and retailers when nearing or surpassing the labeled Best By date. The Best By date is the date when the manufacturer(s) will no longer guarantee that the product will meet their claims for flavor and performance if the date is exceeded. The United States Department of Agriculture (USDA) Food Safety and Inspection Service (FSIS) information regarding Food Dating identifies that foods exceeding "Best By" and/or "Sell By" dates "should be safe, wholesome, and of good quality if handled properly". http://www.fsis.usda.gov/wps/wcm/connect/19013cb7-8a4d-474c-8bd7-bda76b9defb3/Food_Product_Dating.pdf?MOD=AJPERES

While the complaint is not substantiated for the issues reported there are issues which are not in compliance with NHSPS as required by Licensing Standards. NHSPS standards identify that food items not requiring refrigeration should be stored 6 inches off the ground, and if not in their original unopened containers should be stored in clean metal, glass, or food grade plastic containers with tight fitting lids. All surfaces that come into contact with food as well as shelving and floors in food prep areas should be kept clean and sanitized. Pre-prepared foods not likely to be served within the next day should be labeled with the date prepared before being placed in the refrigerator. During the inspection it was observed that some boxes of food items were stored directly on the floor and others while elevated were on platforms that were less than the recommended 6 inch height. While good cleaning practices were generally observed there were limited areas in all three centers where the accumulated debris was evidence of that area not being cleaned for an extended period of time. Some bulk food items were not placed in sealed containers after the manufacturer's original packaging seal had been broken.

Special Notes and Action Required:

While there were issues of non-compliance found these were not related to the complaint as received, nor were they indicative of a systemic or blatant disregard of compliance with licensing standards. The facility does have established policies and procedures in place that generally ensure good food storage and handling practices.

It is expected that:

1. Policies and procedures involving good food storage and handling practices be reviewed with all staff given that classroom teachers are likely to engage in activities that involve handling, serving, or storing food as part of providing for the care and programming of children, and/or may be asked to assist in kitchen activities.
2. The center engage in deep cleaning of the food prep and food storage areas. Policies should be reviewed to ensure that in addition to any standard cleaning practices that a regular comprehensive review be completed to ensure that areas such as those observed under the stoves, along the back edges of cabinets, and in classrooms are also maintained in a sanitary manner.
3. Foods not requiring refrigeration be stored 6 inches off the ground,
4. Food not in their original unopened containers should be stored in clean metal, glass, or food grade plastic containers with tight fitting lids.

The center license will remain in full effect

Consultant's Signature:

A handwritten signature in black ink, appearing to be "Paul D.", written on a light gray background.

Date:

09/26/2013