

Foodborne Illness Complaint

Environmental Investigation Summary Report

Establishment: <u>Puritan Backroom</u>	Class: <u>I</u>	Type of Operations ☒ Restaurant ☐ Market ☐ Mobile Unit ☐ Temporary ☐ Caterer ☐ Other <u>~ Buffet - Private EVENT</u>
Owner: <u>Puritan Confectionary Co. Inc.</u>		
Address: <u>245 Hooksett Rd.</u>		
Date Complaint Received: <u>Nov 27, 2019</u> <u>STATE REPORT</u>		
Date(s) Investigated: <u>Nov 24, 2019 @ state request</u>		
Implicated Food(s): <u>Ppe-Thanksgiving Buffet ~ See menu</u>		

Number of Persons ill: <u>~ 15</u>	
Were any food employees ill in the two weeks prior to the suspect event?	YES ☐ NO ☒
Did any food employee become ill* after the suspect event? <u>WAITSTAFF</u>	YES ☒ NO ☐
Were any food employees tested?	YES ☐ NO ☒
Food Samples Collected From: ☐ Consumer ☐ Food Establishment ☐ Wholesale Manufacturer/Distributor <u>N/A</u>	

* diarrhea, vomiting, fever, sore throat with fever, infected cuts or lesions, jaundice

Reported : NO DIAGNOSIS AT TIME of VISIT

UPDATE 12/2/19 Initial Case
NORO confirmed.

A. Recent Compliance History

Attach copy of most recent inspection report issued prior to complaint.

1/29/19: 84 22,12 2/1/19; 2/8/19

B. Suspect Food(s) Preparation Procedures

Include food source, volume prepared, preparation steps (who, how, where, when), monitoring procedures used, identification of critical control points and any corrective actions that were taken if necessary to correct inadequate monitoring procedures.

see attached menu NOTES.

Food are prepped in Restaurant kitchen (NOT EVENT CENTER) in bulk as part of general restaurant offerings.

C. Level of Regulatory Compliance Noted During On-site Investigation(s)

Management and Personnel	Employee handbook
1. Ill Employees restricted from food handling	④ IN
2. Food employees aware of employee health reporting requirements	④ IN
3. Handwashing frequency and procedures adequate	④ IN
4. Handwashing sinks accessible and supplied with water, soap and towels	④ IN
5. No bare-hand contact with ready-to-eat foods	④ IN
6. If gloves used, procedures are adequate <u>+ Extensive glove use ~ more than necessary</u>	④ IN

C. Level of Compliance Noted During On-site Investigation(s) (Continued)**Other Risk Factors and Major Interventions**

1.	Food and water from approved sources	✓
2.	Cooking PHFs	cooks use periodic assessments ✓
3.	Reheating of PHFs	Foods reheated >165°F prior to hot holding ✓
4.	Cooling of PHFs	cheese sauce ~ blast chillers used ✓
5.	Hot and cold holding of PHFs	equipment operating to specs ✓
6.	Calibrated food thermometer available	several observed ✓
7.	Menu / consumer advisory requirements	N/A
8.	Prevention of cross-contamination of RTE foods with raw ingredients	dedicated staff for each menu item. ✓
9.	Protection of food/ food contact surfaces	Generally clean ~ segregated prep areas ✓
10.	Cleaning and sanitization of food contact surfaces	sanitizer wiping cloths ✓
11.	Storage and use of toxic chemicals	NO violations observed
12.	Hot Water Available	✓
13.	No Sewage Backups, slow drains	Work on floor drain installation ~ no violation observed.
14.	Evidence of Insect / Rodent infestation, PCO	NONE observed.

D. Corrective and Enforcement Actions

Please check the type(s) of corrective or enforcement actions that were taken in response to this complaint.

- ☐ Order for Correction Issued to correct violations relating to:
☐ Food Employee / Food Handling Procedures & Policies Modified
☐ Embargo ☐ Other: (Describe Below)
☐ Voluntary Disposal
☐ Food Employee Restriction/Exclusion
☐ Emergency Suspension or Closure
☐ Food Employee/ PIC Training
☐ Press Release/ News Alert
☐ Equipment /Physical & Sanitary Facilities Modified /Upgraded
☒ None
☒ Agency Referral/s Current investigation @ STATE

Notes: Observed no deficiencies at time of assessment.

Completed By: Aaron Kyckli Title: Env. Health Supervisor
 Person Interviewed: ERIC Zink, Arthur Pappas Date: Nov 25, 2019

Puritan Conference & Event Center: Nov 25th, 2019

245 Hooksett Rd.

Manchester NH

Menu - Banquet Event – Manning, Conference Suite C - Nov 24th, 2019

11:00am

Carafe of Milk

Medium Fresh Fruit Tray* – Prep day of event for general consumption (GC) and special events (SE).

12:00

Two Entrée Dinner Buffet -25, Children 12, Children (ages 0-3) 6

- Warm Rolls, Pita & Butter on the Buffet (GC).
- Greek Salad on the Buffet (Greek dressing on the side) GC
- Bowl of Pasta Salad* – Prep cold served (Italian dressing): tomatoes, celery peppers, and squash/zucchini (prep GC, assembly for SE upon demand) – Dedicated employees
- Fried Chicken Tenders* –Standard daily prep (@1500lbs per day) – Dedicated employees
- Macaroni & Cheese* – Standardized daily recipe; Cheese sauce blast chilled for rapid cooling (1.5g portions). Dedicated employees. @2hrs from 140F to 37F.
- Homemade Mashed Potatoes* – Boiled, machine mixed day of – typically several batches per day.
- Green Beans Almondine* –Daily; Steamed GB tossed with butter, Salt, sliced almonds

Dessert :

- Coffee and Tea Station
- 9X12 Rectangle Cake*
 - Chocolate Chip & Chocolate Ice cream* - Ice cream is made via same individuals routinely- bulk batches/portioned for general consumption and events during manufacture.
 - Oreo Center – commercially produced.
 - M&M's topping – Commercially produced
 - Messaging – Orange 'Happy Thanksgiving' – Decorations performed by same individuals routinely.

Event ends early at 2:30PM

Notes: All foods ordered are prepared in bulk for general consumption and portioned from these for special events. *Menu items were specifically evaluated for process review:

