



18 May 2022

Captain John Hargis
Silverdale Detention Center
7609 Standifer Gap Rd.
Chattanooga, TN 37421

Re: Food Service Corrective Action Plan

Dear Captain Hargis

As follow up to the May 13, 2022, Tennessee Department of Health's food service inspection at the Silverdale Detention Center, below you'll find Aramark's Corrective Action Plan (CAP) which addresses deficiencies identified on the report.

The following are the CAP activities:

1: The person in charge was not in control of multiple food safety risk factors. Highly recommend managers and staff get certified in an ANSI approved food safety course. **CAP: Current Food Service Director (FSD) and Food Service Manager (FSM) are ServeSafe Certified. Aramark will ensure all employees are ServeSafe Certified by June 1, 2022.**

2: Manager was not aware of the symptoms or illnesses to restrict employees from working—no knowledge of an illness policy. **CAP: Aramark has an Exclusion & Restriction poster in the manager's office and is covered with all employees during their orientation. Aramark will continue to provide this in its Safety On-Boarding process and will provide retraining with all staff to ensure understanding by May 19, 2022.**

6: Food workers not washing hands before beginning food preparation. No hand washing observed of staff during the inspection. **CAP: Aramark will ensure that all food handlers wash their hands frequently and according to the approved procedure. Aramark has Handwashing Job Aids posted next to all sinks but will supervise the inmates more closely to ensure they are following the process beginning May 18, 2022.**

8: No paper towels provided at the hand sinks. **CAP: Aramark will order paper towels dispensers from Sysco (or other provider) and submit a work order for the dispensers' installation by May 19, 2022. In the interim, Aramark will ensure there are paper towels and hand soap at all Food Service hand sinks.**

14: Sanitizer buckets testing 0 ppm QA—no sanitizer present in the buckets. Reviewed need to change buckets frequently so that the sanitizer effective. **CAP: Aramark will ensure every half hour that Sanitizer concentrations are maintained throughout kitchen operations beginning May 18, 2022.**

18: Large containers of grits that were cooked early this morning had been left to cool at room temperature. The grits temped 90-110 F more than 6 hours after being cooked. Embargoed 200 lbs of grits. Reviewed correct cooling procedures with the manager—more training is needed. **CAP: Aramark will provide retraining on the proper ways to safely cool leftovers for storage by May 18, 2022.**

21: Multiple cooked foods prepared the previous day were not date marked. **CAP: Aramark will retrain associates on proper labeling of product by May 19, 2022.**



31: Cooked foods being cooled in large, covered containers at room temperature. **CAP: Aramark will provide retraining on the proper ways to safely cool leftovers for storage by May 18, 2022.**

36: Rodent droppings found in the dry storage room. **CAP: Aramark will report to HCSO's Silverdale Detention Center's Environment Officer or designee of any pest or rodent activity by May 18, 2022, and maintain a record on Aramark's Pest Siting Log.**

39: Multiple dirty wiping cloths on shelves throughout the kitchen. **CAP: Aramark will provide retraining on the proper use and storage of towels by May 18, 2022.**

41: Styrofoam cups used to scoop sugar and other food—must have a handle sticking out of the food. **CAP: Aramark will provide retraining on the proper utensils for the scooping of products May 18, 2022. This is in place today.**

42: Wet containers stacked—must air dry before stacking. **CAP: Aramark will provide retraining on air drying small wares by May 18, 2022.**

48: One hand sink without any hot water/must have both hot & cold water. **CAP: Aramark has submitted work orders to maintenance for correction. There is a limited capacity for hot water in food service today.**

53: Floor dirty in several areas of the kitchen. Floors, walls and ceiling in poor repair. **CAP: Aramark has submitted work orders for wall & ceiling gaps and holes. Aramark has established a Master Cleaning List and will ensure all walls & ceilings are wiped down by May 20, 2022.**

54: Uncovered employee drinks stored on shelves with food and cooking equipment. **CAP: Aramark will provide retraining on where beverages are to be stored and will continue to discuss with inmates each shift beginning May 18, 2022.**

In addition to these corrective actions and to demonstrate that Aramark is committed to enhancing our food safety culture and protecting the organizations brand, as part of our overall Food Safety Program, Aramark will be bringing in our third-party food safety auditing partner, Steritech, a leading food safety auditing firm, based in US and Canada. Steritech's approach to conducting the audits is consultative and engaging whilst providing coaching and feedback on safe and unsafe food safety practices.

These food safety audits are designed to provide an unbiased snapshot of how our operations perform in conformance with the National Food Code. Results from the audits will assist the organization to identify root causes, support the development of appropriate corrective measures and help continuously improve our program.

Sincerely,

A handwritten signature in blue ink, appearing to read "Wes Landers".

Wes Landers
District Manager
(678) 677-1751