

# FDA Retail Food Protection Seminar 2023

July 26-28  
Crowne Plaza Resort  
1 Resort Drive

*Proudly presented by the North Carolina  
Environmental Health State-of-Practice  
Committee (NCEHSOP)*



*Training by Specialists...for*

**FDA** U.S. FOOD & DRUG  
ADMINISTRATION

# CONFERENCE *at a glance*

Wednesday July 26, 2023



6:45 AM Continental Breakfast

7:45 AM Registration

8:00 AM Opening Remarks & Welcome

*Wilson Mize/Terri Ritter, NC Environmental Health State of Practice Committee*

8:10AM FDA Office of State Cooperative Programs (OSCP) Welcome & Update

*Liz O'Malley, Branch Director, Retail Food Protection Branch I, FDA*

*Andre C. Pierce, MPA, REHS, Director, Retail Food Protection Division, FDA*

8:30 AM FDA Office of Partnerships (OP) Update

*Jenice Butler, Project Manager (Public Health Advisor), Office of Partnerships, FDA*

*Rance Baker, Director of Entrepreneurial Zone, National Environmental Health Association (NEHA)*

*This presentation will provide information on the Retail Flexible Funding Model (RFFM). In addition, there will be some brief information regarding the RFFM portal.*

8:55 AM FDA Office of Training, Education, and Development (OTED) Update

*Deirdra Holloway, Program Manager, Office of Training and Educational, Development, FDA*

*The Office of Training, Education, and Development will address creating/requesting a LearnEd account, how to search for courses and identify a course's prerequisites, how to make sure prerequisites are complete, accessing the Learner Transcript, and inputting external training in LearnEd (with emphasis on prerequisites that may not be in the system).*

9:15 AM Break

9:35 AM Centers for Disease Control and Prevention (CDC) Update

*Dr. Laura Brown, Leads National Center for Environmental Health's Safe Food Section, CDC*

*CDC will present findings and recommendations from the team's food safety research and foodborne outbreak surveillance. Dr. Brown will also share resources for environmental health and food safety professionals.*

10:15 AM Retail Program Standards Growth Track: Journey to obtaining and maintaining the FDA Retail Food Program Standards.

*Jason Reagan (Director of Environmental Health), Donzel Council (District Quality Assurance and Quality Improvement team), and Deanna Glisson (District Quality Assurance and Quality Improvement team), Gwinnett, Newton, Rockdale Environmental Health*

*Understanding what the FDA Retail Food Program Standards are and how they can benefit your food safety program is one thing. However, it's a totally different thing to actually decide to move forward in pursuing, implementing, and maintaining them. This process may sound daunting but with a little bit of effort and guidance along the way, the process is not only exciting but it can be monumental in elevating your food safety inspection program to the gold star level. GNR Public Health will share our experiences and hopefully encourage you to either start or continue your progress with the FDA Retail Program Standards. The overall journey of meeting the program standards will take time but it is definitely worth the effort!*

# CONFERENCE *at a glance*

Wednesday July 26, 2023 continued



11:20AM Break—Meet Our Vendors

11:30 AM Wings and “Special Sauce” - WOW!!

*Thomas Jumalon, Regional Environmental Health Specialist, North Carolina Dept of Health and Human Services*

*The presentation will be discussing THC poisoning of citizen unknowingly from a permitted food establishment; complaint details; law enforcement engaged and permit suspension based imminent hazard; felony charges pending.*

12:30 PM Lunch (provided by NCEHSOP & FDA Seminar)

1:45 PM Shellfish Updates and Activities

*Bess Ormond, PhD, Director, Shellfish Sanitation Branch 1, FDA*

*This presentation will discuss recent changes to the 2022 Model Food Code and how the changes make the Food Code more closely match the National Shellfish Sanitation Program (NSSP). Retail is the end point of the NSSP, so having retail and NSSP in alignment reduces confusion and adds to public health protection. It will discuss shellfish tag requirements and give some tips as what to look for at retail during illness investigations.*

2:45 PM Break

3:00 PM Standard Operating Procedures to Reduce Food Waste in Prepared Foods in North Carolina  
*Ellen Shumaker, Director of Outreach and Extension, North Carolina State University Safe Plates Program*

*This session will present a summary of the Standard Operating Procedures developed by the NC Local Food Council and Safe Plates at NC State University to provide a consistent, evidence-based set of guidelines in an effort to reduce food waste in the food recovery landscape. This session will share lessons learned, and an overview of the curriculum and trainings developed, covering topics like temperature control, monitoring, hygiene, storage, transportation, receiving, re-thermalization, documentation, and allergen control. If we can implement similar efforts and partnerships in other states and counties, we can make a real impact in reducing food waste.*

4:00 PM State Reports

5:00 PM Adjourn

# CONFERENCE *at a glance*

Thursday, July 27, 2023



7:30 AM Registration (continental breakfast provided)

9:00 AM Opening Remarks & Welcome

*Larry Michael, State Environmental Health Director, NCDHHS*

10:00AM FDA's Coordinated Response to Powdered Infant Formula Adverse Events.

*Kimberly Livsey, Senior Emergency Response Coordinator, FDA*

*This presentation will cover FDA's field response to the 2022 powdered infant formula adverse events, and the associated lessons learned.*



11:00 AM Break—Meet Our Vendors

11:30 AM The Next Big Thing: Preparing for Health Threats in North Carolina

*Dr. Zack Moore, State Epidemiologist and Epidemiology Section Chief, NCDHHS*

12:30 PM Lunch (provided by NCEHSOP & FDA Seminar)

1:45 PM Creating a Food Safety Culture: Using Technology to Enhance Food Safety Culture.

*Eric Martin, Sr. Director of Food Safety, Texas Roadhouse*

*The presentation will take a deep dive into the technologies Texas Roadhouse currently uses to supplement our food safety practices. In addition, we will look at current and future projects we are working on to continue to simplify operations while ensuring we continue to be a scratch base restaurant.*

2:45 PM Break

3:00 PM State Reports

4:00 PM Adjourn

5:00 PM- **Networking Social in the Expo Center**

9:00 PM *Join us for fellowship, food, drinks, music, and networking!*

# CONFERENCE *at a glance*

Friday, July 28, 2023



7:00AM Registration (continental breakfast provided)

8:00 AM FDA Center for Food Safety and Applied Nutrition, 2022 Food Code and Other Updates  
*Mary Cartagena, Retail Food Policy Team Lead, CFSAN, Office of Food Safety, FDA*

9:00 AM CFP Issue Summaries

*The Conference for Food Protection brings together representatives from the food industry, government, academia, and consumer organizations to identify and address emerging problems of food safety and to formulate recommendations. The Conference seeks to balance the interests of regulatory and industry while providing an open forum for the consideration of ideas from any source. The Conference meets biennially to provide this forum. Though the Conference has no formal regulatory authority, it is a powerful organization that profoundly influences model laws and regulations among all government agencies and minimizes disparate interpretations and implementation (excerpt from the Conference for Food Protection's mission statement). State and local regulators that attended the 2023 CFP Meeting provided brief video updates on some of the Issues debated at this year's Conference.*

10:00 AM Break

10:30 AM Delivering News that No One Wants to Hear: Effective Communication Strategies in High Stress Situations  
*Dr. Stacia Harris, Director of Communications, Buncombe County Schools*

11:30 AM Reflections on Food Safety Leadership  
*Chris Smith, Branch Director, Retail Food Protection Branch III, FDA*

12:30 PM Adjourn

# *About our Speakers*

## Wilson Mize

Wilson Mize currently serves as a Regional Environmental Health Specialist for the On-Site Water Protection Branch within NCDHHS. He is a graduate of UNC-Chapel Hill and has overseen the State of North Carolina's well program since its inception in 2008 and assisted in the state-wide implementation of the private well program. In 2003, he worked for the Division of Water Quality as an inspector of wastewater treatment plants, single-family spray systems, and managed the ambient monitoring program. He later served as the enforcement staff member for the Well Contractors Certification Commission.

## Terri Ritter

Terri Ritter has worked as an Environmental Health Regional Specialist in NC for seven years. Her current title is Field Supervisor of the Food Protection and Facilities Program. She served as the voting delegate for the state of North Carolina at the Conference for Food Protection in 2023. Terri has served as Secretary of NCEHSOP for eight years and has helped to develop and instruct many trainings for EHS's throughout NC. She received the Richard Dideriksen Public Health Professional Development Award in 2019. She is standardized and has 20 years of experience in Environmental Health. She is also a licensed soil scientist.

## Andre Pierce

Andre Pierce joined FDA in January 2022 serving as the Office of State Cooperative Programs (OSCP) Retail Food Protection Division Director. He came to the position with 34 years of local health department experience, the last 16 years as the environmental health director of a large urban county. Andre has a Bachelor of Science degree in Biology from the University of North Carolina at Chapel Hill and his Master of Public Administration from North Carolina State University.

## Elizabeth O'Malley

Elizabeth O'Malley is a Branch Director within the Division of Retail Food Protection in FDA's Office of State Cooperative Programs. Her responsibilities include overseeing the cooperative retail food program between the FDA and 17 states and the territories of the US Virgin Islands and Puerto Rico. Prior to holding this position, Ms. O'Malley served for 12 years as the Director of State Cooperative Programs in the Northeast Region overseeing the Retail Food, Grade "A" Milk Sanitation, Molluscan Shellfish, and Radiological Health Programs. Ms. O'Malley joined the FDA in 2000 as a Retail Food Specialist working primarily with the states of Connecticut and New York. Prior to coming to the FDA she worked for 10 years with the NYC Department of Health and Mental Hygiene, where she worked on a wide range of environmental and public health issues. Ms. O'Malley holds a Master of Public Health degree from Hunter College in NYC and a Bachelor of Science degree from the State University of NY at Stony Brook.

## Jenice Butler

Jenice Butler is the Project Manager of the Retail Association Collaborative cooperative agreement at the Food and Drug Administration. Jenice's experience in working with diverse stakeholders, managing multiple projects, and leading various teams have made her an effective project manager. She holds a Bachelor of Science degree in Business Administration with certifications in program/project management and a certification in grants management. Jenice has been with FDA since 2012, where she started as a Management Specialist in Contracting and has elevated to her current position as a Project Manager. On her down-time Jenice loves to travel and work in her garden.

# *About our Speakers*

## Deirdra Holloway

Deirdra is a Program Manager for FDA Office of Training, Education, and Development (OTED) since 2009. She is the lead for the retail foods training courses. Deirdra's favorite aspect of her position is the customer service side and assisting participants with issues like the registration process to flow smoothly and all prerequisites are completed, and certificates of completion are distributed. Deirdra works closely with the learning management specialist to ensure accuracy and compliance of accounts. Her other responsibilities includes collaborating with other FDA staff, cooperative agreements who deliver FDA courses and assist with special projects, and mentoring new employees. Deirdra is a Registered Dietitian for over 20 years, happily married to her husband Larry, mom to her son Matthew along with her pet babies Apollo, Iris, Zeus, and Shadow the cat. She is passionate about gardening, cooking, crafting and having girl time at local wineries.

## Dr. Laura Brown

Dr. Laura Brown works at the Centers for Disease Control and Prevention, leading the National Center for Environmental Health's Safe Food Section. This team conducts research and surveillance on retail food safety and foodborne outbreaks. The goal of this work is to develop recommendations for action, based on data, that help food safety programs and the restaurant industry improve retail food safety and prevent foodborne outbreaks.

## Donzel Council, MS, REHS, CP-FS

Donzel has worked at GNR Public Health since 2013 starting as a Field Inspector in Gwinnett County Environmental Health working in various programs. In 2016, he joined their district's Environmental Health Quality Assurance Team where he became more specialized in the Food Service Program. It was then he began working with the FDA Retail Food Program Standards. He has participated as a mentor in several NACCHO Mentorship cohorts and provided Program Standard verification audits to several jurisdictions. He has also helped his district accomplish all 9 of the Retail Program Standards. In 2021, he joined their district's newly formed District Quality Assurance and Quality Improvement team providing the same QA/QI processes to other programs throughout the entire Health Department. He holds a Master's degree in Biology and Graduate Certificate in Public Health from Georgia State University.

## Deanna Glisson, REHS, CP-FS, HHS

Deanna started at Gwinnett County Environmental Health in 2008 as a Field Inspector. In 2012 Deanna joined the district's Quality Assurance Team and began working on the FDA Retail Food Program Standards. Since being with Quality Assurance, Deanna has helped her district accomplish all 9 Program Standards, has participated in several NACCHO cohorts, and provided Program Standard verification audits for other districts. In 2021, Deanna became part of the District Quality Assurance and Quality Improvement team.

## Jason Reagan, REHS, CP-FS, CSC

Jason Reagan currently holds the position of Director of Environmental Health for GNR Public Health in Georgia and has been in this role since 2015. Jason began his career in Environmental Health back in 2008 as an entry level Environmental Health Specialist I in Newton County. Then, in 2010 he began working in Gwinnett County as an EHS II. And, in 2011 he took over as the Quality Assurance and Evaluation Coordinator at their District Office for GNR Environmental Health Departments. Jason has worked on the FDA Retail Program Standards from 2011 to present. During this time Jason and his coworkers were able to meet all 9 Standards. A big part of this accomplishment is due to their participation in the FDA Program Standards Mentorship Program. They have been either a mentor or mentee for 11 of the past 12 mentorship cohorts.

# About our Speakers

## Thomas Jumalon

Fayetteville native; Graduated from Methodist College (now Methodist University) with B.S. in Biology. Career spans 31.5 years working for the Cumberland County Health Department, and Wake County Environmental Services Department. Married 30 years to a saint of a woman (putting up with me all these years. One GREAT child (my mini me). He has served on several committees and special teams (rule rewriting, NSF, SOP, NCPHA, N.I.C.E. {neighborhood inspection & code enforcement Cumberland County HD} Southeastern District Education Section, Net Forces Teams {Wake County Task Force}, and the Standards Program). Employed with NC DHHS in 2020 as an Environmental Health Regional Specialist after his retirement from local government and continues to serve with the Southeastern Educational District, NSF, SOP (state of practice committee), works with the Standards Program as well as his regular duties as a Regional. Love all things Star Trek (the original series is the best), hair band music; and beverage of choice is Mello Yellow.

## Bess Ormond

Bess Ormond began her career with FDA in 2000 and has held multiple positions including Regional Shellfish Specialist, Deputy Director of Florida District and Deputy Director of the Office of Human and Animal Food Operations, Division 4 East. Bess currently serves as the Director of Branch 1 in the Office of State Cooperative Programs, Division of Shellfish Sanitation and supervises a fantastic team of Shellfish Specialists who support shellfish producing states located along the mid- and south- Atlantic coast and the Gulf coast, and 14 non-producing, inland states. Prior to joining FDA, Bess served as Program Manager for the Texas Department of Health (now Department of State Health Services), Seafood Safety Division where she managed the molluscan shellfish program in the central-Texas coastal region. She received her doctorate in Oceanography from Texas A&M University and her research has been published in multiple peer reviewed journals. Bess lives on Florida's nature coast and enjoys any activity that involves water.

## Dr. Ellen Shumaker

Dr. Ellen Shumaker is the Director of Outreach and Extension for the Safe Plates programs at North Carolina State University. She designs, implements, and evaluates a variety of food safety messages throughout the farm to fork continuum. She also develops and delivers food safety programs to support food retailers, farmers' markets, consumers, and other community groups. Dr. Shumaker is an active member of the International Association of Food Protection and the Conference for Food Protection. This session will present a summary of the Standard Operating Procedures developed by the NC Local Food Council and Safe Plates at NC State University to provide a consistent, evidence-based set of guidelines in an effort to reduce food waste in the food recovery landscape. This session will share lessons learned, and an overview of the curriculum and trainings developed, covering topics like temperature control, monitoring, hygiene, storage, transportation, receiving, re-thermalization, documentation, and allergen control. If we can implement similar efforts and partnerships in other states and counties, we can make a real impact in reducing food waste.

## Jaylen Cates

Jaylen Cates is the Policy Director at the Carolina Farm Stewardship Association. Their work leading the CFSA Policy Team supports a network of farmers across the Carolinas through education, policy, and advocacy engagement at the state and federal levels. They also support the growing NC Food Network through the Community Food Strategies team, which works to inspire connections and amplify collective action so that community voices are heard and food policy shifts toward more equitable outcomes.

Laura Oxner is the Director of RePurpose, a food recovery initiative of the nonprofit A Simple Gesture. Laura researches businesses that have leftover wholesome food to give and redirects these resources to 34+ vetted partner nonprofits in Guilford County, North Carolina. RePurpose encourages us all to make food 'a solution' rather than a problem. The A Simple Gesture/RePurpose program is a distinct model among North Carolina food councils and across state lines. The goal is to feed those in need all while keeping wholesome food from unnecessarily entering the landfill. This work has assisted in policy support and development in hopes of continuing to drive food recovery best practices. Over 2 million meals have been recovered; and counting. Laura is guided by the core value of: Feeding not Wasting every day.



# *About our Speakers*

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## Kimberly Livsey

Kimberly (Kim) Livsey is a Senior Emergency Response Coordinator in the ORA Office of Human and Animal Food Operations. In addition to more than 20 years of federal service at FDA, she has leveraged her expertise in food safety oversight and emergency management at the state and local government levels. Prior to FDA, she was an environmental health specialist with the DeKalb County Board of Health in Decatur, Georgia, where she served as a supervisor and trainer in the food protection program. Kim has led incident response, management, and command activities on the frontlines of multiple natural disasters and has also contributed leadership and planning at numerous National Special Security Events. In March 2022, Kim rose to the public health challenge and spent seven weeks leading an ORA Incident Management Team in response to adverse events associated with powdered infant formula.

## Dr. Zack Moore

Dr. Moore serves as the State Epidemiologist and Chief of the Epidemiology Section with the North Carolina Department of Health and Human Services. In this role, he helps guide the state's efforts to prevent, detect and respond to a wide range of health threats including those caused by infections (including vaccine-preventable diseases), environmental and occupational health threats, and natural and man-made disasters. Dr. Moore received a medical degree from the University of North Carolina at Chapel Hill and completed medical training in pediatrics and pediatric infectious diseases. He holds a master's degree in public health from Harvard University and first joined the North Carolina Department of Health and Human Services in 2006 as an officer with the CDC's Epidemic Intelligence Service. "The Next Big Thing: Preparing for Health Threats in North Carolina" – Dr. Moore serves as the State Epidemiologist and Chief of the Epidemiology Section with the North Carolina Department of Health and Human Services. In this role, he helps guide the state's efforts to prevent, detect and respond to a wide range of health threats including those caused by infections (including vaccine-preventable diseases), environmental and occupational health threats, and natural and man-made disasters. Dr. Moore received a medical degree from the University of North Carolina at Chapel Hill and completed medical training in pediatrics and pediatric infectious diseases. He holds a master's degree in public health from Harvard University and first joined the North Carolina Department of Health and Human Services in 2006 as an officer with the CDC's Epidemic Intelligence Service.

## Eric Martin

With over 34 years of experience in the Food Safety arena, currently serves as Sr. Director of Food Safety for Texas Roadhouse Inc. Responsible for development of all Food Safety Systems from Recipe approvals to employee responsibility, to food safety technology. Role also includes partnership with Suppliers on food safety standards and Health Department interactions. A member of the International Association for Food Protection for over 20 years, was previous Chair of the Program Committee; served as President and Board Member for the Florida Association for Food Protection previously served as co-chair of the National Restaurant Association QA Expert Exchange Group and currently on the steering committee. A member of Conference for Food Pretention and has previously served on Council I, currently serves on the Digital Temperature and Issues Committees. Prior to coming to Texas Roadhouse, spent 10 years with Margaritaville as the Director of Food Safety and Quality Assurance. In addition, 13 years was spent with Darden Restaurants in a variety of positions including Director of Food Safety and Quality Assurance. Degree in Microbiology and Cell Science in the College of Agriculture from the University of Florida.

# *About our Speakers*

## Mary Cartagena

Mary Cartagena has over 20 years of experience in managing a variety of retail food safety initiatives. Mary currently serves as the CFSAN, Office of Food Safety, Retail Food Policy Team Lead (RFPT) where she oversees a small but mighty team that serve as Center experts on all retail food matters. In this capacity Mary has led RFPT in development and promotion of national retail food policy such as the FDA Food Code and the Voluntary National Retail Food Regulatory Program Standards along with other retail food safety technical information and guidance. Mary has also represented FDA in numerous external national retail food safety committees as well as remaining active internally within FDA and the National Retail Food Team Steering Committee and Program Management groups. In her spare time Mary enjoys traveling and foodie adventures!

## Dr. Stacia Harris

Dr. Stacia Harris has extensive experience in television news and promotions and marketing. A graduate of Wake Forest University ('01), Stacia worked in the Winston-Salem/ Forsyth County Schools communications department for four years after graduation. She then transitioned to TV news and then promotions. Over nearly a decade, she worked in Nebraska, West Virginia, and Virginia at various TV stations. She gained extensive experience in writing, anchoring, reporting, producing, videography, and editing compelling stories and promotional pieces. In 2015, she moved to Asheville to accept a position in the Buncombe County Schools communications department. In her time here, she has held several positions in the department and is now the Director of Communications. The Communications Department is responsible for maintaining effective communications with the community at large and within the school system itself. The department provides media relations, public relations, and crisis communications for the school system. Using various mediums and platforms, the team also promotes the positive programs, people, and accomplishments that make it an effective school system. Stacia earned a Master of Science in Management and Leadership (MSML) from Montreat College in 2019. She completed the Doctor of Education in Organizational Leadership (DEOL) program through Gardner-Webb University in July of 2022.

## Chris Smith

Christopher Smith is a Retail Food Branch Director within FDA's Office of State Cooperative Programs. As Branch Director, he is responsible for managing the FDA Retail Food Protection field program within 17 States and 3 territories within the United States. Chris has been with the Food & Drug Administration since 2010 having previously served as a Retail Food Specialist and National Team Leader. Chris received the State Cooperative Programs Specialist of the Year award in 2018. Prior to joining the FDA, Chris worked in a variety of environmental health and retail food safety positions at both the state and local levels for 13 years in the State of North Carolina. This included work as a field inspector, regional specialist, and program manager. Chris has a Bachelor's degree in Environmental Studies from the University of North Carolina at Wilmington, a Master's in Public Administration from East Carolina University, and graduate certificates in Public Health and Field Epidemiology from the University of North Carolina at Chapel Hill. Chris is a Registered Environmental Health Specialist with both the State of North Carolina and the National Environmental Health Association. Chris is a Registered Environmental Health Specialist with both the State of North Carolina and the National Environmental Health Association.

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