

National Environmental Assessment Reporting System (NEARS) Part III - Manager Interview

- In partnership with the New York Food Safety Center of Excellence, this document was created by the New York State Department of Health (NYSDOH) EHS-NET program and provides a condensed version of Part III of the NEARS Instrument. It serves as a field aid and can be used instead of bringing the NEARS Instrument V04 2022 fillable form.
- Per the NEARS manual, the Manager Interview should be completed as early in the investigation process as possible, preferably within 24-48 hours of the establishment being identified for an environmental assessment.
- The numbering of questions in this document corresponds with the numbering of questions in the NEARS Instrument. For further details, please refer to Part III of the NEARS Instrument.
- In this document, there are italicized prompts next to three of the Section Headers. These prompts provide additional guidance on that section. For additional reference, there is also a text box below that provides definitions on a few terms related to some questions.
- Please note, some responses in this document will require a skip pattern. Responses flagged with an “*” indicate that the interviewer should skip to the specified question.
- These field aids do not replace all of the data requested during an environmental assessment. Please work with your NEARS Administrator to verify all sections and data that should be completed for submission to NEARS.

Definitions:

Questions 13b & 16c2:

- **On the Job:** Any training conducted by the establishment or corporate office. It might be posting instructions or material in the establishment, viewing videos, computer-based training taken in the establishment or sending employees to a corporate kitchen for training
- **A class/course:** Any training conducted by a university, community college, culinary school, health department or similar entity.
- **A class/course from ANSI accredited program:** These programs include National Restaurant Association’s ServSafe, National Registry of Food Safety Professionals, Prometric, 360 Training, and AboveTraining/StateFoodSafety.com.

Question 24:

- **Restrict or Exclude:** Restrict means worker can work, but not allowed to handle food, & exclude means the worker does not work at all.

NEARS Manager Interview (Corresponds with Part III of NEARS form)

1. Duration of the interview: _____ minutes
2. Date the manager interview was conducted: ____/____/____ Complaint #: _____
 Collector's Initials: _____

Questions on Establishment

3. Is this an independent establishment or a chain establishment?
 Independent Chain Uns (Unsure) Ref (Refused)
4. Approximate number of meals served here daily? *No. of meals could be tickets or customers. (Give #):* ____ Ref Uns
5. What is the establishment's busiest day, in terms of number of meals served? Ref
 Mon Tue Wed Thu Fri Sat Sun
6. Are any foods prepared or partially prepared at a commissary or other location? Y(Yes) N(No) Uns Ref
7. Other than daily specials, when was the last time food items were added to your menu(s)?
 No change(s) Last week Last month > 1 month Uns Ref

Questions on Kitchen Managers: *These questions are about managers who have control over kitchen area or back of the house.*

8. Approximately how long have you been employed as a kitchen manager in this establishment?
 Length: _____ (Year/Month/Days) Uns Ref
9. Approximately how long have you worked as a kitchen manager?
 Length: _____ (Year/Month/Days) Uns Ref
10. How many kitchen managers, including you, are currently employed in this establishment? # of managers: ____ Ref Uns

Questions Focusing on Language-Related Skills of Kitchen Managers: *Here fluent means able to clearly, easily, and readily understand and communicate verbal messages in the language specified.*

11. What language(s) do you and other managers in this establishment speak fluently? (Check all that apply)
 English Chinese (any dialect) Spanish Japanese French Other: _____
12. What language(s) do you and other managers speak *at work*? (Check all that apply)
 English Chinese (any dialect) Spanish Japanese French Other: _____

Questions on Kitchen Manager Food Safety Training and Certification

13. Do any kitchen managers receive food safety training? Yes No Uns * Ref* (Skip to 14)
 13a. How many kitchen managers have had food safety training, approximately? # of managers: ____ Ref Uns
 13b. What type of food safety training do kitchen managers (you) receive? (Check all that apply)
 On the Job A class/course A class/course from ANSI accredited program
14. Are any kitchen managers, including you, food safety certified? Y N* Uns* Ref* (Skip to 15)
 14a. How many managers (including you) received food safety training certified by an ANSI accredited program?
(e.g., ServeSafe, 360training) # of managers: ____ Uns Ref
 14b. How often is a certified kitchen manager present during hours of operation?
 All the time Most of the time Some of the time Rarely None of the time Uns Ref
15. Does this establishment require that kitchen managers have a food safety certification? Yes No Uns Ref

Questions on Food Workers and their Food Safety Training and Certification: *Food workers are those employees who work in the kitchen. This excludes staff with no food handling duties or very limited food contact (e.g., adding garnishes).*

16. How many food workers do you have, approximately? # of food workers: ____ Uns* Ref* (If 0, skip to 17)
 16a. What language(s) do food workers in this establishment speak fluently? (Check all that apply)
 English Chinese (any dialect) Spanish Japanese French Other: _____
- 16b. What languages do food workers speak at work? (Check all that apply)
 English Chinese (any dialect) Spanish Japanese French Other: _____
- 16c. Do any food workers (excluding managers) receive food safety training? Y N* Uns* Ref* (Skip to 17)
 16c1. How many food workers have had food safety training, approximately? # of food workers: ____ Uns Ref
 16c2. What type of food safety training do food workers receive? (Check all that apply)
 On the job A class/course A class/course from ANSI accredited program

* If checking an option flagged with an "*" skip to the specified question

Questions on Establishment Policy

17. Does this establishment have a cleaning policy or schedule:
- 17a. Cutting boards? Y N* Uns Ref N/A
 - 17b. Food slicers? Y N* Uns Ref N/A
 - 17c. Food preparation tables? Y N* Uns Ref N/A
 - 17d. Frequently touched customer surfaces like menus, tables and condiments? Y N* Uns Ref N/A
- (If all of answers to 17a-17d are No, skip to 18)*
- 17e. If they have these policies, are any of these policies written? Y N* Uns* Ref* *(Skip to 18)*
- 17e1. Which ones? *(Check all that apply)*
- Cutting boards
 - Food slicers
 - Food preparation tables
 - Frequently touched customer surface
18. Does this establishment have a policy concerning disposable glove use? Y N* Uns* Ref* *(Skip to 19)*
- 18a. Does the glove policy require that food workers wear gloves:
- 18a1. ...when they have cuts or other skin injuries? Y N Uns Ref
 - 18a2. ...when handling ready-to-eat foods? Y N Uns Ref N/A
 - 18a3. ...when handling raw meat or poultry? Y N Uns Ref N/A
 - 18a4. ...all times while working in the kitchen? Y N Uns Ref
- 18b. If there is glove policy, is the policy written? Y N Uns Ref
19. Does this establishment have a policy for cleaning up after someone has vomited or had diarrhea in the establishment? Y N* Uns* Ref* *(Skip to 20)*
- a. Is this policy written? Y N Uns Ref

Questions on Food Temperatures Using a Thermometer

20. Does this establishment have a policy to take the temperature of any incoming food products? Y N Uns Ref
21. Excluding incoming products, does this establishment have a policy to take food temperatures? Y N Uns Ref

Questions on Health Policies

22. When food workers say they are ill, do you typically ask about certain symptoms? Y N Uns Ref
23. Is there a policy/procedure requiring food workers to tell a manager when they are ill? Y N* Uns* Ref* *(Skip to 24)*
- 23a. Is this policy in writing? Y N Uns Ref
- 23b. Does this policy require ill workers to tell managers what their symptoms are? Y N Uns Ref
- 23c. Does this policy specify symptoms that ill workers are required to tell managers? Y N* Uns* Ref* *(Skip to 24)*
- 23c1. What are those symptoms? *(Check all that apply)*
- Vomiting
 - Diarrhea
 - Jaundice
 - Sore throat with fever
 - Pus containing lesion
 - Other: _____
24. Does this establishment have a policy to restrict or exclude ill workers from working? Y N* Uns* Ref* *(Skip to 25)*
- 24a. Is this policy in writing? Y N Uns Ref
- 24b. Are there specific symptoms that would exclude/restrict someone from working? Y N* Uns* Ref* *(Skip to 25)*
- 24b1. What are those symptoms? *(Check all that apply)*
- Vomiting
 - Diarrhea
 - Jaundice
 - Sore throat with fever
 - Pus containing lesion
 - Other: _____

Questions on Sick Leave Policy

25. Do any kitchen managers (you) ever get paid when they miss work because they are ill? Y N* Uns* Ref* *(Skip to 26)*
- 25a. How many kitchen managers get paid when they miss work because they are ill? # of managers: _____ Uns Ref
26. Do any food workers ever get paid when work is missed because they are ill? Y N* Uns* Ref* *(Skip to 27)*
- 26a. How many food workers get paid when they miss work because they are ill? # of food workers: _____ Uns Ref
27. Have any practices or policies changed since you were first notified about a potential problem in your restaurant? Y N* Uns* Ref* N/A *(End Interview)*
- 27a. What were those changes?

* If checking an option flagged with an "*" skip to the specified question