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ENVIRONMENT DEPARTMENT

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To: District Managers & FOD Field Program Staff

From: Ana Marie Ortiz, FOD Director

Subject: Division Training Plan for the Liquid Waste, Food and Swimming Pool Programs

Date: March 7 2006

The intent of this memo is to provide a Division wide procedure to train new staff and provide ongoing staff with information about training and required certifications. All Districts and District Managers are to ensure that this training program for Food Liquid Waste and Pool Programs training is implemented as set fort in Attachments A, B and C to this memo and continues on an ongoing bases.

Upon employment, each new Environmental Scientist/Specialist staff (Environmentalist) will be assigned a mentor by his/her supervisor and the District Manager to help them become familiar with NMED's food, liquid waste, and swimrning pools programs and the technical requirements of the each program.

The mentors may be the supervisor, food specialist, liquid waste specialist, or an experienced inspector as determined by the District Manager and supervisor of the Environmentalists.

FOOD PROGRAM

The supervisor and mentor's duties include ensuring that the new Environmentalist is trained on inspections, to include, but not limited to issuing new permits, conducting inspections and plan reviews utilizing division program forms, investigating complaints and assisting in food borne illness investigations. The mentor should not be the sole source of training activity, but the primary contact when questions or issues arise. The Environmentalist's supervisor will monitor the new employee's progress as they proceed through the first 18 months of training and be primarily responsible for ensuring such training occurs.

Within the first three months on the job, the new employee should have not only progressed through the first three months of the FDA Office of Regulatory Affairs University (ORAU)

curriculum, but also have attended at least one of the Food Specialist Routine Food Safety Classes listed on the Food Web Page. In person attendance is required. The Basic State Regulation and Enforcement Classes will also be required within the first 30 days of employment and scheduled by district Food Specialist and Food Program Manager or at the request of the District Manager. The District manager in conjunction with the supervisor will ensure that ORAU training is set up and provided to the new Environmentalists by the second day of beginning work. The FOD Basic Food Training Class will be provided to new employees within 45 days of hire of a new Environmentalist. While the Food Specialist will be available for questions in the FOD Basic Food Training Class classes, the mentor or the supervisor should be available to assist and answer questions during the ORAU classes. It is recommended that initially the mentor/supervisor sit in when the ORAU on-line classes are being taken. As questions arise around any activities during the training period, the Food Specialist, supervisor or any other appropriate staff will be available to assist in the training. Attachment A to this training memo is the training and curriculum for new and existing Environmentalist.

Between the first and third month of employment, the Food Program Manager will offer the three-day New Mexico Food Safety Training (NMFST) basic course. This class will provide some more formal training in plan review, enforcement activities, epidemiology and other topics (see curriculum in plan).

A roadmap with milestones is included in the 'Food Safety Training & Development Plan' (Attachment 'A') that is intended to provide a guide for getting a new employee trained as an inspector fully functional within 12 months of employment and 18 months to include standardization. These are outside timelines and should not prevent any staff from progressing at an accelerated rate. In order to initiate this plan, it is necessary to assure that the mentors and all other inspectional staff has had the same exposure to the ORAU courses. Therefore, all existing staff will be required to begin the ORAU curriculum as soon as possible and should be able to progress at an accelerated pace.

LIQUID WASTE PROGRAM

The Liquid Waste Program Manger will ensure that a training course in the basics of the liquid waste program is taught to all new Environmentalists which includes, but is not limited to, reviewing permit and certificate of registration applications, property transfer inspection reviews, conducting site inspections, implementation of the regulations, enforcement, Liquid Waste Database, how conventional and advanced systems work, as well as other necessary aspects of liquid waste permitting and inspections. The Program Manager will develop standardized training materials that will be used by the District Liquid Waste Specialists to train new employees, who shall receive this training within 30 days of being hired. New Environmentalists will also be required to take the National Association of Wastewater Transporters (NAWT) training on inspection of liquid waste systems, as it is made available.

A certification program for liquid waste is under development at NEHA and is due to be launched in February 2006. This certification can also be incorporated in the employee development plans and is included in attachment 'B'.

Continued professional development is not only desired, but also required to maintain the level of expertise in the ever-changing field of environmental health.

District Managers and supervisors will ensure that a new inspector is allowed adequate time to take the ORUA courses and will not be given a realistic inspection load during the first three months of training.

Additionally, The Liquid Waste Program Manger will ensure that the division wide liquid waste training class is provided within 30 days of initial hire of a New Environmentalist.

SWIMMING POOLS PROGRAM

Similar training and certification is necessary in Swimming Pools Program. Currently, National Swimming Pool Foundation (NSPF) has a Certified Pool Operator (CPO) certification program that can be incorporated into the overall employee development plan. That plan is outlined in attachment 'C'. Annual training sessions will be conducted throughout each District to incorporate educate staff on new technologies, lessons learned, and to provide introductory pool training to new staff.

Additionally, The Pool Program Manger will ensure that the FOD pool training class is provided within 30 days of initial hire of a New Environmentalist.

DIVISION CERTIFICATIONS

In order to meet the challenge of matching certification requirements that NMED will place on industry, a certification program for NMED staff **for all programs** is necessary. Two levels of certification are targeted in this implementation plan and are offered through the National Environmental Health Association (NEHA). The two certifications are: The Registered Environmental Health Specialist/Registered Sanitarian (REHS/RS), and the individual program certifications; Certified Food Safety Professional (CFSP), Certified Pool Operator (CPO), and Onsite Wastewater System Installer (OWSI) certification.

The following eligibility requirements must be met prior to taking the REHS exam as per the National Environmental Health Association:

- A. Environmental Health Degree Track: A candidate is eligible to take the exam if they have Bachelors, Masters, or PhD in environmental health degree program accredited by the National Environmental Health Association.

or

- B. Bachelor's Degree Track: A candidate is eligible to take the exam if they have a Bachelor's Degree which includes: a) an algebra course or higher level math; and b) 30 semester/45 quarter hours in the basic sciences, i.e. courses in biology, chemistry, physics, or other physical sciences as well as sanitary engineering or environmental engineering and c) two or more years of experience in environmental health.

or

- C. "In-Training" Status: If the candidate meets condition B of the eligibility requirements but does not yet have the required experience. They may apply for an "In-Training" status registration. The candidate will have three (3) years to acquire the necessary experience to transfer their registration to full-credential status. If the necessary experience is not acquired within three (3) years, the "In-Training" status will expire and the candidate will have to take the exam again to be awarded the credential.

The following eligibility requirements must be met prior to taking the CFSP exam as per the National Environmental Health Association:

- A. Degree Track: The candidate would be eligible if they have 1) a Bachelor's degree in food science or environmental health from a degree program accredited by the National Environmental Health Science and Protection Accreditation Council or 2) a Bachelor's degree with at least 2 years of experience in food protection, or 3) a Bachelor's degree and possession of the NEHA REHS/RS credential.

or

- B. "In-Training" Status: A High School diploma or GED and five years of progressive experience in food related work, and successful passage of the Certified Food Manager (CPFM) or Food Safety Managers Certification (FSMCE) or ServSafe exam... If the candidate does not acquire the necessary experience to transfer the registration to full credential status, the exam will have to be retaken.

Once REHS/RS certification is attained, the need for CFSP (or OWSI or Public Applicators License) is not necessary as this certification encompasses all programs. The Certified Pool Operator course will still be required. In order to maintain these certifications, ongoing training is encouraged, be provided, required and measured by CEUs associated with that training. Training associated with each of the certifications listed above may generally be applied to the REHS/RS certification. In order to assure that ongoing training is balanced between regulatory programs, the CEU requirements must be distributed across the primary programs in a manner that recognizes the Division's need for generalists as well as satisfy individual employee's specialty areas of interest. However, some type of on going or in-service training is necessary.

ATTACHMENT 'A'

FOOD SAFETY TRAINING & DEVELOPMENT PLAN

New Employee Training Requirements

- Local Mentor
 - Supervisor
 - Food Specialist
 - Senior Inspector
- **Routine Food Safety Training Course (taught by District Food specialist)**
- ORAU - 18 month course (See ORAU Course Milestones)
- New Mexico Food Safety Training (NMFST)(Basic taught by Program Manger and Food Specialists)

New Employee – Milestones

- 3 Months – independent inspections (basic) & corresponding ORAU Course Milestones
- 6 Months – independent inspection (complex) & corresponding ORAU Course Milestones
- 9 Months – NMFST completion & corresponding ORAU Course Milestones
- 12 Months – Basic Plan Review & corresponding ORAU Course Milestones
- 15 Months – Prepare for Standardization & corresponding ORAU Course Milestones
- 18 Months – Standardization & corresponding ORAU Course Milestones

Current Employee Professional Development

The following training is also available to all Environmentalist

- Better Process Control School – Program Managers has Course sign up Information
- NMEHA
- FDA –ORAU – supervisor to provide information and access
- USDA - FSIS – web based – supervisor to provide information and access
- Labeling Course – offered in NM by FDA

Professional Certification

- CFSP – 2 years
- RS or REHS – 4 years (~~four years after being with ED???~~)

Recertification

Define?????

- 25% CEUs – Liquid Waste
- 25% CEUs – Food Safety
- 25% CEUs – Swimming Pools
- 25% CEUs – Elective

ORAU Curriculum

(TO WHAT EXTENT DOES THIS OVERLAP WITH OUR COURSES????)

1. Prevailing Statutes, Regulations, Ordinances

<i>Course Title</i>	<i>Time (in minutes)</i>	<i>ORAU</i>
Course #		
-Basic Food Law for State Regulators FD1062	(60)	
-Basics of Inspection: Beginning an Inspection FD1064	(90)	
-Basics of Inspection: Issues & Observations(90)		FD1065
-NMED Regulation Orientation Course		(TO BE DEVELOPED BY NMED)

2. Public Health Principles

-Public Health Principles	(90)	FD1060
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3. Communication Skills

-Active Listening Skills	(??)	EHS02
-Communication Skills for Regulators (ORAU)		(UNDER CONSTRUCTION BY ORAU)

4. Microbiology

1. Overview of Microbiology FD6032	(60)	
2A. Gram-Negative Rods	(60)	FD6033
2B. Gram-Positive Rods & Cocci	(90)	FD6034
3. Foodborne Viruses	(60)	FD6035
4. Foodborne Parasites FD6036	(90)	
Mid-Series Exam	(30)	FD6037
5. Controlling Growth Factors FD6038	(90)	
6. Control by Refrigeration & Freezing FD6039	(60)	
7A. Control by Thermal Processing	(90)	FD6040
7B. Control by Pasteurization FD6041	(90)	
7C. Control by Retorting	(90)	FD6042

8. Technology-Based Food Processes FD6043	(120)	
9. Natural Toxins	(90)	FD6044
10. Aseptic Sampling	(90)	FD6045
11. Good Manufacturing Practices	(90)	FD6046
12. Cleaning & Sanitizing	(90)	FD6047
5. Epidemiology		
1. Collecting Surveillance Data	(90)	FD6005
2. Beginning the Investigation FD6006	(90)	
3. Expanding the Investigation FD6007	(90)	
4. Conducting a Food Hazard Review FD6008	(90)	
5. Epidemiological Statistics	(90)	FD6009
6. Final Report FD6010	(30)	
6. HACCP		
1. Overview of HACCP	(60)	FD6002
2. Prerequisite Programs & Preliminary Steps FD6003	(60)	
3. The Principles	(60)	FD6004

ORAU COURSE MILESTONES

Curriculum-RED
Field Training and Experience-BLUE
Field Standardization-VIOLET

Week 1:

<i>Course Title</i>	<i>Course #</i>	<i>Time (in minutes)</i>	<i>ORAU</i>
-Basic Food Law for State Regulators FD1062		(60)	
-Basics of Inspection: Beginning an Inspection FD1064		(90)	
-Basics of Inspection: Issues & Observations	(90)		FD1065

Week 2-4:

-NMED Regulation Orientation Course			
-Public Health Principles	(90)		FD1060
-Active Listening Skills	(??)		EHS02
-6 Joint Inspections			

Month 2:		
-1. Overview of Microbiology FD6032	(60)	
-2A. Gram-Negative Rods	(60)	FD6033
-12 Joint Inspections		
Month 3:		
-2B. Gram-Positive Rods & Cocci	(90)	FD6034
-3. Foodborne Viruses FD6035	(60)	
-5 Independent Inspections		
Month 4:		
-4. Foodborne Parasites	(90)	FD6036
-Mid-Series Exam	(30)	FD6037
-10 Independent Inspections		
Month 5:		
-5. Controlling Growth Factors FD6038	(90)	
-6. Control by Refrigeration & Freezing	(60)	FD6039
-3 Joint Inspections		
-10 Independent Inspections		
Month 6:		
-7A. Control by Thermal Processing	(90)	FD6040
-7B. Control by Pasteurization FD6041	(90)	
Month 7:		
-1. Overview of HACCP	(60)	FD6002
-2. Prerequisite Programs & Preliminary Steps FD6003	(60)	
-3. The Principles	(60)	FD6004
Month 8:		
-7C. Control by Retorting	(90)	FD6042
-8. Technology-Based Food Processes FD6043	(120)	
Month 9:		

- 9. Natural Toxins (90) FD6044
- 10. Aseptic Sampling (90)
- FD6045
- 4 Joint Inspections

Month 10:

- 11. Good Manufacturing Practices (90) FD6046
- 12. Cleaning & Sanitizing (90) FD6047

Month 11:

- 1. Collecting Surveillance Data (90) FD6005
- 2. Beginning the Investigation (90)
- FD6006

Month 12:

- 3. Expanding the Investigation (90) FD6007

Month 13:

- 4. Conducting a Food Hazard Review (90)
- FD6008

Month 14:

- 5. Epidemiological Statistics (90)
- FD6009
- 6. Final Report (30) FD6010

Month 15:

Review "Procedures for Standardization and Certification of Food Inspection Personnel"

Month 16:

Review "Procedures for Standardization and Certification of Food Inspection Personnel"
Begin Standardization

Month 17:

Complete Standardization

Month 18: Complete training documentation to place in staff personnel file

ATTACHMENT 'B'

LIQUID WASTE TRAINING & DEVELOPMENT

New Employee Training Requirements

- Local Mentor (District training)
 - Supervisor
 - Liquid Waste Specialist
 - Senior Inspector
- Routine Liquid Waste Training (soils, hydrogeology, aqueous geochemistry, wastewater treatment, site inspection and evaluation, water sampling and testing) – Division Training
- Basic State Regulation Review
- Basic Enforcement (evidence collection, NOVs, filing misdemeanor charges in magistrate court, Compliance Orders, litigation) – Division Training

Existing Employee Professional Development

- NMEHA
- Enforcement Training

Professional Certification

- NAWT – 1 year
- OWSI – 2 years
- RS or REHS – 4 years

Recertification for REHS

- 25% CEUs – Liquid Waste
- 25% CEUs – Food Safety
- 25% CEUs – Swimming Pools
- 25% CEUs – Elective

Onsite Wastewater System Installers - Coming Soon!

This credential is being developed through a cooperative agreement with the USEPA and will be completed by early 2006. Credentialing and licensing is one of the tenets of the USEPA Voluntary Management Guidelines and also recommended by the NOWRA Model Code. If you are interested in this credential or would like to participate in the

development process, please contact Christl Pokorney at: 303-756-9090 x305 or cpokorney@neha.org **OR** access Section 1 – Tasks, Section 2 – Domain, and Section 3 – Knowledge and Skills of the Installer Credential Job Analysis and give us your input today!

Optional Training Materials

NEHA Bookstore

Volusia County Health Department (2002)
This CD-ROM, developed by the Volusia County Health Department, has been updated to include some of the most recent rule changes. It presents comprehensive information about onsite sewage treatment & disposal systems in a user friendly, fun, and informative way. This CD will help you: cut your OSTDS training time in half; double the training retention and understanding; cut your new employee training time in half; save half of your trainers' time; and allow you to standardize forms completion. Some of the special features of the CD include: animation; video demonstrations of soil evaluation and ribboning; interactive benchmark setting; and detailed 3-D graphics drawn to scale. Minimum Hardware and Software Requirements: Pentium Machine, 16MB memory, External Speakers, Settings: Display size of 800 X 600, 16 Bit color, 2X CDROM, Windows 95 with the MM player installed, 14" Monitor. It is recognized for 1 continuing education unit (CEU) by NEHA and 1 CEU for septic tank contractor training by The Florida Department of Health. (1 CEU)

The Onsite Corporation (1998)

This reference is both a trainer's guide and operation manual in one. The trainer's guide section describes a training and certification program for onsite system professionals who can operate and maintain alternative onsite systems. The purpose of the training materials is to provide the means for training a large group of Onsite System Operators who can keep these systems working properly. 3-ring binder. 150 pages. Hardcover.

ATTACHMENT 'C'

Swimming Pool & Spa Training and Development

New Employee Training Requirements

- Local Mentor
- Supervisor
- Senior Inspector
- Program Manager
- Swimming Pool Program Training Sessions (annual).
- State Regulation Review
- Enforcement
- Swimming Pool Program Training Sessions (annual).

New Employee – Milestones

- 3 Months – Supervised inspections (basic)
- 6 Months – independent inspections (complex)
- 12 Months or less – CPO/NMEHA Certification
- 24 Months – Completion of CPI Course (CD based)
- New employee swimming pool program training to be completed w/in 1 month of hire date by Program Manger and/or Supervisor.
- Ensure training for observed inspection, inspection under instruction, and final inspections are provided within two weeks of hire.
- CPO/NMEHA certification obtained within one year of employment

Existing Employee Professional Development

- CPO/NMEHA
- Enforcement Training
- Swimming Pool Program Training (offered annually in the Spring).

Professional Certification

- CPO –1 year
- RS or REHS – 4 years

Recertification

- 25% CEUs – Liquid Waste
- 25% CEUs – Food Safety
- 25% CEUs – Swimming Pools
- 25% CEUs – Elective