



Food, Pool and Lodging Health & Safety Program Technical Assistance and Consultation Protocol

This protocol provides guidance on how requests for technical assistance should be made and which Food, Pool & Lodging Health and Safety Programs' staff person is responsible for responding to the request. However, keep in mind that this guidance is designed only to streamline the process as much as possible. Please do not let this protocol keep you from contacting our office at any time if you need assistance. If you need help, just ask!

Prior to requesting technical assistance from FPLHS staff, please:

1. Discuss the issue with your co-workers and/or supervisor.
2. Review all applicable statutes and rules.
3. Reference program guidance documents and/or the Q&As.
4. If the issue relates to an industry dispute over an interpretation of the rules, please refer to "Resolving Disagreement over Interpretation of Food Sanitation Rules".
5. Decide the priority of your request based on the table below:

High Priority Subject Line Emails	Medium Priority Subject Line Emails	Low Priority Subject Line Emails
Must be resolved immediately or within 24 hours. Example: An issue arises during an inspection that needs an immediate answer.	Must be resolved within 48 hours up to a week. Examples: Pre-opening concerns that are delaying opening or information needed prior to a recheck inspection.	No need for resolution within a week. Examples: An answer is needed prior to the next semi-annual inspection or for a plan review that will be completed in several weeks.

6. Call FPLHS staff for assistance using the following contact information. When making your request for assistance, provide as much background information as possible to assist us in helping you with your question. Many times, the specific answer to the question may change based on a small detail.

Foodborne Illness Prevention Program

Craig Geddes 503-812-2878 craig.geddes@oha.oregon.gov Consultation & Training Officer	Cris Hernández 503-812-8399 cris.hernandez@dhs.oha.state.or.us Consultation & Training Officer	Eric Evans 503-314-2665 eric.evans@oha.oregon.gov Consultation & Training Officer	Valerie Aliski 971-732-6093 valerie.aliski@oha.oregon.gov Consultation & Training Officer
Food Service Facilities Variances Annual Satisfaction Survey EHS Orientation Standardization	Food Service Facilities Triennial Reviews Mobile Units EHS Orientation Standardization	Food Service Facilities HealthSpace Software LPHA Web Portal Mass Gatherings	Food Service Facilities Food Handler Training Food Manager Training Standardization

Public Pool and Tourist Program

Management and Support

Takuho Nagamine 503-867-5358 takuho.nagamine@oha.oregon.gov Pool and Tourist Program Coordinator	Shawn Priddle 971-218-1858 shawn.priddle@oha.oregon.gov Consultation & Training Officer	Erica Van Ess 971-732-6035 erica.vaness@oha.oregon.gov FPLHS Program Manager	Mela Cooper 971-673-0440 mela.cooper@oha.oregon.gov FPLHS Support
Public Pools and Spas Traveler's Accommodations Recreational Parks Organizational Camps B&Bs Hostels	Public Pools and Spas Traveler's Accommodations Recreational Parks Organizational Camps B&Bs Hostels	Administrative Issues Dispute Resolution Mobile Units Pool Plan Review Intake HealthSpace Software Variances	Requisition Requests <ul style="list-style-type: none"> - Forms - Stickers Inventory/Stock Mngmt EH Phone Calls

7. Our goal is to return calls or emails within 24 hours.