

2016 Environmental Health Summary

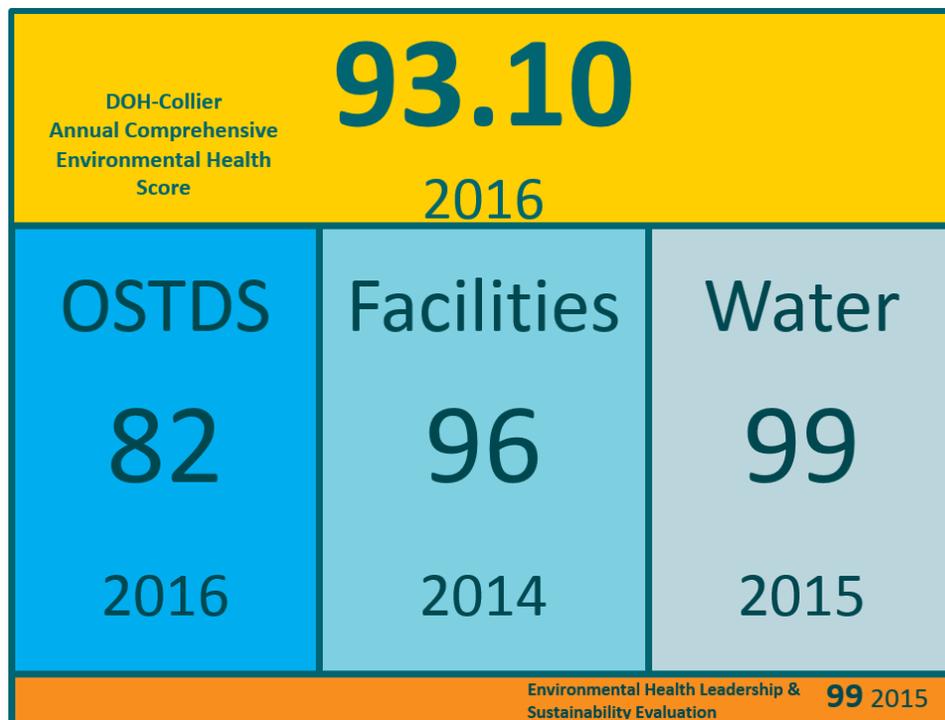


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Collier Environmental Health Summary

The Environmental Health (EH) Division of the Florida Department of Health in Collier County has had many changes over the past year. We've had staffing changes including earning credentials, new hires, resignations, as well as promotions. We've also implemented new technologies in various forms and participated in several community networking activities. Our program branches are evaluated on a rotating, three-year cycle and 2016 was the evaluation for our onsite sewage treatment and disposal systems (OSTDS) program.

The majority of this summary covers January 1, 2016 through November 1, 2016 unless otherwise indicated.



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Staffing

During 2016, EH had several staffing changes including turn-over and promotions. A new supervisor position was created for the water programs and was filled by an internal promotion. Two new Environmental Specialist II (ESII) staff joined us in the OSTDS program and another ESII earned certification (Certified Environmental Health Professional – CEHP) in the same program area. We lost one ESI inspector from the facilities program area and one ESII inspector from the water program area. The ESII water position was filled by another internal promotion and the vacated ESI position will be filled before the end of the year. The remaining vacant ESI facilities position will be filled before the end of the year as well.

2016 was also the year that we held the first annual EH Field Day for staff and team development. This day focused on training and team building activities and was a chance for all staff in all programs to work together.

Positions	Total	CEHP OSTDS	CEHP Food	CPO	Well Certification	Vacancies
Administrative Staff	2	-	-	-	-	-
Environmental Specialist I	4	-	2	1	-	2
Environmental Specialist II	7	3	3	2	2	-
Environmental Supervisor II	2	2	1	1	1	-
Environmental Manager	1	1	1	-	-	-
Environmental Administrator	1	1	1	1	-	-
Total	17	7	8	5	3	2

Environmental Health staff hold various positions with differing certifications depending on the position duties.

Public Information

In 2016, our office responded to over 60 general information inquiries from our public website. We had two official public records requests that we responded to via our chief legal counsel and numerous Freedom of Information Act requests for environmental site assessments. Additionally, our staff responded to 10 media inquiries and were interviewed on camera or on the radio 5 times.



Inspections

Program	Routine	Reinspection	Complaint	Consultation/ Construction	Plan Review
Biomedical Waste	625	76	1	-	-
Body Piercing	2	-	1	-	-
Food Hygiene	601	42	3	9	3
Group Care	156	6	6	-	-
Limited Use	316	19	2	1	11
Migrant Labor Camps	446	117	15	1	1
Mobile Home Parks	108	41	9	-	4
OSTDS	1,675	48	68	73	1,521
Swimming Pools	2,505	432	25	30	64
Tanning	16	1	1	-	-
Tattoos	54	31	4	-	-
Total	5,604	813	135	83	1,604

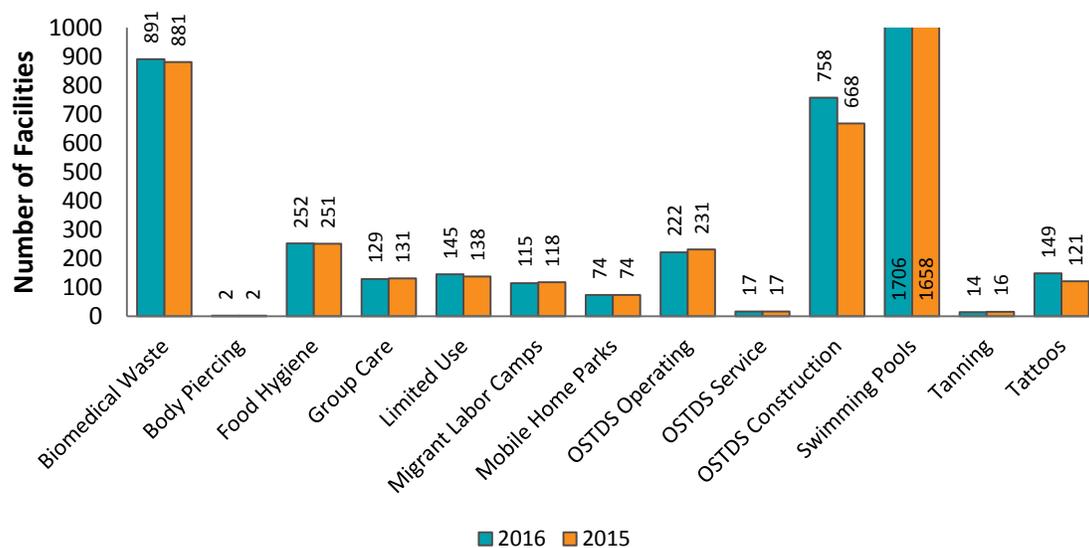
Environmental Health staff conduct various site visits to facilities for compliance and general sanitation.

During 2016, EH staff conducted over 6,000 site visits. EH staff will visit a regulated facility for a routine inspection, a reinspection if needed, a complaint investigation, a consultation, or a construction visit. Our facilities are inspected on a wide range of frequencies from twice per quarter to once every three years. Additionally, we conducted over 1,500 plan reviews for proposed new facilities or proposed renovations of existing facilities.

Collier EH completed 98.7% of the assigned inspection quota for the permitting year of 2015-2016.

These reports revealed that an opportunity exists for staff training regarding how to report services.

Facility Numbers for 2016 and 2015



The number of facilities regulated by DOH-Collier remains fairly consistent from the previous year with a couple of exceptions. The number of public swimming pools increased by almost 50 and onsite sewage treatment and disposal system construction increased by about 100.

Complaints

Program	Abated	Invalid	Legal	New	Other Completed	Pending	Referred	Total
Tattoo	1	2	-	-	-	1	-	4
Food Hygiene	1	-	-	-	1	-	1	3
Group Care	-	2	-	2	1	-	-	5
Housing & Public Bldgs	-	-	-	-	-	-	1	1
Mobile Home Parks	1	1	-	-	-	3	2	7
Swimming Pools	-	-	-	7	-	-	-	7
Onsite Sewage	32	4	2	7	1	3	2	51
Public Sewage	1	-	-	-	-	-	2	3
Biomedical Waste	1	-	-	-	-	-	-	1
Sanitary Nuisance	-	-	-	1	1	-	1	3
Rodent/Arthropod	-	-	-	-	-	-	1	1
General EH	-	-	-	3	-	-	3	6
Total	37	9	2	20	4	7	13	92

Complaint investigation summary organized by case outcome.

Program	Blank	Dumping/ Spills	Equipment	Food Safety	Garbage	Indoor Air	Insect Infestations	Maintenance	Odors	Other	Restrooms	Rodents/Harborage	Sewage	Standing Water	Unpermitted Activity	Water Quality	Pool/Spa	Total
Tattoo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	4
Food Hygiene	-	-	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	3
Group Care Facilities	-	-	-	-	-	-	1	2	-	-	2	-	-	-	-	-	-	5
Housing & Public Buildings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Mobile Home/RV Parks	-	-	-	-	1	-	-	3	-	-	-	-	-	2	1	-	-	7
Swimming Pool	3	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	3	7
Onsite Sewage Treatment	2	3	-	-	-	-	-	2	-	2	-	-	35	-	6	1	-	51
Public Sewage Svcs	-	-	-	-	-	-	-	-	1	-	-	-	2	-	-	-	-	3
Biomedical Waste	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Sanitary Nuisance	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	-	-	3
Rodent/Arthropod Control	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
General Env. Health	2	-	-	-	-	1	-	-	-	-	-	-	-	2	-	-	-	6
Total	7	3	2	1	1	1	1	8	1	4	2	1	39	5	12	1	3	92

Complaint investigation summary organized by complaint issue.

During 2016, EH investigated or responded to nearly 100 complaints. Program policy requires us to investigate all complaints within 2 days of receiving the complaint. Over 50% of the complaints received during 2016 were involving sewage and of those cases, 63% have been abated and resolved. Additionally, we performed 141 “enforcement actions”, usually in the form of a notice of violation or a citation. In 2016, Collier County only had one reported possible foodborne illness outbreak that was jointly investigated by EH and Epidemiology. EH staff also participated in two FDA food recalls that involved possible contaminated food being distributed to our regulated facilities.

We continue to work on the documentation and tracking of all complaint calls even if they are referred to another agency or found to be invalid.

Programs and Quality Improvement

In 2016, our pool operator’s certification test and manual were updated to reflect recent changes in Florida Statutes and we began the process of developing and providing a training course for local pool operators to take prior to examination.

A new fee was proposed and approved by the Board of County Commissioners for reinspections of migrant housing facilities. This should improve quicker compliance with violations.

Our office has several ongoing quality improvement projects:

- Swimming Pool Reinspections: to improve the time delay between when a reinspection is scheduled and when it is actually completed
- OSTDS: to improve compliance with the requirement of ensuring that all maintenance entities submit the necessary paperwork during the appropriate timeframes
- EH: to improve inspection quality
- Limited Use Public Drinking Water: to improve compliance with sampling requirements



Community Involvement

Our office had 78% attendance to the regional consistency meetings hosted by County Code Enforcement. There are five regions in the county and they each hold a meeting every month.

EH staff created and presented an educational game to 4H students who were learning about various branches of their local government.

Two of our staff members attended a Community Resource Fair held at Florida SouthWestern State College to provide students with information on what services our Environmental Health office offers the community.

In September, we applied to Adopt-A-Shore to help with community clean-up efforts at one of the local beaches. We will hold our first quarterly beach clean-up before the end of 2016.



Technology

Collier EH outfitted all of their field staff with smart phones to have email capabilities in the field to allow for quicker customer service. These phones replaced our cameras for investigation and inspection photographs. They also provide personal hotspots for staff to use tablets to conduct inspections.

We have also employed an external database to allow clients of our OSTDS program to view historical property records as well as new construction permits via the internet. We continue to upload our documents and hope to have all records in a digital format by the end of 2018.

Preparedness

In 2016, Collier EH had four active Environmental Health strike team members, including one team leader. During 2016, our strike team members attended multiple preparedness trainings including nuclear powerplant accident response, population monitoring, crisis and risk communication, and several others.



Our office also had two team members deploy with the regional strike team in response to Hurricane Matthew.