

FOOD SAFETY INSPECTION DISCLOSURE PROGRAM



Operator Information Guide

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MESSAGE FROM THE MEDICAL OFFICER OF HEALTH

Dear Food Premises Owner/Operator,

The Simcoe Muskoka District Health Unit is pleased to announce that we will be introducing a food inspection disclosure program, “Inspection Connection” in late 2014. As a part of this program you and your patrons will be able to go online and view your recent food safety inspection reports. In addition, when a public health inspector visits your establishment, you will receive a green coloured ‘Certificate of Inspection’ sign to signify that we have inspected your establishment. You are encouraged to post the green Certificate of Inspection in a visible location in your food premises to inform your customers how to access food inspection results for your establishment by connecting online at www.inspectionconnection.ca.

Disclosure programs, like Simcoe Muskoka’s Inspection Connection program, provide the public with access to inspection results. Programs like Inspection Connection are becoming increasingly common across Ontario. They assist the public with improving accessibility of inspection reports and also help with educating people with the health unit’s role in protecting the public’s health. The aim of disclosing food safety inspection reports is to assist the public by providing the necessary inspection information so that they can make informed choices. In addition, studies suggest that posting inspections in food service establishments results in improved food hygiene awareness, practice, and compliance as well as positive engagement and communication between public health inspectors and operators.

This operators’ guide has been designed to allow you to understand the Inspection Connection program, see what the online reports will look like and prepare you to maintain food safety compliance. You will find information on how to prepare for Inspection Connection, the things a public health inspector looks for in food establishments during an inspection, along with information about food safety training that is available to you and your facility.

An overview of the components of the disclosure program is included in this guide with a detailed explanation of what information will be available for the public to access. More information about the disclosure program can be found online at www.smdhu.org under the section “Just for You – Business – Food Service – Inspection Connection”.

We hope you find this guide valuable to you and your food establishment. Please take the time to read the information carefully. If you have any questions please contact Health Connection at 1-877-721-7520 Ext. 8811 or your local public health inspector.

Sincerely,

Dr. Charles Gardner

INTRODUCTION



What is a Food Inspection Disclosure Program?

A food inspection disclosure program refers to the way inspection results are communicated to the public. Inspection Connection provides a service to the public so they can easily access inspection results for all applicable food premises, so that individuals are able to make informed decisions about which food premises they choose to visit.

When a public health inspector visits a food premises, he/she will assess if the operation meets the minimum requirements of the Ontario Food Premises Regulation, 562, under the *Health Protection and Promotion Act, R.S.O., 1990, c.H.7*. Those premises meeting the minimum requirements will be provided with a green certificate of inspection. A red CLOSED sign is issued to the operator of a food premises when the public health inspector is of the opinion, upon reasonable and probable grounds, that an immediate health hazard exists. In addition, the Inspection Connection program will provide the public with access to the food premises inspection reports conducted by public health inspectors in Simcoe County and the District of Muskoka.

The Inspection Connection program is based on compliance with provincial legislation because it is an objective standard by which to measure performance. The operator of every retail food business establishment is responsible for knowing the risks related to foodborne illness and for taking action to minimize these risks.



Benefits of a Disclosure Program

Disclosure programs benefit both the public and food premises operators. Research provided by other health units with similar disclosure programs has indicated that their owners/operators noticed an overall positive effect on their businesses. In addition, a decrease in the need for public health inspectors to re-inspect premises has also been reported. Inspection Connection is intended to increase awareness of safe food handling practices and promote improved food safety standards. Studies have also shown that public access to inspection reports promotes increased compliance with food safety standards by food premises operators thus reducing the risk of foodborne illnesses.

What types of premises will be included?

The Simcoe Muskoka District Health Unit will make food premises inspection reports available to the public from the following types of establishments in Simcoe County and the District of Muskoka:

- General food service establishments (restaurants, bars, cafeterias, delis, butcher shops, grocery stores, banquet halls, catering kitchens, etc.)
- Institutional food service establishments (hospitals, licensed child care centres, long-term care homes, etc.)
- Mobile food service premises (hot dog carts, catering vehicles, french fry trucks, etc.)

The food inspection disclosure program will not provide inspection reports for special events, farmers' markets, licensed before and after child care programs, or school nourishment programs. In addition, food premises that are exempt from the Ontario Food Premises Regulation, 562, will not be disclosed.

THE INSPECTION CONNECTION FOOD DISCLOSURE PROGRAM

There are two main components of Inspection Connection:

- 1) Access to online inspection results; and
- 2) Posting of Inspection Connection signage.



Online Inspection Results

By December 2014, Simcoe Muskoka District Health Unit (SMDHU) will make recent inspection results available online for most food premises in the County of Simcoe and District of Muskoka. Moving forward, the Simcoe Muskoka District Health Unit plans to display the inspections for 3 years of inspection results for the current food premises ownership. The results from routine inspections and follow-up (re-inspections) will be posted (for more information see 'Types of Inspections'). Where there is a change of ownership of a premises, the information pertaining to any previous owner and previous inspections will be removed from the website. The information on the website only pertains to the status of the premises under current ownership.

When a public health inspector visits your food establishment, they will assess if your operation meets the requirements of the Ontario Food Premises Regulation, 562, and will then complete a Food Safety Inspection Report. You will receive a copy of the inspection report. A summary of the results will be posted on the website in a timely manner. All actions taken for each inspection will be posted online. Operators must be familiar with the requirements of the Ontario Food Premises Regulation, 562, and are expected to operate their food establishments in compliance with the Regulation at all times.



What information will be available to the public?

The following information for each food premises will be posted on inspection report found at www.inspectionconnection.ca:

- Name of Food Premises
- Full address and community
- Type of Food Premises (e.g. restaurant, bakery, institution)
- Inspections
 - Date of inspection
 - Type of inspection (routine or follow-up)
 - Number of critical and non-critical infractions per inspection
 - List of critical and non-critical infractions per inspection
 - Legal enforcement and/or action taken

The owner and operator information for each food premises will not be posted.

For more information on types of inspections, critical and non-critical infractions and legal action refer to the following sections below.

Examples of Online Reports

The screenshot shows the 'INSPECTION CONNECTION' website interface. At the top, there is a logo for 'simcoe muskoka DISTRICT HEALTH UNIT' and the title 'INSPECTION CONNECTION'. Below the title are navigation links: 'Food Safety', 'FAQ', 'Contact', and 'Glossary'. A search bar is labeled 'Search Facilities' with a 'Go' button and options for 'Map' and 'Table'. Below the search bar, there is a table with the following data:

Facility Name	Site Address	Outstanding Non Critical Infractions	Outstanding Critical Infractions	Community	Facility Type
100 Health Unit Test Restaurant	15 - Sperling Drive Barrie ON L4M 6K9	3	1	Barrie	Restaurant

Figure 1: [Search facility page](#)

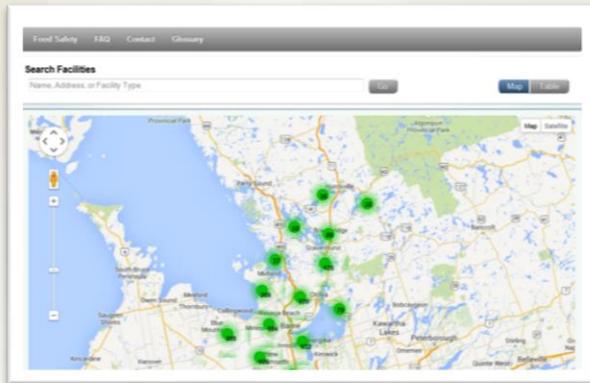


Figure 2: [Map showing facility](#)

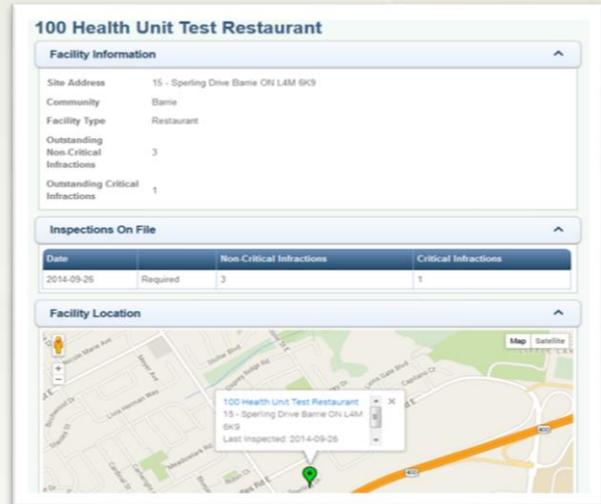


Figure 3: [Facility information page](#)

Inspection Results	
Equipment & Utensils Sanitation	
Sanitize test kit / thermometer readily available for verifying dishwashing and sanitizing temperatures	Not in Compliance
<ul style="list-style-type: none"> Ensure a sanitizing test kit is provided and used to verify the concentration of the chemical agent 	
Equipment and Utensils	
Proper use and storage of clean utensils (including single service utensils)	Not in Compliance
<ul style="list-style-type: none"> Store utensils in manner preventing contamination 	
Protection from Adulteration & Contamination	
Food protected from potential contamination and adulteration	Not in Compliance
<ul style="list-style-type: none"> Cover all food in storage 	
Protection from Food Handler Contamination	
Hand washing basin with supplies of soap and paper towels in dispensers	Corrected During Inspection
<ul style="list-style-type: none"> Provide paper towels in a dispenser at hand basin in food preparation area 	
Refrigerated & Frozen Storage of Hazardous Food	
Food is held at 4°C (40°F) or less	Not in Compliance
<ul style="list-style-type: none"> Adjust or repair the refrigeration unit immediately. Do not store any hazardous foods in the unit until it is able to maintain hazardous foods at 4°C (40°F) or less Ensure all hazardous foods are stored at 4°C (40°F) or less 	
Actions Taken	
<ul style="list-style-type: none"> Report Reviewed - Action Required, Food Handler Education on Site 	

Figure 4: [Results page](#)

Inspection Connection Signage

Signage as well as acrylic holders will be provided by the public health inspectors to each food premises free of charge. At the beginning of the program, the green signs will be provided with the most recent routine or re-inspection date noted. As inspectors return for additional routine inspections, they will provide updated labels for the “date of inspection” area of the sign. A new sign will not be issued for each inspection. In the event of damage to the Inspection Connection sign or holder, please notify your local public health inspector for replacements.

Green Sign: What does it mean?

A green sign is a certificate of inspection noting that the food premises was inspected as per the requirements of the Ontario Food Premises Regulation, 562. A green sign identifies that, on the date of the inspection, the minimum standards of the regulation were met and any observed infractions (critical and non-critical) were either corrected and/or addressed at the time of inspection or a date set for the infractions to be followed up in an appropriate time frame. Follow-up inspections and/or legal action take place at the discretion of the public health inspector. Any infractions identified during an inspection (including non-critical infractions) are considered items of non-compliance as per the Regulation. Repeat infractions noted during re-inspections or during subsequent routine inspections may result in a ticket or summons being issued by the public health inspector for each infraction.

By posting this sign in a prominent location (e.g. front window) you demonstrate your commitment to food safety. The sign is intended to encourage clients to access Inspection Connection in order to make informed choices. The green sign will inform the public of the date of the most recent inspection and also invites patrons to view inspection results online.

In addition to the green sign, if there was at least one food handler certified in food safety working while the inspection took place, an additional sticker will be provided by the public health inspector that can be attached to the green sign. More information on food safety training can be found in the section entitled ‘Food Handler Certification Training’.



Red (CLOSED) Sign – What does it mean?

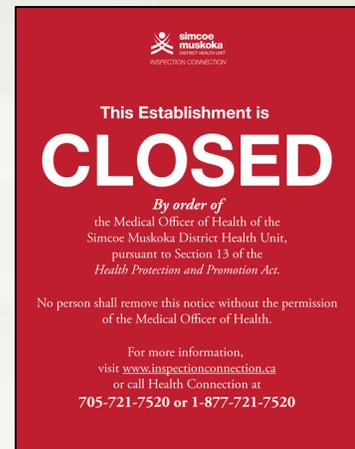
A red CLOSED sign is issued to the operator of a food premises when the public health inspector is of the opinion, upon reasonable and probable grounds, that an immediate health hazard exists.

An order to close the premises under section 13 of the *Health Protection and Promotion Act, R.S.O., 1990, c.H.7* (HPPA) will be issued by the public health inspector if a premises is deemed to be closed. A Section 13 order is issued to eliminate or decrease the effect of the health hazard. An order is a legal document. Failing to comply with an order is an offence, which upon conviction, could result in significant fines.

If you are provided with a red CLOSED sign, you will be required to post this sign at the entrance to your premises. **Posting of this sign is not voluntary.**

When a red CLOSED sign is issued, you are expected to stop preparing and/or selling food to the public immediately and correct the conditions listed in the closure order to remove the health hazard(s). A follow-up inspection must take place before re-opening the food premises.

A public health inspector will lift the order and remove the CLOSED sign if the health hazard(s) has been removed or corrected.





Types of Infractions

What are Non-critical Infractions?

Non-critical infractions relate to design and maintenance of the food premises that may not directly contribute to foodborne illness.

The following are examples of non-critical infractions*:

- Food processing equipment is poorly designed or the arrangement of food preparation equipment in a kitchen prevents easy access for maintaining clean and sanitary conditions;
- Floors, walls, and other non-food contact surfaces or equipment require cleaning or repair; and
- Hair restraints are not worn by food handlers while they are handling food.

**The above lists are not exhaustive and do not include all potential non-critical infractions.*

What are Critical Infractions?

Critical infractions are items that potentially pose an immediate risk of foodborne illness and usually have to be corrected at the time of inspection or within a very short time frame. The following are examples of critical infractions:

- Hazardous foods are not cooked to the minimum internal temperature required to kill potentially harmful bacteria;
- Hazardous foods are not kept cold enough to prevent the growth of harmful bacteria;
- Contamination of ready-to-eat foods (e.g., cheese, salads, sandwiches, etc.) or hot foods (above 60°C) by hazardous raw foods or chemicals during storage and/or handling;
- Food handling staff observed not washing their hands prior to handling food; and
- Pest or rodent infestation.

If infractions are not corrected by the time of the first re-inspection, based on the discretion of the public health inspector, legal action may be initiated to obtain compliance. Under the HPPA, the public health inspector also has the authority to seize and destroy any food that they believe poses an immediate health risk if consumed by the public.

PREPARING FOR INSPECTION CONNECTION



Types of Inspections

For the purposes of Inspection Connection, there are two inspection types that will be posted to the website:

1. **Routine inspection:** Occurs at least once per year but may occur more frequently based on the risk level of the premises.
2. **Follow-up:** Occurs if infractions were observed during the routine inspection that need to be addressed prior to the next routine inspection.

Food Handler Certification Training

Food Handler Certification Training is available through the health unit to provide food handlers with the knowledge of safe food handling practices to prevent food-borne illness. The programs cover such topics as:

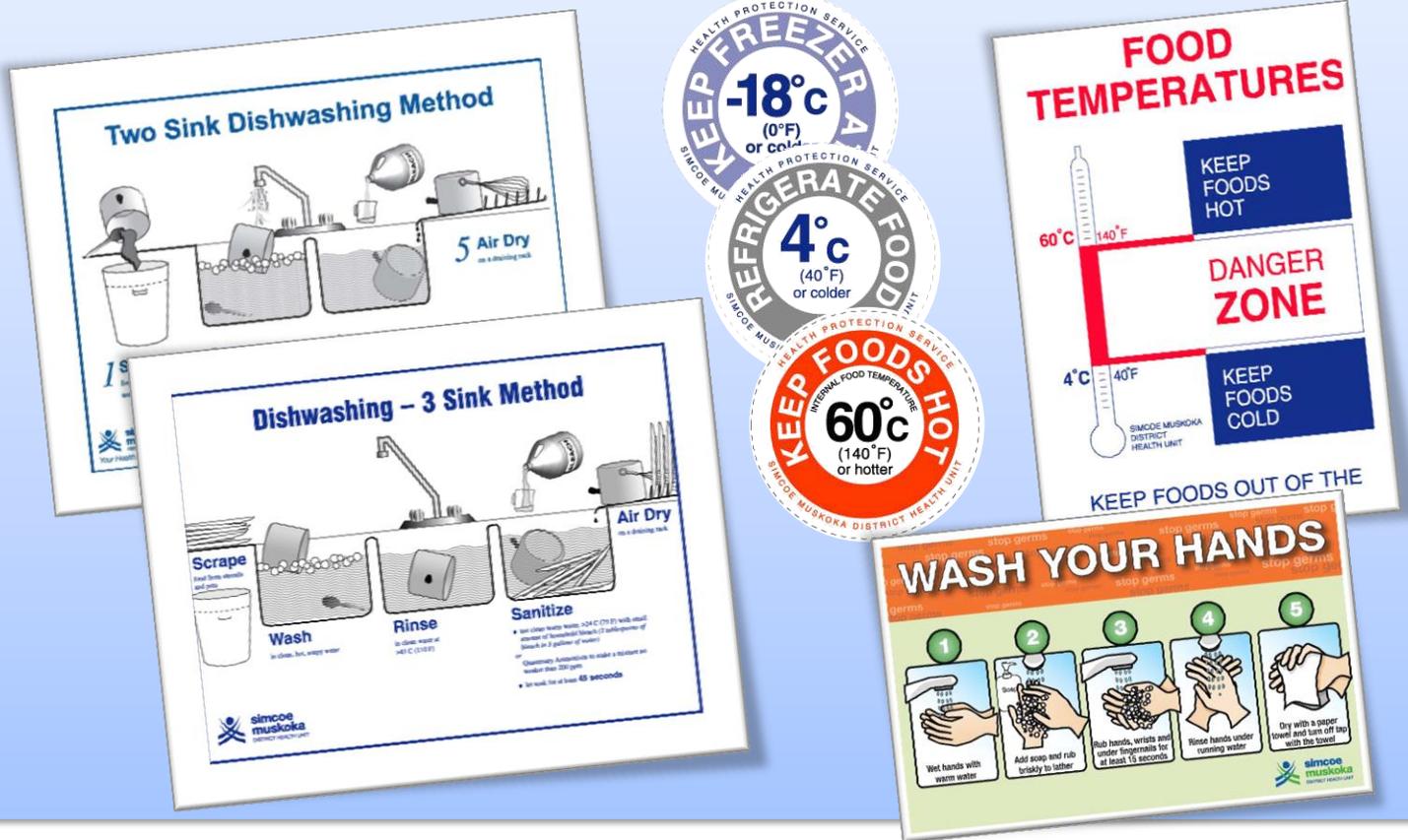
- legislation
- personal hygiene
- food storage
- cross-contamination
- sanitizing
- safe temperatures.



Anyone who prepares and handles food will benefit by being able to identify risks associated with foodborne illness and having the skills needed to prevent illness from occurring.

To see a list of training options or for more information on how you can register for a food handler certification program please visit our website at www.smdhu.org and go to “Just For You—Businesses —Food Service—Certification Training.”

AVAILABLE RESOURCES



Copies of the above resources can be ordered by calling Health Connection at 705-721-7520 (1-877-721-7520) or speaking to your local public health inspector.

Also available for you to print are the following log sheets:

[Cold-holding](#)

[Freezer Temperature](#)

[Hot-holding](#)

[Time/Temperature](#)

[Dishwasher Sanitization](#)

GLOSSARY

Conviction: A legal outcome of a charge placed before the Ontario Court of Justice in which an individual or business has either plead guilty to the charge or has been found guilty of an offence by the courts at the completion of a trial. Outcome may include fines and/or court orders or alternative sentencing.

Critical infraction: An infraction that has the potential to lead to foodborne illness.

Food: Is food or drink for human consumption or an ingredient of food or drink for human consumption.

Foodborne illness: Also known as “food poisoning,” results from eating food or drinking beverages contaminated with bacteria (or their toxins), parasites, viruses or chemicals. *Salmonella* and *E. coli* are two common types of bacteria that cause food-borne illness.

Food handler: An employee who handles or comes into contact with any utensil or food during its preparation, processing, packaging, service, storage or transportation.

Food premises: A premises where food or drink for human consumption is manufactured, processed, stored, handled, displayed, distributed, transported, sold or offered for sale to the public.

Follow-up inspections: Follow-up visits to a food establishment conducted by a public health inspector to verify that previously identified deficiencies have been corrected and/or after receiving results of a water sample taken during a compliance inspection. Follow-up inspections are conducted within a period of time that is relative to the severity of the infraction.

Hazardous food: Any food that is capable of supporting the growth of pathogenic (disease-causing) organisms or the production of toxins by such organisms. Examples include food(s) with high levels of protein, moisture and neutral acidity (meats, dairy products and poultry).

Health hazard: A condition of a premises; a substance, thing, plant or animal other than man; or a solid, liquid, gas or combination of any of them, that has or that is likely to have an adverse effect on the health of any person.

Infraction: The failure to meet prescribed legislative requirements. The term “infraction” is often used interchangeably with “violation,” “contravention” or “item of non-compliance.”

Non-critical infraction: Infraction that has minimal potential to lead to foodborne illness.

Operator/owner: A person who has responsibility for and control over all activities carried out in a food establishment.

Order: Issued under the *Health Protection and Promotion Act, R.S.O., 1990, c.H.7* when there are reasonable and probable grounds that a health hazard exists. The order will refer to requirements that need to be met before the order can be revoked and/or the premises can re-open.

Public Health Inspectors: Trained and certified professionals who evaluate and monitor health and safety hazards in the community. They are designated as Provincial Offences Officers and are named in the *Health Protection and Promotion Act, R.S.O., 1990, c.H.7* to enforce government regulations relating to food safety, sanitation, safe water and other environmental health issues.

Routine inspection: The minimum standards that food establishments must meet are set out by Ontario Food Premises Regulation, 562. These standards relate to food temperatures, food handling, sanitation, dishwashing and personal hygiene practices. Public health inspectors visit food establishments on a routine basis to inspect the physical environment and equipment and observe the practices of food handlers to ensure the establishments are being operated in accordance with the Regulation.

Ticket: The issuance of an Offence Notice having a pre-determined set fine associated with the infraction. The Offence Notice indicates that an infraction was committed contrary to the requirements under the Ontario Food Premises Regulation, 562.