

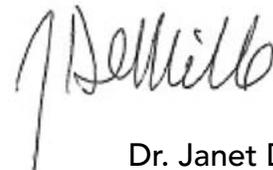


OPERATOR
EDUCATION
PACKAGE

TBDHU.COM/DineWise
Version: February 2019



On July 1st, 2018, a new Ontario regulation governing Ontario's food premises came into effect. Ontario Regulation 493: Food Premises replaces the previous Ontario Regulation 562: Food Premises. The new regulation reorganizes much of what was contained in the old regulation and also introduces several changes and new provisions. This has resulted in this revision to the Thunder Bay District Health Unit's DineWise food safety grading program which has been operating in the City of Thunder Bay since 2017. At the same time, we are extending the program beyond Thunder Bay to the entire area served by the Thunder Bay District Health Unit. This Operator Education Package will provide you, as a food premises operator, with an overview of your obligations under Ontario Regulation 493. We recommend that you use this document to not only educate yourself, but also to train your staff. Following the advice in this package will help you succeed under the DineWise program and ensure a safe environment for you, your staff and your customers.



Dr. Janet DeMille
Medical Officer of Health
Thunder Bay District Health Unit

OPERATOR CHECKLIST:

Operators of food premises that are inspected by public health inspectors from the Thunder Bay District Health Unit are encouraged to:

- Read this package
- Review with staff
- Call a public health inspector with any questions
- Be prepared to post signage

NOTE: A glossary of terms can be found online at TBDHU.COM/DineWise.

Version: February, 2019



BACKGROUND

Public health inspectors from the Thunder Bay District Health Unit (TBDHU) visit food premises to make sure food premises operators are meeting the minimum requirements under Ontario Regulation 493. These visits are called compliance inspections and they are done to protect the health of the public.

The results of these inspections have always been available to the public through a Freedom of Information request, but this was not an effective way to inform the public about the results of public health inspections. In 2017, licensing bylaws in the City of Thunder Bay were amended to require eating establishments and refreshment vehicles to post the results of inspections in the form of a food safety grade provided by the TBDHU, and with this the DineWise program was established.

With the success of DineWise in the City of Thunder Bay, and the introduction of the new Ontario Food Premises regulation, the TBDHU is updating the DineWise program and expanding it to the entire area served by the TBDHU.

The purpose of the DineWise food safety grade is to inform the public of the condition of the food premises at the time of the last inspection. For the customer, DineWise provides point-of-sale information they can use to make decisions about where they want to eat.

This is your guide to the updated DineWise program.

ONTARIO REGULATION 493: FOOD PREMISES

The Health Protection and Promotion Act (<http://bit.ly/healthPPA>), or HPPA, is an Ontario law that gives boards of health their legal mandate and contains regulations that give authority to public health units in specific areas, including food safety.

On July 1, 2018, Ontario Regulation 493: Food Premises (<http://bit.ly/foodpremises493>) came into effect, revoking and replacing the previous regulation, Ontario Regulation 562: Food Premises. The overall goal of Ontario Regulation 493 is to make sure food is kept safe to prevent foodborne illness and sets out the requirements that food premises operators must follow. It covers safe food handling, cleaning and sanitizing, operations, and maintenance. Ontario Regulation 493 reorganizes much of what was contained in Ontario Regulation 562 and also introduces several changes and new provisions.

WHAT'S NEW IN DINEWISE 2.0

1. All food premises in the area served by the Thunder Bay District Health Unit (TBDHU) will now be required to post the results of their compliance inspections in the form of a pre-printed, food safety grade sign provided by the TBDHU. This includes all food premises outside of the city of Thunder Bay.
2. A revised compliance checklist, as listed in Appendix A of this operator education package, will be used by the public health inspectors during their inspections.
3. Every food premises operator must ensure that at all times during operation there is at least one food handler or supervisor on the premises who has completed provincially approved food handler training.
4. Food premises operators will now have an opportunity to improve any letter grade below an "A" before their next compliance inspection, and it will be possible to receive that new grade within two (2) months. Previously, this only applied to grades below "B" and would take three (3) months. More details are provided on page 7.
5. Unannounced inspections are the standard in Ontario. However, some food premises do not keep regular business hours, which forces the public health inspector to make an appointment to conduct required compliance inspections. Knowing when the inspection is going to occur gives those food premises operators an advantage over others. To level the playing field, food premises operators that are unable to provide regular business hours, such that appointment based inspections are necessary, will receive an automatic 10 point deduction to their DineWise score. Food premises operators who do not currently keep regular business hours are asked to contact the public health inspector assigned to their food premises.

WHAT THE PUBLIC WILL SEE

Following a compliance inspection, the public health inspector will provide the food premises operator with one of the following pre-printed letter grade signs that must be posted immediately.

FOOD SAFETY GRADE

ESTABLISHMENT NAME

DATE _____ INSPECTOR'S INITIALS _____

A

Abel

MEDICAL OFFICER OF HEALTH

For more information on food safety grades contact the Health Unit at (807) 625-5900.
Results of this inspection reflect the conditions of the premises at the time of the inspection. Removing, defacing or altering this sign may result in enforcement action. This sign is the property of the Thunder Bay District Health Unit.

TBDHU.COM/DineWise 

FOOD SAFETY GRADE

ESTABLISHMENT NAME

DATE _____ INSPECTOR'S INITIALS _____

B

Abel

MEDICAL OFFICER OF HEALTH

For more information on food safety grades contact the Health Unit at (807) 625-5900.
Results of this inspection reflect the conditions of the premises at the time of the inspection. Removing, defacing or altering this sign may result in enforcement action. This sign is the property of the Thunder Bay District Health Unit.

TBDHU.COM/DineWise 

FOOD SAFETY GRADE

ESTABLISHMENT NAME

DATE _____ INSPECTOR'S INITIALS _____

C

Abel

MEDICAL OFFICER OF HEALTH

For more information on food safety grades contact the Health Unit at (807) 625-5900.
Results of this inspection reflect the conditions of the premises at the time of the inspection. The Health Unit cannot guarantee the same conditions are maintained after this inspection date. Removing, defacing or altering this sign may result in enforcement action. This sign is the property of the Thunder Bay District Health Unit.

TBDHU.COM/DineWise 

FOOD SAFETY GRADE

ESTABLISHMENT NAME

DATE _____ INSPECTOR'S INITIALS _____

D

Abel

MEDICAL OFFICER OF HEALTH

For more information on food safety grades contact the Health Unit at (807) 625-5900.
Results of this inspection reflect the conditions of the premises at the time of the inspection. The Health Unit cannot guarantee the same conditions are maintained after this inspection date. Removing, defacing or altering this sign may result in enforcement action. This sign is the property of the Thunder Bay District Health Unit.

TBDHU.COM/DineWise 

HOW THE PROCESS WORKS

The public health inspector will conduct their regular compliance inspection using a revised compliance checklist. An up-to-date list of compliance items and their associated DineWise point values can be found in Appendix A.

At the end of the inspection, the public health inspector will calculate a score out of 100 based on the infractions observed and associated DineWise point values. The score will be translated into a letter grade of A, B, C or D; see page 7 for more details.

After reviewing the compliance inspection results with the food premises operator and informing them of their score and grade, the public health inspector will provide a sign displaying the letter grade. Food premises operators are required to post the sign in a location at or near all public entrances and pick up windows; the required number of signs will be provided by the public health inspector. All signs must be clearly visible to the public from outside of the building. The public health inspector can assist with finding appropriate locations if the food premises operator has any questions.

It is the responsibility of the food premises operator to make sure that the sign is visible at all times and that it is not altered, defaced or obstructed. Failing to do so could result in enforcement action under the Provincial Offences Act (R.S.O. 1990, c. P. 33). If the sign is lost or damaged, food premises operators must contact their public health inspector right away to request a replacement sign; a replacement fee may be charged to the food premises operator.

HOW THE SCORE IS CALCULATED

The public health inspector will deduct points from 100 based on the infractions observed during the inspection. An infraction occurs when the food premises fails to meet one of the compliance items listed in Appendix A.

The infractions have been divided into 3 categories:

CATEGORY	POINTS DEDUCTED
Critical Infraction <i>high potential to contribute to food poisoning</i>	15 points
Major Infraction <i>potential to contribute to food poisoning</i>	10 points
Minor Infraction <i>maintenance and cleanliness</i>	5 points

Appendix A lists the compliance items divided into the categories (critical, major and minor) as well as examples of infractions related to each compliance item.

This information is provided as a reference to ensure food premises operators are fully aware of what a public health inspector is looking for during a compliance inspection. Appendix A could also be used as a training tool for employees.

WHAT THE SCORE MEANS

Food premises operators will receive a pre-printed sign and must post the sign immediately where it will remain until authorized to change it by a public health inspector.

GRADE	DETAILS
A = Score of 90 to 100	The food premises operator must immediately post the pre-printed A letter grade sign until the next regular compliance inspection.
B = Score of 75 to 89	The food premises operator must immediately post the pre-printed sign with the B, C or D letter grade. Food premises operators will be given an opportunity to improve the grade before their next compliance inspection.
C = Score of 60 to 74	A public health inspector will then conduct three (3) additional re-inspections in the following two (2) months.
D = Score of 59 and below	If an acceptable level of food safety is maintained during the three (3) re-inspections, the food premises operator will receive a letter grade corresponding to the score of the third inspection. This new pre-printed sign must be posted immediately and must remain in place until the next compliance inspection.

DEALING WITH A HEALTH HAZARD

Public health inspectors have the discretion to close a food premises should they determine that a health hazard exists. To protect the safety of the public, the public health inspector has this authority to act under Section 13 of the Health Protection and Promotion Act (<http://bit.ly/healthPPA>).

The closure will remain in effect until the public health inspector is satisfied that the health hazard has been eliminated.

The food premises will be required to post a RED closure sign until it is re-opened.

When the food premises is re-opened, the initial food safety grade will be a D.

However, the food premises operator will be given an opportunity to improve the grade, as listed above under "What the Score Means".

PUTTING IT ALL TOGETHER

The following examples illustrate some common scenarios observed by public health inspectors and how the score would be calculated.

THE PUBLIC HEALTH INSPECTOR OBSERVES	COMPLIANCE ITEM AND INFRACTION	CATEGORY	POINT DEDUCTION
Raw meat is stored above uncovered lettuce in the walk-in cooler.	<p>Compliance item: All food is processed and stored in a manner that makes the food safe to eat.</p> <p>Infraction: Raw and ready-to-eat foods are stored in a manner where cross-contamination can occur</p>	Critical Infraction	15
An empty soap dispenser is found at the handwashing sink.	<p>Compliance item: The food premises is provided with an adequate number of handwashing stations that are maintained and kept adequately supplied and that are situated for convenient access by any food handler. Handwashing stations are used only for the handwashing of employees.</p> <p>Infraction: Inadequate supplies at hand sink (soap, paper towel)</p>	Major Infraction	10

1. The food premises started with a score of 100 but lost 25 points; 15 for the critical infraction and 10 for the major infraction.
2. This food premises would receive a score of 75.
3. A score of 75 translates to a B food safety grade.

SAFE FOOD HANDLING INFORMATION AND TRAINING OPTIONS

Section 32 of Ontario Regulation 493 requires that every food premises operator must ensure that at all times during operation there is at least one food handler or supervisor on the premises who has completed provincially-approved food handler training.

The Thunder Bay District Health Unit (TBDHU) offers two provincially-approved food handler training courses, with certification.

Note that any safe food handler certification offered by an Ontario health unit is acceptable.

There are other private providers of food safety training and they can be found online at <http://bit.ly/MOHLTCapproved>.

1. IN GOOD HANDS online safe food handler certification course

- Updated in February, 2019, this comprehensive course allows the user to work through the material according to their own schedule. The course takes approximately 8 hours and includes 15 modules.
- The fee includes the online certification exam and all applicable taxes.
- Re-certification is required every 5 years.
- For more information call 625-5930 or toll-free 1-866-287-8828. You can also visit the website at ingoodhands.ca.

2. IN-PERSON safe food handler certification course

- This 7-hour comprehensive safe food handler certification course is offered regularly at the TBDHU's office at 999 Balmoral Street in Thunder Bay. Find the schedule at TBDHU.COM (Health Topics > Food Safety > Food Safety Courses).
- Courses are periodically offered outside of Thunder Bay; call toll-free 1-888-294-6630, ext. 5930 to speak with a public health inspector about options.
- The fee is \$56.50 which includes the certification exam and all applicable taxes.
- All participants receive a workbook and the certification exam is held at the end of the course.
- Re-certification is required every 5 years through a TBDHU 3.5 hour re-certification course.
- For more information call 625-5930 or toll-free 1-888-294-6630, ext. 5930.

APPENDIX A

The compliance items listed below apply to ALL FOOD PREMISES.

A list of the compliance items that apply ONLY to mobile refreshment vehicles can be found on page 19.

An infraction occurs when the food premises fails to meet a compliance item.

It is important to emphasize that the examples provided do not cover all infractions associated with each compliance item. If a food premises operator has a question about a specific situation they are encouraged to call the public health inspector assigned to their food premises to review and receive feedback on that situation.

CRITICAL COMPLIANCE ITEMS - 15 POINT DEDUCTION FOR INFRACTION

COMPLIANCE ITEM	INFRACTION EXAMPLES
The operator ensures that the results of any inspections conducted by a public health inspector are posted in accordance with the public health inspector's request.	<ul style="list-style-type: none"> • DineWise letter grade not posted • DineWise letter grade not posted in a location where it is visible to the public
The food premises is operated and maintained such that the premises is free from every condition that may be a health hazard, adversely affect the sanitary operation of the premises, or adversely affect the wholesomeness of food therein.	<ul style="list-style-type: none"> • Evidence of significant pest/rodent infestation • Sewage backup observed within the food premises • Fail to provide hot and cold water under pressure • Condition of the food premises unsuitable for safe food preparation.
All food is processed and stored in a manner that makes the food safe to eat.	<ul style="list-style-type: none"> • Food is not cooked to its minimum required internal temperature • Food is not reheated to its original cooking temperature within 2 hours • Food is not handled in a manner to prevent cross-contamination • Raw and ready-to-eat foods are stored in a manner where cross-contamination can occur
Food previously served to a customer is not re-served unless it is a low-risk food that was packaged or contained in a manner that protects the food from contamination and that the packaging or container has not been compromised.	<ul style="list-style-type: none"> • Food open to contamination by customer is reused for another customer • Food served to customer not discarded after use

APPENDIX A - CONTINUED

CRITICAL COMPLIANCE ITEMS - 15 POINT DEDUCTION FOR INFRACTION	
COMPLIANCE ITEM	INFRACTION EXAMPLES
Potentially hazardous food is maintained at an internal temperature of 4°C (40°F) or lower except during the time needed to prepare the food.	<ul style="list-style-type: none"> • Coolers are unable to maintain hazardous food at an internal temperature of 4°C (40°F) or less • Improper cooling methods observed • Not maintaining food temperature during transportation
Potentially hazardous food is maintained at an internal temperature of 60°C (140°F) or higher.	<ul style="list-style-type: none"> • Hot holding unit unable to maintain food at 60°C (140°F) • Hot holding unit over capacity and unable to maintain minimum holding temperature
Every food handler in the food premises washes their hands as often as necessary to prevent the contamination of food or food areas.	<ul style="list-style-type: none"> • Food handler observed handling food after hands have become contaminated • Improper glove use or failing to change gloves when contaminated • Contaminating hands with taps, door handles after washing hands
Every food handler in the food premises is free from any infectious agent or disease that may be spread through the medium of food and submits to such medical examinations and tests as are required by the medical officer of health to confirm the absence of an infectious agent.	<ul style="list-style-type: none"> • Food handler with an infectious disease is working when knowingly infectious • Food handler working with open, uncovered skin lesions • Employee working when ill
Food premises does not store, handle, serve, process, prepare, display, distribute, transport, sell or offer for sale ungraded or Grade "C" eggs.	<ul style="list-style-type: none"> • Uninspected or grade C eggs found on premises
Eggs from animals other than the domestic hen are in clean condition, with no visible cracks, at the time they enter the food premises; and the eggs are transported and stored at a cold-holding temperature of 4°C, or less.	<ul style="list-style-type: none"> • Eggs (other than hen eggs) stored above 4°C (40°F) • Eggs (other than hen eggs) observed in poor condition

APPENDIX A - CONTINUED

CRITICAL COMPLIANCE ITEMS - 15 POINT DEDUCTION FOR INFRACTION

COMPLIANCE ITEM	INFRACTION EXAMPLES
Manufactured meat products are subjected to a process sufficient to destroy bacteria and parasites.	<ul style="list-style-type: none"> Meat products not adequately processed Meat processing activities being conducted have not been approved by the health unit Food safety plan approved by the health unit is not being followed
The only meat permitted at the food premises is meat obtained from an animal inspected in accordance with Ontario Regulation 31: Meat or the regulations made under the Meat Inspection Act (Canada) and that has been identified in accordance with that regulation or act.	<ul style="list-style-type: none"> Uninspected meat observed in the premises Unable to confirm the source of meat on food premises (no records, labels, tags)

MAJOR COMPLIANCE ITEMS - 10 POINT DEDUCTION FOR INFRACTION

COMPLIANCE ITEM	INFRACTION EXAMPLES
The food premises is operated and maintained such that every room is maintained in a sanitary condition so as to prevent contamination of food.	<ul style="list-style-type: none"> Surfaces in food preparation area observed with an accumulation of dust, grease or other residues Overall sanitation of premises is unacceptable
The food premises is provided with a supply of potable water adequate for the operation of the premises and, where applicable, the premises operates in accordance with Ontario Regulation 319: Small Drinking Water Systems (SDWS) and any directive issued under that regulation.	<ul style="list-style-type: none"> Premises subject to Ontario Regulation 319 not sampling in accordance with their directive No potable water available in premises
The food premises is provided with hot and cold running water under pressure in areas where food is processed, prepared or manufactured or where utensils are cleaned.	<ul style="list-style-type: none"> Hot and/or cold running water not provided to all sinks in the food premises

APPENDIX A - CONTINUED

MAJOR COMPLIANCE ITEMS - 10 POINT DEDUCTION FOR INFRACTION	
COMPLIANCE ITEM	INFRACTION EXAMPLES
The food premises is provided with an adequate number of handwashing stations that are maintained and kept adequately supplied and that are situated for convenient access by any food handler. Handwashing stations are used only for the handwashing of employees.	<ul style="list-style-type: none"> • Hand sink inaccessible • Inadequate supplies at hand sink (soap, paper towel) • Hand sink not maintained in a sanitary manner • Hand sink used for activities other than handwashing
All equipment, utensils and multi-service articles that come into contact with food are of sound and tight construction; kept in good repair; of such form and material that it can be readily cleaned and sanitized; suitable for their intended purpose; corrosion-resistant and non-toxic; and free from cracks, crevices and open seams.	<ul style="list-style-type: none"> • Surfaces constructed of material which cannot be easily cleaned and sanitized • Surfaces are worn, cracked or damaged such that proper sanitation cannot be achieved • Surfaces not constructed of food grade material
Garbage and wastes, including liquid wastes, are collected and removed from the food premises as often as is necessary to maintain the premises in a sanitary condition.	<ul style="list-style-type: none"> • Accumulation of garbage inside and/or outside the premises • Garbage not stored in an appropriate manner (pest proof containers/shed/bin) • Oil waste not removed in a sanitary manner
The food premises is free from pest activity, protected against the entry of pests and kept free of conditions that lead to the harbouring or breeding of pests. Records of all pest control measures that are undertaken in the premises are maintained by the operator and are retained for at least one year after they are made.	<ul style="list-style-type: none"> • Inadequate screens • Evidence of pest activity at time of inspection • Any condition that would encourage pests observed (overflowing grease traps, inadequate garbage storage, open food containers) • Records of pest control measures unavailable
The food premises is kept free from live birds or animals.	<ul style="list-style-type: none"> • Animals and/or birds observed in the premises (excluding service animals)
For the purposes of cleaning and sanitizing utensils, either mechanical equipment or equipment for washing by hand are provided.	<ul style="list-style-type: none"> • Insufficient sinks for manual dishwashing where no dishwasher is available • Dishwasher not functional

APPENDIX A - CONTINUED

MAJOR COMPLIANCE ITEMS - 10 POINT DEDUCTION FOR INFRACTION	
COMPLIANCE ITEM	INFRACTION EXAMPLES
<p>Mechanical dishwashers are constructed, designed and maintained to provide adequate cleaning and sanitizing.</p>	<ul style="list-style-type: none"> • Wash water not maintained between 60°C (140°F) and 71°C (160°F) • Dishwasher does not have an accurate reading thermometer for wash and sanitizing cycles • Sanitizing cycle did not reach the required temperature for sanitizing • Inadequate residual observed at the end of the cycle for low temperature dishwashers (100ppm chlorine, 200ppm for quaternary ammonia compounds or 25 ppm for iodine) • NSF International certified dishwasher not functioning as per the manufacturer's directions
<p>Manual dishwashing is done in such a way to provide adequate cleaning and sanitizing.</p>	<ul style="list-style-type: none"> • Appropriate method not being used (two or three compartment method) • Improper concentration of sanitizer used (100ppm chlorine, 200ppm for quaternary ammonia compounds or 25 ppm for iodine)
<p>Multi-service articles are cleaned and sanitized after each use and utensils other than multi-service articles are cleaned and sanitized as often as is necessary to maintain them in a clean and sanitary condition.</p>	<ul style="list-style-type: none"> • Utensils not maintained in a sanitary manner • Multi-service articles not adequately sanitized
<p>Toxic or poisonous substances required for maintenance of sanitary conditions are kept in a compartment separate from food to prevent contamination of any food, working surface or utensil, are kept in a container that bears a label on which the contents of the container are clearly identified and are used only in such manner and under such conditions that the substances do not contaminate food or cause a health hazard.</p>	<ul style="list-style-type: none"> • Toxic or poisonous substance stored in a manner where it could contaminate food • Toxic or poisonous substances are not labeled • Toxic or poisonous substances are not used at the correct concentration or in an unapproved manner

APPENDIX A - CONTINUED

MAJOR COMPLIANCE ITEMS - 10 POINT DEDUCTION FOR INFRACTION	
COMPLIANCE ITEM	INFRACTION EXAMPLES
All food comes from an inspected or approved source and records of the purchase of food for use in the food premises are retained on the premises for one year after the purchase date.	<ul style="list-style-type: none"> Food from an unapproved or uninspected supplier being offered for sale Unable to confirm the source of foods on premise
Every operator of a food premises ensures that at all times during operation there is at least one food handler or supervisor on the premises who has completed food handler training.	<ul style="list-style-type: none"> No certified food handler on site at time of inspection Unable to provide proof of current food safety certification
Every food handler in the food premises does not use tobacco while engaged as a food handler, is clean, practices good personal hygiene, wears clean outer garments, takes reasonable precautions to ensure that food is not contaminated by hair and refrains from any other conduct that could result in the contamination of food or food areas.	<ul style="list-style-type: none"> Food handler does not have hair/beard suitably confined Food handler does not remove apron when going on break or to the bathroom Food handler engages in personal habits that affect food safety (wiping nose, licking fingers)
Food premises operator has written food safety procedures relating to the manufacture of manufactured meat products and the procedures are approved by the medical officer of health or public health inspector.	<ul style="list-style-type: none"> Food premises operator conducting meat processing activities (i.e. curing, fermenting, smoking, drying) that have not been approved by the health unit Food premises operator is not following food safety plan
Records for manufactured meat products are created and retained on the premises for one year after the date on which the products were made.	<ul style="list-style-type: none"> Incomplete records (missing information) regarding manufactured meat products
A tag, stamp or label that identifies the meat processing plant or origin is affixed to any manufactured meat product that is transported, handled, distributed, displayed, stored, sold or offered for sale at a food premise.	<ul style="list-style-type: none"> Unable to provide identification information
Unscheduled inspection conducted	<ul style="list-style-type: none"> Food premises operator does not keep regular business hours and inspection could only be completed by appointment

APPENDIX A - CONTINUED

MINOR COMPLIANCE ITEMS - 5 POINT DEDUCTION FOR INFRACTION	
COMPLIANCE ITEM	INFRACTION EXAMPLES
The food premises is operated and maintained such that no room where food is prepared, processed, packaged, served, transported, manufactured, handled, sold, offered for sale or displayed is used for sleeping purposes.	<ul style="list-style-type: none"> • Bedding and/or personal items observed in the food preparation area
The food premises is operated and maintained such that floors, walls and ceilings are clean and kept in good repair.	<ul style="list-style-type: none"> • Missing and/or damaged floor tiles, grout missing • Carpeting in the dining room in disrepair • Ceiling tiles showing water damage • Surfaces worn, paint is peeling
The food premises is operated and maintained such that every room is kept free from materials and equipment not regularly used in the room.	<ul style="list-style-type: none"> • Food premise is cluttered with items that do not belong in the food preparation area • Personal items observed in the food preparation area
The food premises is operated and maintained such that single-service containers and single-service articles are kept in such a manner and place as to prevent contamination of the containers or articles.	<ul style="list-style-type: none"> • Single service items not stored in a manner to prevent contamination • Single service items not discarded after use
All equipment that does not come into contact with food is of sound and tight construction and kept in good repair.	<ul style="list-style-type: none"> • Equipment not in good working order • Equipment in need of repair
The levels of illumination required under Ontario Regulation 332: Building Code made under the Building Code Act, 1992 is maintained in the food premises during all hours of operation.	<ul style="list-style-type: none"> • Inadequate lighting for cleaning and food preparation
The ventilation system in the food premises is maintained to ensure the elimination of odours, fumes, vapours, smoke and excessive heat.	<ul style="list-style-type: none"> • Inspector observes a build-up of grease on the vent hood • Ventilation system not functioning adequately to remove fumes/smoke from the food premise

APPENDIX A - CONTINUED

MINOR COMPLIANCE ITEMS - 5 POINT DEDUCTION FOR INFRACTION	
COMPLIANCE ITEM	INFRACTION EXAMPLES
Table covers, napkins or serviettes used in the service of food are clean and in good repair.	<ul style="list-style-type: none"> • Table coverings observed to be soiled • Serviettes are stained and worn
Cloths and towels used for cleaning, drying or polishing utensils or cleaning food contact surfaces are in good repair, clean, and used for no other purpose.	<ul style="list-style-type: none"> • Cleaning cloths observed to be soiled • Cloths not changed between tasks
Every vending machine in a food premises that automatically mixes water to create a product is provided with a potable water supply piped into the machine under pressure and the name and telephone number of the operator of a vending machine is prominently displayed on or near the vending machine if an employee of the operator is not in full-time attendance.	<ul style="list-style-type: none"> • Potable water not supplied • Contact information not displayed on the machine • Machine is not maintained in a sanitary manner
Surfaces of equipment that do not come into contact with food are cleaned as often as is necessary to maintain such surfaces in a sanitary condition.	<ul style="list-style-type: none"> • Surfaces not maintained in a sanitary manner • Bins, trays or drawers used to store clean utensils are not maintained in a sanitary manner
The floor space, number of toilets or washbasins in a sanitary facility has not been altered by the food premises without having first received approval in writing from a public health inspector and the sanitary facilities are maintained in accordance with the design, construction and installation requirements in Ontario Regulation 332: Building Code made under the Building Code Act, 1992.	<ul style="list-style-type: none"> • Washrooms altered without approval • Washrooms not provided where required
Every sanitary facility in the food premises is kept sanitary, properly equipped and is in good repair at all times.	<ul style="list-style-type: none"> • Washroom (staff or public) not maintained in a sanitary manner • Soap in a dispenser not available • No paper towels in the dispenser • Garbage overflowing

APPENDIX A - CONTINUED

MINOR COMPLIANCE ITEMS - 5 POINT DEDUCTION FOR INFRACTION	
COMPLIANCE ITEM	INFRACTION EXAMPLES
All food is protected from contamination and adulteration.	<ul style="list-style-type: none"> • Food stored directly on the floor • Food in storage not covered • Food stored in containers that cannot be cleaned and sanitized • Food containers not made of food grade material • Food on display not adequately protected from contamination
Tools capable of ensuring that food safety best practice parameters are met are provided.	<ul style="list-style-type: none"> • No chemical test kit on site to verify chemical concentration • No probe thermometer available to check cooking and holding temperatures • Operator/staff unfamiliar with use of the test kit and what concentrations/temperatures are appropriate
Frozen food is kept in a frozen state until sold or prepared for use.	<ul style="list-style-type: none"> • Food not maintained in a frozen state
Equipment used for refrigeration or hot-holding of potentially hazardous foods contain accurate indicating thermometers and are of sufficient size to store any potentially hazardous food and maintain it at the applicable temperature.	<ul style="list-style-type: none"> • Refrigerator is not equipped with an indicating thermometer • Indicating thermometer not reading accurately • Refrigeration insufficient size for the operation • Equipment unable to maintain required minimum temperature

APPENDIX A - CONTINUED

The compliance items in the following chart apply to mobile refreshment vehicles ONLY.

MOBILE REFRESHMENT VEHICLES COMPLIANCE ITEMS – 10 POINT DEDUCTION	
COMPLIANCE ITEM	INFRACTION EXAMPLES
All food served to the public is prepared within the mobile food premises and is served by persons working within the premises.	<ul style="list-style-type: none"> • Food is prepared in unapproved areas • Food not served by employees of the premises
Only single-service articles shall be used to serve the food.	<ul style="list-style-type: none"> • Single service articles observed being re-used • Multi service articles provided to customers
An adequate supply of clean cooking utensils, sufficient for the entire operation, are provided.	<ul style="list-style-type: none"> • Less than three sets of utensils on-site • Utensils not replaced when contaminated
Separate holding tanks are provided for potable water and waste water.	<ul style="list-style-type: none"> • Separate tanks not provided for potable and waste water • Tank size is inadequate for the operation
Tanks are equipped with an easily readable gauge for determining water or waste level in the tank.	<ul style="list-style-type: none"> • No gauge to monitor water/waste levels in the tank
Unscheduled inspection conducted.	<ul style="list-style-type: none"> • Mobile operator does not keep regular business hours and inspection could only be completed by appointment



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