

Opening or Renovating a Food Premises



A GUIDE TO OPENING OR RENOVATING A FOOD PREMISES

Introduction

Every person who intends to operate a food premises is required to notify the Medical Officer of Health (or Public Health Inspector).

As an owner/operator of a food premises, you are to meet the minimum requirements of the Ontario Food Premises Regulation (O. Reg. 562) under the Health Protection and Promotion Act (H.P.P.A.) at all times.

- ✓ **Review the guide,**
- ✓ **Consult with the Public Health Inspector as often as you need to,**
- ✓ **Complete and submit the application,**
- ✓ **Arrange for a pre-opening approval inspection.**

This document is intended only as a guide, your Public Health Inspector may have additional requirements.

Links

Both the Health Protection and Promotion Act, and O. Reg. 562 (Food Premises) are available online at www.e-laws.gov.on.ca .

Timiskaming Health Unit's food safety inspection disclosure site:

<http://tihu.hedgerowsoftware.com/>

Timiskaming Health Unit's Safe Food Handling certification page:

http://www.timiskaminghu.com/content.aspx?content_id=347

CONSTRUCTION & RENOVATION

	Requirement(s)	Guideline(s)
Space	<ul style="list-style-type: none"> Sufficient space is to be provided for all aspects of the operation (storage, preparation, service, etc...). 	<ul style="list-style-type: none"> A to-scale floor plan (blueprints) will help you and the inspector determine if there is enough space for all aspects of operation. It also allows for the opportunity to plan for a good flow of food through your premises, so as to minimize potential contamination.
Floors	<ul style="list-style-type: none"> Smooth, tight-fitting, and non-absorbent in all areas where food is stored and/or handled. Well-maintained carpet is acceptable in dining areas. 	<ul style="list-style-type: none"> Quarry tiles and seamless commercial sheet vinyl are good for all areas. Sealed concrete is good for the kitchen, walk-in cooler, and/or dry storage areas. Vinyl tiles are good for dry storage and/or serving areas.
Walls/ceilings	<ul style="list-style-type: none"> Constructed so that they are easy to clean and maintain. 	<ul style="list-style-type: none"> Stainless steel, ceramic tile, or plastic laminate as backsplashes. Stainless steel, aluminum, or plastic/fiberglass wall panels are good in all areas. Drywall with epoxy paint is good in all areas (except walk-in coolers). Glazed surface or concrete-filled epoxy paint are good in all areas except the cooking area of the kitchen.
Water Supply	<ul style="list-style-type: none"> Water must be potable (fit for human consumption) and of adequate supply. Hot and cold water, under pressure, is to be provided at all fixtures. 	<ul style="list-style-type: none"> Municipal water meets Ontario Drinking Water standards. Non-municipal water is classified either as a Small Drinking Water System (SDWS) or HPPA system. Routine samples are highly recommended, if not required.
Washrooms	<ul style="list-style-type: none"> If seating is provided, at least one washroom for <u>each</u> gender is required under O. Reg. 562 If the only items on your menu are hot/cold beverages, then only 1 washroom is required under O. Reg. 562 	
Pipes/wires		<ul style="list-style-type: none"> Plumbing pipes, cables, and panels should be enclosed whenever possible to permit easy cleaning of the premises.

<p>Lighting</p>	<ul style="list-style-type: none"> • All food preparation, storage, handling, dishwashing, and washrooms are required to be illuminated at all times during opening hours. • Lighting must meet the requirements of the Ontario Building Code. 	<ul style="list-style-type: none"> • Shatter-proof bulbs or shatter-proof fluorescent tubes may be used in place of shields where appropriate.
<p>Sinks</p>	<ul style="list-style-type: none"> • One hand-washing sink in each food preparation area. • Each hand-wash sink must have liquid soap in a dispenser, paper towels, and a garbage can. • Must not be obstructed by operation or equipment, and must be placed in a convenient location. 	<ul style="list-style-type: none"> • Hand-wash sinks do not have to be full-size domestic sinks, smaller units are available. • Hand-wash sinks in washrooms cannot be considered a designated hand-wash sink for a food preparation area. • A janitorial sink/station is recommended. All cleaning supplies and products can be stored in one location, and they are away from food. • You may require additional sinks for other aspects of your business (prep sinks).
<p>Waste Disposal</p>	<ul style="list-style-type: none"> • Garbage containers/facilities must be durable, easily cleanable, rodent proof, and must be provided in sufficient numbers and located at convenient locations (inside and outside). • Must be hooked up to a municipal sewer system or other wastewater treatment system or serviced by an onsite wastewater system of adequate size. • Must also be in compliance with Ontario Building Code (OBC), part 8. 	<ul style="list-style-type: none"> • A grease trap is highly recommended, and may be required in some municipalities.
<p>Ventilation</p>	<ul style="list-style-type: none"> • Ventilation requirements are part of the Ontario Building Code. • Ventilation exhaust system is required where grease-laden vapors are produced; must comply with OBC and the Ontario Fire Code (approval is required). 	
<p>Shelving</p>	<ul style="list-style-type: none"> • Shelving for food storage must be easy to clean and maintain. • Wood is not an acceptable surface, unless sealed or otherwise covered. • Shelving must be 15cm (6") off the floor. 	<ul style="list-style-type: none"> • Grated-shelves in walk-in coolers promote better air circulation and help keep temperatures down, and are easy to clean.

Food contact surfaces	<ul style="list-style-type: none"> • All food contact surfaces (counters, cutting boards, etc...) must be smooth and non-absorbent • Sufficient food contact surfaces must be provided for all aspects of food preparation so as not to cause a health hazard. 	<ul style="list-style-type: none"> • Wood is not acceptable. • Plastic cutting boards, stainless steel, granite, standard countertops, etc... are all good.
Refrigeration & Freezer	<ul style="list-style-type: none"> • Adequate refrigeration and freezer space for all aspects of food preparation, storage, and handling. • All units must be equipped with an accurate indicating thermometer, placed in a conspicuous location. 	<ul style="list-style-type: none"> • The safe storage of food is one of the many things that Health Inspectors pay close attention to. Raw and ready-to-eat foods must be stored separately, and so as not to cause cross-contamination.
Dishwashers	<ul style="list-style-type: none"> • Sinks or dishwasher required. <p>Sinks</p> <ul style="list-style-type: none"> • 3-sinks required • 2-sinks required (if take-out or single-service cutlery/plates, only). <p style="text-align: center;">OR</p> <p>Dishwasher</p> <ul style="list-style-type: none"> • Commercial-grade • High-temp or chemical sanitizer 	<ul style="list-style-type: none"> • Dishwashing area should be in its own separate part of the kitchen (or separate room) – to prevent potential chemical contamination. • Dishwashing sinks may not be used for hand-washing sinks. • Sinks must be large enough to clean/sanitize equipment that is put in them (excluding wash-in-place large equipment).
Other equipment	<ul style="list-style-type: none"> • Non-certified or non-commercial grade equipment may be subject to approval by a Health Inspector <u>prior</u> to use, to ensure it is suitable for the intended purpose. • Equipment that is not mounted on wheels, and not readily movable, must be sealed to the floor or mounted on legs providing a minimum of 15cm (6") clearance from the floor, and located such that access can be gained to all sides for cleaning. • Sneeze guards are required in self-service areas where food is not individually packaged. 	<ul style="list-style-type: none"> • Equipment should be of commercial-grade quality and preferably certified.

Did you remember to:

Complete & submit “Notice of Intention to Operate a Food Premises” to the Timiskaming Health Unit
Submit floor plan and proposed menu

Operating a food premises may require approvals and permits from other provincial and municipal departments and agencies. The following are some sources you should consult when planning a food premises. This list should not be considered complete and is provided only as a guide.

- Municipal, town, or city building inspectors for building permits
- Municipal, town, or city zoning departments for zoning by-laws
- Fire Marshall’s office
- Liquor license board of Ontario
- Ontario Hydro re: electrical permits

Additional legislation that may apply to your food premises could include:

- Ontario fire code
- Ontario building code
- Local municipal by-laws
- Alcohol Licensing/Liquor license act
- Smoke-free Ontario Act
- Small Drinking Water Systems Regulation (HPPA, O.Reg. 319)

HOME-BASED FOOD PREMISES

The Food Premises Regulation does not apply to a domestic kitchen (private residence), and as such it is not possible to have an approved home-based food premises business. The only location where home-based food premises products may be sold/served is at a farmers market. However, if a health inspector deems any product (even at a farmers market) to be a health hazard, they have the authority to dispose/destroy the product immediately.

Home-based food premises businesses are not encouraged.

In order to have an approved, inspected food premises on a residential property, several conditions are required.

1. There must be a separate kitchen, food storage, and preparation area which complies with O.Reg. 562 (see earlier sections).
 - a. This separate kitchen must have its own entrance, and be (or able to be) sealed off from any domestic partitions of the building.
2. The business is treated the same as any other food premises, and is subject to routine (unannounced) inspections .
3. If not on a municipal sewage system, you will have to contact the land control department of the Timiskaming Health Unit for approval, or upgrade the system.
4. If the business is production-based only, there is no washroom requirements under the H.P.P.A. or Reg. 562, but there may be under the Ontario Building code.
5. If seating is provided, you must have 1 washroom for each gender available for patrons.
6. Notification of intent to operate a food premises is still in effect, and you are required to notify the Medical Officer of Health (or Public Health Inspector).

OPERATION

You are required to operate your food premises ensuring that the minimum standards in O. Reg. 562 are met. Below are some guidelines for first-time owner/operators. The list is intended as a guide and should not be considered a complete go-to reference.

Equipment

- Maintained as per manufacturer's instructions.
- Cleaned and sanitized after each use
- Maintained in good working order.
- Not made of wood (cannot be sanitized).

Utensils/flatware

- If not single-use, cleaned and sanitized after each use
- Free from cracks, chips, open seams, etc...
- Stored/transported/handled in a manner not permitting a health hazard

Staff & attire

- Clean, good personal hygiene, & not ill
- Work clothes/uniforms changed into at work.
- Sufficient supply of clean aprons (or other supplemental attire as required)
- All food handler's hair is suitably confined with hat, hairnet, bandana, visor, etc...
- Owner/manager is to provide the required hair covering and is responsible for staff wearing it.

Dishwashers

- Check the temperature gauges regularly.
- Use factory-recommended chemicals – they are designed for the equipment.

Hand-washing

- Often!
- When changing workstations, after using any chemical for any purpose, after using the washroom

Cleaning

- Under/behind all equipment in all areas, not just high-traffic locations.
- Plan a cleaning schedule for all aspects of operation.
- Ventilation hoods should be cleaned (professionally) at least annually; but the panels can be removed and cleaned in-house daily/weekly/monthly.
- Keep chemicals in original containers and stored separately from food.

Food Storage

- Raw and ready-to-eat foods must be stored safely at all times to prevent cross-contamination.
- Ideally, raw foods are in one cooler (or side of a walk-in cooler) and ready-to-eat foods are in another.
- Food stored outside is not permitted at any time.

Food Handling

- Use of clean utensils where practical
- Cooking food to safe internal temperatures

Pest Control Program

- Detailed cleaning schedule for all aspects of operation
- Dry goods stored in pest-proof containers
- Routine visits from a licensed pest-control company

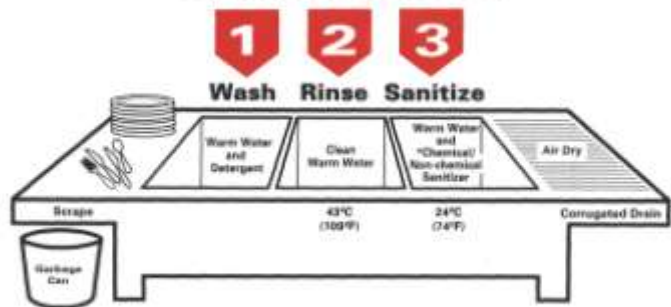
Guidelines

1. It is highly recommended that all persons involved in the operation of the establishment, hold a current food safety certificate.
 - a. The Timiskaming Health Unit offers free Safe Food Handling training, in a variety of options
 - i. Provincial Safe Food Handling certification course. 1 full day, including an exam.
 - ii. Food safety information session. Shorter session, no exam (and no certificate).
 - iii. Home-study. Download (or arrange for pick-up of a) manual from our website, review and study at your own pace. Contact the closest office of the Timiskaming Health Unit to arrange for a challenge-exam.
 - b. Other courses are available which offer provincial certification.
2. Food safety (temperature and storage) logs and cleaning logs are highly recommended.
3. A food safety binder is a good idea. Kept in the kitchen, it can have tabs for recipes, receipts, contact information (suppliers/distributors), temp logs, cleaning logs, etc...
4. Visual aids are helpful to both staff and managers. Your health inspector has a wide variety of signs and stickers to help you (see following page), and are free of charge for any quantity.





**Three - Sink Dishwashing Method
For Multiservice Articles**



**Two - Sink Dishwashing Method
For Pots, Pans and Cooking Utensils**



- * Chemical method, Non-chemical Method :**
- Hot water, 77°C for 45 seconds or one of the following :
 - Chlorine 100 ppm for 45 seconds
 - Quaternary ammonium compounds, 200 ppm for 45 seconds
 - Iodine 25 ppm for 45 seconds

- Note:**
- Do not mix bleach with detergent
 - Use a test reagent to check the concentration of sanitizer
 - Use an accurate thermometer to check water temperature

Adapted from Toronto Public Health.

What to expect when the Public Health Inspector is at your premises

1. The Inspector will be there for at least one of the following reasons:
 - a. Compliance Inspection – to assess for compliance with O.Reg. 562
 - b. Re-Inspection - to re-assess non-compliance issues/status found in previous inspection(s).
 - c. Complaint or Enquiry – health inspectors are required to follow-up within 1 business day.
 - d. Food Recall follow-up/spot check
 - e. Follow-up from a lab-confirmed enteric illness report investigation (or outbreak)
2. The following are normal things that health inspectors may do at an inspection. They may do any, some, or all of the following, and does not necessarily mean anything is wrong/not in compliance:
 - a. Take pictures
 - b. Take food and/or water samples
 - c. Talk to staff, supervisors, and managers
 - d. Check your (food) receipts
 - e. Check your temperature and/or cleaning logs (if you use/keep them)
3. At all times, the inspector is looking for compliance with O.Reg.562, and seeing if there are any health hazards.
 - a. If a problem is observed, it will be brought to your attention immediately.
 - b. Corrective action and timelines for infractions (or health hazards) depend on the severity of what is observed.
4. Generally speaking, a health inspector looks for the following things during an inspection:
 - a. Safe storage and handling of food
 - b. Effective cleaning and sanitizing (all aspects)
 - c. Hand-washing, staff attire, and general hygiene
 - d. Temperatures of food products (cooked, stored, reheated, etc...)
 - e. Effective pest control
 - f. Structural stability
5. You will receive a copy of the inspector's report, either immediately or within 1 business day if you prefer electronic reports.
 - a. The report will identify issues of non-compliance and required timelines.
 - b. The report may include notes about items discussed (i.e. proposed menu change, planned closure, etc...)
 - c. The report is able to be viewed online at the Timiskaming Health Unit's food safety disclosure site within 24 hours.

Other things you should know

- Health Inspectors are Provincial Offences Officers under the Health Protection and Promotion Act
- It is an offence to refuse entry, or otherwise interfere with a health inspector conducting routine business.
- Health Inspectors have the authority to issue a verbal order for many things, including immediate closure of a premises. A written order is required as follow-up within 24hrs.
- Health Inspectors conduct various inspections (above) and are normally unannounced/unscheduled, but must be conducted during your business hours.

FREQUENTLY ASKED QUESTIONS

I've never run a food business before, what do I need to know?

Producing and serving safe food is not mutually exclusive from a profitable business. In fact, it is quite the opposite. Operating a clean, well-organized kitchen where food is produced in a safe and sanitary manner increases customer satisfaction and can reduce the number of complaints/incidents.

I am about to (or already have) bought a food premises business, are there any requirements before I re-open?

We can do an inspection (at your request) for the purpose of the proposed transaction. This will give the most up-to-date snapshot of the premises. Alternatively, previous inspection reports may be obtained from the area-health inspector.

Is it required for me or my staff to have the food safety certificate?

It is currently not a requirement in the district of Temiskaming, but it is highly recommended. The course is free when offered through the Timiskaming Health Unit, and a home-study option is available.

My hair is really short (or tied back), do I really need a hat or hairnet?

Unless you are only serving food, or only cleaning – yes, you need a hat or hairnet.

When should I be calling the Health Inspector?

For pre/opening purposes, and with any questions or proposed changes to the floor plan you submitted. Otherwise, as often as you would like! They are there to enforce the regulatory requirements, but are also a great resource of information. A health inspector can be reached 24/7/365.

What brand/product should I be using for (insert task or structural question here)?

Unfortunately, we cannot recommend one product over another. However, we are able to provide options and points for consideration when making your selection.



CLEANING LOG

Job or Work Area(s):

Timeframe: Daily Weekly Monthly Annual

TASK	DETAILS	DATE/TIME COMPLETED	INITIALS	SUPERVISOR INITIALS

REMEMBER:

- Have a different log for work areas, shifts, positions, timeframes, or anything else that works for your business.
- Check and sign-off that the tasks you have assigned (or otherwise identified) are completed.

FEEL FREE TO COPY AND USE THIS PAGE FOR YOUR RECORDS. BROUGHT TO YOU BY THE TIMISKAMING HEALTH UNIT.



NOTICE OF INTENTION TO OPERATE A FOOD PREMISES

Business Name:	New Premises (new construction)	Yes	No
Type of food premises: <input type="checkbox"/> Restaurant/cafeteria <input type="checkbox"/> Take-out <input type="checkbox"/> Food production/processing <input type="checkbox"/> Bakery <input type="checkbox"/> Butcher <input type="checkbox"/> Retail food store <input type="checkbox"/> Mobile food premises <input type="checkbox"/> Other: _____	Alteration/renovation	Yes	No
	Re-opening	Yes	No
Municipality or Township:	Temporary or Permanent		
Physical Address:	Anticipated opening date:		
	Year-round operation	Yes	No
Mailing Address (if different):	Months of operation:		
	Hours of operation:		
Owner(s):	Water Source:		
Phone/fax:	SEWAGE DISPOSAL:		
E-mail:	Municipal	Yes	No
Other contact information:	Non-municipal*	Yes	No
Primary Contact:	*a separate letter/consultation may be required from the land control department of the Timiskaming Health Unit.		
Corporation Name/Number:	TO INCLUDE		
Regional Supervisor or Director:	<input type="checkbox"/> Floor Plan		
Contact information:	<input type="checkbox"/> Proposed menu		
STAFF		SUBMITTED	
# Certified Food Handlers		Name(print):	
Proposed # Food Handlers		Date:	
Proposed # Managers		Signature:	
Seating capacity:			

FAX OR RETURN COMPLETED FORM TO ANY DISTRICT OFFICE OF THE TIMISKAMING HEALTH UNIT PRIOR TO OPENING.

NEW LISKEARD: 247 WHITEWOOD AVE, UNIT 43. FAX – (705) 647-5779

ENGLHART: 81 – 5TH ST. FAX – (705) 544-8698 KIRKLAND LAKE: 31 STATION RD. NORTH. FAX – (705) 647-5476

THERE IS NO FEE FOR THIS APPLICATION, NOR FOR ITS PROCESSING. OTHER DEPARTMENTS/AGENCIES/MINISTRIES MAY HAVE THEIR OWN FEE SCHEDULE.

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