

# FOOD FACILITY OPERATOR'S GUIDE

YOUR GUIDE TO KEEPING YOUR CUSTOMERS HEALTHY

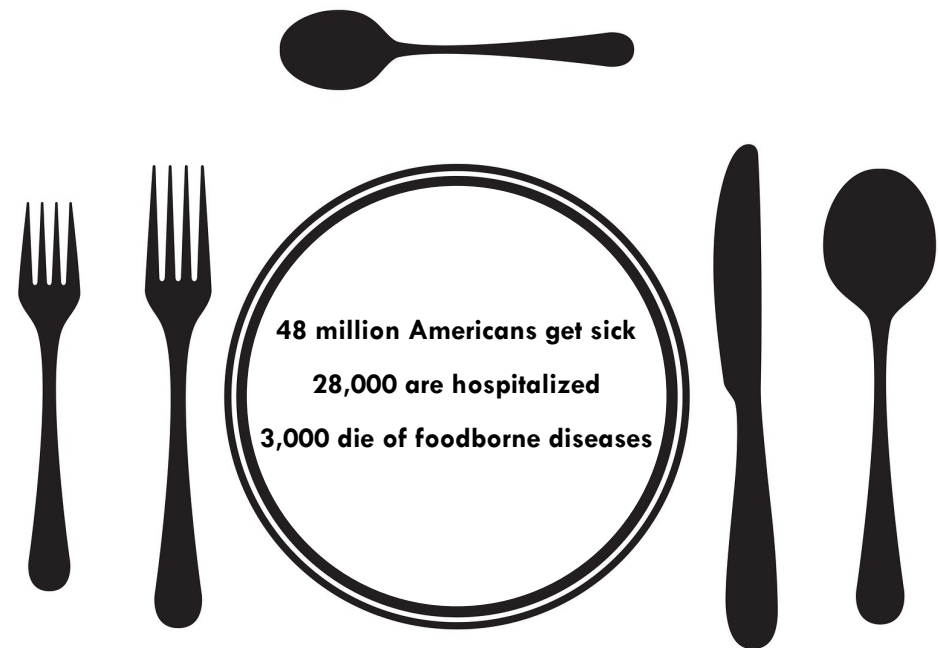


[www.rivcoeh.org](http://www.rivcoeh.org)

(888) 722-4234



**The CDC estimates each year...**



First, I would like to thank you for choosing to do business in Riverside County. Our department's primary goal is to work with your business to ensure

that the public's health and safety are protected. To achieve this, we utilize a philosophy of "compliance through education." You can find helpful material on our website ([www.rivcoeh.org](http://www.rivcoeh.org)) such as informational bulletins, self-inspection checklists, and public service announcements. While these items are available for you, your number one source of education is your Specialist. Your Specialist will gladly discuss options and provide ideas to help you store, prepare, and serve food in a safe manner. If you ever need assistance, please don't hesitate to contact us at Environmental Health.

Thank you,

*Jeff Johnson*  
Director



# THE INSPECTION

## WHEN DO I GET INSPECTED?



- When you're open
- Evenings and weekends
- If we receive a complaint

## HOW OFTEN DO I GET INSPECTED?

Your inspections are based on risk. The more you handle food, the greater the risk, and the more inspections you will receive.

**PREPACKAGED FOOD**  
1 INSPECTION PER YEAR



**SIMPLE FOOD PREPARATION**  
2 INSPECTIONS PER YEAR



**COMPLEX FOOD PREPARATION**  
3 INSPECTIONS PER YEAR



## HOW DOES THE INSPECTION PROCESS GO?



THE INSPECTOR WILL INTRODUCE HIM/HERSELF AND STATE THE REASON FOR THE VISIT.

THE INSPECTOR WILL CONDUCT THE INSPECTION, FOCUSING ON RISK FACTORS. CHECK OUT OUR SELF-INSPECTION CHECKLIST TO CONDUCT YOUR OWN PRACTICE INSPECTIONS.



AFTER THE INSPECTION IS COMPLETE, THE INSPECTOR WILL TYPE THE REPORT.

ONCE THE REPORT IS COMPLETE, THE INSPECTOR WILL REVIEW IT WITH YOU AND DISCUSS POSSIBLE SOLUTIONS.



ABC

AT THE END, THE GRADE PLACARD WILL BE PLACED IN AN EASILY VISIBLE LOCATION.

# WHAT CAN YOU DO?

The top 5 factors contributing to foodborne illnesses are ...

## FOOD SOURCES

- Only purchase food from a government regulated supplier.
- Make sure deliveries are checked in and the food is verified to be in good condition. Ensure perishable food is at the proper temperature.
- Track your deliveries with invoices and receipts.



## CLEANING UTENSILS AND EQUIPMENT

- Train staff to wash utensils, equipment, and surfaces properly— use the 5 step process.
- Obtain an approved sanitizer with corresponding test strips. Ensure staff know the concentration and how to check it.
- Make sure staff know when utensils and food contact surfaces need to be washed.



## HOT AND COLD HOLDING TEMPERATURES

- Get a probe thermometer (actually... probably a couple) to check internal food temperatures in all hot/cold-holding units throughout the day.
- Keep thermometers inside all refrigeration units.



## COOKING TEMPERATURES

- Ensure your staff at the cookline have probe thermometers and know the minimum cooking temperatures.
- Check the thickest part of meats, or the center of dishes throughout the day.



## PERSONAL HYGIENE

- Train your staff how to properly wash their hands and to know when they need to.
- Monitor and encourage proper handwashing!
- Ensure hand sinks are never blocked. Put someone in charge of making sure soap and paper towel dispensers are always stocked and functional.

	Chicken 165°F
	Reheated food 165°F
	Ground beef 155°F
	Beef 145°F
	Pork 145°F
	Fish 145°F

# FOOD SAFETY



# ANYTHING ELSE?

## FOOD MANAGER CERTIFICATES AND FOOD HANDLER CARDS

- If required, complete an ANSI approved food safety management certification training.
- Have all other staff obtain Riverside County Food Handler Certification cards.
- Review monthly - plan ahead for upcoming renewals.
- Be sure there is a person in charge at all times.



## CREATE A CLEANING SCHEDULE

- You cannot thoroughly clean your entire facility everyday.
- Set a schedule. Each day focus on deep cleaning certain areas. Write it down.
- Assign a person or position to change out the sanitizer solution throughout the day.
- Require staff to sign that they've completed the task.



## ENCOURAGE COMMUNICATION

- Ensure your staff feel comfortable letting you know if there is a problem.
- Identify who your staff should report a problem to.
- Conduct in-house food safety training.

## UTILIZE YOUR INSPECTOR

- Welcome the second set of eyes.
- Tag along during the inspection—ask questions.
- Call or email your inspector with questions. You don't have to wait for the next inspection.
- Adjust your procedures based on the inspection report.



## SICK EMPLOYEES

- Do not allow sick employees to work. They can contaminate food or food-contact surfaces.
- If an employee is sick with one of the "BIG 5" - *Shigella*, *Salmonella*, *E.coli*, Norovirus, or Hepatitis A – (1) report this information to this Department and (2) the employee must get a doctor's release before returning to work.



## PEST CONTROL AND WASTE MANAGEMENT



- The best way to keep pests out of your facility is to prevent them from getting in.
- Eliminate their food source by removing garbage and keeping your facility clean.
- Look for evidence of pests and provide approved treatment as necessary.

# INSPECTION RESULTS

## GRADING



Grade cards are required in order to inform the public of the most recent inspection results. The cards, or placards, must be placed in an easily visible location and can only be moved or removed by this Department. For information about grading visit [www.rivcoeh.org](http://www.rivcoeh.org).

## AWARD OF RECOGNITION



The Award of Recognition was created in order to reward those facilities that routinely and successfully work hard to maintain and serve safe food to their customers. This award is reserved for facilities that are fixed food facilities, serve open food, score 95 or better on all inspections for that year (minimum of 2 inspections received), and did not have a Food Handler Card or Food Manager Certificate violation.

## FACILITY CLOSURE

There are times that you are expected to close your facility for the safety of the public. These include:



## LEGAL ACTION

Unfortunately, a facility may continue to be non-compliant after numerous attempts by the health inspector to utilize education as the primary tool. In these circumstances, "due process" must proceed forward. Actions taken by Environmental Health may include conducting reinspections, scoring a facility as a B or C, issuing citations, conducting hearings, and in more serious scenarios, suspending or revoking the Health Permit which results in the owner closing the facility.

ADDITIONAL INFORMATION  
CAN BE FOUND ON OUR WEBSITE:  
[WWW.RIVCOEH.ORG](http://WWW.RIVCOEH.ORG)



## Area Offices

**Blythe**

260 N. Broadway  
Self-Service Kiosk Only

**Indio**

47-950 Arabia St. Suite A  
(760) 863-8287

**Riverside - West**

4065 County Circle Dr.  
(951) 358-5172

**Corona**

2275 S. Main St. Suite 204  
(951) 273-9140

**Murrieta**

30135 Technology Dr. Suite 250  
(951) 461-0284

**Riverside - East**

4080 Lemon St. 10th Floor  
(951) 955-8980

**Hemet**

800 S. Sanderson Ave.  
(951) 766-2824

**Palm Springs**

554 S. Paseo Dorotea  
(760) 320-1048