



Food Service Operation/Retail Food Establishment Inspections (Risk Level I – IV)

Original Effective Date:

July 28, 2017

Review / Revision Date:**Environmental Health
Procedure:**

2017.07.052

Maintenance Steward:Supervisor(s) of the Food Safety
DivisionHistory: ☒ New ☐ Revised ☐ Archived**Organizational Scope:**
☐ Full Agency ☐ Administration ☐ Community Services ☒ Environmental Health ☐ Health Services
Frequency of Review:
☐ Annually ☐ Biennially ☒ 5 Years ☒ As Needed ☐ Other:
Location:

G-Drive: G: → Users → Common → Policies & Procedures

Website: www.lucascountyhealth.com/employee-login/

Hardcopy: A manual with compilation of policies and SOP will be maintained and available by supervisor.

Archived Version(s): NA

Requisite Signatures

☒

Health Commissioner

☒

Director of Environmental Health & Community Services

Date

Date



FSO/RFE Inspections

I. Scope

This procedure applies to all Food Safety Sanitarians in the Environmental Health Division of the Toledo-Lucas County Health Department (TLCHD).

II. Purpose

The purpose of this procedure is to provide Food Safety Sanitarians with an outline of the requirements needed to conduct various inspections of licensed food service operations (FSOs) and retail food establishments (RFEs).

III. Background

All licensed FSOs and RFEs with risk level I-IV are subject to a required amount of inspections each licensing year per the Ohio Revised Code 3717, Ohio Administrative Code sections 3701-21-2.4 and 901:3-4-06. The required inspections for a FSO are a standard and possibly a critical control point (CCP) and/or variance review depending on risk category. The required inspections for an RFE are a standard and possibly a process review and/or a variance review depending on risk category. These facilities may also be subject to a variety of additional inspections such as complaint, follow-up, etc.

Other types of FSOs and RFEs that are subject to inspections are Mobile FSO/RFE (Refer to Mobile FSO/RFE SOP), Temporary FSO/RFE (Refer to Temporary FSO/RFE SOP), and Vending (Refer to Vending machine inspection SOP).

IV. Procedure

The following are general guidelines for all food safety sanitarians to adhere to no matter which type of inspection they are conducting.

1. Proper dress code for inspection includes your ID, closed-toe shoes and your hair restrained necessary.
2. Identify yourself to the person-in-charge (PIC) and state the reason for your visit.
3. Conduct the inspection and enter the report into Healthspace.
4. Include as much information as possible on the inspection report such as temperature log, violations, notes and comments.

5. Print a copy of the report for the operator and go over it thoroughly with the Person-in-charge (PIC). You may also email a copy of the inspection to the operator.
6. Capture a signature on the inspection report from the PIC. If the PIC refuses to sign the inspection report, document on the signature line that “PIC refused to sign inspection report” and leave a copy for the operator.
7. If an operator refuses entrance to facility or to portions of the facility required for inspection, call your supervisor for guidance.

V. Inspection Types

A. Standard

1. Standard inspections must be completed with the frequency specified per section 3701-21-02.4 of the *Ohio Administrative Code* and section 901.3-4-06 of the *Ohio Administrative Codes*.
2. The licensing period or aka “licensing year” is March 1 through the last day of February of each year.
3. Risk categories and inspection frequencies as specified below:
 - a. Risk Level I: at least one standard inspection per licensing year with no more than 15 months between inspections.
 - b. Risk Level II: at least one standard inspection per licensing year with no more than 15 months between inspections.
 - c. Risk Level III: at least two standard inspections per licensing year.
 - d. Risk Level IV: at least two standard inspections per licensing year.
 - e. Mobile FSO/RFE: at least one standard inspection per licensing year (Prior to operating the unit during licensing period.
 - f. Vending: at least fifty per cent (50%) of an operator’s vending machine locations per licensing period.
 - g. Temporary: at least one inspection during the period of operation.

4. The standard shall identify any violations found at the time of inspection. It shall also include expectations for how and when the violations must be corrected. A follow up inspection may be required based on the nature of the violation.

B. Critical Control Point (CCP)

1. The purpose of the CCP is to review the risk category IV procedures being done at the respective Food Service Operation.
2. All risk category IV FSOs shall receive two (2) CCP inspections per licensing year. This inspection may be conducted on the same visit as the standard inspection.
3. The sanitarian must use the Ohio Department of Health approved inspection report form for CCP which is also available in Healthspace. The form must demonstrate the elements of critical control points and any other documentation as observed during the CCP inspection.

C. Process Review

1. The purpose of a Process Review is to examine the production of one menu item that the RFE makes that involves a risk category IV activity. The inspector shall critique the entire process of the selected menu item from start to finish to verify the process is safe.
2. Portions of the process may be verbally communicated by the Person-In-Charge (PIC) if the inspector is unable to visually review the process.
3. All risk category IV RFEs shall receive two (2) Process Review inspections per licensing year (Per OAC Section 901:3-4-06). This inspection may be conducted on the same visit as the standard inspection.
4. During the Process Review inspection, the Sanitarian must observe at least one of the steps being performed as indicated on the process review form (i.e. thawing, cooking, cooling time, etc.).
5. For all the steps actually observed in the process being reviewed, the codes U for Unsatisfactory and S for Satisfactory are to be used by the sanitarian.
6. If the Person-in-Charge explains any of the steps in the process being reviewed, the code U-PIC for Unsatisfactory and S-PIC for Satisfactory are to be used by the sanitarian.
7. N/A for Not Applicable is to be used by the sanitarian for all sections on the Process Review Form that do not apply to the process being reviewed in the inspection.
8. A continuation page must be used to document notes, temperatures that were taken in the inspection, and all issues or concerns.

9. During the process review inspection, look for documents such as log sheets, standard operating procedures, HACCP plans, and variance procedures.
10. The sanitarian must use the Ohio Department of Agriculture approved inspection report form for Process Review.

D. Variance Review

1. The purpose of the variance review is to verify the facility is in compliance with their approved variance granted by either the Ohio Department of Health (ODH) or the Ohio Department of Agriculture (ODA). A facility automatically is a risk level IV if they have a variance.
2. A facility with a variance shall receive two variance review inspections per licensing year.

E. Follow Up (Re-inspection)

1. The purpose of a follow up inspection is to verify that the operator has corrected violations cited on a previous inspection.
2. Failure to correct cited violations within the time frame set up by the inspector at the time of a standard, CCP, complaint or any other inspection may lead to further actions as specified in the failure to comply SOP (Refer to Failure to Comply SOP).

F. Complaint inspection

1. The purpose of the complaint inspection is to investigate any alleged violations or concerns as reported on the complaint form.
2. Complaint inspections must be completed within 72 business hours after receiving a general complaint and 24 business hours after receiving a food-borne illness related complaint.
3. All complaints will be investigated.
4. The complaint inspection report must include the following:
 - a. Nature of the complaint
 - b. Violations observed at time of inspection
 - c. Any other applicable information
 - d. A final disposition of either valid, no cause or inconclusive

G. Foodborne Illness Complaint Inspection

1. A food-borne illness complaint inspection shall be conducted similar to other complaint(s) received.
 - a. The inspection shall be conducted as soon as possible within 24 business hours after receiving complaint.
 - b. The inspector may be asked to collect food samples.
 - c. If sampling is required, procedures will be followed as directed by the epidemiological staff of TLCHD.

H. Pre-licensing Inspections

1. A pre-license inspection is normally is conducted when the certificate of occupancy has been issued, the facility has passed the fire inspection and building inspection, and the plan review requirements have been met.
2. However a food service operation or retail food establishment license will not be issued until proof of the certificate of occupancy permit has been provided.
3. The plan reviewer and the sanitarian assigned to that facility will make every attempt to conduct the inspection together. However if this cannot be accomplished in a timely manner, the sanitarian will coordinate with the plan reviewer and conduct the pre-license without the plan reviewer. This must be clearly communicated with the plan reviewer.
4. The food service operation/retail food establishment license application is provided after the successful completion of the pre-license inspection per section 3717.23 or 3717.43 of the *Ohio Revised Code*.
5. The sanitarian must write on the inspection report that the operator is “okay to obtain license” and provide a copy of the report to the operator. The operator must show proof of the inspection report to the clerk when submitting the completed application and applicable fees in order to obtain new license.
6. The operator must submit completed license application and applicable fee to the health department.

I. Consultation

1. Any visit to a facility where an inspection was not necessarily conducted, but a conversation took place between the inspector and the PIC shall be documented on an inspection report as a consultation.

J. 30 Day Inspection

1. Within 30 calendar days of issuing a license to a new food service operation or retail food establishment, a standard inspection must be conducted.
2. In the event, the facility has not opened after 30 days of issuing the license, the inspector shall enter into Healthspace and produce a standard inspection report indicating the facility is “not open for business”. Once the facility has opened, the inspector shall then conduct the required number of standard inspections within the licensing period.

K. Other

1. Emergencies such as fire, flood, power outage, water boil advisory, and sewage backups, etc. all require an inspector visit the facility once notified of the problem. These emergencies often occur outside normal working hours, but the same guidelines for conducting an inspection are required. The inspector shall make sure that the facility is safe to enter before doing so (Refer to emergencies inspections SOP).
2. Courtesy inspections are often requested for programs or organizations that are not required to be licensed by this department, but need an inspection from this department to satisfy another governing body’s requirement, to secure funding, or verify safe food practices are in place. They may include after-school programs, homeless shelters, food pantries, etc. The inspector shall use the standard inspection form to document the visit as consultation unless otherwise directed.

VI Maintenance

A. Review

1. The FSO/RFE Inspection SOP is to be reviewed every five (5) years to ensure compliance with both agency and accreditation standards.
2. If Sections of the Ohio Revised Code 3717, Ohio Administrative Code sections 3701-21-2.4 or 901:3-4-06 are revised, the FSO/RFE inspection standard operating procedures will be reviewed and modified to comply with any required changes.

B. Revision

1. All changes made to this SOP are to be noted on the **Record of Change**. Substantial changes will require renewed signatures from all applicable parties. This includes changes to the intent, scope, procedures, or policy statement.
2. Changes in style, format, grammar or minor error correction will not require renewed signatures but must be indicated on the Record of Change.

Record of Change

(Required for all procedures)

Date of Change	Changes Made By	Changes Made/Notes	Approved By