

# Guidelines for Food Safety Management Plans

Regional Food Safety Committee  
Vancouver Coastal Health

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## ***References***

*The primary objective of this document is to provide the foundation for a collaborative approach to food safety between Vancouver Coastal Health and food service providers. The ultimate, shared goal is to achieve a reduction in the incidence of food borne illness. Other expected outcomes are:*

- better knowledge of safe food handling practices,*
- establishment of food safety requirements,*
- improved consistency in the application of regulatory requirements by all stakeholders*
- improved communications,*
- sound business practices,*
- reduced liability exposure.*

## Introduction

The requirement for food service establishments to create and implement food safety and sanitation plans has been in place in British Columbia since 1999. This document provides key points for consideration and implementation by all food service establishment operators.

The purpose of this document is to outline minimum requirements for food safety management from source to fork. These requirements are based on applicable legislation which includes the: BC Food Safety Act, Public Health Act, Food Premises Regulation and the Food Retail and Food Services Code.

This document contains three distinct sections. The first section outlines prerequisite programs, which are the foundation of a comprehensive food safety management plan. The second section addresses specific foods and processes based on Hazard Analysis and Critical Control Points (HACCP) principles. The third section addresses operational requirements.

The food safety management plan must reflect actual practices, and be effectively communicated to staff. It should serve as a training tool and promote a food safe culture.

## Section 1 Standard Operating Procedures

Prerequisite programs are designed to control hazards and operational conditions within a food premises to make it safe and appropriate for the production of food.

***j) Premises:*** Suitability of a food premises is assessed. Building design, lighting, ventilation, water and waste disposal are evaluated. Washroom and hand washing facilities are part of this program.

Plans for food premises have to be submitted, as part of the permit application process, to VCH for approval (Appendix 1).

A draft menu must be submitted with the plans.

*Any variations/deviations from the approved plans must be re- submitted to the approving office, immediately, for review and approval.*

The following components will be reviewed by the approving officer:

- Premises design and layout – Food flow, incompatible areas, such as chemical storage areas.

- Walls and ceilings – Constructed of materials that are impervious, smooth, light in color, durable, and easily cleaned
- Floors – Floors that are subject to moisture (washrooms, preparation, dishwashing and storage areas) must be constructed of impervious materials. Floors must be durable, impervious, smooth, easily cleanable and non-slip.
- Lighting – Adequate lighting must be provided to ensure the safe and sanitary production of food and to facilitate cleaning of the premises. Lighting fixtures should be shielded with shatter proof coverings.
- Ventilation – Adequate and appropriate ventilation should be provided to keep rooms free of excessive heat, steam, condensation, vapours, odours, smoke and fumes. Check with the local Fire Prevention Office .
- Storage areas – Items must be stored, at least 15cm (6 inches) off the floor, in a secured area and protected from potential contamination such as water leakage, pest infestations, tampering and other unsanitary conditions.
  - Facilities used for the storage of food, food ingredients, equipment, non food materials, utensils, and linens must be:
    - Easily cleanable, smooth and impervious
    - Located in a clean/dry location
    - Restrict pest access and harbourage
    - Minimize the deterioration of stored materials
    - Protect food from contamination during storage
  - Cleaning materials must be stored separately from food and food related items.
- Water – Water supplies must be from an approved and potable source. Hot<sup>1</sup> and cold water, under adequate pressure and in sufficient quantities, must be provided to meet peak demands.
- Waste Water –Liquid waste water disposal must meet all local or provincial requirements. Waste water must be disposed of in an approved manner.
- Solid Waste – Must be handled, stored and removed in a sanitary manner and picked up as often as necessary to prevent an accumulation, or attract pests.

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<sup>1</sup> Hot water must be of sufficient temperature to effectively clean and sanitize. Manual dishwashing requires a minimum temperature of 45°C. Mechanical dishwashing requires a minimum wash temperature of 60°C.

- Hand washing – At least one designated hand wash station must be provided in each food preparation area. It must be:
  - Conveniently located (in the line of sight)<sup>2</sup>
  - Accessible at all times
  - Can not be used for purposes other than hand washing.
  - Provided with single use soap dispensers and single use hand drying devices
  - Equipped with hot and cold running water under pressure
  - Equipped with a hand washing sign that outlines the proper hand washing procedures
  - Maintained in a clean and sanitary condition
- Ware washing – Ware washing facilities must be provided. A three-compartment sink or commercial grade dishwasher must be provided to effectively wash, rinse, sanitize and air dry dishware. If that is not a possibility, single service utensils and dishes must be used.
- Toilet facilities should be:
  - Completely enclosed
  - Provided with tight fitting, self-closing door
  - Have a hand washing notice conspicuously displayed
  - Conveniently located
  - Accessible to food service workers during all hours of operation
  - Aprons are not to be worn in washrooms
  - Ventilated to the outside.
- Food preparation areas
  - Food preparation areas must be sufficient in size to accommodate proposed food preparation processes.
  - Separate, where possible, the handling of raw food products and ready to eat foods. Variance from this will be addressed in the food safety management plan.
  - Surfaces must be smooth, non absorbent, and easily cleanable.
  - Designated hand washing sinks must be provided in food preparation areas (as noted above).
- Power – Electricity must be provided in sufficient capacity to meet peak electrical demands of equipment.

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<sup>2</sup> [http://www.doh.state.fl.us/Disease\\_Ctrl/epi/FLEIS/Aimee\\_handwashing.pdf](http://www.doh.state.fl.us/Disease_Ctrl/epi/FLEIS/Aimee_handwashing.pdf)

***ii) Approved suppliers, transportation, receiving and storage (including display):***

Maintain foods in sanitary condition during all phases of transportation, receiving, and storage. This includes transportation, receiving and storage procedures for ingredients, materials, cleaning supplies, and finished food products.

- a) Foods must come from approved suppliers.
- b) Transportation: Transport vehicles must be:
- Clean
  - Capable of maintaining appropriate storage temperatures: cold storage must be +4 degrees C or colder; frozen storage must be -18°C or colder; hot holding must be +60°C or warmer
  - Accurate thermometers must be provided

**Temperature checks must be carried out and results and corrective actions are to be recorded. (See Appendix 4 & 5)**

c) Receiving: Inspect foods and supplies upon receipt and check for spoilage, infestations, contamination and temperature abuse. Food and supplies received in unsatisfactory condition must not be accepted.

- Invoices, receipts and lot coding information must be retained on-site to allow tracking of unlabelled products or split lots.
- Seafood tags must be retained for a minimum of one year.

**Temperature checks must be carried out and results and corrective actions are to be recorded. (See Appendix 4 & 5)**

d) Storage: Potentially hazardous foods are to be placed into refrigerated storage (+4°C or colder); frozen goods are to be placed into freezers (-18°C or colder) and dry goods into dry storage areas.

- Coolers must allow effective air circulation.
- Use the 'first in first out' principle to ensure stock rotation.
- Date and label products.
- Operational thermometers must be placed or installed for temperature monitoring.

**Temperature checks must be carried out and results and corrective actions are to be recorded. (See Appendix 4 & 5)**

e) Display: Food must be protected from public handling and contamination. This can be achieved by the use of packaging, display cases, or sneeze guards.

- Suitable utensils or an alternative approved dispensing method must be provided. Dispensing utensils are to be stored in the food with the utensil handle extended out of the food. Alternative methods will have to be disclosed in the food safety plan for approval and may include:
  - Open hot and cold platters with small amounts of food, either hand served in a cocktail party style, or smaller platters that are continuously replenished for buffet style service.
  - Both types of service operations will be supervised by catering staff. Tongs and equipment will be replaced as necessary, and unused food discarded after being in the danger zone (+4°C to +60°C) for 2 hours.

### **iii) Equipment**

- a) Equipment design: Equipment is constructed of materials which are
  - Corrosion resistant.
  - Impervious.
  - Smooth.
  - Easily cleanable.
  - Do not impart odours, colours or taste.
  - Do not contribute to the contamination of food.
  - Designed and constructed to be durable.
  - Retain their characteristic qualities under normal use and conditions.
- b) Cleaning in Place and Backflow Prevention: Equipment intended for cleaning in place is designed so that cleaning and sanitizing solutions can be circulated throughout the system. Appropriate approved backflow prevention devices are installed.
- c) Calibration: Equipment such as dishwashers, ovens, hot holding equipment, and thermometers are operated as per manufacturer's specifications.
- d) Preventative maintenance: Equipment should be maintained in good repair so that it functions in accordance with its intended use as per manufacturer's specifications.

### **iv) Personnel**

- a) FOODSAFE training, or its equivalent, is completed as per the Food Premises Regulation.
- b) Food handling employees wear clean uniforms, limited jewellery, and have short and clean finger nails. Hair must be suitably restrained so that food is not contaminated.

- c) All food handlers receive on site training on hand hygiene programs and the appropriate method of hand washing. Hand hygiene, including glove use, must be monitored.
- d) Written, posted food safety and hygiene policies are in place. Appropriate training materials are on site. Staff that work in critical areas are well trained and understand why they are performing their tasks.
- e) Clear and established illness policy is in place. All employees receive training on this policy. No employee who is known to be suffering from any communicable disease; is a known carrier of any disease; or has an infected wound or open lesion on an exposed part of his body shall work as a food handler.

*Example: An employee who is suffering from the common cold and who is observed to be coughing or sneezing or wiping his nose must be removed from the working area; Employees having wounds or lesions on exposed parts of the body are not permitted in the working area unless adequate protection is provided to prevent the possibility of contaminating the product.*

**v) Sanitation and Pest Control:** Written procedures describing how to clean and sanitize the equipment and premises are required, including:

- The cleaning and sanitizing requirements for the establishment and for all equipment and utensils.
- A list of all cleaning and sanitizing agents in the establishment, including their concentrations and their uses.
- The identification of all pesticides used in the establishment, including their uses and their storage requirements.
- Procedures for testing sanitizer residuals, and/or final rinse temperatures of any dishwashing equipment. Corrective actions must be specified if sanitizing is not up to standard. Refer to Appendix 7.
- Wiping cloth storage methods should be established.

**vi) Recalls:** To ensure swift and effective recall of products

a) Systematic documentation is in place to outline where a product came from, who handled it during production and distribution; **When, Where and Who**. Roles and responsibilities are outlined in the event of a food recall.

**vii) Emergency planning:** Clear, written procedures are in place to deal with unforeseen circumstances:

- Lack of potable water, or complete lack of water
- Lack of power
- Staff shortages
- Equipment failure
- No solid/liquid waste pick up, or sewage back up

- Delivery problems
- Temperature abuse
- Food contamination
- Customer/staff illness (Appendix 3)
- Biohazardous waste clean-up (e.g.: vomitus spills, or any human body fluid)

## Section 2 Food Safety Plans

Food safety plans must be developed to ensure that systems are in place to prevent the biological, chemical and physical contamination of food. It is important that resources are prioritized to deal with higher risk procedures in order to control food hazards. Several additional factors must be considered; is the premises capable of implementing the food safety plans and what is the public health risk of foods being served? Operations with a higher level of risk are: large volume kitchens, full service kitchens, those with large menu lists, complicated preparation methods with multiple steps, catering operations, and food service to higher risk patrons (e.g.: immuno-compromised, elderly, pregnant women, etc)

Risk based food safety management systems are critical to effectively control food related risks and to minimize the potential of food borne illness outbreaks.

The following section provides guidance on specific food groups and processes and how to control applicable hazards. This information can be used to develop your customized food safety plan, but ***this is not your food safety plan.***

**It is absolutely imperative that you test all your processes before becoming operational. The food safety plan should be posted and staff should be aware of the procedures and requirements.**

### **Cooking Standard and Procedures:**

***Foods must be cooked to a minimum internal temperature of +74°C, as measured with a calibrated metal stem thermometer. Any foods cooked to an internal temperature of less than +74°C must be disclosed in the food safety plan with a rationale for the variation. The process must be reviewed and evaluated by VCH.***

***If the food is still partially frozen the cooking process will take longer. The outside of the food may look like it has been thoroughly cooked; however the thickest part may not have reached +74°C. For processed food products, it is especially important to be aware of any instructions from the supplier or manufacturer of the food product, and be able to verify compliance with those instructions.***

### **a) Whole Birds**

(Turkey, chicken, cornish game hens, ducks)

**Safety points:** Preheat oven. Do not pack birds too tightly. Turn birds during cooking.

**How do you do this:** State the temperature and length of time oven needs to be preheated. Determine how much space is needed between each bird and how often the bird is turned. Check to ensure bird is cooked to an internal temperature of +74 °C. Pierce leg at the thickest part.

**Prove it:** Check that a safe internal temperature is achieved using a stem thermometer and record results.

**Corrective action:** If the internal temperature is not achieved, continue cooking or speed up the cooking process. You may need to use an alternative menu item.

### **b) Roasts**

(Lamb, beef, pork)

**Safety Point:** Preheat oven. Do not pack roasts too tightly.

**How do you do this:** State the temperature and length of time for preheating the oven. Determine how much space is needed between roasts and the maximum number of roasts per tray. Insert thermometer into the thickest part of the roast to ensure that the correct minimum internal temperature has been achieved. Please refer to Appendix 8.

**Prove it:** Check that a safe internal temperature is achieved using a stem thermometer. Record results.

**Corrective action:** If the internal temperature is not achieved, continue cooking or speed up the cooking process.

### **c) Individual Cuts**

(Steak, cutlets, chops: Beef, lamb, pork)

**Safety Point:** Sear outside surfaces of meat thoroughly. Meat that has been processed in any way must be cooked to 74 °C.

**How do you do this:** Review types of cut, all individual cuts are cuts from the whole muscle. Determine the equipment, technique and time required to sear the surfaces. Insert thermometer into the thickest part to ensure an internal temperature of +74 °C has been achieved.

**Prove it:** Check that a safe internal temperature is achieved using a stem thermometer. Record results.

**Corrective action:** If the internal temperature is not achieved, continue cooking or speed up the cooking process.

#### **d) Stews**

**Safety point:** Allow enough time to cook stew. Meat must be cut into similar sizes. Ensure the stew is being heated continuously during cooking.

**How do you do this:** Review the cooking time. Review size of meat pieces. Stir to check that stew is bubbling all the way through. Determine how often it needs to be stirred.

**Prove it:** Take the largest piece of meat and check that it has been cooked to an internal temperature of +74°C using a stem thermometer. Record results.

**Corrective action:** If the internal temperature is not achieved, continue cooking or speed up the cooking process.

#### **e) Processed white meat**

(Chicken nuggets, chicken fingers)

**Safety point:** Follow manufacturer's instructions. Turn frequently for shallow deep frying. Make sure meat is cooked for long enough. Cook slowly enough to ensure even cooking.

**How do you do this:** Review manufacturer's instructions. Determine how often the product needs to be turned when frying. State the cooking temperature, time for cooking and the method for cooking.

**Prove it:** Take the largest and thickest piece of meat and check that it has been cooked to an internal temperature of 74°C using a stem thermometer. Record results.

**Corrective action:** If the internal temperature is not achieved, continue cooking or speed up the cooking process.

#### **f) Processed red meat**

(Sausages, hot dogs, wieners, burgers)

**Safety point:** Follow manufacturer's instructions. Avoid large items such as thick sausages and burgers. Turn food items several times throughout cooking.

**How do you do this:** Follow manufacturer's instructions. If you serve thick meat products, how do you prevent undercooking and how often do you turn the products?

**Prove it:** Take the largest and thickest piece of meat and check that it has been cooked to an internal temperature of 74°C using a stem thermometer. Record results.

**Corrective action:** If the internal temperature is not achieved, continue cooking or speed up the cooking process.

### **g) Fish**

**Safety point:** For fish served raw, ensure that any freezing requirements for parasite destruction are met.

**How do you do this:** Document the type of fish, cooking method and internal cooking temperature. Provide a list of fish served raw and follow freezing requirement to destroy parasites.

**Prove it:** Check to ensure fish is cooked to 70°C and that the freezer temperature is at least -18°C or colder.

**Corrective action:** If the internal temperature is not achieved, continue cooking or speed up the cooking process.

### **h) Shellfish**

(Crustaceans)

**Safety point:** Ensure all shellfish is purchased from an approved supplier. Follow instructions from supplier. All lobster and crab must be alive and cooked to the correct internal temperature.

**How do you do this:** Provide a list of approved suppliers. List the method of cooking. Record and maintain shellfish tag information for one year. See Appendix 9.

**Prove it:** Cook thoroughly (color change).

**Corrective action:** If the internal temperature is not achieved, continue cooking or speed up the cooking process.

### **i) Shellfish**

(Bivalves)

**Safety point:** Ensure all bivalves are purchased from an approved supplier. Follow instructions from supplier. Mussels should only be cooked if their shells are tightly closed. Liquid used for cooking should be at a rolling boil.

**How do you do this:** Provide a list of approved suppliers. List the method of cooking. Record and maintain shellfish tag information for one year. See Appendix 9.

**Prove it:** Cook thoroughly (shells will open after 20 seconds however this does not indicate adequate cooking). Flesh should shrink by 50% and should rise out of the shell. Record and maintain shellfish tag information for one year. See Appendix 9.

**Corrective action:** If the flesh has not come out of the shell, continue cooking or speed up the cooking process.

### ***j) Soups and Sauces***

**Safety point:** Keep soup boiling during cooking and stir frequently.

**How do you do this:** Review manufacturer's instructions. Document the time required to cook the soups or sauces. Determine how often soup or sauces should be stirred?

**Prove it:** Ensure that an internal temperature of +74°C is achieved and record results.

**Corrective action:** If the internal temperature is not achieved, continue cooking or speed up the cooking process.

### ***k) Combination Dishes***

(Lasagna, shepherd's pie, quiche)

**Safety point:** Follow manufacturer's instructions. Cook in a preheated oven and ensure a constant temperature is maintained to ensure adequate cooking.

**How do you do this:** Review manufacturer's instructions. Determine how to prevent undercooking.

**Prove it:** Insert a stem thermometer into the thickest part of food. Large batches should be tested in several places to ensure an internal temperature of 74°C has been achieved and record results.

**Corrective action:** If the internal temperature is not achieved, continue cooking or speed up the cooking process.

### ***l) Egg based dishes***

(Quiche, mousse, pudding, meringue)

**Safety point:** Follow manufacturer's instructions. Use eggs in good condition (free of cracks, holes, dirt, feathers, feces, etc). It is best to avoid serving products made with egg that do not get cooked or are only slightly heated; a pasteurized egg source may be the best option.

**How do you do this:** Use only pasteurized egg products for egg based dishes that are ready to eat or will only be heated slightly. Ensure that an internal temperature of 74°C has been achieved and record results.

**Prove it:** Egg dish should be solid throughout.

**Corrective action:** If the internal temperature is not achieved, continue cooking or speed up the cooking process.

## **Hot-Holding Standard and Procedures:**

**Cooked foods must be hot-held at a minimum internal temperature of 60 °C, as measured with a calibrated metal stem thermometer, after cooking and during display, transportation and service.**

### ***Hot holding solids and liquids***

**Safety point:** Use commercial grade hot holding equipment. Preheat hot holding equipment prior to its use. Food must be reheated to 74°C before hot holding.

**How do you do this:** Determine what type of equipment is required for hot holding. Establish the frequency of checking this equipment and internal food temperatures. Establish a maximum time for hot holding.

**Prove it:** Ensure food is at an internal temperature of 60°C. Be sure to check at the beginning, middle, and at the end of hot holding. Stir product periodically and before taking internal temperatures. Record results.

**Corrective action:** Reheat to 74°C within 2 hours or discard.

**IMPORTANT NOTE:** *Food products held at less than 60°C for less than 2 hours can be reheated to 74°C. Foods exceeding the 2 hour limit must be discarded.*

## **Reheating Standard and Procedure:**

**Previously cooked foods must be reheated to a minimum internal temperature of 74 °C within 2 hours, as measured with a calibrated metal stem thermometer, prior to placement in hot-holding unit or service.**

### ***Reheating solids***

**Safety point:** Use commercial grade equipment to reheat foods. Do not cook foods too far in advance before they will need to be reheated. Do not reheat foods more than once.

**How do you do this:** Determine the type of equipment needed for re-heating. Establish the maximum time between first cooking and last reheating step.

**Prove it:** Insert thermometer into the thickest part to ensure it is at 74°C. Large batches should be tested in several places and results recorded.

**Corrective action:** Reheat to 74°C within 2 hours or discard.

### **Reheating liquids**

**Safety point:** Use commercial grade equipment. Do not cook foods too far in advance before they will need to be reheated. Do not reheat foods more than once.

**How do you do this:** Determine the type of equipment needed for re-heating. Establish the maximum time between first cooking and last reheating step.

**Prove it:** Stir dish and ensure an internal temperature of 74°C is achieved. Record results.

**Corrective action:** Reheat to 74°C within 2 hours or use an alternate menu item.

**IMPORTANT NOTE:** *Foods must be reheated to 74°C within 2 hours. Foods can only be reheated once.*

### **Cooling Standard and Procedures:**

**Cooked foods not served or hot-held must be cooled quickly, from 60 °C to 21 °C within 2 hours and then from 21 °C to 4 °C or below within the next 4 hours, as measured with a metal stem thermometer at 0, 2 and 6 hours. Establish and maintain a product cooling log for all Cook-Chill-Reheat Foods. See Appendix 6.**

### **Cooling solids**

**Safety point:** Avoid cooking large quantities in advance. Consider preparing smaller batches more often. Use *active* cooling techniques.

**How do you do this:** Use an ice bath, long shallow metal pans, reduce portion sizes, and/or use a blast chiller.

**Prove it:** Establish a record keeping protocol to ensure the process is working. Provide scheduled product temperature checks. Use a cooling chart (Appendix 6). Product must be cooled to 21°C within 2 hours and from 21°C to 4°C within an additional 4 hours.

**Corrective action:** If the time/temperature requirements are not met discard the food.

## **Cooling liquids**

**Safety point:** Avoid cooking large quantities in advance. Consider preparing smaller batches more often. Use *active* cooling techniques.

**How do you do this:** Use an ice bath, long shallow metal pans, reduce portion sizes, and/or use a blast chiller.

**Prove it:** Establish a record keeping protocol to ensure the process is working. Provide scheduled product temperature checks. Use a cooling chart (Appendix 6). Product must be cooled to 21°C within 2 hours and from 21°C to 4°C within an additional 4 hours.

**Corrective action:** If the time/temperature requirements are not met discard the food.

## **Thawing Standard and Procedures:**

**Frozen foods must be thawed under refrigeration at a maximum temperature of +4°C, or in a microwave oven, or under cold running water in a clean and sanitized sink or container.**

### **Thawing**

**Safety point:** Frozen foods should be thawed either in a cooler, under cold running water or in a microwave oven.

**How do you do this:** Plan in advance to ensure adequate time for thawing frozen food. Ensure space is available in coolers to thaw foods.

**Prove it:** Ensure the food is thoroughly thawed by checking for ice crystals. You may want to insert a skewer into the food product however this may introduce pathogenic bacteria from the exterior of the food into the inside. The thickest part of the food will be the last to thaw.

**Corrective action:** If food is not fully thawed continue thawing until no ice crystals are left.

## **Cold Storage Standard and Procedure:**

**Potentially hazardous foods must be maintained at an internal temperature of 4°C or below at all times during refrigerated storage. Coolers and freezers, with sufficient capacity, must be maintained and monitored to ensure they can maintain potentially hazardous foods at 4°C and – 18°C or below at all times.**

## Section 3 Operational Requirements

The following section outlines the operational aspects of food services during approvals, permitting, and inspections. The intent is to provide as much information proactively to all stakeholders in order to streamline all the processes related to food services operations.

### *a) Plan approvals and permitting*

The following outlines the process for approvals:

- VCH Food Safety Management Plan and permit application packages are provided to food service establishment applicant.
- Applicant submits completed permit application along with food safety and sanitation plans, copies of owner and staff's FOODSAFE Certificates, and 3 copies of floor plans, if applicable, to VCH.
- VCH reviews permit application, premises layout plan, food safety and sanitation plans, and status of FOODSAFE-certified staff. Revisions/additions may be necessary prior to signing off the food safety and sanitation plan.
- Three copies of plans are stamped approved.
- On site final inspection is conducted by VCH Environmental Health Officers.
- Permit to Operate is issued.

### *b) Inspections*

**Initial inspection:** The purpose is to ensure food premises is built in accordance with approved plans and/or specifications in order to provide approval to commence food service.

- The physical premises will be checked against the approved plans; approved/stamped plans must be on site.
- Equipment is tested to ensure it is operating as per manufacturer's specifications.
  - Coolers/freezers are at appropriate temperatures and equipped with thermometers.
  - Hot holding equipment is functional.
  - Dishwasher is operational and final rinse cycle requirements are being met.
- Staff training is complete and ongoing.
  - Hygiene and technical training will be reviewed.
- Food safety plan requirements are implemented.
  - Checklist and temperature audit sheets are available or posted as per written plans.

**Routine inspection:** The purpose is to conduct a full review of the food premises operation and facilities and their impact on overall food safety. Typically, these inspections occur without any advance warning to the facility staff or supervisors. The following will be reviewed:

- Food preparation processes
- Preparation and cooking areas/surfaces
- Internal food temperatures
- Employee hygiene practices
- Cross contamination control
- Hand washing sinks
- Food storage areas/surfaces
- Dishwashing
- Temperature logs
- Washrooms
- Garbage areas
- Pest control

Results of all inspections will be provided by electronic copy, mail, and/or fax to the food service operator within a reasonable period of time. Results will be posted on the VCH public website at [www.inspections.vcha.ca](http://www.inspections.vcha.ca).

### ***c) Progressive Enforcement***

Environmental Health Officers (EHO) will inspect food service establishments at least once per year. The EHO will inform the operator of any problems and will provide a time frame for correcting any deficiencies. It is an expectation that the established time frames be met. It is also important to ensure that the same issues do not re-occur. In those instances where issues persist, the EHO will apply a progressive enforcement approach as per the VCH Progressive Enforcement Guideline. The progressive enforcement steps start with education, written warnings and proceed to violation tickets, permit suspension and in rare instances result in permit cancellation.

It is strongly recommended that the operator of a food premises familiarize themselves with the Food Premises Regulation and the Food Retail and Food Services Code. The operators are encouraged also to ask questions and to use their EHO as a resource.

### ***d) Trans Fat***

As of September 20, 2009, all BC food service establishments must meet the following three regulatory requirements for all food located on the premises of, used in preparation, served or offered for sale:

1. Documentation for food is kept on site and provided to the EHO upon request (ingredient lists, nutrition facts table or product specification sheet)
2. All soft spreadable margarine and oil meets the restriction of 2% trans fat or less of total fat content.
3. All other food meets the restriction of 5% trans fat or less of total fat content.

For information on the trans fat regulation and how it may be applied to your facility visit [www.restricttransfat.ca](http://www.restricttransfat.ca) or call 8-1-1 to speak to a HealthLink BC dietician.

Appendix 1

HEALTH PROTECTION PROGRAMS

**FOOD SERVICE PERMIT APPLICATION FORM**

|   |   |   |
|---|---|---|
| <b>This form must be completed for all new facilities and for any changes to facility information (PRINT IN BLOCK LETTERS)</b>  |   |   |
| Facility Name: <i>(as it will show on permit)</i>   |   | Phone: ( ) ____ - ____<br>Fax: ( ) ____ - ____  |
| Facility Address:   | Postal Code: ____<br>City: _____, BC  | E-mail:<br>Web site:  |
| Legal (Company) Name: <i>(Proof of incorporation may be requested)</i>  |   | Business License # <i>(if available)</i> :  |
| Owner Legal Type: Sole Proprietor <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Other <input type="checkbox"/> <i>(define)</i>   |   |   |
| Owner's Name:<br><i>(not required if Legal Name provided)</i> Last Name   |   | Owner's Phone: ( ) ____ - ____  |
| Operator's Name:<br>Last Name   |   | OR: Same as Owner or Company <input type="checkbox"/><br>First Name   |
| <b>Type of Change: (if change box is checked, updated info and Effective Date of change are required)</b>   |   |   |
| a) <input type="checkbox"/> Facility Name change: Old Name Was: _____<br>Existing Facility # is _____<br>b) <input type="checkbox"/> Facility Address Change/ <input type="checkbox"/> Mailing Address Change<br>c) <input type="checkbox"/> Change in Conditions on Permit<br>d) <input type="checkbox"/> Owner Change – Invoice? Yes <input type="checkbox"/> No <input type="checkbox"/> |   | e) <input type="checkbox"/> Operator Change<br>f) <input type="checkbox"/> Facility Type/capacity change <i>(may impact on permit fee)</i><br>g) <input type="checkbox"/> Facility closed (voluntarily) <b>Date Effective</b> _____<br>Is there a secondary permit connected to this facility? Y <input type="checkbox"/> N <input type="checkbox"/><br>h) <input type="checkbox"/> Other (specify) _____ |
| <b>THE FOLLOWING MUST BE COMPLETED FOR OPERATING PERMIT FEE</b>   |   |   |
| Billing Address (for INVOICE/PERMIT DECAL) <i>same as facility</i> <input type="checkbox"/> or:<br>Billing Contact: _____<br>Phone: ( ) ____ - ____ Fax: ( ) ____ - ____ E-mail: _____<br>Address: _____<br>City: _____ Prov/State: _____ Postal Code: _____<br><i>(Please note that the permit decal is mailed to the Billing contact address)</i>   |   | Mailing Address: <i>same as facility address</i> <input type="checkbox"/> or:<br>Address: _____<br>City: _____ Prov/State: _____ Postal Code: _____<br>Phone: ( ) _____<br><i>(Please note that normal (non-billing) mailings are sent to the mailing address)</i>  |
| Maximum Seating Capacity: _____ seats Exempt Facility? <input type="checkbox"/> Yes <i>(If Yes, Exemption Request Form must be submitted with this form)</i>  |   |   |
| Secondary Permit? <input type="checkbox"/> Yes IF YES, Facility # of Primary Site: _____ <i>(Secondary Permit only issued if under same roof and same owner)</i><br>Do you wish to have other facilities owned by you rolled up to one invoice? If so, please provide Facility #s here: _____   |   |   |
| FOR SEASONAL PREMISES, CIRCLE WHICH MONTHS YOU ARE OPERATING (Include whole and partial months)<br>JAN FEB MAR APR MAY JUNE JULY AUG SEPT OCT NOV DEC   |   |   |
| Date of Application: _____  |   | Applicant's Signature: _____  |
| THIS BOX MUST BE COMPLETED FOR ALL NEW APPLICATIONS   |   | Applicant's Name (Print): _____   |
| <b>Office Use Only</b>  |   |   |
| Is this a NEW Application or a CHANGE to facility information? NEW: <input type="checkbox"/> CHANGE: <input type="checkbox"/> EFFECTIVE DATE: ____ / ____ / ____ (Month/dd/yy)  |   |   |
| Facility Information:<br>HH Facility #: _____<br>District #: _____<br>E.H.O. : _____<br>Risk Assessment Done: <input type="checkbox"/> Yes <input type="checkbox"/> No<br>Risk Assessment Score: _____<br>Target Frequency:<br><input type="checkbox"/> 90 <input type="checkbox"/> 120 <input type="checkbox"/> 180 <input type="checkbox"/> 360   | Permitted Facility Category <i>(check one)</i><br><input type="checkbox"/> FE1 - Food Service Establishment- Type 1<br><input type="checkbox"/> FE2 - Food Service Establishment- Type 2<br><b>Facility Category Style:</b><br><input type="checkbox"/> Restaurant Full-Service<br><input type="checkbox"/> Restaurant Limited Service<br><input type="checkbox"/> Mobile Food<br><input type="checkbox"/> Other (define) _____ | Conditions on Permit:<br><input type="checkbox"/> FoodSafe & Food Safety Plan documentation to be provided within 90 Days<br><input type="checkbox"/> Restricted Cooking – no grease laden vapours can be generated<br><input type="checkbox"/> Single Service Utensils Only<br><input type="checkbox"/> Seating restricted to 16 or less<br><input type="checkbox"/> Other _____                         |

ENV6 - 2006/09 (Rev)

WHITE COPY - FACILITY FILE

YELLOW COPY - APPLICANT

Appendix 2



**WHERE IN THE LOWER MAINLAND IS FOODSAFE OFFERED?**

| <b>INSTITUTION</b>                         | <b>TELEPHONE</b>    |
|--|---------------------|
| Burnaby Community Education                | <b>604-664-8888</b> |
| Capilano College                           | <b>604-984-4901</b> |
| Delta Continuing Education                 | <b>604-940-5550</b> |
| Douglas College: New Westminster           | <b>604-527-5477</b> |
| HIEAC: Home Course                         | <b>604-930-9770</b> |
| Langara College                            | <b>604-323-5322</b> |
| Langley Continuing Education               | <b>604-533-4227</b> |
| Maple Ridge Continuing Education           | <b>604-466-6555</b> |
| New Westminster Continuing Education       | <b>604-517-6345</b> |
| Newton Continuing Education                | <b>604-594-2000</b> |
| Richmond School Board                      | <b>604-668-6111</b> |
| Tri-City Continuing Education              | <b>604-936-4261</b> |
| Vancouver Community College                | <b>604-443-8484</b> |
| Vancouver School Board                     | <b>604-713-4550</b> |
| White Rock/Cloverdale Continuing Education | <b>604-531-1515</b> |

Schedules of FOODSAFE classes are also available at  
[www.foodsafe.ca](http://www.foodsafe.ca).

**Client Report Information Sheet**

**Appendix 3**

| <b>1. Received:</b>   | Date:  | Time:   | <i>AM PM</i>  | Staff name:        |
|---|--|---|---------------|--------------------|
| <b>2. Forwarded to:</b>   | Manager :  | Name:   | Sent: Date    | Time: <i>AM PM</i> |
| <b>3. Reported by:</b>  | Name:  |   | Phone1:       |                    |
| Address:  |  | Phone2:   |               |                    |
| Contact notes:  |  |   |               |                    |
| <b>4. Details:</b>  | Facility/ Outlet:  |   | Location:     |                    |
| Meal Date:  | Time:  | <i>AM PM</i>  | # Diners:     | # ill Diners:      |
|   |  |   |               |                    |
| Diner Name  | All Food & Drink Consumed at Meal<br>e.g. appetizers, entrée, salads, dessert, fruit, beverages/ water | Illness Symptoms<br>e.g. vomiting, diarrhoea, nausea, cramps, or other(s) | Onset         |                    |
|   |  |   | Date          | Time               |
| 1   |  |   |               |                    |
| 2   |  |   |               |                    |
| 3   |  |   |               |                    |
| 4   |  |   |               |                    |
| 6   |  |   |               |                    |
| 7   |  |   |               |                    |
| 8   |  |   |               |                    |
| Was anyone hospitalized?  |  |   |               |                    |
|   |  |   |               |                    |
| <b>5. Other Comments:</b>   |  |   |               |                    |
|   |  |   |               |                    |
|   |  |   |               |                    |
| <b>6. Referred to Public Health:</b>  | Yes / No   | Date/ Time if sent:   | Sent by: name |                    |
|   |  |   |               |                    |
| <b>Vancouver Coastal Health CD Control &amp; Environmental Health Division</b><br>#800 – 601 West Broadway, Vancouver, B.C., V5Z 4C2      Ph: 604-675-3917      Fax: 604-731-2756 |  |   |               |                    |

**COOLER TEMPERATURE LOG**

MONTH: \_\_\_\_\_

| Date | Cooler: _____<br>(degrees C / F )<br>circle one | Cooler: _____<br>(degrees C / F )<br>circle one | Comments/Corrective Action Taken |
|------|---|---|----------------------------------|
| 1    | am: pm:   | am: pm:   |                                  |
| 2    | am: pm:   | am: pm:   |                                  |
| 3    | am: pm:   | am: pm:   |                                  |
| 4    | am: pm:   | am: pm:   |                                  |
| 5    | am: pm:   | am: pm:   |                                  |
| 6    | am: pm:   | am: pm:   |                                  |
| 7    | am: pm:   | am: pm:   |                                  |
| 8    | am: pm:   | am: pm:   |                                  |
| 9    | am: pm:   | am: pm:   |                                  |
| 10   | am: pm:   | am: pm:   |                                  |
| 11   | am: pm:   | am: pm:   |                                  |
| 12   | am: pm:   | am: pm:   |                                  |
| 13   | am: pm:   | am: pm:   |                                  |
| 14   | am: pm:   | am: pm:   |                                  |
| 15   | am: pm:   | am: pm:   |                                  |
| 16   | am: pm:   | am: pm:   |                                  |
| 17   | am: pm:   | am: pm:   |                                  |
| 18   | am: pm:   | am: pm:   |                                  |
| 19   | am: pm:   | am: pm:   |                                  |
| 20   | am: pm:   | am: pm:   |                                  |
| 21   | am: pm:   | am: pm:   |                                  |
| 22   | am: pm:   | am: pm:   |                                  |
| 23   | am: pm:   | am: pm:   |                                  |
| 24   | am: pm:   | am: pm:   |                                  |
| 25   | am: pm:   | am: pm:   |                                  |
| 26   | am: pm:   | am: pm:   |                                  |
| 27   | am: pm:   | am: pm:   |                                  |
| 28   | am: pm:   | am: pm:   |                                  |
| 29   | am: pm:   | am: pm:   |                                  |
| 30   | am: pm:   | am: pm:   |                                  |
| 31   | am: pm:   | am: pm:   |                                  |
|      |   |   |                                  |
|      |   |   |                                  |

**Food Safety Standard: PHFs must be stored at a temperature of 40°F/4C or below at all times!**

**Monitoring Procedure:**

- Check thermometer of all coolers and freezers at least twice/day and record temperature in log.
- If cooler thermometer reads higher than 40°F /4°C, take temperature of a PHF in the cooler with metal stem thermometer.
- If temperature of PHF is above 40°F /4°C , take immediate corrective action and record in log.

**Corrective Action:**

- If temperature of PHF is 45°F /7 °C or above ... Discard all PHFs and repair cooler.
- If temperature of PHF is 41°F -44 °F (5°C -6) °C ... Immediately relocate PHFs to another cooler (must be at 40°F /4 °C or below) and repair cooler.

\*\* PHF = POTENTIALLY HAZARDOUS FOODS INCLUDE: MEATS, POULTRY, SEAFOOD, DAIRY PRODUCTS, COOKED PASTA, RICE, VEGETABLES, SUSHI PRODUCTS



## APPENDIX 6

### TEMPERATURE LOG: FOOD COOLING CHART

| Food items | Initial temp* | Temp at 2 hours** | Temp at 3 hours** | Temp at 4 hours** | Temp at 5 hours** | Temp at 6 hours** | Elapsed time to cool from 60 to 4 degrees must be six hours or less |
|------------|---------------|-------------------|-------------------|-------------------|-------------------|-------------------|---|
|            | ≥60°C         |                   |                   |                   |                   |                   |   |
|            | ≥60°C         |                   |                   |                   |                   |                   |   |
|            | ≥60°C         |                   |                   |                   |                   |                   |   |
|            | ≥60°C         |                   |                   |                   |                   |                   |   |
|            | ≥60°C         |                   |                   |                   |                   |                   |   |
|            | ≥60°C         |                   |                   |                   |                   |                   |   |
|            | ≥60°C         |                   |                   |                   |                   |                   |   |

\* Begin recording food temperatures once the external food temperature reaches 60°C

\*\* Temperature must be taken at the center of the food item (e.g. center of roast, center of pan, bowl, insert, tray) using a sanitized probe thermometer.

- Food must be cooled from 60°C to 20°C in 2 hours and from 20°C to 4°C in an additional 4 hours. That is 60°C to 4°C in 6 hours
- Cooling rates can be increased by any or all of the following: using shallow pans, dispensing food item into smaller containers, using ice baths, using cooling wands, periodic stirring, or placing the food on wire racks.

### Appendix 7

**SANITATION LOG**    MONTH \_\_\_\_\_ YEAR \_\_\_\_\_

| Day | Sanitizing Solution |    | Sanitizing Solution |    | Sanitizing Solution |    | Dishwasher (Final Rinse) |    | Comments/Corrective Actions | Initial |
|-----|---------------------|----|---------------------|----|---------------------|----|--------------------------|----|-----------------------------|---------|
|     | AM                  | PM | AM                  | PM | AM                  | PM | AM                       | PM |                             |         |
| 1   |                     |    |                     |    |                     |    |                          |    |                             |         |
| 2   |                     |    |                     |    |                     |    |                          |    |                             |         |
| 3   |                     |    |                     |    |                     |    |                          |    |                             |         |
| 4   |                     |    |                     |    |                     |    |                          |    |                             |         |
| 5   |                     |    |                     |    |                     |    |                          |    |                             |         |
| 6   |                     |    |                     |    |                     |    |                          |    |                             |         |
| 7   |                     |    |                     |    |                     |    |                          |    |                             |         |
| 8   |                     |    |                     |    |                     |    |                          |    |                             |         |
| 9   |                     |    |                     |    |                     |    |                          |    |                             |         |
| 10  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 11  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 12  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 13  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 14  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 15  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 16  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 17  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 18  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 19  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 20  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 21  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 22  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 23  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 24  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 25  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 26  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 27  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 28  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 29  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 30  |                     |    |                     |    |                     |    |                          |    |                             |         |
| 31  |                     |    |                     |    |                     |    |                          |    |                             |         |

Final Rise for High Temperature Dishwasher must be at or above 82°C/180°F at the manifold  
 Final Rinse for Low Temperature Dishwasher must have a concentration of 50ppm Chlorine / 200ppm Quats / 12.5ppm Iodine  
 Sanitizing Solution must have a concentration of 100ppm Chlorine / 200ppm QAC / 12.5ppm Iodine

## Appendix 8

| <b>Time/Temperature Requirements<sup>3</sup></b>  |   |
|---|---|
| <b>Critical Step</b>  | <b>Temperature Requirement</b>  |
| <b>Refrigeration</b>  | 4°C (40°F) or less  |
| <b>Freezing</b>   | Minus 18°C (0°F) or less  |
| <b>Parasite Reduction</b>   | Minus 20°C (minus 4°F) for 7 days or, Minus 35°C (minus 31°F) in a blast freezer for 15 hours |
| <b>Cooking:<br/>Food mixtures containing poultry, eggs, meat, fish or other potentially hazardous foods</b> | Internal temperature of 74°C (165°F) for at least 10 minutes                                  |
| <b>Pork, lamb, veal, beef (whole cuts)</b>  | Internal temperature of 70°C (158°F)  |
| <b>Rare roast beef</b>  | Internal temperature of 63°C (145°F) for 3 minutes  |
| <b>Poultry</b>  | Internal temperature of 85°C (185°F) for 15 seconds   |
| <b>Stuffing in poultry</b>  | 74°C (165°F)  |
| <b>Ground Meat</b>  | 70°C (158°F)  |
| <b>Eggs</b>   | 63°C (145°) for 15 seconds  |
| <b>Fish</b>   | 70°C (158°F)  |
| <b>Reheating</b>  | 74°C (165°F)  |
| <b>Hot holding</b>  | 60°C (140°F)  |
| <b>Cooling</b>  | 60°C (140°F) to 20°C (68°F) within 2 hours<br>20°C (68°F) to 4°C (40°F) within 4 hours        |

Food Retail and Food Services Code, Amended Edition – September 2004  
 Appendix B: Time/Temperature Control – Raw Animal Foods

<sup>3</sup> The required pathogen reduction is achieved instantly in meat when the internal temperature is greater than 70°C.



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