


Food Safety Interventions Update on DineSafe

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TPH Food Safety Program

- **Annual Risk Assessments to determine inspection frequencies**
 - **Compliance Inspections as mandated by Food Safety Protocol**
 - **Complaint and food borne illness investigations**
 - **Food Handler Training and Certification**
 - **Consumer Education**
 - **Legal Action**
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The Toronto Food Premises Inspection and Disclosure System (*DineSafe*)

The Toronto Food Premises Inspection and Disclosure System (*DineSafe*) is characterized by an inspection and disclosure process, mandatory food handler training, a quality assurance process and an advanced data management system.

Disclosure of inspection results is accomplished by onsite posting of Inspection Notices, provision of Food Safety Inspection Reports, posting of inspection results on the *DineSafe web site* www.toronto.ca/fooddisclosure and through a Food Safety Hotline (416 338 FOOD).

Disclosure Implementation

Implemented on January 8, 2001

- > pass (*green*)
- > conditional pass (*yellow*)
- > closed (*red*)
- * All notices include the status from the previous inspection and indication of enforcement action

Infraction Categories

Minor infractions:

- > *minimal risk to the public*

Significant infractions:

- > *infractions that would lead to a health hazard if left uncorrected - must be corrected within 24-48 hours*

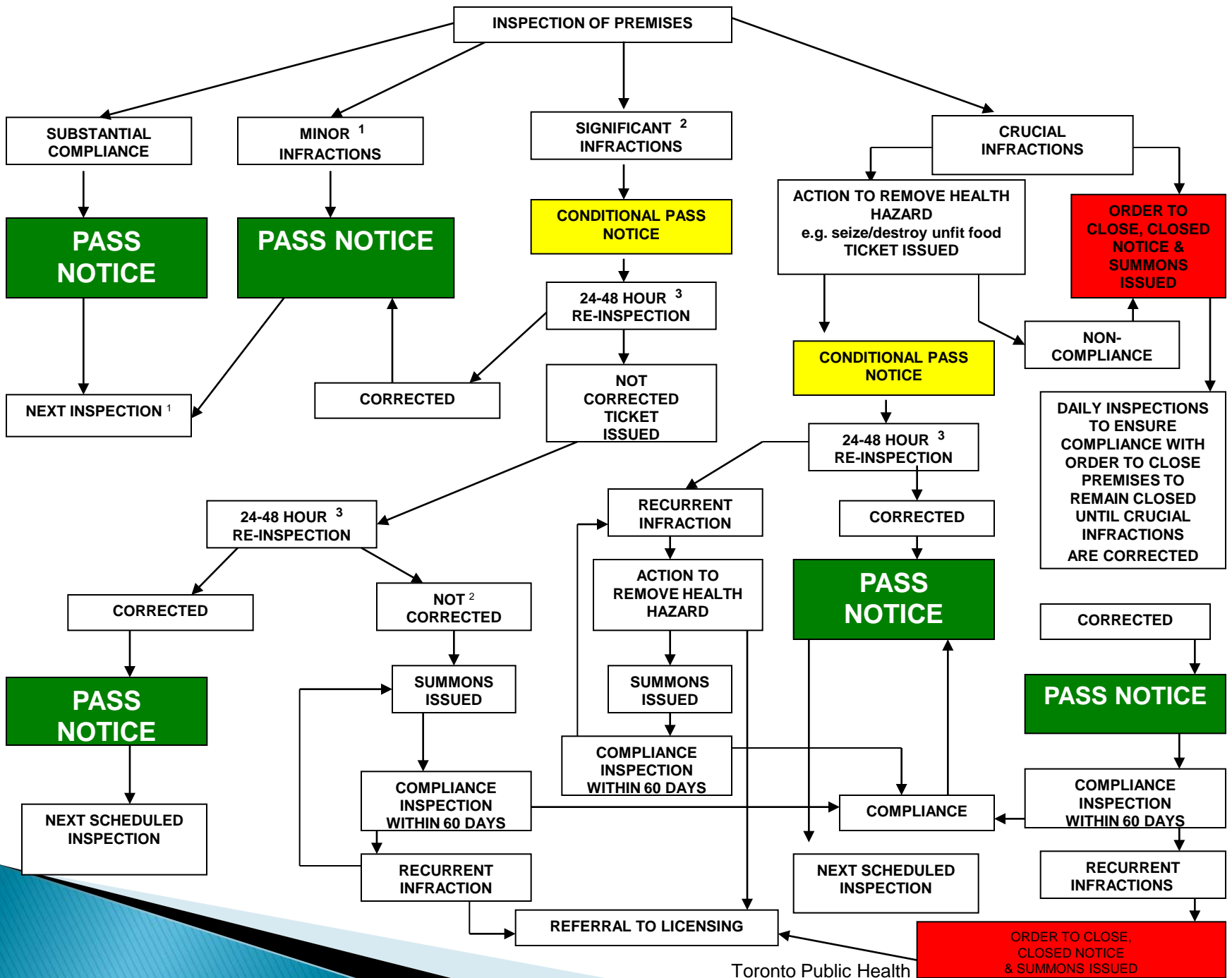
Crucial infractions:

- > *infractions that create an immediate health hazard and require immediate action or an order to close the premises. Charges must be laid.*

Inspection Notices



Must be visibly posted at or
near the entrance of food
premises



Challenges

Over 17,000 food premises (including 6079 restaurants, 496 supermarkets, 216 butcher shops, 130 institutional food services, 250 mobile food premises & hot dog carts etc.)

- **Premises serving and processing food from many ethnic populations**
- **Large special events throughout the summer e.g. Caribana, Taste of The Danforth, Pride Day, Jazz Fest**
- **Uninspected meat, ungraded eggs and illegal food processing premises complaints and investigations**
- **Large food recalls & outbreaks**
- **Pressure of regular media attention**

Food Borne Illness in Toronto (2009)

- *Significant decline in number sporadic cases since 2002*
- 3000 in 1998 reduced to below 1800 annually between 2003 – 07
- Incidence between 2003 and 2007 = 30% lower than between 1998 and 2002
- *Decrease coincides with 2001 implementation of DineSafe*
- 2009 TPH report estimates 437, 093 cases of food borne illness in Toronto annually
- 1 case among every 6 residents
- Annual economic impact estimated between \$476 - \$587 million

Toronto Public Health Selected 2011 Crumbine Award Winner

(May 13, 2011 - Falls Church, Va.) Toronto Public Health has been selected as the recipient of the 2011 *Samuel J. Crumbine Consumer Protection Award for Excellence in Food Protection*.

For 56 years, the Crumbine Award, has been presented to a local public health unit by a jury of leading environmental health officials and public health sanitarians and is the most prestigious recognition that a public health unit can receive.

Crumbine winners serve as models for other public health and safety programs across the nation. For the first time in its history, the Crumbine Award has been bestowed upon a Canadian jurisdiction.

External Evaluation and Validation

The Crumbine Jury was impressed with,

- **Innovative and new ideas in the realm of consumer protection with technically savvy items like a phone application for consumers and the DineSafe program for restaurateurs**
- **Transparency, with daily website posts of enforcement actions**
- **Internationally recognized program with strong impacts felt across the United States and elsewhere**

The Award is supported by:

- *the Conference for Food Protection,*
- *the American Academy of Sanitarians*
- *American Public Health Association*
- *Association of Food & Drug Officials*
- *Foodservice Packaging Institute*
- *International Association for Food Protection*
- *National Association of County and City Health Officials,*
- *National Environmental Health Association,*
- *National Restaurant Association Solutions,*
- *National Sanitation Foundation International*
- *Underwriters Laboratories Inc.*

DineSafe Maintenance

- The additional cost to the actual inspection process is the Inspection Notice (minimal cost).
- **Website (DineSafe), most processes are automated** thus require very little resources.
- There is a **daily web authorization** process that is done by QA staff as an additional step to ensure the accuracy and completeness of the inspection results before they are extracted and posted to the website. This could take one Field Assessor as much as 2 hours depending on the number of processes and the need to have any changes done.
- QA staff use **"Exception Reports"** to identify any problems such as establishments that were not inspected for more than 2 years, and outstanding re-inspections.

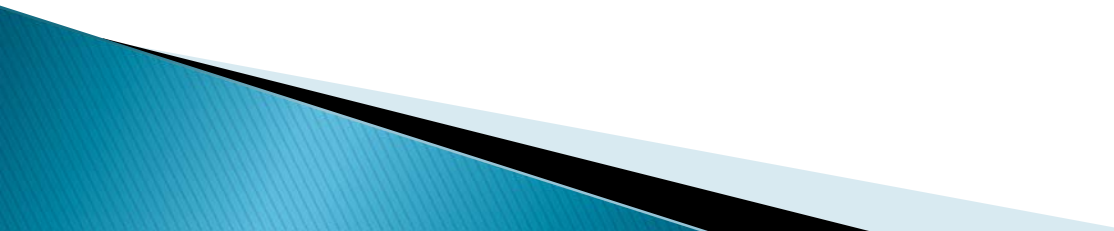
Conclusions

The investment of resources, commitment of staff, and the implementation of the DineSafe and Quality Assurance initiatives have had a positive impact on food safety in Toronto since January 8, 2001.

DineSafe has increased transparency of the inspection process and led to significant improvements in food safety.

- *Significant decline in number sporadic cases since 2002*
- *Prior to its implementation less than 50 per cent of Toronto's 17,000 food establishments passed their initial inspection.*
- *After the first year of the program, the compliance rate increased to 78 per cent with gradual annual improvements to a current rate of over 90 per cent.*

QA is an integral part of Food Safety and all other HE activities to ensure:

- Consistency
 - Responsiveness
 - Efficiency
 - Effectiveness
 - Reduction in legal risk
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Thank you for your attention!

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