

**Toronto Public Health
Food Safety Inspection and Disclosure
Program**

Ron de Burger

Director, Healthy Environments

Toronto Public Health

Disclosure Program Mandate:

- **to inform the public about results of restaurant inspections, repeat convictions or closures**
- **to implement a public rating system with results available to consumers**
- **to consult with stakeholders (industry; public; Public Health Inspectors)**

Preliminary Research

- **Literature review**
- **Internet search**
- **Telephone interviews with health departments throughout North America and beyond**

Research Results

- **Variety of methods in place across North America to disclose information**
- ***No consensus* regarding the most effective method**
- **Lessons learned from other jurisdictions**

Consultation

- **Industry**
- **General public**
- **Public Health Inspectors**

Feedback Summary

Several needs were identified:

- **Confidence in food service industry and Public Health**
- **Clear, concise and timely information**
- **Consistency in inspection practices**
- **Measures to deal with chronic violators**

GETTING READY FOR THE 2001 INSPECTION

Starting January 2001,
Toronto Public Health's new Food Premises
Inspection and Disclosure Initiative will begin.

Watch for this sign to be replaced
during 2001 with a PASS sign, a CONDITIONAL PASS
sign or a CLOSED sign, as directed by a
Public Health Inspector.



PUBLIC HEALTH
FOOD SAFETY PROGRAM

DR. SHEELA V. BASRUR
*Medical Officer of Health for the
City of Toronto Health Unit*

*For further information contact Toronto Public Health,
at (416) 338-FOOD (3663) or visit the Public Health web site at
www.city.toronto.on.ca/health
E-mail: dinesafe@city.toronto.on.ca*

Operator's Guide

A comprehensive booklet detailed all of the requirements that food premises operators must meet in order to be in compliance with the *Food Premises Regulation*, the new Food Inspection and Disclosure System and Licensing By-law 574-2000

Program Implementation

As of January 8, 2001 the public saw one of three notices:

- pass (*green*)
- conditional pass (*yellow*)
- closed (*red*)

* All notices include the status from the previous inspection and indication of enforcement action

PASS

NAME _____

ADDRESS _____

*This establishment was inspected by Toronto Public Health
in accordance with the Ontario Food Premises Regulation, and
passed the inspection on:*

Results of previous inspection on _____ DATE

PASS **CONDITIONAL PASS** **CLOSED**

Enforcement action taken



DR. SHEELA V. BASRUR
Medical Officer of Health for the
City of Toronto Health Unit

PUBLIC HEALTH
FOOD SAFETY PROGRAM

For further information contact Toronto Public Health, at (416) 338-FOOD (3663)
or visit the Public Health web site at www.city.toronto.on.ca/health
E-mail: dinesafe@city.toronto.on.ca

CONDITIONAL PASS

NAME _____

ADDRESS _____

*This establishment was inspected by Toronto Public Health
in accordance with the Ontario Food Premises Regulation on:*

*At the time of this inspection, this establishment was directed
to correct the following infractions within 24 to 48 hours:*

- | | |
|---|--|
| <input type="checkbox"/> Inadequate food temperature control | <input type="checkbox"/> Improper maintenance/sanitation of <i>non-food</i> contact surfaces/equipment |
| <input type="checkbox"/> Failure to protect food from contamination | <input type="checkbox"/> Improper maintenance/sanitation of washrooms |
| <input type="checkbox"/> Failure to ensure/provide for proper employee hygiene/handwashing | <input type="checkbox"/> Improper storage/removal of waste |
| <input type="checkbox"/> Improper maintenance/sanitation of <i>food</i> contact surfaces/utensils/equipment | <input type="checkbox"/> Inadequate pest control |

Results of previous inspection on _____ DATE

PASS **CONDITIONAL PASS** **CLOSED**

Enforcement action taken



PUBLIC HEALTH
FOOD SAFETY PROGRAM

DR. SHEELA V. BASRUR
Medical Officer of Health for the
City of Toronto Health Unit

For further information contact Toronto Public Health, at (416) 338-FOOD (3663)
or visit the Public Health web site at www.city.toronto.on.ca/health
E-mail: dinesafe@city.toronto.on.ca

CLOSED

THIS FOOD PREMISES IS CLOSED

NAME _____

ADDRESS _____

BY ORDER OF THE MEDICAL OFFICER OF HEALTH

under the authority of Section 13 of the Health Protection and Promotion Act

Results of previous inspection on _____ DATE

PASS **CONDITIONAL PASS** **CLOSED**

Enforcement action taken



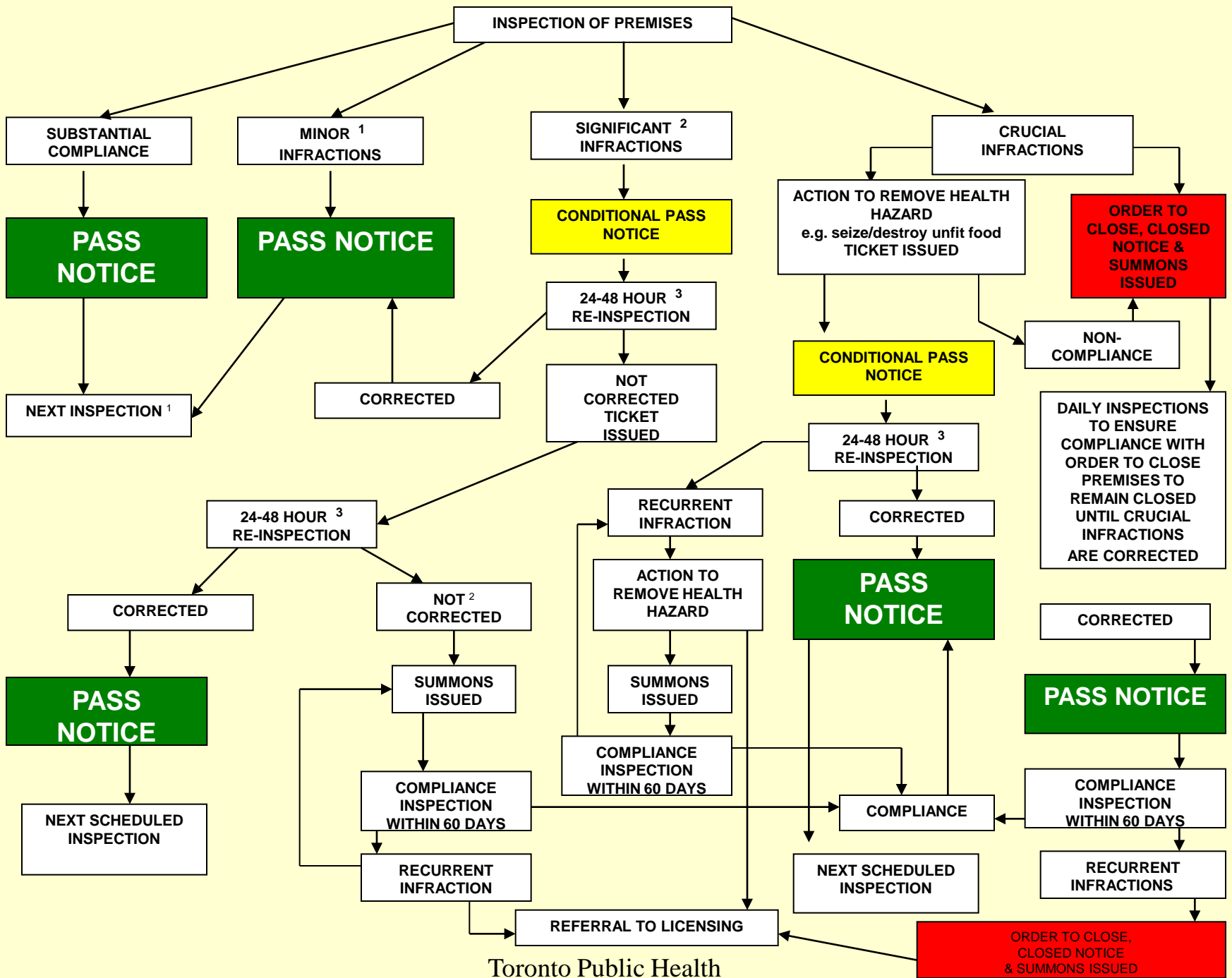
DR. SHEELA V. BASRUR
Medical Officer of Health for the
City of Toronto Health Unit

PUBLIC HEALTH
FOOD SAFETY PROGRAM

For further information contact Toronto Public Health, at (416) 338-FOOD (3663)
or visit the Public Health web site at www.city.toronto.on.ca/health
E-mail: dinesafe@city.toronto.on.ca

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 requires immediate action or an order to close the premises. Charges must be laid.



Toronto's Food Safety Inspection and Disclosure System

- **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**

Food Handler Education

2 concerns - training and certification

- **amend by-law to make it mandatory**
- **stakeholder consultation and development of a partnership strategy**

Quality Assurance

An integral part of Food Safety and all other HE activities to ensure:

- > **consistency**
- > **responsiveness**
- > **efficiency**
- > **effectiveness**
- > **reduction in legal risk**

Toronto Healthy Environments Information System (THEIS)

- **Capture operational data at source consistently**
- **Provide quick and easy access to up-to-date and reliable information**
- **Capture and report inspection time by program and activity**
- **Provide coordinated access to information and services by public health clients**

Evaluation

November 2002: a formal, thorough evaluation was completed.

- **Data Analysis**
- **Internal Consultation**
- **Owner/Operator Survey**
- **Public Opinion Survey**

Food borne Illness in Toronto

- **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**
- **Impact estimated between \$476 -\$587M annually**

Toronto Public Health wins the 2011 Samuel J. Crumbine Consumer Protection Award.

- **Toronto Public Health demonstrated excellence in food protection.**
- **The winners become models for other local public health agencies to study for innovative, effective strategies and approaches to protecting communities from food borne contamination.**

Reasons for the Award

- **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**

Crumbine Award Sponsors

- *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.*

And Finally....

***Thanks for your interest and
attention!***

Any questions or comments?

Contact Information

Ron de Burger

Director, Healthy Environments

Toronto Public Health

416 - 338 -7953

rdeburg@toronto.ca