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Inspection Guidelines for Supply Depots



*Travelling Public Program/
Le Programme du public voyageur*

Canada 

Health Canada is the federal department responsible for helping the people of Canada maintain and improve their health.
We assess the safety of drugs and many consumer products, help improve the safety of food, and provide information to Canadians to help them make healthy decisions. We provide health services to First Nations people and to Inuit communities. We work with the provinces to ensure our health care system serves the needs of Canadians.

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Inspection Guidelines for Supply Depots

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1.0 PURPOSE

This manual includes information on Health Canada's Travelling Public Program and inspection guidelines (**Annex 1**) for Supply Depots. Supply depots (also known as warehouses, employee service centers or similar operations) are operated by passenger conveyances and receive, store and transport food to conveyances. There is no transformation of raw foods at these locations.

This Manual replaces the *Inspection Guidelines for Industry Partners – Off Board Passenger Trains* and will be in effect April 1, 2013 until further notice. An electronic copy of this manual can be obtained upon request by contacting: phb_bsp@hc-sc.gc.ca.

2.0 MANDATE AND GOAL

Health Canada has a mandate under the *Department of Health Act*, Section 4, to take measures relating to the promotion and preservation of the health of the people of Canada. Under Section 4(2 (e)) the Minister's powers, duties and functions include more particularly "*the protection of public health on railways, ships, aircraft and all other methods of transportation, and their ancillary services*".

The main goal of the Travelling Public Program is to protect the health of the travelling public by ensuring the provision of safe food, water, and other environmental health conditions. This is accomplished through an inspection and audit program, based on inspection guides developed in collaboration with the relevant conveyance sector or industry. The inspection guides incorporate standards from other domestic legislation and/or national or international quality assurance standards where possible.

The Travelling Public Program encompasses passenger conveyances and ancillary services within federal jurisdiction. Conveyance sectors include airlines, passenger rail, marine (ferries, cruise ships and charter vessels) and passenger motor coaches. Ancillary services include those services that affect a vital part of the operation of the conveyance, such as food, water and sanitation services. Ancillary services are categorized further as terminals and service suppliers. A service supplier is an ancillary service that handles food, water, waste or supplies for a conveyance, and includes flight kitchens, food caterers and conveyance supply depots.

3.0 HEALTH CANADA'S NEW RISK-BASED APPROACH

On April 1, 2011, the Travelling Public Program implemented a risk-based approach to public health protection on conveyances. The key component of the new approach is that Health Canada will target departmental efforts at areas that are deemed to be the highest potential public health risk to Canadians and visitors travelling in Canada. With the

implementation of the new risk-based approach, Health Canada ceased charging fees for inspections and audits, which enables the department to work with conveyance sectors who did not participate in our former program.

4.0 RISK-BASED APPROACH TO DECISION-MAKING

As part of the transition to a risk-based approach, the Travelling Public Program is expanding the type and number of tools that will be available to industry partners, including outreach programs to supplement the inspection/audit protocols currently in use. Which activities that Health Canada will undertake, as well as the frequency of these activities will be determined by their potential risk.

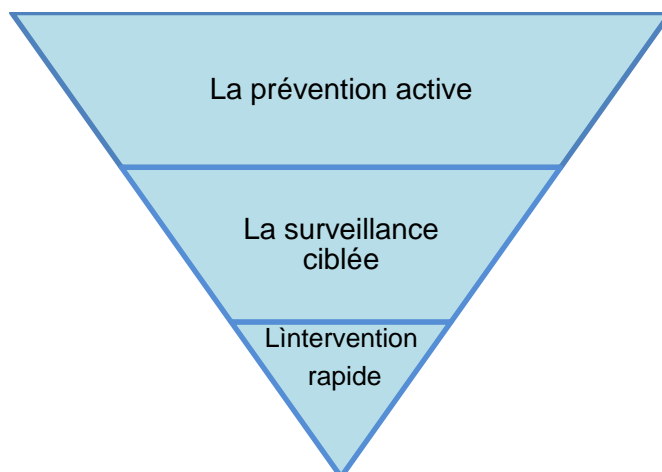


Figure 1 – The Three Elements in Risk-Based Approach

The three elements presented in Figure 1 reflect the relevant resources that should be applied to the program, with greatest resources spent on active prevention and targeted oversight. If prevention and oversight are successful, fewer resources will be required to respond to emergencies and outbreaks.

1. Active Prevention Elements – outreach to support development of management plans, training (food safety, potable water), and health promotion activities related to gastrointestinal illnesses.
2. Targeted Oversight – type and frequency of inspections and audits of conveyance sectors and/or companies to be informed by risk.

3. Rapid Response – complaints and gastrointestinal illness (GI) investigations will support the public health network in Canada and internationally.

Health Canada will incorporate a risk assessment process to determine the most appropriate tools and resources to be used in each conveyance sector.

5.0 HEALTH CANADA'S INSPECTION PROGRAM

a. Inspection and Audits Protocols

i. Inspections and Audits

Inspections and audits will be unannounced. Inspections and audits will no longer be scored. A report outlining the areas that did not meet the standards will be provided to the operator (see Inspection Reports in Section 6.0).

Re-inspections/audits of deficiencies may be conducted to determine if the sanitary condition of a conveyance facility has improved or not following a substandard periodic inspection. The re-inspection/audit will be conducted as soon as possible and generally will be limited to audit/inspection of deficiencies or critical violations identified during the initial inspection. A report outlining the areas assessed will be provided to the operator.

ii. Critical Violations

The inspection guides for each conveyance or ancillary service outline non-critical and critical requirements. The items noted with an asterisk (*) are **critical requirements** as these are items considered to be *essential* to ensuring potable water, food safety and effective sanitation or are more likely than other deficiencies to contribute to increased public health risk. All critical deficiencies are to be corrected and noted in a "Corrective Action Statement" to be submitted within ten (10) business days from the date of the audit/inspection. However, Health Canada encourages submission of the actions taken to address non-critical deficiencies as well. Please refer to Section 6 b. "Corrective Action Statement".

iii. Imminent Health Hazards

Imminent health hazards are conditions that severely impact the ability of a conveyance or ancillary service facility to operate in a safe manner. Examples of conditions that may pose an imminent health hazard include, but are not limited to: fire, flood, extended interruption of electrical service or water service, sewage back-up or break, contaminated potable water supply, heavy pest infestation, gross

insanitary conditions, poor food handling practices that are likely to lead to a foodborne illness outbreak and epidemiologically linked illness outbreaks.

If an imminent health hazard is identified during an inspection or investigation, the Environmental Health Officer will immediately document the conditions and inform the operator of the findings. The Environmental Health Officer will also notify the appropriate Health Canada Regional Manager who will determine required follow up actions that may include a written notice to cease operations until the imminent health hazard has been corrected.

iv. Food, Water, Ice and Environmental Sampling

The Environmental Health Officer may at times collect food, water, ice and environmental surface samples as part of their assessment. The laboratory results will be shared with the conveyance or ancillary service operator.

As part of a routine inspection that includes assessment of the potable water system, the Environmental Health Officer may collect water samples for microbiological analysis. Water samples may be collected from multiple points within the conveyance or ancillary services potable water distribution system, including:

- Main water supply;
- Water point or equipment used for transfer to a conveyance;
- Potable water outlets;
- Lavatory.

The standards for potable water are set out in the most current version of the *Guidelines for Canadian Potable Water Quality*¹ including the maximum acceptable concentration of bacteria in water.

If a conveyance or ancillary service operation has conducted baseline assessments of the physical, chemical and radiological parameters of their water supply, the results of the baseline analysis should be compared to the relevant sections of the *Guidelines*.

¹ http://www.hc-sc.gc.ca/ewh-semt/pubs/water-eau/2010-sum_guide-res_recom/index-eng.php

b. Investigations

i. Overview

An investigation may be triggered by a public complaint, a report of increased incidence of gastrointestinal illness, a confirmed case or an outbreak linked to a conveyance/facility.

The reports of illness may be received from an individual, a regional health authority, a federal agency or from an international source.

ii. Complaint Investigations

All complaints will be recorded and where possible, followed up by the Environmental Health Officer to determine its validity and any required action. All complaints will be documented.

iii. Gastrointestinal Illness Investigations

An investigation may be triggered by a report of an increased incidence of gastrointestinal illness, a confirmed case or suspected outbreak with cases exhibiting unusual or severe gastrointestinal symptoms. GI investigations include information gathering, sampling and environmental evaluations.

An investigation will likely involve collaboration with other provincial, federal or international public health agencies. All investigations will be documented and a final report will be shared with the conveyance operator and any related stakeholders. Any files containing personal health information are subject to the *Privacy Act* and will be handled and stored accordingly.

6.0 INSPECTION REPORTS and CORRECTIVE ACTIONS

a. Inspection Reports

Health Canada Environmental Health Officers will review findings verbally, at a minimum, with conveyance and ancillary service operators, to ensure common understanding of deficiencies identified and reasons for specific corrective actions to be taken within specified timeframes. An interim report will be issued at the time of inspection, if feasible.

A final written Inspection Report will be issued (by email or mail) following an internal review within five (5) days of the time of inspection identifying deficiencies and required corrective action, including timeframes to achieve compliance.

b. Corrective Action Statements

Operators are requested to provide Health Canada with a "Corrective Action Statement" which details each deficiency identified during the audit/inspection, corrective action taken, and standard operating procedure (s) implemented to prevent the recurrence of the deficiency(ies). A "Corrective Action Statement" will be submitted whenever a critical deficiency has been identified. However, Health Canada encourages submission of the status of addressing non-critical deficiencies as well.

A "Corrective Action Statement" will be sent to the attention of the appropriate Health Canada Regional Manager within ten (10) business days of the audit/inspection. The "Corrective Action Statement" can be submitted by Fax or Email. The contact information for the different regions across the country is provided in Table 1.

Table 1: Regional Contacts for Corrective Action Statement

Region	Fax Number	Email Address
Eastern (NS, NB, NFLD, PEI, NU)	(506) 855-6568	Atl.phb@hc-sc.gc.ca
Central (ON, QC, MB, NT)	(613) 952-8189	Que.Ont.Mb.bsp.phb@hc-sc.gc.ca
Western (BC, AB, SK, YT)	(604) 666-7487	Western.Region.CARs@hc-sc.gc.ca

A sample "Corrective Action Statement" can be found in Annex 3.

c. Follow-up Actions Health Canada May Take

The Environmental Health Officer may conduct a re-inspection in the event a "Corrective Action Statement" is not forthcoming or if corrective action is inadequate to satisfy the concerns that public health risks have been mitigated.

ANNEX 1

INSPECTION GUIDELINES FOR SUPPLY DEPOTS

FOOD SAFETY

A. FOOD SAFETY COMPLAINT RESPONSE

A.1 Food Safety Complaint Response

- A.1.1 Is there a written policy and procedures available to receive, track and respond to food safety related complaints?
- A.1.2 Are food safety related complaints documented with records available for review?

B. NOTIFICATIONS

B.1 Health Canada Notifications

- B.1.1 Is there a written policy and procedures available to notify Health Canada, Environmental Health Bureau when conditions exist that may pose an imminent health hazard* to the travelling public?
- B.1.2 Are Health Canada notifications documented with records available for review?

****NOTE: Imminent health hazards are conditions that severely impact the ability of a facility to operate in a safe manner. Examples of conditions that may pose an imminent health hazard include, but are not limit to: fire, flood, extended interruption of electrical service or water service, sewage back-up or break, contaminated potable water supply and heavy pest infestation.***

C. TRAINING

C.1 Food Safety Training **Critical Requirement**

- C.1.1 Is there a training program in place (internal or external)?
- C.1.2 Is there re-training for existing employees?
- C.1.3 Is the Supply Depot management trained in food safety?
- C.1.4 Are records of trained employees and managers available?

D. PERSONAL HYGIENE

D.1 Wound and Infection Control

Critical Requirement

- D.1.1 Are employees known or suspected to be a carrier of a disease or illness likely to be transmitted through food, restricted from food handling?
- D.1.2 Are there procedures in place outlining the action to be taken when an illness is reported?
- D.1.3 Are employees that are confirmed with an illness, restricted from food handling, until they are no longer considered infectious?
- D.1.4 Are there written policies and procedures available for wound control?
- D.1.5 Are proper records/reports of incidences and action taken, available?
- D.1.6 Are wound/injuries properly covered with a water-proof cover? (Hand injuries require double-gloving)
- D.1.7 Are First Aid supplies available, maintained, and are trained staff available on the premises?

D.2 Hand Washing Facilities

- D.2.1 Are all food handling areas equipped with proper hand washing facilities?*
- D.2.2 Are hand washing facilities in food handling areas available and accessible inside the depot?
- D.2.3 Is an adequate supply of hot and cold running water available (temperature of hot water maintained at $\geq 38^{\circ}\text{C}/100^{\circ}\text{F}$ and $\leq 43^{\circ}\text{C}/109^{\circ}\text{F}$)?
- D.2.4 Are all hand washing stations equipped with liquid soap, single use towels and garbage receptacles?
- D.2.5 Are hand washing facilities maintained in good repair?
- D.2.6 Are hand washing signs posted at each hand washing station?
- D.2.7 Are hand washing signs provided in a format that is easily understood and demonstrates the proper hand washing technique?
- D.2.8 Are all hand washing facilities supplied with potable water?

***NOTE: All persons must wash their hands prior to entering the food handling area.**

D.3 Hand Washing Policies and Procedures

Critical Requirement

- D.3.1 Is there a written policy on the correct method of how and when to wash hands?
- D.3.2 Are hand washing facilities properly being used by all employees?
- D.3.3 Are hand sinks unobstructed and restricted from any use that would prevent washing of hands?
- D.3.4 Are there SOPs for employees personal hygiene practices to limit cross contamination between clean and dirty areas during conveyance servicing?

D.4 Uniforms

D.4.1 Are employee uniforms / work clothes clean and in good repair?

E. TEMPERATURE MEASUREMENT DEVICES

E.1 Thermometers

E.1.1 Are certified thermometers being used?*

E.1.2 Are thermometers calibrated, as per manufacturer's specifications, and records kept?

***NOTE: Acceptable certification by a recognized standards organization (e.g., NSF, CSA, UL)**

F. FOOD SOURCES

F.1 Approved Food Suppliers

Critical Requirement

F.1.1 Is documentation available verifying a supplier's food safety management system?

Management must have **one** of these documents:

1. Copy of a health permit issued by a local health authority;
2. On site audits or paper audits*;
3. HACCP certification by a recognized organization (e.g., health authority, CFIA, ISO).

***NOTE: Audits may be performed by a company's own personnel or by an accredited food safety auditing firm.**

F.1.2 Is documentation available for potentially hazardous ready-to-eat foods that are supplied to the conveyance (e.g., bacterial sampling, audits, etc.)?

G. FOOD RECEIVING

G.1 Receiving Procedures

Critical Requirement

G.1.1 Is the delivery vehicle well-maintained and sanitary?

- G.1.2 Are potentially hazardous foods* received at a temperature of $\leq 4^{\circ}\text{C}/40^{\circ}\text{F}$ (fresh food) or $\leq -18^{\circ}\text{C}/0^{\circ}\text{F}$ (frozen food shall be hard frozen and without previous signs of thawing)?**
- G.1.3 Are potentially hazardous foods placed immediately into temperature controlled storage ($\leq 4^{\circ}\text{C}/40^{\circ}\text{F}$ or $\leq -18^{\circ}\text{C}/0^{\circ}\text{F}$) after receipt?*
- G.1.4 Are foods received in their original package and undamaged (e.g., dented cans)?
- G.1.5 Are accurate receiving logs maintained (e.g. temperature, product physical condition)?
- G.1.6 Is there a corrective action plan, when the receiving requirements above are not met?

***NOTE: Definition of “potentially hazardous foods (PHF)” as per Appendix A of the Food Retail and Food Services Code, 2004, CFISIG.**

****NOTE:**

- **Potentially hazardous foods are permitted to be received at a temperature of $\leq 8^{\circ}\text{C}/46^{\circ}\text{F}$ when the transportation time without temperature control is two 2 hours or less;**
- **potentially hazardous foods must be received at a temperature of $\leq 4^{\circ}\text{C}/40^{\circ}\text{F}$ and transported under temperature control when the transportation time exceeds two 2 hours;**
- **frozen food must be frozen solid and without signs of previous thawing.**

G.2 Packaging Material

- G.2.1 Are soiled delivery boxes kept out of food storage areas?
- G.2.2 Are soiled delivery boxes removed from the facility?

H. FOOD STORAGE

H.1 Food Storage - Cross Contamination Control

Critical Requirement

- H.1.1 Are raw and ready-to-eat or cooked foods stored separately?*

***NOTE: The Environmental Health Officer’s discretion may be necessary in rating this item. As the facilities vary in size and complexity not all facilities may meet this requirement. The following exceptions may be considered by the Environmental Health Officer:**

1. **Use of single storage facilities may be acceptable, if strict separation of raw and ready-to-eat or cooked foods can be demonstrated.**

2. ***Depending on the size of operation, the Environmental Health Officer may at their discretion allow the storage of raw and ready-to-eat or cooked foods on separate racks.***
3. ***Employee knowledge of the separation procedures and observation by the Environmental Health Officer's may be a key factor in determining if the above mentioned requirements are met.***

H.2 Food Protection

Critical Requirement

- H.2.1 Are foods protected against contamination at all times during receiving, storage, assembly and transport/dispatch?
- H.2.2 Are foods stored at least 15 cm (6") off the floor?
- H.2.3 Are foods stored in food-grade containers and labelled?
- H.2.4 Are foods adequately covered at all times?

H.3 Food Inventory Control

Critical Requirement

- H.3.1 Are written procedures for the proper rotation of food (e.g., color coding system, first in, first out (FIFO)) available, in use and understood by all employees?
- H.3.2 Are best before dates or internal date codes clearly visible on all potentially hazardous foods and, when necessary, appropriate action taken?

H.4 Temperature Control - Refrigerator Storage

Critical Requirement

- H.4.1 Are potentially hazardous foods held at a temperature of $\leq 4^{\circ}\text{C}/40^{\circ}\text{F}$?
- H.4.2 Are accurate indicating thermometers provided and located by the door?
- H.4.3 Are accurate refrigeration temperature logs maintained, are temperatures logged twice a day with the readings being taken and recorded by a separation of not less than 8 hours?
- H.4.4 Is there a corrective action plan in place, when the refrigeration temperature exceeds the above requirements?

H.5 Temperature Control - Freezer Storage

Critical Requirement

- H.5.1 Are freezers operating at a temperature of $\leq -18^{\circ}\text{C}/0^{\circ}\text{F}$?
- H.5.2 Are accurate indicating thermometers provided and located by the door?
- H.5.3 Are accurate freezer temperature logs maintained, are temperatures logged twice a day with the readings being taken and recorded by a separation of not less than 8 hours?
- H.5.4 Is there a corrective action plan in place, when the freezer temperature exceeds the above requirements?

H.6 Temperature Control - Hot Holding

Critical Requirement

- H.6.1 Are hot holding units maintaining potentially hazardous foods at a temperature of $\geq 60^{\circ}\text{C}/140^{\circ}\text{F}$?
- H.6.2 Are accurate hot holding food temperature logs maintained?
- H.6.3 Is there a corrective action plan in place, when the food temperature does not meet the above requirements?

H.7 Ice Storage Cabinets / Ice Making Machines

Critical Requirement

- H.7.1 Are ice storage cabinets/ice making machines cleaned, sanitized and maintained as required?
- H.7.2 Are ice scoops stored in a sanitary manner, not within the unit?
- H.7.3 Are bags used to transport ice stored in a sanitary manner?
- H.7.4 Is all ice made with potable water?

I. FOOD PREPARATION

I.1 Food Handling - Temperature/Time Control

Critical Requirement

- I.1.1 Are potentially hazardous foods held at a core internal temperature of $\leq 4^{\circ}\text{C}/40^{\circ}\text{F}$; or $\geq 60^{\circ}\text{C}/140^{\circ}\text{F}$, except during assembly of meal trays, which cannot exceed two (2) hours (room temperature)?
- I.1.2 Is food discarded after two (2) hours between $4^{\circ}\text{C}/40^{\circ}\text{F}$ and $60^{\circ}\text{C}/140^{\circ}\text{F}$?

I.2 Food Handling - Minimizing Bare Hand Contact

Critical Requirement

- I.2.1 Are appropriate measures being used to ensure hygienic handling and protection of packaged, ready-to-eat and potentially hazardous foods (i.e. adequate hand washing, clean utensils or non-latex food grade gloves)?
- I.2.2 Are appropriate utensils stored in a sanitary manner, and available as required?
- I.2.3 Are non-latex food grade gloves, if worn, suitable, disposable and changed as required?

J. SANITATION AND MAINTENANCE

J.1 Chemical and Cleaning Supply Storage and Use

- J.1.1 Are the following conditions being met when using cleaning and sanitizing chemical agents?

- used in compliance with the manufacturer's instructions or specifications;
- used in a manner which ensures that chemicals do not contaminate food, and utensils;
- stored in a location separate from food, food-contact surfaces, food equipment and utensils;
- stored in non-food containers; and
- clearly labeled to identify the contents.

J.1.2 Is there an adequate supply of cleaning equipment?

J.1.3 Is the cleaning equipment well maintained and stored in an appropriate manner to avoid contamination?

J.2 Cleaning and Sanitizing Procedures

J.2.1 Are there written cleaning and sanitizing procedures* available?

***NOTE: Cleaning and sanitizing procedures shall include:**

- **identification of areas, equipment and utensils to be cleaned and sanitized, including ice storage cabinets/ice making machines;**
- **identification of the designated worker(s) responsible for the cleaning and sanitizing work;**
- **the frequency at which the cleaning and sanitizing work is carried out;**
- **a detailed description of the cleaning and sanitizing methods to be used; and**
- **the chemicals to be used, including concentrations and contact times.**

J.2.2 Are supervisors familiar with the protocol, and are they verifying that the process is effective?

J.2.3 Are cleaning and sanitizing logs maintained?

J.3 Non-Food Contact Surface Cleanliness

J.3.1 Are non-food contact surfaces clean to sight and touch?

J.4 General Maintenance

J.4.1 Is equipment maintained in good repair, so that it functions in accordance with its intended use?

J.4.2 Are floors, walls and ceilings maintained in good repair and in a condition which prevents the accumulation of debris?

K. WAREWASHING

K.1 Manual Washing Procedures

Critical Requirement

K.1.1 Are the following methods being employed?

- use of a three compartment sink of sufficient size to permit complete immersion of the equipment and utensils being washed and sanitized;
- use of separate pre-wash (sort, scrape free of debris), wash, rinse, sanitize and air dry steps.

K.1.2 Are manual warewashing procedures conducted according to the following criteria?

High Temperature Method		
Min. Wash Temp.	Min. Sanitizing Temp.	Min. Sanitizing Time
45 ⁰ C/113 ⁰ F	77 ⁰ C/171 ⁰ F	2 Minutes

Low Temperature Method (Chemical Sanitizing)				
Type of Sanitizer	Min. Wash Temp.	Min. Rinse Temp.	Min. Sanitizing Temp.	Sanitizer Conc. (2 Minute Contact Time)
Chlorine	45 ⁰ C/113 ⁰ F	45 ⁰ C/113 ⁰ F	45 ⁰ C/113 ⁰ F	100 – 200 ppm
Iodine	45 ⁰ C/113 ⁰ F	45 ⁰ C/113 ⁰ F	45 ⁰ C/113 ⁰ F	25 ppm (Max.)
Quaternary Ammonium	45 ⁰ C/113 ⁰ F	45 ⁰ C/113 ⁰ F	45 ⁰ C/113 ⁰ F	200 ppm (Max.)

K.1.3 Are water temperature and sanitizer concentration verified with proper testing equipment?

K.1.4 Are accurate water temperature and sanitizer concentration logs maintained, and are measurements, at a minimum, taken at commencement of manual ware washing operations (includes beginning of day, after a break, beginning of shifts)?

K.1.5 After washing, are all equipment and utensils clean to sight and touch?

K.1.6 Is there adequate separation between clean and dirty operations to prevent cross contamination?

K.2 Mechanical Washing Procedures

Critical Requirement

K.2.1 Are mechanical ware washing machines operated according to the following criteria?*

High Temperature Method			
Type of Machine	Min. Wash Temp.	Min. Sanitizing Temp.	Dish Surface Temp.
Stationary Rack (Single Temperature)	74 ⁰ C/165 ⁰ F	74 ⁰ C/165 ⁰ F	71 ⁰ C/160 ⁰ F
Stationary Rack (Dual Temperature)	66 ⁰ C/151 ⁰ F	82 ⁰ C/180 ⁰ F	71 ⁰ C/160 ⁰ F
Single Tank Conveyor (Dual Temperature)	71 ⁰ C/160 ⁰ F	82 ⁰ C/180 ⁰ F	71 ⁰ C/160 ⁰ F
Multi Tank Conveyor (Multi Temperature)	66 ⁰ C/151 ⁰ F	82 ⁰ C/180 ⁰ F	71 ⁰ C/160 ⁰ F

Low Temperature Method (Chemical Sanitizing)			
Type of Sanitizer	Min. Wash Temp.	Min. Sanitizing Temp.	Min. Sanitizer Conc.
Chlorine	49 ⁰ C/120 ⁰ F	49 ⁰ C/120 ⁰ F (pH ≤ 10)	25 ppm
Chlorine	49 ⁰ C/120 ⁰ F	38 ⁰ C/100 ⁰ F (pH 8-10)	50 ppm
Chlorine	49 ⁰ C/120 ⁰ F	24 ⁰ C/75 ⁰ F (pH ≤ 8)	50 ppm
Chlorine	49 ⁰ C/120 ⁰ F	13 ⁰ C/55 ⁰ F (pH ≤ 10)	100 ppm
Iodine	49 ⁰ C/120 ⁰ F	24 ⁰ C/75 ⁰ F (pH ≤ 5)	12.5 - 25 ppm
Quaternary Ammonium	49 ⁰ C/120 ⁰ F	24 ⁰ C/75 ⁰ F (water hardness < 500 ppm)	200 ppm

- K.2.2 Are water temperature and sanitizer concentration verified with proper testing equipment?
- K.2.3 Are accurate water temperature and sanitizer concentration logs maintained, and are measurements, at a minimum, taken at commencement of mechanical ware washing operations (includes beginning of day, after a break, beginning of shifts)?
- K.2.4 After washing, are all equipment and utensils clean to sight and touch?
- K.2.5 Is there adequate separation between clean and dirty operations to prevent cross contamination?

***NOTE: Other methods may be acceptable provided they are scientifically proven to produce results equivalent to those achieved by the methods above. (i.e. NSF)**

K.3 Bulk Equipment (Food Trolleys, Non-Food Contact Containers, Oven Racks, etc.)

- K.3.1 Is bulk equipment used for food service on conveyances cleaned and sanitized regularly and at least when soiled to sight or touch?
- K.3.2 Is there adequate cleaning equipment available for cleaning and sanitizing large bulk equipment used for food service on conveyances?
- K.3.3 Is there a clearly marked area for storage of cleaned and sanitized bulk equipment used for food service on conveyances?

K.4 Equipment and Utensils

- K.4.1 Are equipment and utensils (i.e. carafes, water jugs, coffee pots) cleaned and sanitized regularly and at least when soiled to sight or touch?
- K.4.2 Are there clearly marked areas for storing clean equipment and utensils?
- K.4.3 Are cleaned equipment and utensils stored in a way which ensures quick drying and prevents contamination?
- K.4.4 Are cleaned equipment and utensils stored at least 15 cm (6") above the floor on clean shelves?

L. DESIGN AND CONSTRUCTION

L.1 Facility Size and Layout*

- L.1.1 Does the facility size and layout permit effective segregation of clean and unclean materials and processes?
- L.1.2 Is there proper process flow throughout the facility (flow of food)?

***NOTE: Health Canada should be consulted prior to constructing a new facility or making renovations or alterations to an existing facility.**

L.2 Food Contact Surfaces (left blank intentionally)

L.3 Non-Food Contact Surfaces

- L.3.1 Are non-food contact surfaces made of materials that are corrosion resistant, hard, smooth, with impervious finish, which is easy to clean?

NOTE: Wooden surfaces may be acceptable, provided that they are painted to provide a non-porous surface capable of being cleaned and sanitized and well maintained; bare wooden surfaces are not acceptable.

L.4 Floors, Walls and Ceilings

- L.4.1 Are floors, walls and ceilings made of materials which have a hard, smooth, and impervious finish, and easy to clean?
- L.4.2 Are floor-wall junctions covered and sealed with no gaps larger than 1mm (1/32")?

L.5 Floor Drains

- L.5.1 Are floor drains covered with tight-fitting metal grates which are flush with the floor?
- L.5.2 Are the floors adequately sloped to the drain to prevent the pooling of water?
- L.5.3 Are floor drains free of obstructions and clean?

L.6 Lighting

- L.6.1 Do lighting levels meet the minimum requirements to ensure safety, and facilitate cleaning of the facility? (See chart below)

Lighting Levels

Food Area	Lighting Levels (per lux)
Walk-in coolers, dry food storage areas, and in all other areas and rooms during periods of cleaning.	110 lux (at a distance of 89 cm/3 ft. above the floor)
Areas used for hand washing, ware washing, and equipment and utensil storage; and in toilet rooms.	220 lux (at a distance of 89 cm/3 ft. above the floor)
Areas where employee/worker safety is a factor.	540 lux (at the surface)

- L.6.2 Are light fixtures shielded with shatter-proof coverings in areas where exposed food is present?

M. BACTERIOLOGICAL TESTING

M.1 Drinking Water and Ice Samples

- M.1.1 Are drinking water and ice samples being taken for bacteriological analysis on a regular basis?
- M.1.2 Are the results available?
- M.1.3 Do the water and ice sample results meet the bacterial requirements set out in the most current version of the *Guidelines for Canadian Drinking Water*?

N. DISPATCH

N.1 Loading Areas and Dispatch Vehicles

- N.1.1 Are loading areas and dispatch vehicles cleaned and maintained as required to prevent food contamination?

N.2 Dispatch - Temperature Control (See Annex 4) **Critical Requirement**

- N.2.1 Are food temperature/time recorded at the time vehicles are loaded for delivery?

- N.2.2 Are potentially hazardous foods held at a temperature of $\leq 4^{\circ}\text{C}/40^{\circ}\text{F}$ or lower on loading of dispatch vehicle?
- N.2.3 Are potentially hazardous foods received at the conveyance at a temperature of $\leq 8^{\circ}\text{C}/46^{\circ}\text{F}$ when the transportation time without temperature control is two (2) hours or less?
- N.2.4 Are potentially hazardous foods received at the conveyance at a temperature of $\leq 4^{\circ}\text{C}/40^{\circ}\text{F}$ and transported under temperature control when the transportation time exceeds two (2) hours?
- N.2.5 Are conveyance departure schedules and food delivery times being coordinated?
- N.2.6 Are there written procedures in place for this entire process from the time the vehicle leaves the facility to the time food is delivered to the conveyance?
- N.2.7 Are their monitoring procedures and controls in place to prevent the time/temperature abuse of foods during conveyance delays?

SANITATION

O. CLEANING AND DISINFECTING PRACTICES AND PROCEDURES

O.1 Washroom and Change Rooms

- O.1.1 Are washrooms and change rooms available?
- O.1.2 Are washrooms and change rooms cleaned and well maintained?
- O.1.3 Are there cleaning schedules available, and are cleaning staff properly trained in maintaining these schedules?
- O.1.4 Is frequency of cleaning documented and records available?

P. WASTE MANAGEMENT

P.1 Waste Bin Maintenance

- P.1.1 Are waste bins located at appropriate locations?
- P.1.2 Are waste bins emptied, cleaned and maintained, as required?

P.2 Waste Holding Areas

- P.2.1 Are waste holding areas cleaned and maintained, as required?
- P.2.2 Is food waste stored in waterproof containers with tight fitting lids?
- P.2.3 Is garbage removed?

Q. INTEGRATED PEST MANAGEMENT

Q.1 *Integrated Pest Management*

Critical Requirement

- Q.1.1 Is there an integrated pest management program in place?
- Q.1.2 Is there a monitoring program to detect the indications of pests in the facility and are the sightings of insects or rodents reported to the facility manager?
- Q.1.3 Is immediate corrective action taken when the indications of pests are detected?
- Q.1.4 Is proper documentation available for monitoring and corrective actions taken?
- Q.1.5 If licensed pest control applicators are utilized, are work orders and records kept?
- Q.1.6 Are there any signs of pest infestation?

Q.2 *Pest Control Devices*

- Q.2.1 Are pest control devices cleaned, maintained and serviced, as required?
- Q.2.2 Are pest control devices located and operated in such a manner that they do not contaminate food or food contact surfaces?

ANNEX 3

CORRECTIVE ACTION STATEMENT

The following action has been taken to correct each of the critical deficiencies noted during the inspection/audit conducted on the: _____ (Name)
on _____ (Date) at _____.(Place)

Item #	Deficiency	Corrective Action Taken & Time Frame

(Continue until all items to be included in the corrective action statement have been listed.)

Name

Title (Manager)

Date

Please send to: **Regional Manager, [REGION]**
Health Canada

Region	Fax Number	Email Address
Eastern (NS, NB, NFLD, PEI, NU)	(506) 855-6568	Atl.phb@hc-sc.gc.ca
Central (ON, QC, MB, NT)	(613) 952-8189	Que.Ont.Mb.bsp.phb@hc-sc.gc.ca
Western (BC, AB, SK, YT)	(604) 666-7487	Western.Region.CARs@hc-sc.gc.ca

ANNEX 4

Health Canada Guidelines for Time & Temperature Requirements for Potentially Hazardous Foods: A Guide for the Conveyance Industry and Environmental Health Officers (EHOs)

by

Health Canada
Environmental Health Bureau
Travelling Public Program
Ottawa, Ontario

2010

Maintaining temperature of food during storage and transportation is important in the prevention of foodborne illness. The purpose of establishing guidelines for food storage is to prevent the growth of pathogenic micro-organisms to harmful levels during storage. The following guidelines provide time and temperature requirements for potentially hazardous foods from source (e.g. airports, seaports, supply depots, food processors, flight kitchens or food caterers) to consumption onboard conveyances (eg. airplanes, trains, ferries, and cruise ships). Time-temperature controls identified in Table 1 are based on the IFSA & AEA World Food Safety Guidelines for Airline Catering (2010) and the Food Retail and Food Services Code (2004). The Health Canada guidelines have been reviewed by Health Canada's Bureau of Microbial Hazards.

Ready-to-eat foods for distribution to consumers would include those provided by food processors, flight kitchens, food caterers, airport and passenger terminal food concessions and conveyances such as airlines, cruise ships, passenger trains and passenger ferries.

Potentially Hazardous Foods

Potentially hazardous foods are foods in a form or state which is capable of supporting the rapid and progressive growth of infectious and/or toxigenic microorganisms. Such foods include, but are not limited to, milk or milk products, eggs, meat, poultry, fish, shellfish (edible mollusc and crustaceans), or any other ingredients (Food Retail and Food Service Code, 2004).

Table 1 – Guidelines for Time & Temperature Requirements for Potentially Hazardous Foods

ACTIVITY	TIME/TEMPERATURE GUIDELINE
PREPARATION	
Food preparation at flight kitchen, food caterer, food processor or onboard conveyance	>4°C (40°F) for short periods of time which cannot be > 2 hours (total time from start to finish of preparation)
COLD STORAGE	
Storage at flight kitchen, food caterer, food processor, or food storage facility	≤ 4°C (40°F) (at all times)
TRANSPORTATION	
Transport (from flight kitchen, food caterer or food processor to food storage facility and onto conveyance) OR Transport (from flight kitchen, food caterer or food processor directly onto conveyance)	≤ 8°C (46°F) if transport time ≤ 2 hours OR ≤ 4°C (40°F) if transport time > 2 hours
FOOD STORAGE/SERVICE	
On board conveyance	≤ 4°C (40°F) (at all times) OR >4°C (40°F) for short periods of time which cannot be > 2 hours (any leftover food at the end of 2 hours must not be served and discarded)
REHEATING	Potentially hazardous foods that have been cooked then cooled should be reheated until they reach an internal temperature of 74°C (165°F)
HOT HOLDING	Potentially hazardous foods that have been prepared, cooked, and are to be served hot, should be held at a temperature of at least 60°C (140°F).

Temperature Monitoring

There should be monitoring and recording of the temperature of equipment (refrigerator, transport equipment, storage units) to make sure it is keeping food under proper temperature controls at all times.

The temperature of potentially hazardous foods kept cool with the assistance of ice/dry ice/ice packs should be monitored with the use of a thermometer. As for the onboard service, if the temperature of the potentially hazardous foods reads greater than 4°C (40°F), the service should be done within 2 hours from the time the temperature goes above 4°C (40°F).

REFERENCES

Canadian Food Inspection System Implementation Group. (2004). Food Retail and Food Service Code.

<http://www.cfis.agr.ca/english/regcode/frfsrc-amendmts/codeang-2004.pdf>
(September 2004).

International Flight Services (IFSA) and Association of European Airlines.(AEA). (2010). World Food Safety Guidelines for Airline Catering.

[http://www.ifsachoices.com/WFSG_2010\(updated\).pdf](http://www.ifsachoices.com/WFSG_2010(updated).pdf)
1 June 2010).