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Inspection Guidelines for Passenger Ferries



*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.

Published by authority of the Minister of Health.

Inspection Guidelines for Passenger Ferries
is available on Internet at the following address:
www.healthcanada.gc.ca/ <http://www.hc-sc.gc.ca/hl-vs/travel-voyage/general/inspection-eng.php>

Également disponible en français sous le titre :
Lignes Directrices inspections des traversiers à passagers

This publication can be made available on request in a variety of alternative formats.

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Pub.: 130009
Cat.: H164-164/2013E-PDF
ISBN: 978-1-100-22130-4

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1.0 PURPOSE

This manual includes information on Health Canada's Travelling Public Program and inspection guidelines (**Annex 1**) for Passenger Ferries. This Manual will be in effect April 2012 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 operations that are vital to the operation of the passenger conveyance and include: flight kitchens/food caterers/supply depots, terminal operations including potable water systems and sanitation.

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.

The Travelling Public Program will continue to provide the World Health Organization (WHO) International Health Regulations (IHR) Ship Sanitation Certification program (under cost recovery) but it is not specifically addressed in this manual.

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.

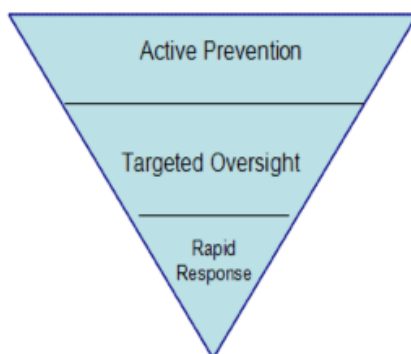


Figure 1 – The Three elements in Risk-Based Approach

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 element – 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.

a. Inspection and Audits Protocols

i. Inspections and Audits

Inspections and audits will be unannounced. Inspections and audits will no longer be scored with the exception of comprehensive cruise ship inspections, due to harmonization with the US CDC/VSP. 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 outlines 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 an 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. Authorities derived from the *Quarantine Act* (2005) support Health Canada to take measures to protect public health if imminent health hazards are identified.

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 will 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;
- Galley;
- 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 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.

The *Quarantine Act* (2005) provides additional authority to address environmental health risks on conveyances upon arrival or departure from Canada. The *Act* allows an Environmental Health Officer to take measures under section 39 (1) if he has reasonable grounds to believe that a

conveyance which is in the process of departing from Canada could be a source of a communicable disease. The Environmental Health Officer can take any of the measures listed under section 39 including ordering the ship to be disinfected, disinfected, decontaminated or fumigated. Failure to comply with an order under section 39(1) is an offence under section 69 of the Act and may be subject to a fine of up to \$75,000 or imprisonment of up to six months or both.

ANNEX 1

INSPECTION GUIDELINES FOR PASSENGER FERRIES

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 food service 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 on ferry service management trained in food safety?
- C.1.4 Are records of trained employees and management available?

D. PERSONAL HYGIENE

D.1 Wound and Infection Control

Critical Requirement

- D.1.1 Are food service 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 food service 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 ferry?

D.2 Hand Washing Facilities

- D.2.1 Are all food preparation areas equipped with proper hand washing facilities?*
- D.2.2 Are hand washing facilities in food preparation areas available and accessible so that no food handler has to walk a distance of more than 7.6 metres (25 feet) to reach a hand washing facility?*
- 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?

* **NOTE: Existing facilities may be exempted from these requirements, however:**

- (1) **all persons must wash their hands prior to entering the food handling area; and**
- (2) **all food preparation areas must have at least one (1) hand washing sink located within a reasonable distance if the 7.6 meters/25 feet requirement cannot be met.**

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 food handlers?
- D.3.3 Are hand sinks restricted from any use that would prevent washing of hands?

D.4 Uniforms

- D.4.1 Are hair/beard restraints and clean uniforms mandatory for employees preparing food?
- D.4.2 Are clean, laundered uniforms provided for the food service employees?
- D.4.3 Is wearing of jewelry (except for a plain wedding band, bangle, or medic alert bracelet/necklace) restricted during food preparation?

NOTE: Plain wedding band, bangle and medic alert bracelet must be covered by non-latex food grade gloves or sleeve guard. A medic alert necklace must be worn inside clothing.

- D.4.4 Are clean uniforms changed periodically when food preparation activities cause the clothing to be stained or soiled?
- D.4.5 Are separate uniforms (smock, jackets, etc.) provided to food service employees when performing non-food service related duties (i.e. cleaning bathroom, taking out garbage, etc.)?

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?

Passenger ferry management must have one of these documents:

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

NOTE: Food sampling and 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 passenger ferry (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?
- 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 - Non-Critical

- G.2.1 Are soiled delivery boxes of food products kept out of food production areas?
- G.2.2 Are soiled delivery boxes of food products removed from the ferry on a regular basis?

H. FOOD STORAGE

H.1 Food Storage - Cross Contamination Control

Critical Requirement

- H.1.1 Are separate facilities available for the storage of raw and ready-to-eat or cooked foods?*
- H.1.2 Are raw and ready-to-eat or cooked foods stored separately?*

***NOTE: The Environmental Health Officers 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 at all times during receiving, storage, preparation and service?
- H.2.2 Are foods stored at least 15 cm (6") off the floor?
- H.2.3 Are foods stored in food-grade containers?
- H.2.4 Are foods adequately covered at all times except during preparation when a covering may not be possible?*

***NOTE: The Environmental Health Officer may have to exercise some discretion in rating this item. For foods stored on movable racks,**

covers may be necessary on the top exposed tray only. The other trays stored below the top tray may not require covers.

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, are temperatures logged routinely during food service, with the first reading taking place at the start of food service, and subsequent readings taking place every two (2) hours thereafter?
- 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 ice storage cabinet?
- 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 Raw Fruit and Vegetable Washing Procedures

- I.1.1 Are fruits and vegetables washed prior to use?
- I.1.2 Is there a separate fruit and vegetable wash area (sink) available?
- I.1.3 If there is no dedicated fruit and vegetable wash area (sink), is there a process in place to clean and sanitize the sink between different uses?
- I.1.4 If a chemical is used as part of the washing procedure, is it approved for this use and is it being used at the correct concentration?
- I.1.5 Is the chemical concentration being measured and accurate chemical concentration logs being maintained?

I.2 Thawing Food **Critical Requirement**

- I.2.1 Is food being thawed using one of the following procedures?
 - in refrigerated units at a temperature $\leq 4^{\circ}\text{C}/40^{\circ}\text{F}$;
 - Completely submerged under potable cold running water;
 - In a microwave oven only when the food will be immediately transferred to conventional cooking facilities as part of the continuous cooking process, or when the entire, uninterrupted cooking process takes place in the microwave oven;
 - Part of a conventional cooking process (frozen to fully cooked);
 - for cryovac packaged foods (kept in their original packaging) - in a cold water bath, that is maintained $\leq 4^{\circ}\text{C}/40^{\circ}\text{F}$.

I.3 Food Preparation - Cross Contamination Control **Critical Requirement**

- I.3.1 Are there separate areas where raw and ready-to-eat or cooked foods are prepared?
- I.3.2 If separate areas are not available, are there processes in place to prevent cross contamination (e.g. cleaning and sanitizing the area between raw food and ready-to-eat or cooked food preparation, use of different colour-coded cutting boards for the preparation of raw foods and ready-to-eat or cooked foods)?

I.4 Cooking Food **Critical Requirement**

- I.4.1 Are minimum recommended cooking temperature/time achieved (refer to the table below)?
- I.4.2 Are final cooking temperatures measured by inserting a probe thermometer into the thickest part of the food?

Minimum Cooking Temperature Requirements:

Food Type	Minimum Core Cooking Temperature (instantaneous unless specified)
Food Mixtures ⁽¹⁾	74 ⁰ C/165 ⁰ F for 10 minutes
Pork, Lamb, Veal, Beef	70 ⁰ C/158 ⁰ F
Rare Roast Beef	63 ⁰ C/145 ⁰ F for 3 minutes
Poultry (whole birds)	85 ⁰ C/185 ⁰ F for 15 seconds
Poultry (partial cuts, ground)	74 ⁰ C/165 ⁰ F
Stuffing in Poultry	74 ⁰ C/165 ⁰ F
Ground Meat ⁽²⁾	70 ⁰ C/158 ⁰ F
Eggs	63 ⁰ C/145 ⁰ F for 15 seconds
Fish ⁽³⁾	70 ⁰ C/158 ⁰ F

Food Retail and Food Services Code, 2004, Appendix B

(1) Food mixtures containing meat, poultry, eggs, fish or other potentially hazardous foods.

(2) Ground meat includes ground, minced, chopped or flaked beef, pork or fish.

(3) Does not include fish intended to be consumed raw, including raw marinated and partially cooked fish.

I.5 Cooling Food **Critical Requirement**

- I.5.1 Does the cooling of cooked food meet the following temperature/ time requirements?
- 60⁰C/140⁰F to 20⁰C/68⁰F in two (2) hours, then 20⁰C/68⁰F to 4⁰C/40⁰F in four (4) hours;

Suggested Cooling Methods

- pre-cool large quantities of food using an ice water bath, stirring frequently using a clean and sanitized utensil;
- for large volumes of liquid and semi-solid foods, using shallow pans no deeper than 10 cm (4"), and transferring into a refrigeration unit operating at $\leq 4^{\circ}\text{C}/40^{\circ}\text{F}$;

- cut large items (e.g. turkey, roasts) into smaller or thinner portions, and store in shallow pans, and transferring into a refrigeration unit operating at $\leq 4^{\circ}\text{C}/40^{\circ}\text{F}$.

I.5.2 Are accurate cooling temperature/time logs being maintained?

I.5.3 Is there a corrective action plan in place, when the cooling temperature/time requirements are not met?

I.6 Reheating

Critical Requirement

I.6.1 Are cooked potentially hazardous foods reheated rapidly to a temperature of $74^{\circ}\text{C}/165^{\circ}\text{F}$ for a minimum 15 seconds?

I.6.2 Is reheated food serviced immediately or stored in a hot holding unit at a temperature of $60^{\circ}\text{C}/140^{\circ}\text{F}$?

I.7 Food Handling - Temperature/Time Control

Critical Requirement

I.7.1 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 necessary preparation which cannot exceed two (2) hours (room temperature)?

I.7.2 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.8 Food Handling - Minimizing Bare Hand Contact

Critical Requirement

I.8.1 Are clean and sanitized utensils or non-latex food grade gloves being used when serving ready-to-eat and potentially hazardous foods?

I.8.2 Are appropriate utensils stored in a sanitary manner, and available as required?

I.8.3 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, food contact surfaces, food equipment 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 Practices and Procedures

J.2.1 Is cleaning/sanitization completed right after the meal preparation/ service?

J.2.2 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;**
- **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 including concentrations to be used.**

J.2.3 Are supervisors familiar with the protocol, and are they verifying that the process is effective?

J.3 Food Contact Surfaces

Critical Requirement

J.3.1 Is there a written sanitation program in place for food contact surface sanitation?

J.3.2 Are food contact surfaces cleaned and sanitized, as required?

J.3.3 Are one of the approved sanitizers listed below being used at the correct concentration (spray sanitizer and wiping cloths)?

- chlorine solution of not less than 100 ppm;
- quaternary ammonium compound solution of not less than 200 ppm;
- iodine compound solution of not less than 25 ppm; or
- other approved sanitizers at the correct concentration.

J.3.4 Are sanitizer concentration verified with proper testing equipment?

J.3.5 Are sanitizers being refreshed as required to maintain the appropriate working concentration?

J.4 Food Contact Surface Cleanliness

J.4.1 Are food contact surfaces clean to sight and touch?

J.5 Non-Food Contact Surface Cleanliness

J.5.1 Are non-food contact surfaces clean to sight and touch?

J.6 General Maintenance

J.6.1 Is equipment maintained in good repair, so that it functions in accordance with its intended use?

J.6.2 Are floors, walls and ceilings maintained in good repair and in a condition which prevents the accumulation of debris?

K. WARE WASHING

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 a separation between clean and dirty operations?

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°C/165°F	74°C/165°F	71°C/160°F
Stationary Rack (Dual Temperature)	66°C/151°F	82°C/180°F	71°C/160°F
Single Tank Conveyor (Dual Temperature)	71°C/160°F	82°C/180°F	71°C/160°F
Multi Tank Conveyor (Multi Temperature)	66°C/151°F	82°C/180°F	71°C/160°F

Low Temperature Method (Chemical Sanitizing)			
Type of Sanitizer	Min. Wash Temp.	Min. Sanitizing Temp.	Min. Sanitizer Conc.
Chlorine	49°C/120°F	49°C/120°F (pH ≤ 10)	25 ppm
Chlorine	49°C/120°F	38°C/100°F (pH 8-10)	50 ppm
Chlorine	49°C/120°F	24°C/75°F (pH ≤ 8)	50 ppm
Chlorine	49°C/120°F	13°C/55°F (pH ≤ 10)	100 ppm
Iodine	49°C/120°F	24°C/75°F (pH ≤ 5)	12.5 - 25 ppm
Quaternary Ammonium	49°C/120°F	24°C/75°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 a separation between clean and dirty operations?

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 Drying and Storage of Equipment and Utensils

- K.3.1 Are there designated, clearly marked areas for storing clean equipment and utensils?
- K.3.2 Are cleaned equipment and utensils stored in a way which ensures quick drying and prevents contamination?

K.3.3 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 ferry size and layout permit effective segregation of clean and unclean materials and processes?

L.1.2 Is there proper process flow throughout the ferry (flow of food)?

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

L.2 Food Contact Surfaces

L.2.1 Do all food contact surfaces meet the criteria below?

- made of materials that are corrosion resistant, hard, smooth with impervious finish;
- made of materials that do not pass on colours, odours, or tastes of food and do not allow migration of unsafe substances into food;
- free from breaks, cracks, open seams, chips, pits and similar imperfections;
- free from sharp internal angles, corners and crevices;
- finished to have smooth welds and joints;
- accessible for cleaning and inspection (by disassembly, if necessary).

NOTE: Wood food-contact surfaces are not acceptable with the following exception: hard maple or an equivalently hard, close-grained wood is used for cutting boards; cutting blocks; bakers' tables; and utensils such as rolling pins, doughnut dowels, salad bowls and chopsticks.

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 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 the safe and sanitary production of food, and facilitate cleaning of the facility? (See chart below)

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 where fresh produce or packaged foods are sold or offered for consumption; 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'). above the floor)
Where a food handler is working with unpackaged potentially hazardous food or with food utensils and equipment such as knives, slicers, grinders or saws 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?

SANITATION

O. CLEANING PRACTICES AND PROCEDURES

O.1 Washrooms & Cabins with a Toilet

Critical Requirement

- O.1.1 Is there an adequate supply of hot water (temperature of hot water maintained $\geq 38^{\circ}\text{C}/100^{\circ}\text{F}$ and $\leq 43^{\circ}\text{C}/109^{\circ}\text{F}$) and cold running water available, liquid soap, single use soap, single service towel, waste bin, and toilet paper with a dispenser?
- O.1.2 Are washrooms and cabins with a toilet free of offensive odours?
- O.1.3 Is the toilet cleaned and sanitized as required?

O.2 Shower Rooms

Critical Requirement

- O.2.1 Are shower rooms cleaned and sanitized as required?

O.3 Accommodations

Critical Requirement

- O.3.1 Are mattresses, pillows, blankets and bedcovers kept in a clean and sanitary condition?
- O.3.2 Are dirty linens being stored separately and properly laundered?
- O.3.3 Are accommodation surfaces clean and sanitized as required?
- O.3.4 After cleaning, are accommodations surfaces clean to sight and touch?
- O.3.5 Are housekeeping activities carried out in a manner which prevents the contamination of the air by dust or other hazardous substances?

P. WASTE MANAGEMENT

P.1 Waste Bin Maintenance

- P.1.1 Are waste bins located at appropriate locations throughout the ferry?
- 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 from the ferry, at the first opportunity, and at least once every day?

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 on the ferry, and are the sightings of insects or rodents reported to the ferry 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?

POTABLE WATER

A. APPROVED SOURCES

- A.1 Is water bunkered from a source which meets the most recent version of Health Canada's "Guidelines for Canadian Drinking Water Quality" criteria?
Critical Requirement
- A.2 Where available, does the terminal have recent laboratory results for source water that are reflective of the frequency in their Potable Water Management Plan?* **Critical Requirement**

***NOTE: Recent laboratory results means within 30 days of the inspection date, analysis should include Escherichia coli and total coliform. In the absence of terminal laboratory results for source water, water samples collected and analyzed by the vessel for Escherichia coli and total coliform may.**

B. WATER HAULER

- B.1 Do water haulers supplying water have the proper certification and/or licensing to operate? **Critical Requirement**
- B.2 Does the water supplied by water haulers have a halogen concentration of at least 0.2 mg/L (ppm)? **Critical Requirement**
- B.3 Prior to bunkering water from a water hauler, are the halogen concentration and pH tested and recorded? **Critical Requirement**

C. POTABLE WATER FILLING LINES

- C.1. Are potable water filling line openings horizontal or pointed downward and at least 45 cm (18") above the deck?
- C.2 Do potable water filling lines have a screw cap with a non-corroding keeper chain which secures the cap above the deck when hanging free?
- C.3 Are potable water filling lines painted light blue and clearly labelled "Potable Water Filling" in letters at least 13 mm (0.5") in size and on a non-corrosive label plate?

D. POTABLE WATER HOSES

- D.1 Do potable water hoses have unique fittings?
- D.2 Are potable water hoses identified for use with potable water only?

- D.3 Are potable water hoses used for any other purpose?
- D.4 Are potable water hoses flushed before being used and drained after each use? *

***NOTE: Potable water hoses that are being used multiple times during a 24 hour period may be flushed at the beginning of the day and drained after each use.**

- D.5 Are potable water hoses handled with care to prevent contamination by dragging ends on the ground, pier, or deck surfaces, or by dropping the hose into the harbour?
- D.6 Are potable water hoses stowed with the ends capped, on reels, or racks in potable water hose lockers? *

***NOTE: Non-flex potable water hoses which cannot be stowed on reels, or racks in potable water hose lockers may be stowed in a clean location with the ends capped and the entire potable water hose elevated at least 45 cm (18") off the ground or deck on hooks or racks.**

- D.7 Are all hoses, fittings, water filters and appurtences used for potable water constructed of safe, easily cleanable materials?
- D.8 Are all hoses, fittings, water filters and appurtences used for potable water maintained in good repair?
- D.9 Are all hoses, fittings, water filters, buckets and appurtences used in connection with the bunkering of potable water handled and stored in a sanitary manner?

E. POTABLE WATER HOSE LOCKERS

- E.1 Are potable water hose lockers constructed of smooth, non-toxic, corrosion resistant, easily cleanable material and maintained in good repair?
- E.2 Are potable water hose lockers marked "Potable Water Hose and Fitting Storage" in letters at least 13mm (0.5") in size?
- E.3 Are potable water hose lockers mounted at least 45 cm (18") above the deck and self-draining?
- E.4 Are potable water hose locker doors closed when equipment is not in use?
- E.5 Are potable water hose lockers used for any other purpose than storing potable water hoses, fittings, sanitizing buckets and other associated equipment?

F. POTABLE WATER PIPING

- F.1 Is potable water piping painted light blue or striped with 15 cm (6") light blue bands or a light blue stripe at fittings on each side of partitions, decks and bulkheads at intervals not exceeding 5m (15') in all spaces, except where the decor is marred by such markings?
- F.2 Does potable water piping pass through tanks holding sewage or other non-potable liquids? **Critical Requirement**

G. POTABLE WATER TANKS

- G.1 Do potable water tanks share a common wall with the outer hull or any other tank containing non-potable water or other liquids?
Critical Requirement
- G.2 Do piping systems carrying sewage or other non-potable liquids pass above or through potable water tanks? **Critical Requirement**
- G.3 Are interior coating of potable water tanks approved for use in this application?
- G.4 Are potable water tanks identified with a number and the words "Potable Water", minimum letter size 13mm (0.5")?
- G.5 Do potable water tanks have sample valves that are turned down?
- G.6 Are potable water tank vents/overflows protected from contamination?
- G.7 Are devices for determining water depth in potable water tanks constructed and maintained in a manner which does not result in contamination?
- G.8 Is manual sounding of potable water tanks performed only in emergencies and performed in a sanitary manner?
- G.9 Are potable water tanks and any parts of the potable water system cleaned, disinfected, and flushed with potable water before being placed in service and returned to operation after repair, replacement, or subjection to any contamination, including entry into a potable water tank?
Critical Requirement
- G.10 Are potable water tanks inspected, cleaned and disinfected at least annually with documentation of the cleaning maintained for 12 months?

H. POTABLE WATER SYSTEM HALOGENATION

(Exemption - Ferries in continuous use that bunker potable water every 48 hours or less)

- H.1 Are all potable water system halogenation devices constructed and installed in accordance with recommended engineering practices?
- H.2 Does the halogenation device provide continuous halogenation of the potable water system and maintain a free residual halogen of greater than 0.2 mg/L (ppm) and less than 5.0 mg/L (ppm) throughout the potable water system? **Critical Requirement**

- H.3 Is the amount of halogen injected into the potable water system controlled by a flow meter or a free halogen analyzer?
- H.4 Is there at least one backup halogen pump available with automatic switch over to maintain the free residual halogen in the event that the primary pump fails?

I. POTABLE WATER SYSTEM HALOGEN MONITORING
(Exemption - Ferries in continuous use that bunker potable water every 48 hours or less)

- I.1 Is there a halogen analyzer - chart recorder installed at a distant point in the potable water system where a significant water flow exists?
- I.2 If electronic data loggers are used in lieu of chart recorders, do they have certified data security features?
- I.3 Are halogen analyzer - chart recorders properly maintained, operated and calibrated daily in accordance with the manufacturer's instructions?
- I.4 Is the calibration recorded on the chart or in a log book?
- I.5 Is the free residual halogen measured by the halogen analyzer within ± 0.2 mg/L (ppm) of the free residual halogen measured by a manual test?
Critical Requirement
- I.6 Is the test kit used to calibrate the halogen analyzer graduated in increments no greater than 0.2 mg/L (ppm) in the range of free residual halogen normally maintained in the potable water system?
- I.7 Do halogen analyzer - recorder charts have a range of 0.0 to 5.0 mg/L (ppm) and have a recording period of 24 hours?
- I.8 Do electronic data loggers with certified data security features used in lieu of chart recorders produce records that conform to the principles of operation and data display required of the analog charts including printing the records?
- I.9 Is electronic data logging perform in increments not greater than 15 minutes?
- I.10 Are halogen analyzer - recorder charts changed, initialed, and dated daily with any unusual water events in the potable water system noted on the charts?
- I.11 Are halogen analyzer - recorder charts retained for at least 12 months?
- I.12 Do records from the halogen analyzer - recorder verify the free residual chlorine of greater than 0.2 mg/L (ppm) and less than 5.0 mg/L (ppm) or other approved and appropriate free halogen residual range in the potable water system for at least 16 hours in each 24 hour period since the last inspection of the vessel?
- I.13 Is the free residual halogen measured by a manual test kit at the halogen analyzer at least every four hours in the event of equipment failure?
- I.14 Are manual readings recorded on a chart or log and retained for at least 12 months?
- I.15 Are repairs on malfunctioning halogen analyzer - chart recorders completed within ten (10) business days of equipment failure?

J. POTABLE WATER DISTRIBUTION SYSTEM PROTECTION

- J.1 Is the potable water distribution system maintained free of cross connections with non-potable piping systems and tanks?
Critical Requirement
- J.2 Is the potable water distribution system protected against backflow or other contamination by backflow prevention devices or air gaps?
Critical Requirement
- J.3 Does the vessel have a comprehensive cross connection control program that provides safe connections to the potable water distribution system through air gaps or appropriate backflow prevention devices at the following locations, if present:
- (1) Potable water faucets where hoses are connected or can be connected by threaded or quick connect outlets such as those serving tanks containing chlorine and other chemicals, and deck taps;
 - (2) Beverage machines;
 - (3) Mechanical ware washing machines;
 - (4) Galley exhaust canopy wash down systems;
 - (5) Garbage grinders and pulpers;
 - (6) Janitorial mop sinks with chemical dispensing unit;
 - (7) Engine header tanks;
 - (8) Generator header tanks;
 - (9) Boiler hot well header tanks;
 - (10) Compressor header tanks;
 - (11) Lube oil purifiers;
 - (12) Diesel oil purifiers;
 - (13) Oily bilge separators;
 - (14) Potable water pressure tanks;
 - (15) Potable water pressure pumps;
 - (16) Sewage treatment plant and sanitary pumps that require priming;
 - (17) Freshwater and saltwater ballast systems;
 - (18) Fire fighting sprinkler tanks;
 - (19) Air conditioning header and expansion tanks;
 - (20) Any other connection between potable and non-potable water systems?
- J.4 Are backflow prevention devices installed when air gaps are impractical or when water under pressure is required?
- J.5 Are air gaps at least twice the diameter of the delivery fixture opening and a minimum of 3 cm (1")?
- J.6 Are atmospheric vacuum breakers installed at least 15 cm (6") above the flood-level rim of the fixtures?
- J.7 Are atmospheric vacuum breakers installed in supply lines only on the /discharge side of the last control valve?

- J.8 Are continuous pressure type backflow prevention devices installed when a valve is located downstream from the backflow prevention device?
- J.9 Are backflow prevention devices provided on all fixtures using potable water and which have submerged inlets?
- J.10 If vacuum breakers are installed on a potable water supply that is connected to a vacuum toilet system, are atmospheric vacuum breakers located on the discharge side of the last control valve (flushing device)?
- J.11 Do lines which divert potable water to other systems by valves or interchangeable pipe fittings have an air gap following the valve?
- J.12 Are backflow prevention devices located so they may be serviced and maintained?
- J.13 Is the air supply to a compressed air system that supplies pressure to both non-potable and potable water pneumatic tanks through a press-on (manual) type of air valve or hose?
- J.14 If a fixed connection is used does the air supply come from a separate compressor used exclusively for pressure to potable pneumatic tanks?
- J.15 Are backflow prevention devices maintained in good repair?
- J.16 Are backflow prevention devices scheduled for inspection and service in accordance with the manufacturer's instructions and as necessary to prevent the device's failure?
- J.17 Are testable backflow prevention devices inspected and tested with a differential pressure test kit at least annually with test results showing pressure readings maintained for each device?
- J.18 Are backflow prevention device's inspection and test results retained for at least 12 months?

K. POTABLE WATER SYSTEMS DISINFECTION

- K.1 Is disinfection following potential contamination accomplished by increasing free residual halogen to at least 50 mg/L (ppm) throughout the affected area and maintaining this concentration for 4 hours?* **Critical Requirement**

***NOTE: In an emergency, disinfection procedures may be altered, the contact time may be shortened to 1 hour by increasing free residual halogen to at least 100 mg/L (ppm) throughout the affected area.**

- K.2 Following disinfection, are the disinfected parts of the system flushed with potable water until the free residual halogen is less than 5 mg/L (ppm)? **Critical Requirement**

L. POTABLE WATER SAMPLING AND ANALYSIS

- L.1 Are a minimum of four potable water samples per month collected and analyzed for the presence of Escherichia coli and total coliform? *

***NOTE: For vessels with no passenger food service facilities, a minimum of two potable water samples every three months may be collected and analyzed for the presence of Escherichia coli and total coliform.**

- L.2 Is representative sampling conducted with samples collected from various locations forward, aft, upper, and lower decks of the vessel?
- L.3 Are samples analyzed utilizing a method accepted in the Standard Methods for the Examination of Water and Wastewater?
- L.4 Are sample results retained for at least 12 months?

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