

***DineSafe Durham* FAQs**

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What is *DineSafe Durham*?

DineSafe Durham is Durham Region's Food Safety Inspection Disclosure program which gives you quick and easy access to inspection results. [Durham Food Safety Inspection Summary Signs](#) posted on-site will reflect the most recent inspection.

When did *DineSafe Durham* start?

Although food establishment inspections have been conducted for years, the [Region of Durham Disclosure By-law](#) took effect on March 2, 2009. The By-law requires food establishment operators to post the most recent [DineSafe Durham inspection summary sign](#). The most recent [inspection report](#) has to be available for the [Public Health Inspector](#) and public to read. After each inspection, every [food establishment](#) receives one of three colored summary signs **PASS**, **CONDITIONAL PASS**, or **CLOSED**.

What are the [owner/operator's](#) requirements under the [Food Safety Disclosure By-law](#)?

- The *DineSafe Durham* summary sign has to be posted and clearly seen by the public
- The sign can not be changed or removed
- If asked, the most recent inspection report needs to be produced for reading by members of the public or inspectors

What do the [Durham Food Safety Inspection Summary Sign](#) colours mean?

Green (PASS) sign:

- Mostly in compliance with the [Ontario Food Premises Regulation](#)
- Few [critical infractions](#) or some [non-critical infractions](#) can result in a green (PASS) sign
- Food handling practices do not represent an immediate risk to public health
- A [follow-up inspection](#) may occur if items need to be corrected. Sometimes minor issues may not be addressed until the next routine inspection

Yellow (CONDITIONAL PASS) sign:

- Significant non-compliance with the [Ontario Food Premises Regulation](#)
- The number and/or type of [infractions](#) could lead to [food-borne illness](#)
- Sometimes, many [non-critical infractions](#) result in a Yellow (CONDITIONAL PASS) sign being issued
- A [follow-up inspection](#) will happen within 24-72 hours (1-3 business days)

Red (CLOSED) sign:

- [Food establishment](#) poses a health hazard (i.e. major insect/rodent infestation, no hot/cold running water, sewage back-up, fire, flood, and/or power outage)

- Food establishment will close and not prepare, serve and/or sell food to the public.
- The food establishment must earn a Green (PASS) to be re-opened

If an establishment has a yellow summary sign, why are they still open?

Inspection results and sign colour reflect what was observed during the inspection. Most [critical infractions](#) can be corrected right away. For example, contaminated food will be thrown out; food can be removed from broken cooler units, etc. A [follow-up inspection](#) will happen within 24-72 hours for outstanding items.

Are all Durham Region food establishments inspected by the Health Department?

Yes, all [food establishments](#) should be inspected by the Health Department. This includes but it is not limited to:

- General food services (e.g. restaurants / bars, cafeterias, deli, butcher shops, grocery stores, banquet halls, catering kitchens)
- Institutional food services (e.g. hospitals, school cafeterias, nursing homes, licensed childcare centres, boarding houses with 10 or more residents)
- Mobile food services (e.g. hot dog carts, catering vehicles, french fry trucks)

Are all food establishments required to post the [DineSafe Durham inspection summary signs](#)?

All inspected [food establishments](#) are required to post summary. Most community special events (e.g. farmers markets, fairs, etc.) are exempt from the *DineSafe Durham* program and do not post summary signs.

How many times are food establishments inspected per year?

The number of inspections is based on a risk rating that takes into account:

- the type and volume of food served
- the type of population served (e.g. general public, elderly or very young)
- the number of food preparation steps (e.g. cooking, cooling, hot holding, etc.)
- their history of [food-borne illness](#) and/or compliance with the [Ontario Food Premises Regulation](#)

[Food establishments](#) are inspected 1-3 times per year with [follow-up inspections](#) as needed.

Do **food establishments** know when they will be inspected?

Compliance inspections are never scheduled. Places that are inspected 3 times per year can expect a visit roughly every 4 months.

At any time, a visit may occur as the result of a complaint, suspect **food-borne illness** or recall. Also, we may visit prior to approving Municipal and/or Liquor Licensing requests.

Follow-up inspections are often scheduled for outstanding items. The inspector would attend around that date to verify that the items have been fixed.

What are the responsibilities of the **food establishment owner/operator**?

They need to ensure their establishments meet the standards of the *Ontario Food Premises Regulation*.

What does the Durham Region Health Department look for during food safety inspections?

During inspections, **Public Health Inspectors** check that **food establishments** meet the standards of the *Ontario Food Premises Regulation*.

Some key items are:

- food temperature control; during storage, cooking, holding, and service
- food is protected from cross-contamination and adulteration
- food handlers practice good food handling and personal hygiene surfaces and equipment are clean and in good repair
- a pest control program is in place

How long does the **owner/operator** have to correct infractions?

They must ensure that all infractions are fixed as soon as possible. A **follow-up inspection** will take place within 24-72 hours if any **critical infractions** are noted. **Non-critical infractions** (e.g. painting walls, fixing broken floor tiles, etc.) may not be addressed until a later inspection.

What **legal action** can Public Health Inspectors take?

Public Health Inspectors are Provincial Offences Officers. They can issue a **ticket** or a **summons** to court when **infractions** are observed. An **owner/operator** may be fined up to \$5,000 and a corporation up to \$25,000 if found guilty.

When is legal action initiated?

If **infractions** are not fixed by the required time, **legal action** may occur to obtain compliance.

Repeat infractions noted during [follow-up inspections](#) or during any future inspections, may lead to legal action. A [food establishment](#) may be charged despite having a green (PASS) sign.

Legal action may also be taken for infractions under the [Food Safety Disclosure By-law](#).

How can I find out a food establishment's inspection results?

You can:

1. Ask the [food establishment](#) to read their most recent [inspection report](#)
2. Read inspection results [online](#)
3. Call the Environmental Help Line 1-888-777-9613 ext. 2188

Are the online inspection results on the *DineSafe Durham* website the same as the inspection reports at the food establishment?

Both online inspection results and [inspection reports](#) include [infractions](#) observed at the time of inspection. Details and the inspector's comments are not posted online. For further information, the most recent [food safety inspection report](#) is at the [food establishment](#) for you to read. You can also call the [Environmental Help Line](#) for more details.

Is the website always up-to-date?

[Inspection reports](#) are uploaded daily, but there is a delay of 2-3 business days for results to be posted online.

How long are inspection results available on the web-site?

Inspection results are online for 2 years. When a [food establishment](#) closes, their results are removed. When there is a new owner, only results since the new owner started are online.

How can I tell which food establishments have been charged?

- Recent [convictions](#) of [food establishments](#) are published in local newspapers every 6 months (i.e. Oshawa/Whitby This Week, News Advertisers, etc.)
- The online [convictions list](#) is updated monthly
- [Pending](#) charges will also be shown on the website
- The convictions are now linked to the food establishments on the *DineSafe Durham* website.
 - Once you open a food establishment's inspection history, you can search for [legal action](#).

- If they have been charged, there is a “View” button in the “Legal Action” line.



Name:	██████████
Address:	██████████
City:	██████████
Type:	Restaurant
Legal Action:	View

- If there is no legal action it will display the word “None” in the “Legal Action” line.



Name:	██████████
Address:	██████████
City:	██████████
Type:	Restaurant
Legal Action:	None