

COUNTY BOARD AGENDA - STUDY SESSION
RE: Public Health Restaurant Inspections
County of Champaign, Urbana, Illinois
Thursday, February 28, 2013 – 6:00 p.m.

Lyle Shields Meeting Room, Brookens Administrative Center
1776 East Washington Street, Urbana, Illinois

- I. **Call To Order**

- II. **Roll Call**

- III. **Approval of Agenda**

- IV. **Public Participation**

- V. **Publicizing Food Establishment Inspection Reports & Recommendations for Update to Champaign County Public Health Ordinance**

- VI. **Adjournment**

The use of restaurant inspection disclosure systems as a means of communicating food safety information

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Abstract

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The World Health Organization estimates that up to 30% of individuals in developed countries become ill from food or water each year. Up to 70% of these illnesses are estimated to be linked to food prepared at foodservice establishments. Consumer confidence in the safety of food prepared in restaurants is fragile, varying significantly from year to year, with many consumers attributing foodborne illness to foodservice. One of the key drivers of restaurant choice is consumer perception of the hygiene of a restaurant. Restaurant hygiene information is something consumers desire, and when available, may use to make dining decisions.

Introduction

The World Health Organization estimates that up to 30% of individuals in developed countries become ill from food or water each year (World Health Organization 2007). Up to 70% of these illnesses are estimated to be linked to food prepared at foodservice establishments (Olsen *et al.* 2000; Lee & Middleton 2003; Center for Science in the Public Interest 2008; Jacob & Powell 2009). Media coverage of food safety issues is extensive and may fuel the view that hygiene (or safety) standards are low among restaurants (Bruhn 1997; Worsfold & Worsfold 2008). Consumer confidence in the safety of food prepared in restaurants is fragile, varying significantly from year to year (Food Marketing Institute 2008),

with many consumers attributing foodborne illness to foodservice (Fein *et al.* 1995). One of the key drivers of restaurant choice is consumer perception of the hygiene of a restaurant (Worsfold & Worsfold 2007). Restaurant hygiene information is something consumers desire, and when available, may use to make dining decisions (Worsfold & Worsfold 2007).

Based on federal food codes, established food safety standards for foodservice are enforced by federal, state and local government agencies (Almanza *et al.* 2002) through routine examinations. These examinations, referred to in this paper as restaurant inspections, but also called health, hygiene, food safety or foodservice inspections, are principally designed to prevent restaurant-associated foodborne disease

outbreaks (Jones *et al.* 2004; Reske *et al.* 2007). In addition, these inspections, carried out by environmental health officers (EHO), may significantly impact consumer confidence in the safety of restaurant food, influence dining decisions and provide incentives for establishments to promote a safe food environment (Fielding *et al.* 2001; Jin & Leslie 2003; Simon *et al.* 2005; Worsfold & Worsfold 2007) when publicly available.

About the inspection process

The fundamentals of restaurant inspection are well established throughout developed countries. Municipal restaurant inspections are food safety risk management programs, an action to demonstrate to consumers that food providers are cognizant of consumer concerns about food safety and that those within the farm-to-fork food safety system – in this case, foodservice operations – are working to reduce levels of risk (Powell 2002). Methods of scoring inspection results vary between jurisdictions. In the USA, the Hazard Analysis Critical Control Point (HACCP)-based inspection has been implemented in many jurisdictions that categorize restaurants based on risk (Seiver & Hatfield 2000). After it was found that developing risk categories for restaurants resulted in increased targeting of high-risk establishments (Fielding *et al.* 2001), and the restaurant inspection processes may not be predictive of foodborne disease outbreaks, the US Food and Drug Administration (FDA) proceeded to develop a risk-based approach to restaurant inspections (FDA 2000). The criteria for inspection are fairly well established; however, inconsistencies between jurisdictions exist when defining a critical violation. Although often described as a violation more likely to contribute to food contamination, illness or health hazards, the actual items that constitute a critical violation during the inspection process may vary. In some jurisdictions, the presence of a critical violation elicits closure followed by re-inspection, while in others it simply results in a lower inspection score. As a result, many systems exist to quantify results during inspection. Starting with a value of 100 and subtracting violations (with critical violations being a larger deduction) is one method: a score of 100 is awarded to establishments that comply with all food safety

standards. Conversely, beginning with zero and tallying violations (with critical violations being worth a higher value), a larger numerical value indicates a riskier food establishment. Other jurisdictions simply tally violations and may or may not indicate whether these are critical or non-critical. Variations not only exist between jurisdictions or municipalities but also between EHOs; although EHO standardization is designed to synchronize violation interpretations, it will vary from person to person. The many variables of the inspection process will affect inspection disclosure schemes, but are outside the scope of this paper.

This paper provides a review of current restaurant inspection disclosure schemes operating throughout developed countries and identifies research needs to develop a disclosure system that meets the needs of consumers, operators and the government in a compelling manner.

Inspection disclosure

Systems to communicate the information acquired through restaurant inspection are common in developed countries; however, these systems are inconsistent, varying between countries, states or cities. In some jurisdictions, a consumer must formally request to view the most recent inspection and may wait months before receiving the results (Center for Science in the Public Interest 2008). In other jurisdictions, results are available upon request at the restaurant. These methods are neither convenient nor reasonable for most consumers, as inspection reports are often difficult to understand (Center for Science in the Public Interest 2008). Disclosure systems in which inspection information must be requested by the consumer provide minimal incentive for foodservice establishments to adhere to minimum standards of food safety. Seiver & Hatfield (2000) suggest that the public disclosure of restaurant inspection results communicates the importance of risks and violations found during an inspection. With several of the key elements of a foodservice operation being hidden from consumers (such as food storage conditions or where food is purchased), consumers will look to observable information cues during establishment selection (Hensen *et al.*

2006). Restaurant inspection disclosure systems can provide such information cues.

The local media are a source of inspection information in many jurisdictions. Newspapers, television and radio stations package information from local health units regarding dirty restaurants, closures and convictions (Hensen *et al.* 2006), as well as acknowledge those establishments meeting or exceeding food safety standards. Grading systems enforced by public health agencies have spread worldwide since being established in 1924, at which time letter grades were introduced to classify milk in the USA (Boehnke 2000). Disclosure systems are growing in popularity, largely because of consumer demand for such tools. After 7 years of discussion, the UK Food Standards Agency began a pilot program, 'Scores on Doors', with local authorities to establish a UK-wide system to provide restaurant inspection results to the public. The UK pilot programs used a variety of codes, including star ratings, smiley faces, letter grades and the phrases 'pass' or 'improvements required' (Worsfold & Worsfold 2007). The first of the UK 'Scores on Doors' program was introduced in 2004, and only 3 years later, over 30 different schemes were operating throughout UK municipalities (Worsfold & Worsfold 2007). Similar inspection disclosure systems involving these codes, and others, are in place in several cities, states and provinces around the world. The codes attempt to simplify inspection results into a format that is understandable and intriguing to consumers dining at an establishment.

Inspection disclosure systems can be organized into four categories: those that provide information through municipal or state health departments, those that provide information online and those that provide information at the establishment and disclosure through local media sources. Inspection reports disclosed through health departments often must be accessed by making a direct request to the department (Worsfold 2006a). Online databases vary in content and may be used to compliment disclosure at the premise. Maintenance of online restaurant inspection databases may be by local health departments, news stations or, increasingly, consumer blogs. Disclosure systems displaying information at the establishment do so in the format of a card,

with most inspection authorities requiring the cards to be posted in designated, conspicuous locations visible to patrons entering the restaurant (North Carolina Administrative Code 2005).

The following are examples of restaurant inspection disclosure systems.

Online database of results

Many disclosure systems at the establishment are complimented by an online database of inspection results, with the format and content of these websites varying between municipalities. Since the first posting of inspection results online in Los Angeles (LA) County in 1998 (Fielding *et al.* 2001), many inspection authorities have adopted this medium to present a database of results searchable by establishment name or code, neighborhood, location or results from the latest inspection (DPR Online Services 2008; New York City 2008; Office of Environmental Health Services 2008). Some of these databases provide only the number of critical violations, or both critical and non-critical violations, while others elaborate with details of the cited infractions. Some jurisdictions, such as the US state of Alaska, provide online copies of all food establishment inspection reports completed by EHOs (Division of Environmental Health 2008). Other inspection authorities allow consumers to receive e-mail updates when new inspection results are posted (Central District Health Department 2007).

Presently in the UK, food establishments may voluntarily post inspection scores or symbols at their premises, but are not required. However, all inspection reports are available through local inspection authority websites (Worsfold & Worsfold 2008). Websites appear to be a popular method of restaurant disclosure, with many municipalities adopting this medium. Several areas in Scotland began posting inspection results in November 2006 after a survey found 82% of consumers wanted to see inspection information at local eating establishments and 94% thought it should be accessible online (Worsfold & Worsfold 2007). Consumers and businesses reported that the posted results were valuable, according to research by the Food Standards Agency of Scotland several months later (Worsfold & Worsfold 2007). However, a review of the DineSafe disclo-

sure scheme in Toronto, Canada, revealed only 10% of the public was aware of the online component compared with 75% being aware of inspection notices posted at the premises (Toronto Staff Report 2002). Additionally, although initially popular, online disclosure websites may receive decreased visits after the initial novelty of the system wears off, as the city of Waterloo, Canada, experienced (Barrick 2009).

Online name-and-shame notices

Rather than a database of results, online name-and-shame notices are published by the Food Safety Authority of Ireland, where foodservice establishments that fail to improve conditions of practices deemed 'likely to pose a risk to public health' are issued an improvement order that is posted on the Authority's website until the situations are corrected. Following correction, the improvement order remains visible to the public for another 3 months. A closure order is issued if 'there is likely to be a grave and immediate danger to public health' or an improvement order is not complied with in a timely fashion. These orders are likewise posted to the website until situations are remedied, and for 3 months afterward (Food Safety Authority of Ireland 2008).

Letter grades

The California County of San Diego was one of the first regions in the USA to create a disclosure system to convey inspection results to the public, introducing letter grades to rate establishments in 1947 (Foley 2009). LA County followed suit, and since 1996, has required food establishments to display the results of their most recent restaurant inspection in the form of an A, B or C letter grade – except in the case of restaurants scoring below a 'C' for which the actual numerical value is provided (Teledas Co. 2004). Multiple major US cities have adopted similar systems, as have several states. In Auckland, New Zealand, a food hygiene grade from A to E is assigned to inspected establishments, with the exception of 'C', as it may be mistakenly thought of as a 'passing' grade, and the addition of a Gold A, which recognizes establishments that demonstrate safe practices above full compliance with food hygiene

laws. The hygiene grade must be displayed 'in a prominent position on the premises that is visible to the public' (Auckland City Council 2007).

Numerical scores

The HACCP-based approach to restaurant inspection that categorizes establishments into high-, medium- and low-risk facilities is common throughout the USA (Seiver & Hatfield 2000). A common checklist for restaurant inspection used in the USA is the FDA-approved Foodservice Establishment Inspection Report; however, many jurisdictions are replacing this with an HACCP-based inspection form. The FDA-approved 44-point list of violations assigns a weight based on their risk to human health. The highest possible score is 100, which is reduced when violations are cited. Although the inspection checklist may be consistent, what constitutes establishment closure is not. In Danbury, Connecticut, an establishment must score 80 and not receive any 4-point violations to receive a pass; in Nashville, Tennessee, a score of 70 is required to pass inspection. In Mobile, Alabama, a score below 85 elicits closure and re-inspection (Mobile County Health Department 2008). The numerical score and copy of the inspection report are required to be posted at the establishment. Inspection authorities that do not deduct violations from 100 will often later convert the inspection score to a value out of 100. Conversely to deducting points for violations, in New York City, health officials assign a numerical score during inspections that tallies violations. Scores greater than 28 denote the restaurant as a public health hazard and must be re-inspected to ensure corrections are made (New York City 2008). New York City has recently proposed a plan to disclose inspection results to the public using a letter grade system similar to that of LA rather than posting a numerical score card at the premises (Collins 2009).

Colored cards

Officials in the city of Toronto, Canada, require food establishments to display their most recent inspection results in the main entrance of premises in the form of a green, yellow or red card, indicating a pass, conditional pass or closed

notice respectively (City of Toronto 2008). During the development of the Toronto disclosure system, a review of current literature indicated that color could be used to draw attention and suggest caution (Powell 2002). A similar system used in Columbus, Ohio, includes the green-, yellow- and red-colored cards, with the addition of a white notice that is issued when an establishment is on probation and requires a follow-up inspection. The red card in this case is used when an establishment on probation failed re-inspection (Columbus Public Health 2006). Lexington-Fayette County in Kentucky uses a combination of numerical and color disclosure schemes: scores of 85 or above as well as no 4- or 5-point violations will be posted in green; scores of 84 and under, or those with 4- or 5-point violations will be posted in red; and scores below 70 will be issued 'Notice of Intent to Suspend Permit' (Lexington-Fayette County 2008).

Statement cards

The Niagara Region of Ontario, Canada, conducts inspections similar to those in the city of Toronto; however, its disclosure system describes inspected establishments as simply 'in compliance' or 'not in compliance'. This region also maintains an online database to convey the most recent inspection results to consumers, with details of critical and non-critical violations (Regional Municipality of Niagara 2007). A study in Hamilton, Ontario (Hensen *et al.* 2006) – a municipality that initially used only 'pass' and 'fail' notices but was considering utilizing the 'conditional pass' notice – found that the additional 'conditional pass' option had a 'significant and negative impact' on survey respondents' self-reported likelihood to patronize a restaurant. Other examples of information statements include the following: 'approved' or 'not approved'; 'satisfactory', 'conditionally satisfactory' or 'unsatisfactory'; and 'exceeds minimum standards', 'meets minimum standards' or 'does not meet minimum standards'.

Symbols

Since 2001, the Danish Veterinary and Food Administration has used smiley faces as a means

to disclose restaurant inspection results to the public. The full details of Danish inspection reports are published on a website (<http://www.findsmiley.dk>), with a 'smiley' face depicting five different scenarios that range from a sad, 'sour smiley' – assigned to establishments that were issued a fine, reported to the police or had approval withdrawn – to an ecstatic, 'happy smiley' – for restaurants that received no negative remarks. The newly added Elite-Smiley may also be awarded when establishments receive the happy smiley in four consecutive inspections. These reports and respective smiles must be posted at the restaurant premises and visible to consumers outside the establishment who are making a choice to dine there (Danish Veterinary and Food Administration 2008). Inspection results in the northern region of the US state of Iowa are conveyed using the 5-Star Program in which colored stars assigned to establishments correspond with positive food-handling behaviors observed during inspection. A yellow star is awarded when proper holding temperatures are respected, a blue for proper cooking, a red for clean equipment, a brown for good employee hygiene, and a green star when the establishment's food ingredients are received from safe sources. For each inspection, the restaurant's awarded stars are displayed online alongside the number of critical and total violations cited (Cerro Gordo County 2008). The US state of Connecticut, Farmington Valley and Norwalk Counties, respectively, use waiter or lighthouse symbols to disclose inspection information: a score of 90–100 receives 3 waiters or lighthouses, 80–89 receives 2 and below 80 receives 1 (Farmington Valley Health Department 2009; Norwalk Health Department 2009).

Award schemes

In addition to inspection disclosure systems, several municipalities have elected to provide awards for establishments that exceed food safety standards. The aforementioned Gold A granted in Auckland, New Zealand, or the Elite-Smiley in Denmark is an example of these award schemes and is often in addition to existing disclosure systems at the establishment. During evaluation of the Eat Safe award scheme in the UK, Worsfold

(2005) found 79% of those surveyed said they would be influenced by the presence of a hygiene award. However, it is noted in previous evaluations that there is little public awareness of a similar award scheme in Scotland (Worsfold 2005).

Media disclosure

Media influence consumer dining decisions (Gregory & Kim 2005). For many years media images of dirty kitchens, inexperienced or poorly trained staff, or rodent infestations have fueled consumer concern for the safety of food prepared in restaurants (Worsfold 2006b). Gregory & Kim (2005) and Hensen *et al.* (2006) separately surveyed consumers in an attempt to determine the role of information sources on dining decisions. While Gregory & Kim (2005) concluded that friends or relatives were the most significant source of information consumers use to make dining decisions, they acknowledged store signage, newspapers and magazines as being more important than other information sources. Hensen *et al.* (2006) indicated that when consumers were asked on a 5-point Likert scale, with 5 being 'very important' and 1 being 'very unimportant', newspapers, television and radio were considered important sources of food safety information; however, the authors concluded that the inspection certificate posted at the premise was scored as more important than these media forms. The authors suggest that 'while the media may be predominant sources of information on restaurant closure and conviction for high-profile cases, on a day-to-day basis when choosing where to eat, inspection certificates are a more prominent source of information' (Hensen *et al.* 2006).

There is no agreed-upon best method to communicate inspection results with the public, with many vehicles being used throughout the world (Powell 2002). Although many restaurant inspection disclosure systems exist, further research could determine which of these existing schemes are most effective.

Benefits of disclosure systems

Consumers both desire and deserve accessible and understandable information on the conditions

and practices of foodservice establishments. Consumer interest in the website that discloses inspection results for the UK city of Liverpool generated 100 000 hits within 2 days of posting the first inspection results (Chartered Institute of Environmental Health 2007). Information provided on such mediums could be reassuring to diners, demonstrating that restaurants are being monitored for food safety standards. According to the Director of Public Health for LA County, Dr. Jonathan Fielding, the grading system used in LA bolsters consumer confidence in the county's restaurant inspection system (Center for Science in the Public Interest 2008). Consumers in the city of Hamilton, Canada, were asked how important the presence of an inspection notice in a restaurant's window was when choosing where to dine, and respondents assigned it an average importance of 4.44 on a 5-point scale (Hensen *et al.* 2006). As many as 95% of residents surveyed in Toronto, Canada, indicated they made dining decisions based on the colored inspection cards posted at establishments (Toronto Staff Report 2002).

By influencing restaurant choice, inspection result postings can provide incentives for those within the foodservice industry to focus on food safety endeavors. Restaurateurs and patrons react emotionally to posted scores (Wiant 1999). Public reporting of poor inspection results may lead to negative consumer attitudes toward an establishment, and consequently influence foodservice workers and managers to comply with regulations in order to improve food safety scores (Almanza *et al.* 2002). According to the Ministry of Food Agriculture and Fisheries in Denmark, over half (59%) of consumers have changed their dinner plans after reviewing the smiley face posted at a restaurant. The Ministry asserts that the smiley scheme is one of the best-known consumer public schemes in Denmark, and a recent survey found that 97% of consumers felt the scheme was a 'good' or 'very good' idea, as did 88% of foodservice businesses. Additionally, 8 out of 10 managers or owners reportedly discussed practices with their staff that would lead them to attain the coveted 'happy smiley' (Danish Veterinary and Food Administration 2008).

Hospitalization rates linked to suspect foodborne illnesses were seen to decrease by approximately 20% in the year a mandatory letter grade

disclosure system was implemented in LA County (Jin & Leslie 2003; Simon *et al.* 2005). However, limitations in surveillance data make it impossible to determine in which settings the majority of foodborne illnesses occur (Powell 2002; Jacob & Powell 2009), let alone the relationship between inspection disclosure systems and a reduction in illness rates. Restaurant grade cards in LA did promote food safety awareness in the public and provide incentive for restaurants in the county to comply with food safety regulations and increase inspection scores (Fielding *et al.* 2001; Jin & Leslie 2003). A similar system in Las Vegas, Nevada, also found that establishments were more likely to demonstrate an increased diligence in food safety practices to maintain compliance (Hahn 2000). A review of the color-coded disclosure system in Toronto, Ontario, concluded that it successfully 'increased compliance and continuous improvement in food safety' among Toronto restaurants (Basur 2003). Food safety violations were also reported to decrease for the city's restaurants (Toronto Staff Report 2002).

Tools that compliment inspection disclosure schemes, such as food safety information on a respected website, can and will be used by a proportion of consumers, although it should not be used to substitute for disclosure at the premises (Spear 2006). The Toronto, Canada, study indicated that consumers were more aware of disclosure at the premise in the form of colored cards than the website (Toronto Staff Report 2002). According to Worsfold & Worsfold (2008), online disclosure systems provide the computer-literate consumer quick and relatively easy access to inspection information.

Issues with inspection disclosure

The process of restaurant inspection itself is fraught with issues (Chapman *et al.*, unpublished):

- 1 The frequency of inspection varies between jurisdictions.
- 2 Inspections may be scheduled or unannounced depending on the jurisdiction.
- 3 The time of day an inspection occurs may affect an establishment's performance, as busier times result in increased food safety infractions.

Criteria for inspection are inconsistent – most notably the definition of 'critical violation' varies

between jurisdictions. During the inspection process, there are several food safety issues that are difficult to assess in the brief time frame of an inspection, such as acquiring food from a safe source. Perhaps one of the most significant issues with the inspection process is the variation between EHOs because of subjective interpretation: what one EHO may view as a violation may not be a violation to another EHO (DeNucci 2007). Although standardized training is often required for EHOs, subjective interpretation is a continuous issue.

The purpose of restaurant inspection is ultimately to reduce the incidence of foodborne illness, yet research has indicated that inspection scores are not predictive of foodborne illness outbreaks. In a review of 167 574 inspections in the US state of Tennessee between January 1993 and April 2000, Jones *et al.* (2004) found that mean inspection scores of establishments experiencing foodborne illness outbreaks did not differ from establishments without reported illnesses. Cruz *et al.* (2001) reviewed inspection scores for 51 food establishments associated with confirmed foodborne illness outbreaks in Miami-Dade County, Florida, in 1995 and compared these reports to randomly selected establishments without outbreaks. The study suggested that inspections in Miami-Dade County did not reliably identify restaurants with increased risk of foodborne illness (Cruz *et al.* 2001). Irwin *et al.* (1989) reported a correlation between restaurant inspection scores and foodborne illness in Seattle-King County; however, this study was retrospective, not measuring incidence and was based on single inspections rather than cumulative information (Powell 2002). Research has aimed to provide evidence that inspection scores predict foodborne disease outbreaks; however, where some studies conclude a correlation (Allwood *et al.* 1999), others do not (Ribben *et al.* 1994).

While inspection scores are not predictive of foodborne illness outbreaks, creating a study that accurately measures the relationship between restaurant inspection scores and foodborne illness outbreaks is difficult. As Jones *et al.* (2004) state, 'reported foodborne outbreaks are rare in relation to the number of restaurants and the small percentage of suspected foodborne

illnesses linked to epidemiologically confirmed, restaurant-associated outbreaks, make such analyses difficult.' With numerous variables and inconsistencies in the restaurant inspection process itself, EHOs and those within the food-service industry debate whether consumers are able to understand the meaning of posted inspection information (Almanza *et al.* 2002). Multiple studies suggest consumers may have little understanding of the meaning of posted letter grades or inspection scores, although their interpretations play a role in their choice to patronize a restaurant (Dundes & Rajapaksa 2001; Hensen *et al.* 2006).

Accurately quantifying all of the aspects of inspection to create a risk communication tool that can convey a message about the safety of a food establishment is a daunting task. Jones & Grimm (2008) found that, in a region where restaurants were required to make inspection results publicly visible on their premises and allow information to be disclosed on the Internet, survey participants indicated the availability of this information had an effect on where they chose to eat. However, the researchers also found that consumers have a number of misconceptions and unrealistic expectations of the restaurant inspection system (Jones & Grimm 2008). Worsfold (2006b) suggested that restaurant patrons are not well informed about the role of local authorities in protecting food safety and how the food safety laws are enforced. For example, consumers may be confused about the frequency of inspections and, therefore, how often violations occur at an establishment (Hensen *et al.* 2006). Restaurant inspections report on the conditions of an establishment at a single point in time and may not reflect the overall (good or bad) culture of food safety at the restaurant (Chapman 2008). Although an inspection is only designed to evaluate an establishment at one moment in time, patrons interpret scores as an overall indicator of quality (Wiant 1999).

Details of inspection reports may also be difficult to understand. Consumers may have difficulty assessing the severity of violations cited in terms of their risk to food safety (Worsfold 2006b). Additionally, inspection and disclosure systems can vary between jurisdictions, which may lead to confusion among consumers who

dine in multiple jurisdictions. An examination by the San Diego Union-Tribune of inspection data in San Diego County, California, found that restaurants receiving an A grade – the top rating for that jurisdiction – may have also been cited for up to two major violations, those that are thought to 'pose an imminent health hazard'. The newspaper noted that most jurisdictions throughout the USA are reluctant to award establishments with even only one major violation in their report a top grade (Williams & Armendariz 2007). These variations in what constitutes a score between jurisdictions can be confusing for consumers, but even with a unified system, problems will arise. Hatfield & Siever (2001) found that with numerical grading schemes, consumers still think in terms of pass/fail. This may be true in the case of letter grades, colored cards or any other disclosure methods.

Pressure from the restaurant industry may hinder inspection disclosure scheme implementation (Wiant 1999). Worsfold (2006a) found some objection among hospitality and food-service management to the 'Scores on Doors' program in the UK. Some managers were averse to implementing public disclosure systems for fear of confusing consumers, as mentioned above, or for the difficulty and cost of implementing such a program (Worsfold 2006a). Additionally, concerns have been raised in simplifying the complexities of the restaurant inspection report into a single score, grade or symbol (Worsfold 2006a).

Research needs

Previous research has focused on assessing the effectiveness of implemented inspection disclosure systems, but has not determined which system or medium is most desired by consumers. Research should focus on both the medium and the message: Is there a preferred method for consumers and foodservice operators to convey the results of restaurant inspection? How can the message be made more meaningful?

Do consumers prefer disclosure at the premise in the form of cards? If so, which format – letter grades, numerical scores, symbols, colored cards or phrases – is preferable? Various scores and grades have been used to communicate restaurant

inspection results to the public, but which of these is most effective is not known. Even within a particular score category, such as letter grades, there are unknowns. For example, how effective is a 3-tier scheme of A, B and C compared with a similar 4-tier letter scheme? Are consumers misled with those middle terms such as 'C' as some jurisdictions predict? Are multi-tier schemes the best way to communicate inspection results to the public, or do consumers solely think in terms of pass/fail as some research has shown (Hatfield & Siever 2001)?

Additionally, it is unknown to what degree inspection information should be disclosed to consumers. Examples of score schemes vary from a simple notification of 'pass,' 'conditional pass' or 'fail' (City of Toronto 2008), to detailed pictograms color coordinated to expose various elements of the inspection process (Cerro Gordo County 2008).

It is unknown whether a combination of mediums is most effective – e.g. score cards displayed on premises with basic information, and further details of infractions available online – or whether one medium alone is most desired by consumers. Research should focus on determining the most compelling method for communicating results to the public.

Although some research has indicated consumers rate food safety as more important than any other factor (Worsfold 2006b), and it is self-reported that consumers would not dine at an establishment with a poor inspection rating (Leach 2003; Worsfold 2006b), whether this would, in reality, affect a diner's decision is unknown. The 'loyalty' factor – consumers who dine at an establishment in support of a cause/friend/relative/colleague – also may affect one's decision to dine at an establishment, regardless of the above-mentioned qualities. Research could determine whether pairing restaurant food safety scores with that of quality, cuisine and atmosphere is attractive to consumers. Finally, what methodological approach is best to acquire information about consumer preference of disclosure systems?

Conclusions

Restaurant inspections are flawed and may appear complicated, but foodservice safety infor-

mation is something consumers desire. Public disclosure of inspection information helps foster a culture of food safety by encouraging dialogue about food safety issues among both consumers, various levels of government and the foodservice industry. Research cannot assume that because inspection is complicated it is beyond the scope of a public disclosure scheme. Research should focus on providing compelling information through the most consumer-desired medium or combination of mediums, while encouraging those within the foodservice industry to promote a safe food-handling environment. Perhaps, ultimately, public inspection disclosure systems will be embraced by those within the foodservice industry and will be a way for restaurants to market food safety.

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Public Health
Prevent. Promote. Protect.

Champaign-Urbana Public Health District

**BOARD OF HEALTH
Joint Study Session
September 25, 2012**

On September 25, 2012, the Board of Health of the Champaign-Urbana Public Health District (CUPHD) and the Board of Health of Champaign County held a Joint Study Session at 201 W. Kenyon, Champaign, IL. Ms. Carol Elliott called the meeting to order at 5:35 PM. Upon roll call, the following CUPHD board members were found to be present: Carol Elliott, Chair, Pius Weibel, Secretary, and Pam Borowski; the following County board members were found to be present: Bobbi Scholze, President, Betty Segal, Secretary, Dr. John Peterson, Treasurer, Stan James, and Dr. Michael Ruffatto. David Thies and Krista Jones were absent. Also in attendance was Dr. Banks from the University of Illinois.

Pius Weibel made a motion for Carol Elliot to chair the meeting. Bobbi Scholze seconded the motion. With all in favor, the motion carried.

Jim Roberts, Director of Environmental Health at CUPHD, gave a presentation regarding publicizing food establishment inspections. He presented six options on how to proceed.

Option #1 follows the traditional model based upon CUPHD's practice since its establishment in 1937. If a food establishment is open then they are in compliance. Publicizing inspection reports is not a program standard required by IDPH or by public acts.

Option #2 would require a regulatory authority to place a sign or placard in a conspicuous location stating that the most recent inspection report is available upon request.

Option #3 would be to post the most recent report on the door at the main entrance. Stan James' concern is the door being blocked when someone stops to read the report. The full report would be available on-line.

Option #4 would be to post a rating score or grade but Mr. Roberts doesn't feel that would be meaningful due to the fact that the score could be the same for several minor issues or a couple of major issues.

**Joint Study Session
September 25, 2012
Page 2**

Suggestions for the County permit include adding the phone number to the top of the permit, including the address, using larger print and stating what the permit is for (i.e. retail food establishment). The inspection report and permit are to be kept separate.

Option #5 would be a placard (version #4) highlighting the status and performance indicators. Three color-coded placards would be used with this option: green for "in compliance"; yellow for "re-inspection required"; and red for "closed". A change to the organization of the forms was suggested. The forms will also be marked if an issue was corrected-on-site (COS). A new ordinance will need to be established. Fines for repeat inspections were also discussed. Mr. Roberts has gathered input from two establishments for feedback regarding the forms and has suggested that Environmental Health staff also gather input from additional operators throughout the month of October.

Option #6 would be to post a summary of the inspection reports. A "snapshot" would be posted on-line which could be accessed by a QR code.

Mr. Roberts also presented several additional discussion points: there would be a disclosure for all non-temporary food establishments; the display placard could be (self) laminated; the location of the placards needs to be determined; there will need to be legal assistance regarding enforcement; and the ordinance will require language barring the removal of the placard.

C. Pius Weibel will abstain from voting on the issue.

Jim Roberts would like to move forward with this process in 2013. The CUPHD Board of Health and the Champaign County Board of Health agreed to move forward with Option #5 and to draft the appropriate ordinance. Mr. Roberts will present the final version to the Champaign County Board.

The Intergovernmental Agreement will expire November 30, 2013. Jim Roberts has several changes to make to Appendix A.

With no further business to be discussed, Ms. Carol Elliott adjourned the meeting at 7:02 PM.

Chair

Secretary

Food Establishment Inspection Report

Page ____ of ____

As Governed by State Code Section		No. of Risk Factor/Intervention Violations		Date	
		No. of Repeat Risk Factor/Intervention Violations		Time In	
		Score (optional)		Time Out	
Establishment	Address	City/State	Zip Code	Telephone	
License/Permit #	Permit Holder	Purpose of Inspection	Est. Type	Risk Category	

FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS

Circle designated compliance status (IN, OUT, N/O, N/A) for each numbered item Mark "X" in appropriate box for COS and R

IN=in compliance OUT=not in compliance N/O=not observed N/A=not applicable COS=corrected on-site during inspection R=repeat violation

Compliance Status		Description	COS	R
Supervision				
1	IN OUT	Person in charge present, demonstrates knowledge, and performs duties		
Employee Health				
2	IN OUT	Management awareness; policy present		
3	IN OUT	Proper use of reporting, restriction & exclusion		
Good Hygienic Practices				
4	IN OUT N/O	Proper eating, tasting, drinking, or tobacco use		
5	IN OUT N/O	No discharge from eyes, nose, and mouth		
Preventing Contamination by Hands				
6	IN OUT N/O	Hands clean and properly washed		
7	IN OUT N/A N/O	No bare hand contact with ready-to-eat foods or approved alternate method properly followed		
8	IN OUT	Adequate handwashing facilities supplied & accessible		
Approved Source				
9	IN OUT	Food obtained from approved source		
10	IN OUT N/A N/O	Food received at proper temperature		
11	IN OUT	Food in good condition, safe, and unadulterated		
12	IN OUT N/A N/O	Required records available: shellstock tags, parasite destruction		
Protection from Contamination				
13	IN OUT N/A	Food separated and protected		
14	IN OUT N/A	Food-contact surfaces: cleaned & sanitized		
15	IN OUT	Proper disposition of returned, previously served, reconditioned, and unsafe food		

Compliance Status		Description	COS	R
Potentially Hazardous Food (TCS food)				
16	IN OUT N/A N/O	Proper cooking time and temperatures		
17	IN OUT N/A N/O	Proper reheating procedures for hot holding		
18	IN OUT N/A N/O	Proper cooling time and temperatures		
19	IN OUT N/A N/O	Proper hot holding temperatures		
20	IN OUT N/A	Proper cold holding temperatures		
21	IN OUT N/A N/O	Proper date marking and disposition		
22	IN OUT N/A N/O	Time as a public health control: procedures & records		
Consumer Advisory				
23	IN OUT N/A	Consumer advisory provided for raw or undercooked foods		
Highly Susceptible Populations				
24	IN OUT N/A	Pasteurized foods used; prohibited foods not offered		
Chemical				
25	IN OUT N/A	Food additives: approved and properly used		
26	IN OUT	Toxic substances properly identified, stored, used		
Conformance with Approved Procedures				
27	IN OUT N/A	Compliance with variance, specialized process, and HACCP plan		

Risk factors are food preparation practices and employees behaviors most commonly reported to the Centers for Disease Control and Prevention as contributing factors in foodborne illness outbreaks. Public health interventions are control measures to prevent foodborne illness or injury.

GOOD RETAIL PRACTICES

Good Retail Practices are preventative measures to control the introduction of pathogens, chemicals, and physical objects into foods.

Mark "X" in box if numbered item is not in compliance Mark "X" in appropriate box for COS and/or R COS=corrected on-site during inspection R=repeat violation

Compliance Status		Description	COS	R
Safe Food and Water				
28		Pasteurized eggs used where required		
29		Water and ice from approved source		
30		Variance obtained for specialized processing methods		
Food Temperature Control				
31		Proper cooling methods used; adequate equipment for temperature control		
32		Plant food properly cooked for hot holding		
33		Approved thawing methods used		
34		Thermometers provided and accurate		
Food Identification				
35		Food properly labeled; original container		
Prevention of Food Contamination				
36		Insects, rodents, and animals not present		
37		Contamination prevented during food preparation, storage & display		
38		Personal cleanliness		
39		Wiping cloths: properly used and stored		
40		Washing fruits and vegetables		

Compliance Status		Description	COS	R
Proper Use of Utensils				
41		In-use utensils: properly stored		
42		Utensils, equipment and linens: properly stored, dried, handled		
43		Single-use/single-service articles: properly stored, used		
44		Gloves used properly		
Utensils, Equipment and Vending				
45		Food and nonfood-contact surfaces cleanable, properly designed, constructed, and used		
46		Warewashing facilities: installed, maintained, used; test strips		
47		Nonfood-contact surfaces clean		
Physical Facilities				
48		Hot and cold water available; adequate pressure		
49		Plumbing installed; proper backflow devices		
50		Sewage and waste water properly disposed		
51		Toilet facilities: properly constructed, supplied, cleaner		
52		Garbage/refuse properly disposed; facilities maintained		
53		Physical facilities installed, maintained, and clean		
54		Adequate ventilation and lighting; designated areas use		

Person in Charge (Signature)	Date:
Inspector (Signature)	Follow-up: YES NO (Circle one) Follow-up Date:

CHAMPAIGN COUNTY PUBLIC HEALTH DEPARTMENT

THIS CERTIFIES THAT A

PERMIT

IS ISSUED TO

Establishment _____ No. _____

Address _____

IN ACCORDANCE WITH AND SUBJECT TO THE PROVISIONS OF THE ORDINANCES OF THE CHAMPAIGN COUNTY (ILLINOIS) PUBLIC HEALTH DEPARTMENT AS APPROPRIATE TO THE LOCATION HEREIN LICENSED.

PERMIT NOT VALID IN CORPORATE LIMITS OF CHAMPAIGN OR URBANA. PERMIT IS NOT TRANSFERABLE.

2013



Issued by Jim Roberto

Director of Environmental Health

PERMIT EXPIRES NOVEMBER 30, 2013

Phone: (217) 363-3269 / www.c-uphd.org

Front

BOIL WATER ORDERS OR INTERRUPTED WATER SERVICE

Illinois Department of Public Health

Retail Food Establishment Operating Guidelines

To continue operating under "boil water" orders or interrupted water service from municipal water supplies, all retail food service establishments (restaurants) must secure and use potable water from an approved source, e.g., from tank trucks or bottled potable water, for all water usage. This includes the following uses:

- 1) Coffee, tea, other beverages made in the food establishment
- 2) Direct-feed coffee urns plumbed directly into the water system
- 3) Post-mix soda or beverage machines
- 4) Ice machines that manufacture ice on site
- 5) Washing produce or thawing frozen foods
- 6) Employees hand washing
- 7) Washing all dishes and cooking utensils
- 8) All water used in three-compartment sinks
- 9) All water for sanitizing solutions
- 10) Water for mechanical dishwashers

If it is not possible to obtain potable water from tank trucks or bottled potable water and if a heat source is available, boil the water vigorously for five minutes.

Retail food establishments may consider the following alternative procedures to minimize water usage:

- 1) Commercially-packaged ice may be substituted for ice made on-site.
- 2) Single-service items or disposable utensils may be substituted for reusable dishes and utensils.
- 3) Pre-prepared foods from approved sources may be used in place of complex preparations on-site.
- 4) Restrict menu choices or hours of operation.
- 5) Portable toilets may be made available for sanitary purposes.

After the "boil water" order is lifted or water service resumes, these precautionary measures must be followed:

- 1) Run all water lines for one minute to flush contaminated water from system. This includes each fill point for post-mix soda and beverage machines.
- 2) Clean and sanitize all fixtures, sinks and equipment connected to water lines.
- 3) Run your dishwasher empty through three complete cycles to flush the water lines and assure that the dishwasher is cleaned internally before washing equipment and utensils in it.
- 4) Discard all ice in ice machines; clean and sanitize (1 tablespoon of bleach per gallon of potable water) the interior surfaces; run ice through three cycles; and discard ice with each cycle.
- 5) Replace all ice machine filters and beverage dispenser filters and flush all water lines for 10 to 15 minutes.

Champaign-Urbana Public Health District ♦ Champaign County Public Health Department
Phone: (217) 373-7900 or (217) 363-3269 Emergency: (217) 531-3386
www.c-uphd.org

Back

**CHAMPAIGN-URBANA PUBLIC HEALTH DISTRICT
AND THE CITY OF CHAMPAIGN AND/OR THE CITY OF URBANA**

THIS CERTIFIES THAT A COMBINED LICENSE AND RETAIL FOOD ESTABLISHMENT

Health Permit is issued to

Establishment Name

Address

City, State

Permit



Champaign-Urbana Public Health District
201 W. Kenyon Road, Champaign, IL 61820
(217) 373-7900
www.c-uphd.org

[Signature]
Public Health Administrator

IN ACCORDANCE WITH AND SUBJECT TO THE PROVISIONS OF THE ORDINANCES OF THE CHAMPAIGN AND/OR URBANA, ILLINOIS AS APPROPRIATE TO THE LOCATION HEREIN LICENSED. PERMIT ONLY VALID WITHIN CORPORATE LIMITS OF CHAMPAIGN AND/OR URBANA, ILLINOIS. VALID UNTIL SUSPENDED/REVOKED OR CHANGE OF OWNERSHIP OCCURS. PERMIT IS NOT TRANSFERABLE.

CHAMPAIGN-URBANA PUBLIC HEALTH DISTRICT
CHAMPAIGN COUNTY PUBLIC HEALTH DEPARTMENT

Inspection Notice

General ~~IN COMPLIANCE~~

On this date, this facility was found to be in compliance with minimum local ordinance standards. An X or R in front of the behaviors or food handling practices below indicate the need for improvement to help keep food safe and protect consumers' health.

FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS FOUND DURING THIS INSPECTION

~~X~~ = NOT IN COMPLIANCE / R = REPEATED LACK OF COMPLIANCE COS = Corrected-on-site

- ____ EMPLOYEE(S) WORKING WHILE ILL
- ____ POOR HYGIENIC PRACTICE(S)
- 2 ALLOWING CONTAMINATION BY HANDS ^{COS}
- ____ USING FOOD FROM UNAPPROVED SOURCE(S)
- ____ ALLOWING CROSS-CONTAMINATION
- ____ INSUFFICIENT NUMBER OF FOOD SAFETY CERTIFIED MANAGERS
- 1 INADEQUATE TIME & TEMPERATURE CONTROL OF POTENTIALLY HAZARDOUS FOOD(S) ^{COS}
- ____ NO DISPLAY OF CONSUMER ADVISORY REGARDING RAW OR UNDERCOOKED FOODS
- ____ PROHIBITED FOODS WERE SERVED TO HIGHLY SUSCEPTIBLE POPULATIONS
- ____ USING UNAPPROVED PROCEDURES FOR SPECIALIZED PROCESSES
- ____ IMPROPER CHEMICAL STORAGE, LABELING OR USE
- ____ OTHER _____

RESULTS OF PREVIOUS INSPECTION CONDUCTED ON 8-29-2012

- ^{General} IN COMPLIANCE
- REINSPECTION REQUIRED
- CLOSURE

?

Facility Name <u>Champaign County Nursing Home</u>	Permit Number <u>1044</u>
Address <u>500 Art Bartell Dr. SW</u>	City/Village <u>Urbana</u>
Environmental Health Specialist	Date Inspection Conducted/Notice Posted <u>12-03-2012</u>



Champaign-Urbana Public Health District
Champaign County Public Health Department
201 W. Kenyon Road, Champaign, IL 61820
(217) 373-7900 or (217) 363-3269
www.c-uphd.org + eh@c-uphd.org

Julie A. Pryde
Public Health Administrator
Jim Roberts
Director of Environmental Health

THIS PLACARD IS THE PROPERTY OF THE CHAMPAIGN-URBANA PUBLIC HEALTH DISTRICT AND SHALL NOT BE REMOVED, COPIED OR ALTERED IN ANY WAY UNDER PENALTY OF LAW

FOR INSPECTION REPORTS, CONTACT THE OWNER OR SCAN THE QR CODE TO VIEW THE CUPHD WEBSITE



CHAMPAIGN-URBANA PUBLIC HEALTH DISTRICT
CHAMPAIGN COUNTY PUBLIC HEALTH DEPARTMENT

Inspection Notice

REINSPECTION REQUIRED

On this date, this facility was inspected and it was found that a reinspection will be required.
Due to the cooperation of the facility, none of the operation was required to close.
A reinspection to determine compliance shall be conducted.

FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS FOUND DURING THIS INSPECTION

(# = NOT IN COMPLIANCE / R = REPEATED LACK OF COMPLIANCE) COS = Corrected-on-site

- EMPLOYEE(S) WORKING WHILE ILL **2R**
- POOR HYGIENIC PRACTICE(S)
- 1** ALLOWING CONTAMINATION BY HANDS
- USING FOOD FROM UNAPPROVED SOURCE(S)
- 1+1R** ALLOWING CROSS-CONTAMINATION **2**
- INSUFFICIENT NUMBER OF FOOD SAFETY CERTIFIED MANAGERS
- INADEQUATE TIME & TEMPERATURE CONTROL OF POTENTIALLY HAZARDOUS FOOD(S) **2@COS**
- NO DISPLAY OF CONSUMER ADVISORY REGARDING RAW OR UNDERCOOKED FOODS
- PROHIBITED FOODS WERE SERVED TO HIGHLY SUSCEPTIBLE POPULATIONS
- USING UNAPPROVED PROCEDURES FOR SPECIALIZED PROCESSES
- IMPROPER CHEMICAL STORAGE, LABELING OR USE **2@COS**
- OTHER

RESULTS OF PREVIOUS INSPECTION CONDUCTED ON 3-28-2012

- GENERAL COMPLIANCE**
- REINSPECTION REQUIRED
- CLOSURE

Three Rs Grade School (development site)
Facility Name

DRAFT

Jim Roberts
Address
Environmental Health Specialist

7-15-2012
City/Village
Date Inspection Conducted/Notice Posted



Champaign-Urbana Public Health District
Champaign County Public Health Department
201 W. Kenyon Road, Champaign, IL 61820
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FOR INSPECTION REPORTS, CONTACT THE OWNER OR SCAN THE QR CODE TO VIEW THE CUPHD WEBSITE



Administrative Meeting Date: December 17, 2012

Date of Notice: December 5, 2012

Facility Address:

1326 - 2
Chef Benjamin & Company
1002 S. Commercial, #1
Mahomet, IL 61853



Your 2013 Champaign County Public Health Department permit fee is now past due.

The permit to operate your facility expired on November 30, 2012. You were to have submitted an application and permit fee for your 2013 health permit by November 30, 2012.

Note: An administrative meeting will be held at the Champaign County Public Health Department, 201 W. Kenyon Road, Champaign, IL at 2:00 p.m. on Monday, December 17, 2012 regarding the expiration of your permit. Failure to attend this administrative meeting will result in this matter being immediately forwarded to the Champaign County State's Attorney for legal action. **In addition to your permit fee, a permit reinstatement fee of \$50 and a late fee of \$25 are now due.** If your permit application and fees are submitted prior to December 17, 2012, your attendance at the administrative meeting will not be required.

If you have questions regarding payment, please contact Tammy Hamilton at (217) 363-3269.

Thank you.

cc: Mahomet Mayor/President

201 West Kenyon Road
Champaign, IL 61820



Phone: (217) 363-3269
Fax: (217) 373-7905

Public Health
Prevent. Promote. Protect.

**Champaign County
Public Health Department**

January 29, 2013

Ms. Tamara Marshall
Coffee House
703 Eastwood, Suite F
Mahomet, IL 61853

CERTIFIED MAIL

Dear Ms. Marshall:

On December 13, 2012, you were sent a letter regarding a change of ownership at the Coffee House (formerly Daily Grind). To start the process of obtaining a health permit, the letter indicated that you needed to submit plan review paperwork to our office. As of the date of this letter, we have not received a response.

Please complete the enclosed plan review application and submit it along with the other items listed on the application by February 15, 2013. Failure to do so will result in this matter being forwarded to the Champaign County State's Attorney.

If you have any questions regarding this matter, please contact our office at (217) 363-3269.

Sincerely,

Jim Roberts, MS, LEHP
Director of Environmental Health

Enclosures



News Time 2012

ENVIRONMENTAL HEALTH DIVISION

CHAMPAIGN COUNTY PUBLIC HEALTH DEPARTMENT

COLD!

Contact Us:

Champaign County
Public Health Department

201 W. Kenyon Road
Champaign, IL 61820

Phone: 217.363-3269
Emergency: 217.531.3386
Fax: 217.373-7905
www.c-uphd.org

Hours:
8:00 a.m. – 12:00 p.m.
1:00 p.m. – 4:00 p.m.
Monday – Friday

What is a SIREN Alert?

If you receive an automated telephone call from the Illinois SIREN Alert System, don't hang up! It is our way of communicating with you about an emergency or very important message.

As an example, this past summer we made automated SIREN calls to alert food establishments about potential local flooding during Hurricane Isaac.

Listen carefully to the message and to the instructions provided to confirm receipt of the call (otherwise you will receive additional automated calls).

COLD will be the new public health initiative in 2013. What does COLD stand for?

- C—Carry thermometers
- O—Observe at 41°F. or below
- L—Limit time in the danger zone
- D—Dispose of foods out of time and temperature

The Food & Drug Administration (FDA) recommends that a food protection program at a local health department look at the occurrence of foodborne illness risk factors (out of compliance) as a performance indicator.

In reviewing inspection reports from 2008 through June 2012, cold holding was found to be out of compliance on average 82% of the time.

Posting of Inspection Notices

During a September joint study session between the Champaign-Urbana and Champaign County Boards of Health, it was decided that mandatory posting of some form of inspection notices will be required of food establishments in the near future.

On the reverse side of this page you will find green, yellow and red notices that include some summary of inspection information. These draft documents

In our experience in the summer of 2012, it seemed that higher numbers of refrigerators and walk-in coolers were not maintaining proper temperature, resulting in the discard of lots of food during inspections.

During 2013 inspections, your inspector will be taking time to discuss and review cold holding and will be leaving materials to remind you and your staff to check refrigerator and cooler temperatures.

Our goal is to have increased compliance from all food establishments thereby decreasing the risk of foodborne illness to consumers.

COLD = 41 F. ↓

Note: The most important way to keep an eye on refrigerators and coolers is to monitor them in person. Otherwise consider purchasing monitoring alarms for refrigerators and coolers. They can notify you by text message, for example, if a cooler falls out of temperature. The expense of monitoring alarms could pale in comparison to an entire cooler of lost food.

New Staff

Shannon Wilson is a new Environmental Health Specialist-in-Training. She is a graduate of Northern Illinois University with a BS in Public Health with a concentration in Community Health Education. Shannon will conduct inspections for food establishments, tanning and body art facilities, as well as septic and water well inspections.

**CHAMPAIGN-URBANA PUBLIC HEALTH DISTRICT
CHAMPAIGN COUNTY PUBLIC HEALTH DEPARTMENT**

Inspection Notice

IN COMPLIANCE

On this date, this facility was found to be in compliance with minimum local ordinance standards. An X or R in front of the behaviors or food handling practices below indicate the need for improvement to help keep food safe and protect consumers' health.

**FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS FOUND DURING THIS INSPECTION
(X = NOT IN COMPLIANCE / R = REPEATED LACK OF COMPLIANCE)**

- | | |
|--|---|
| <input type="checkbox"/> EMPLOYEE(S) WORKING WHILE ILL | <input type="checkbox"/> INADEQUATE TIME & TEMPERATURE CONTROL OF POTENTIALLY HAZARDOUS FOOD(S) |
| <input type="checkbox"/> POOR HYGIENIC PRACTICE(S) | <input type="checkbox"/> NO DISPLAY OF CONSUMER ADVISORY REGARDING RAW OR UNDERCOOKED FOODS |
| <input type="checkbox"/> ALLOWING CONTAMINATION BY HANDS | <input type="checkbox"/> PROHIBITED FOODS WERE SERVED TO HIGHLY SUSCEPTIBLE POPULATIONS |
| <input type="checkbox"/> USING FOOD FROM UNAPPROVED SOURCE(S) | <input type="checkbox"/> USING UNAPPROVED PROCEDURES FOR SPECIALIZED PROCESSES |
| <input type="checkbox"/> ALLOWING CROSS-CONTAMINATION | <input type="checkbox"/> IMPROPER CHEMICAL STORAGE, LABELING OR USE |
| <input type="checkbox"/> INSUFFICIENT NUMBER OF FOOD SAFETY CERTIFIED MANAGERS | <input type="checkbox"/> OTHER _____ |

RESULTS OF PREVIOUS INSPECTION CONDUCTED ON _____

- IN COMPLIANCE REINSPECTION REQUIRED CLOSURE

Facility Name _____

Address _____

Environmental Health Specialist _____



Champaign-Urbana Public Health District
Champaign County Public Health Department
201 W. Kenyon Road, Champaign, IL 61820
(217) 373-7900 or (217) 363-3269
www.c-uphd.org • eh@cc-uphd.org

THIS PLACARD IS THE PROPERTY OF THE CHAMPAIGN-URBANA PUBLIC HEALTH DISTRICT AND SHALL NOT BE REMOVED. FOR INSPECTION REPORTS, CONTACT THE OWNER OR SCAN THE QR CODE

**CHAMPAIGN-URBANA PUBLIC HEALTH DISTRICT
CHAMPAIGN COUNTY PUBLIC HEALTH DEPARTMENT**

Inspection Notice

REINSPECTION REQUIRED

On this date, this facility was inspected and it was found that a reinspection will be required. Due to the cooperation of the facility, none of the operation was required to close. A reinspection to determine compliance shall be conducted.

**FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH
FOUND DURING THIS INSPECTION**

- | | |
|--|---|
| <input type="checkbox"/> EMPLOYEE(S) WORKING WHILE ILL | <input type="checkbox"/> INADEQUATE TIME & TEMPERATURE CONTROL OF POTENTIALLY HAZARDOUS FOOD(S) |
| <input type="checkbox"/> POOR HYGIENIC PRACTICE(S) | <input type="checkbox"/> NO DISPLAY OF CONSUMER ADVISORY REGARDING RAW OR UNDERCOOKED FOODS |
| <input type="checkbox"/> ALLOWING CONTAMINATION BY HANDS | <input type="checkbox"/> PROHIBITED FOODS WERE SERVED TO HIGHLY SUSCEPTIBLE POPULATIONS |
| <input type="checkbox"/> USING FOOD FROM UNAPPROVED SOURCE(S) | <input type="checkbox"/> USING UNAPPROVED PROCEDURES FOR SPECIALIZED PROCESSES |
| <input type="checkbox"/> ALLOWING CROSS-CONTAMINATION | <input type="checkbox"/> IMPROPER CHEMICAL STORAGE, LABELING OR USE |
| <input type="checkbox"/> INSUFFICIENT NUMBER OF FOOD SAFETY CERTIFIED MANAGERS | <input type="checkbox"/> OTHER _____ |

INTERVENTIONS

RESULTS OF PREVIOUS INSPECTION CONDUCTED ON _____

- IN COMPLIANCE REINSPECTION REQUIRED CLOSURE

Facility Name _____

**CHAMPAIGN-URBANA PUBLIC HEALTH DISTRICT
CHAMPAIGN COUNTY PUBLIC HEALTH DEPARTMENT**

Inspection Notice

CLOSED

This facility was found to have violations which constitute a danger to public health or safety. As a result, the permit to operate has been temporarily suspended and this facility has been ordered to remain closed. It will be reopened after another inspection has been conducted, it comes into compliance with the local ordinance, and a written reinstatement of permit has been issued.

**PERMIT WAS SUSPENDED AND FACILITY WAS CLOSED DURING THIS INSPECTION
(X = NOT IN COMPLIANCE / R = REPEATED LACK OF COMPLIANCE)**

- | | |
|--|--|
| <input type="checkbox"/> IMMINENT HEALTH HAZARD | <input type="checkbox"/> LACK OF FEE PAYMENT |
| <input type="checkbox"/> UNCONTROLLED FOODBORNE ILLNESS RISK FACTOR(S) | <input type="checkbox"/> OPERATING WITHOUT A VALID HEALTH PERMIT |
| <input type="checkbox"/> UNSATISFACTORY COMPLIANCE w/ LOCAL ORDINANCE | <input type="checkbox"/> OTHER _____ |

RESULTS OF PREVIOUS INSPECTION CONDUCTED ON _____

- IN COMPLIANCE REINSPECTION REQUIRED CLOSURE

City/Village _____

Date Inspection Conducted/Notice Posted _____

In District _____
In Department _____
On, IL 61820 _____
By _____
RE _____

Public Health Administrator _____
Director of Environmental Health _____

THIS PLACARD IS THE PROPERTY OF THE CHAMPAIGN-URBANA PUBLIC HEALTH DISTRICT AND SHALL NOT BE REMOVED, COPIED OR ALTERED IN ANY WAY UNDER PENALTY OF LAW. FOR INSPECTION REPORTS, CONTACT THE OWNER OR SCAN THE QR CODE TO VIEW THE CUPHD WEBSITE



Please see reverse side →

Section ### Inspection Notice Placards

- A. At every food establishment *[not for temporary permits]* upon completion of a routine inspection or a re-inspection, the health officer *[define]* shall issue the appropriate color-coded “Inspection Notice Placard” {referred to as placard}.
- B. The color-coded placards:
 - 1. Green: Advertises In-Compliance and indicates satisfactory compliance with the current rules and regulations.
 - 2. Yellow: Advertises Re-Inspection Required and indicates substantial violations (in number or severity) with the current rules and regulations. A re-inspection is required.
 - 3. Red: Advertises Closure and indicates substantial out-of-compliance with the current rules and regulations or out-of-compliance with administrative items as identified in this ordinance. *{not paying fee, operating without a health permit, not returning a renewal application for permit, interfering with a health officer?}*.
- C. The color-coded placard can only be changed after a routine inspection or a re-inspection.

Section ### Posting of Inspection Notice Placards.

A. The operator *[define]* or the person-in-charge *[define]* at every food establishment *[not for temporary permits]* shall post the appropriate placard immediately and before the health officer leaves the premises. The placard shall be posted to be accessible for viewing by the public and clearly visible to the general public and to patrons entering the food establishment. “Clearly visible to the general public and to patrons to be able to read the placard details” shall mean:

- (1) Posted at the main entrance in the front window or door or posted in a display case mounted on the outside front wall of the food establishment within five feet of the front door and at a height of 60 inches above the ground or a finished floor at the centerline of the sign.
- (2) Posted facing outward.
- (3) In the event that a food establishment does not have a window, door or display box or if the window is heavily tinted, the placard shall be posted inside the food establishment, in a visible, public accessible location, within five feet of the main entrance and at a height of 60 inches above the ground or a finished floor at the centerline of the sign.
- (4) In the event that a food establishment is operated as a separately permitted business in the same building as other businesses, such as in a retail mall or in a *{big box/ grocery store/hospital cafeteria/school/nursing home}* the placard shall be posted at the

service counter if ordering is done at the service counter or at a location prior to ordering or selecting food to ensure proper notice to the general public and to patrons.

(5) In the event that a food establishment is a mobile food unit/vehicle or a pushcart, the placard shall be posted in a visually conspicuous place on that part of the unit/vehicle/pushcart to which the public has access by sight.

(6) In any other event [*correctional facility/drive-up only/drive-up with a main entrance/bell hop service (Sonic), caterer or unknown situation*] that a food establishment is required to post, then the location of the placard shall be determined by the health officer.

B. A new food establishment will be issued a placard after their first routine inspection.

C. The food establishment owner is responsible for keeping the placard in the determined location. A placard is not considered properly posted when the placard is not in the location determined by the health officer. Visits to food establishments to solely determine compliance with the placard posting requirements will be assessed a fee as authorized by the current fee schedule ordinance.

D. A placard shall remain valid from the time of issuance until a new placard is issued at time of a routine inspection, a re-inspection or a change of ownership. The placards are the property of the CUPHD/CCPHD and old placards are required to be surrendered to the health officer by the operator when a new placard is issued. Any placard is not transferable from one food establishment to another food establishment or to from one person to another person.

E. The placard shall not be altered, defaced, marred, camouflaged, hidden, covered, disguised, or removed. *{Remain accessible to the public for viewing—not in the kitchen, behind the counter, or too far to read}*.

F. A placard is not considered properly posted if the placard was stolen and the food establishment operator has not called for a replacement. One replacement, free of charge, will be provided each calendar year. Additional replacements will be provided for a fee as authorized by the current fee schedule ordinance.

G. Removal of the placard is a violation of this chapter and shall be punishable as specified in Section _____. In addition, the removal of the placard may result in the suspension or revocation of the retail food health permit *{need to rename/define in another Section}*.

H. It shall be unlawful to operate a food establishment unless the placard is posted in accordance with this chapter.

Placard Comments

Most operators like the color system, especially the red and yellow, as they thought it was an appropriate sign for facilities that did not comply.

One operator said he liked the green...that it gives the operators something to work towards.

One operator didn't like the risk factors on the green because she didn't want the staff to be answering those questions.

One operator HATED that the green had risk factors. He said it was bringing down our economy because people will be paranoid and not want to eat/shop there. Also, it should be a reward to not have the risk factors since you were compliant.

One operator wondered if it would do any good.

I spoke with our Hall Director about the posting requirements. We assume that this will apply for all of the Private Certified housing units on campus? he is going to discuss it at their next meeting. As I mentioned, it could have a huge negative impact for parents of residents, due to their lack of knowledge of our counties rules (most residents are from Chicago areas and other states and countries). If you have any documentation that you could forward that might help explain the process, he would like to provide that at his next meeting with that group. All houses will need to develop an action plan to deal with an education process for staff and residents to help ease unnecessary misunderstandings and incorrect negative reactions that could lead parents to demand their students contracts cancelled and monies refunded.

We understand the reasons behind the initiative and just want to create a plan for implementation.

Does it apply to bars as it says "food establishment"?

Can I send a copy to corporate offices?

Posting

Locations: check for placement

Time Posted: Red to Green in one day, yet if yellow it may be posted >24 hours. For inspection items, Red → Yellow first, and then Green after successful re-inspection. How long is yellow posted before re-inspection [minimum # of days, unannounced re-inspections]?

Who determines location? Can it be appealed and to whom?

"If you put it up, she would rip it down. It does not matter who comes in, she was not going to put it up. It's a ploy to destroy small business."

Consumer

A good compromise to offer some information and avoid the nonsense of scores and grades.

20Feb13



CHAMPAIGN-URBANA PUBLIC HEALTH DISTRICT
 201 W. Kenyon Rd
 Champaign, Illinois 61820-7807
 217-373-7900 www.c-uphd.org
ESTABLISHMENT SURVEY REPORT

Permit Number: 1044

Date: 12/03/12

ESTABLISHMENT: Champaign Co. Nursing Home

ADDRESS: 500 Art Bartell RD

OWNER OR OPERATOR: Linda Boykin

CITY: URBANA

ZIP: 61801

BASED ON AN INSPECTION THIS DAY, THE ITEMS MARKED BELOW IDENTIFY VIOLATIONS OF THE CHAMPAIGN-URBANA FOOD SERVICE ORDINANCE, THE SANITARY INSPECTION LAW AND RULES PROMULGATED UNDER THESE ACTS. FAILURE TO CORRECT THESE VIOLATIONS WITHIN THE TIME SPECIFIED MAY RESULT IN PROSECUTION UNDER THE ENFORCEMENT PROVISIONS OF THESE ACTS.

ALL 4 AND 5 POINT ITEMS MUST BE CORRECTED IMMEDIATELY; ALL OTHER VIOLATIONS MUST BE CORRECTED WITHIN NI DAYS.
 *****MAJOR VIOLATION CORRECTION SHEET LEFT: YES NO IF YES, RETURN WITHIN 10 DAYS OF THE ABOVE DATE!*****

*=CRITICAL VIOLATION, REQUIRING IMMEDIATE CORRECTION.

ITEM	WT	IN	DESCRIPTION	ITEM	WT	IN	DESCRIPTION	ITEM	WT	IN	DESCRIPTION
<u>Food</u>				20. * 4	IN	Sanitation rinse: clean, temperature, concentration		<u>Insect, Rodent, Animal Control</u>			
1. *	5	IN	Source: Sound Condition. No spoilage	21. 1	OUT	Wiping cloths: clean, use restricted	35. * 4	IN	Presence of insects/rodents outer openings protected, no birds, turtles or other animals		
2.	1	IN	Original container; properly labeled	22. 2	OUT	Food contact surface of equipment and utensils clean, free of abrasives and detergents	<u>Floors, Walls, & Ceilings</u>				
<u>Food Protection</u>				23. 1	OUT	Non-food contact surfaces of equipment and utensils clean	36. 1	OUT	Floors: constructed, drained, clean, good repair, covering, installation, dustless cleaning methods		
3. *	5	OUT	Potentially hazardous food meets temperature requirements during storage, preparation, display, service, and transport.	24. 1	IN	Storage, handling of clean equipment-utensils	37. 1	OUT	Walls, ceiling, attached equipment: constructed, good repair, clean surfaces, dustless cleaning methods		
4. *	4	IN	Facilities to maintain product temperature	25. 1	IN	Single-service articles, storage, dispensing	<u>Lighting</u>				
5.	1	IN	Thermometers provided and conspicuous	26. 2	IN	No re-use of single-service articles	38. 1	IN	Lighting provided as required, fixtures shielded		
6.	2	IN	Potentially hazardous food properly thawed	<u>Water</u>			<u>Ventilation</u>				
7. *	4	IN	Unwrapped and potentially hazardous food not re-served. Cross-Contamination	27. * 5	IN	Water source; safe: hot and cold under pressure	39. 1	IN	Rooms and equipment - vented		
8.	2	IN	Food protection during storage, preparation, display, service, and transportation.	<u>Sewage</u>			<u>Dressing Rooms</u>				
9.	2	IN	Handling food (ice) minimized, methods	28. * 4	IN	Sewage & waste water disposal	40. 1	OUT	Rooms clean, lockers provided, facilities clean		
10.	1	IN	Food (ice) dispensing utensils properly stored	<u>Plumbing</u>			<u>Other</u>				
11. *	5	IN	Personnel with infections restricted	29. 1	OUT	Installed, maintained	<u>Operations</u>				
12. *	5	IN	Hands washed and clean, good hygienic practices	30. * 5	IN	Cross-connection, backsiphonage, backflow	41. * 5	IN	Toxic items properly stored, labeled and used		
13.	1	IN	Clean clothes, hair restraints	<u>Toilet & Handwashing Facilities</u>			42. 1	OUT	Premises maintained, free of litter, unnecessary articles cleaning/maintenance equipment properly stored, authorized personnel		
<u>Food Equipment/Utensils</u>				31. * 4	OUT	Number, convenient, accessible, designed, installed	43. 1	NA	Complete separation from living/sleeping quarter, laundry		
14.	2	IN	Food (ice) contact surfaces: designed, constructed, maintained, installed, located	32. 2	OUT	Toilet rooms enclosed, self-closing doors, fixtures, good repair, clean: hand cleanser, sanitary towels/hand drying devices provided, proper waste receptacles, tissues	44. 1	IN	Clean, soiled linen properly stored		
15.	1	OUT	Non-food contact surfaces: designed, constructed, maintained, installed, located	<u>Garbage & Refuse Disposal</u>			45. * 0	IN	Certified personnel as required		
16.	2	IN	Dishwashing facilities: designed, constructed, maintained, installed, located	33. 2	IN	Containers/receptacles covered, adequate number, insect/rodent proof, frequency, clean	<u>Administrative</u>				
17.	1	IN	Accurate thermometers, chemical test kits provided, gauge cock	34. 1	IN	Outside storage area, enclosures properly constructed, clean; controlled incineration	46. 0	IN	Administrative Rules		
18.	1	IN	Pre-flushed, scraped, soaked								
19.	2	IN	Wash, rinse water: clean, proper temperature								

SCORE: 79 CRITICAL X 5% = 10.00 REPEATS X 2% = 12.00 ADJ. SCORE: 57.00

IN = In Compliance OUT = Out of Compliance NA = Not Applicable NO = Not Observed

Critical Violations:

Item	Status	Rule #	Rule	Observed
3. *	COS	750.140b.5.	Potentially hazardous foods of large volume or prepared in large quantities shall be rapidly cooled, utilizing such methods as limiting depth of food to 4 inches or less, agitation, quick chilling or water circulation external to the food container.	Spaghetti was stored in the walk-in cooler at 50F. Spaghetti was placed in walk-in cooler previous day to cool with plastic and foil lid left on, and did not cool properly (lack of ventilation). COS: Discarded.
31. *	COS	750.1120b.	Lavatories shall be accessible to employees at all times.	Hand sink in dish area was blocked with rolling racks. COS: Racks were moved. Hand sink in dish area was being used as a dump sink. COS: Hand sink was cleaned and staff was educated on the use of hand sinks for hand washing only.

Inadequate Time - Temp.
Allowing Contamination by Hands

Non-critical Violations:

Item	Status	Rule #	Rule	Observed
15.	R	750.690	Surfaces of equipment not intended for contact with food, but which are exposed to splash or food debris or which otherwise require frequent cleaning, shall be designed and fabricated so as to be smooth, washable, free of unnecessary ledges, projections, or crevices, and readily accessible for cleaning, and shall be of such material and in such repair as to be easily maintained in a clean and sanitary condition.	Door gaskets were torn on the walk-in cooler and upright cooler in dining area 1&3. Dry storage racks where clean containers are stored next to warming units had chipping paint.

- | | | | | |
|-----|-----|-------------|--|--|
| 21. | | 750.810b. | Moist cloths or sponges used for wiping food spills on kitchenware and food-contact surfaces of equipment shall be clean and rinsed frequently in one of the sanitizing solutions permitted in Section 750.820(e) and used for no other purpose. These cloths and sponges shall be stored in the sanitizing solution between uses. | Wet wiping cloths were stored on counters and rolling racks in kitchen. In between use wiping cloths should be stored in sanitizer bucket. |
| 22. | R | 750.800b.2. | To prevent cross-contamination, kitchenware and food-contact surfaces of equipment shall be washed, rinsed, and sanitized after each use and following any interruption of operations during which time contamination may have occurred. | Interior racks of ovens were soiled. |
| 22. | | 750.800b.2. | To prevent cross-contamination, kitchenware and food-contact surfaces of equipment shall be washed, rinsed, and sanitized after each use and following any interruption of operations during which time contamination may have occurred. | Can opener blade was soiled with debris build-up. Bottom interior of reach-in cooler in dining area 1&3 was soiled. |
| 23. | R | 750.800e. | Non-food-contact surfaces of equipment shall be cleaned as often as is necessary to keep the equipment free of accumulation of dust, dirt, food particles, and other debris. | Exterior of cooking equipment (including wheels) was soiled. |
| 23. | | 750.800e. | Non-food-contact surfaces of equipment shall be cleaned as often as is necessary to keep the equipment free of accumulation of dust, dirt, food particles, and other debris. | Dry storage racks throughout kitchen (including storage and mop sink room) were soiled/dusty. Exterior of drawers in kitchen were soiled. Interior of cabinets in dining area 4&5 were soiled. |
| 29. | | 750.1060 | All plumbing shall be sized, installed, and maintained in accordance with applicable provisions of the Illinois State Plumbing Code. Local ordinances may be followed when standards are equal to or exceed those contained in the aforementioned Code. | Hand sink faucet (next to grill) at base was leaking. |
| 32. | COS | 750.1120e. | A supply of sanitary towels or a hand-drying device providing heated air shall be conveniently located near each lavatory. | No paper towels were provided at the hand sink in dish area. COS: Paper towels were provided. |
| 36. | R | 750.1220a. | Floors, mats, duckboard, walls, ceilings, and attached equipment and decorative material shall be kept clean. | Floors were soiled underneath equipment (especially near floor/wall juncture) in kitchen. |
| 36. | | 750.1220a. | Floors, mats, duckboard, walls, ceilings, and attached equipment and decorative material shall be kept clean. | Floor was soiled in dry storage room and under shelving in dining area 4&5. |
| 37. | R | 750.1260a. | Intake and exhaust air ducts shall be maintained to prevent the entrance of dust, dirt and other contaminating materials. | Ceiling vents in dish area and in dry storage room were soiled with dust/dirt. |
| 37. | | 750.1220a. | Floors, mats, duckboard, walls, ceilings, and attached equipment and decorative material shall be kept clean. | Ceiling tiles were soiled in dish area. |
| 40. | R | 750.1280 | Enough lockers or other suitable facilities shall be provided and used for the orderly storage of employees clothing and other belongings. | Employee items (purse, drink, ets.) were being stored on a shelf above a prep counter in kitchen. |
| 42. | | 750.1390 | Maintenance and cleaning tools such as brooms, mops, vacuum cleaners and similar equipment shall be maintained and stored in a way that does not contaminate food, utensils, equipment, or linens and shall be stored in an orderly manner for the cleaning of that storage location. | Brooms and dust pans were stored on the floor in both the kitchen area and dining areas, not hung up. |

32. Allowing Contamination by Hands

Inspector Comments: Please be sure you are following proper cooling procedures for your cooked and cooled foods (leaving lids off for proper ventilation).

All hand sinks need to be accessible at all times. Hand sinks are to be used for hand washing only.

Any questions please contact me at 217-531-2918.

INSPECTION CONDUCTED BY: Shannon Wilson

REPORT RECEIVED:

Facility

DRAFT

Champaign County Nursing Home

500 Art Bartell RD
 URBANA, IL 61801

Number of Routine Inspections: 5

« Back

Top 5 Foodborne Illness Risk Factors/Public Health Intervention practices and procedures most often violated at this establishment:

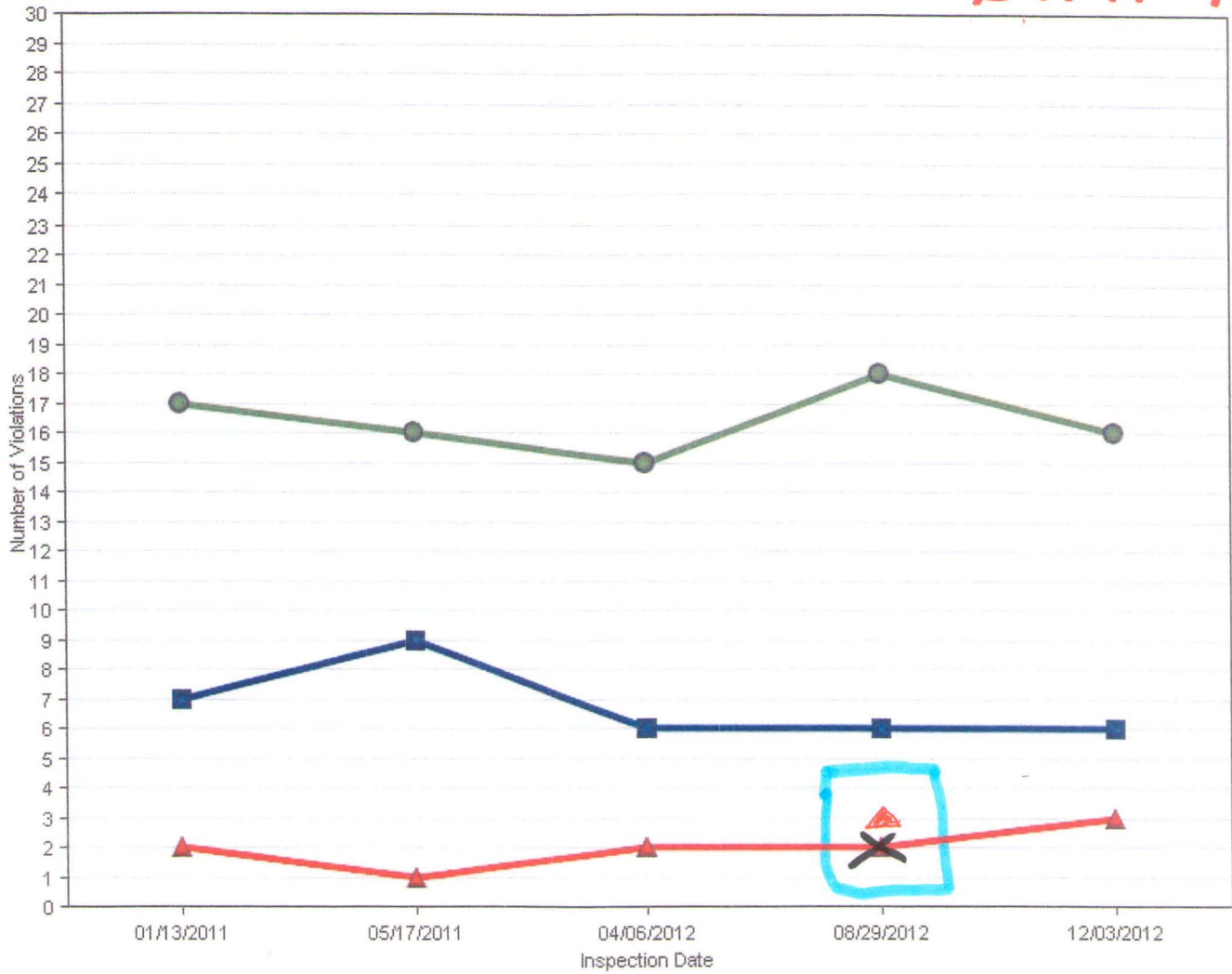
Rank	Key Phrase	% Out-of-Compliance
# 1	Potentially Hazardous Food (Time/Temperature Control)	120 / 140
# 2	Preventing Contamination by Hands	40
# 3	Good Hygienic Practices	20
# 4		20

Top 5 most frequent violations at this establishment:

Rank	Violation Item #	Violation Phrase	# of Times Out-of-Compliance
# 1	36	Floors: constructed, drained, clean, good repair, covering, installation, dustless cleaning methods	10
# 2	37	Walls, ceiling, attached equipment: constructed, good repair, clean surfaces, dustless cleaning methods	10
# 3	22	Food contact surface of equipment and utensils clean, free of abrasives and detergents	8
# 4	23	Non-food contact surfaces of equipment and utensils clean	8
# 5	32	Toilet rooms enclosed, self-closing doors, fixtures, good repair, clean: hand cleanser, sanitary towels/hand drying devices provided, proper waste receptacles, tissues	5

- All Violations
- ▲ Risk Factors/Interventions
- Repeat Violations

DRAFT



Inspections

[Browse by First Letter](#)

Documents

Related Links

Related Inspection Reports

- [Routine - 12/03/2012](#)
- [Routine - 08/29/2012](#)
- [Routine - 04/06/2012](#)
- [Routine - 05/17/2011](#)
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