



# Guidelines for Inspection of Food Establishments



# Objectives

**At the end of the session, students should be able to:**

- Outline clearly the reasons of inspecting food handling establishments
- Distinguish clearly among the types of inspections that may be conducted
- State accurately the names of the three (3) Public Health Regulations directly enforced in relation to food safety activities
- Explain clearly at least five (5) professional roles/responsibilities of the PHI while conducting inspections of FHEs

# Objectives (cont'd)

- Describe clearly all elements included in the inspection procedure for FHEs
- Explain clearly information included in evidence development at food handling establishments
- Appreciate the importance of confidentiality in food inspection activities
- Describe clearly guidelines to be observed when preparing FHEs inspection reports

# PURPOSE

- Inspections are conducted to evaluate:
  - Processes
  - Methods
  - Facilities
  - Food handling practices
  - Controls applied in the processing or preparation of foods

in order to insure protection of the consumers and that value is obtained for money

# Types of Inspections

- **Compliance** – based on the application for a licence; to certify FHEs
- **Routine** – throughout the licensing period; to ensure continual operation at the requisite standards
- **Revisit** – follow up activities based on either compliance/ routine inspection
- **Complaint** – in response to reports of FS breaches
- **Pre-operational** – during the commissioning processes; before operation begins

# Authority

## **The Public Health Act (1985) section 20.**

- The Public Health (Food Handling) Regulations 1998; 2000
- The Public Health (Tourist Establishments) Regulations 2000; 2004
- The Public Health (Nuisances) Regulations 1995; 2001

# Inspectors' Responsibility

- Be knowledgeable of the inspection procedure, regulatory guidelines, policies and procedures
  - How inspections are conducted
  - Regulations used to evaluate establishments – review interpretations
  - Jurisdiction within which you are authorized to conduct duties
  - Turn around time, line of authority, reporting format



# Inspector's Responsibility

- Be professional at all times
  - Conduct the inspections with tact, decorum and diplomacy, while at the same time being firm and uncompromising in dispensing your duties
  - Be fair, honest and impartial
    - never be vindictive, never accept bribery, never accept gifts
  - People of varying background, be respectful at all times and listen

# Inspector's Responsibility

- Have proper identification
- Conduct thorough complete inspection
- Provide feedback on every inspection
- Follow up on inspections based on schedule
- Never discuss inspection findings from other establishments
  - Standardization is important
- Never try to discredit competence/authority of other colleagues
- Remember you are being evaluated outside of the regular 9 – 5
- **Be careful of favours granted**

# General Inspection Guidelines

- The kind/type, frequency and depth of inspection will be determined by the policy directives issued by the Ministry of Health/Regional Authorities.
- A team leader should be identified before the inspection.
- The team leader will be responsible for planning, directing, scheduling and reporting on the inspection findings.

# General Inspection Guidelines

- Be alert to criticism or allegations
- Dress appropriately
- Secure any item that may fall into product or machinery
  - jewellery, pens, clipboards, notebooks (use of cell phones)
- Where individuals are uncooperative or hostile
  - Be tactful, calm, and focus
  - **At no time should you resort to threats, intimidation and strong-arm tactics.**

# Elements of Inspection

- Preparation for the Inspection
- Pre-Inspection Interview
- Conduct of the inspection
- Completion of the inspection

# Inspection Procedures

- **Preparation for Inspection**
  - ✓ Be aware of the purpose of the inspection
  - ✓ Review generic process flow chart for the specific commodity or process
  - ✓ Review references
    - ✓ Regulations
    - ✓ Codes of practices/Department guidelines
    - ✓ Check previous history of inspection.
  - ✓ Prepare equipment and materials required

# Inspection Procedures

- **Pre-inspection (entry) Interview**
  - ✓ Introduce self/team by name, title and organization.
  - ✓ Provide rationale for visit/inspection
  - ✓ Interview management/owner or representative.
  - ✓ Enquire about the product/process or operation. It might be useful to make a simple flow-chart. This will organize the inspection and permit product flow to be followed more easily.

# Inspection Procedures

- **Pre-inspection (entry) Interview**
  - ✓ Request that manager/owner/representative (senior person) accompany you on the inspection
  - ✓ Develop/conceptualize the inspection procedure based on the preliminary information received
- If inspection or partial inspection is refused, proceed to advise supervisor and reschedule visit to the establishment



# Inspection Procedures

- **Conducting the Inspection**
- **Always lead your inspection**
- ✓ Inspect the 'clean' sections of the establishment or facility and the high-risk food handling areas first.
- ✓ Determine the actual process
- ✓ Look for environmental contamination
- ✓ Review SOPs
- ✓ Examine employee practices
- ✓ Review cleaning and sanitation programme
- ✓ Review pest control programme
- ✓ Look for any processes or practices that would permit cross-contamination between raw and finished product

# Inspection Procedures

## Conducting the Inspection

- ✓ Environmental control - building maintenance, water supply, waste collection, handling and disposal
- ✓ **Review relevant records**
- ✓ Score inspection findings (use Food Service Establishment Inspection Report provided)
- ✓ **Record findings**
- ✓ If samples are collected the recommended sampling procedures should be followed.

# Inspection Procedures

- **Completing the Inspection**
  - ✓ Arrange/Conduct an exit interview
  - ✓ Review the findings and observations with the establishment's manager/owner representative. Explain the significance of all non-compliance items.
  - ✓ Make recommendations. You should prioritize your findings.
  - ✓ Concentrate on what needs to be done rather than how to do it.

# Inspection Procedures

## Completing the Inspection

- ✓ Establish a timeframe for corrective action with the establishment's manager/owner - that is, immediate or long term depending on the severity of the hazard and potential for contamination.
- ✓ If required serve statutory notice
- ✓ Leave copy of inspection findings with establishment manager/owner/representative

# Protection of Privileged Information

The Inspector has a responsibility to keep all information received during the inspection as strictly confidential. Also, do not volunteer or divulge information about other establishments.

# Evidence Development

- **Notebook/field book** - should include time(s), date(s), places, description of persons statements and other related events you observed
- **Proof of unsanitary conditions** - Location of unsanitary conditions and their proximity to food; include photographs; may seize/condemn food
- **Proof of manufacture**
- **Proof of sale**
- **Samples** - how samples were selected and maintained; precautions taken

# REPORTING

- MUST BE PREPARED & SUBMITTED IN A TIMELY MANNER
- Clear and accurate
- As brief as possible, objective and factual
- Describe any unsanitary or other objectionable conditions and practices associated with the physical establishment, personnel habits, raw materials, processing, packaging and storage
- Must include clear time-bound recommendations
- Describe final action(s) – close, for follow up, notice
- Indicate your interventions – close, seize and condemn foods, ask workers to discontinue activity

# Summary

- Different types of inspections are conducted at FHEs
- The PHI has a responsibility to conduct his duties with professionalism
- The PHI needs to ensure that all FHEs are inspected thoroughly and timely feedback is provided to operators



# Quiz

- State two (2) reasons for inspecting FHEs
- State two (2) regulations which guides the operations of FHEs
- State three (3) responsibilities of the PHI in relation to the inspection of FHEs
- List the elements included in the inspection procedure
- What is document represents the most critical piece of evidence