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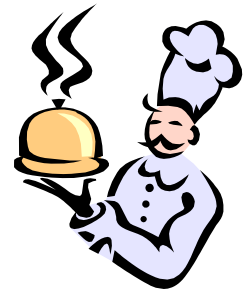
**IMPORTANT – PLEASE READ**

**Dear New Food Service Operator:**

Please be aware that our agency will be conducting regular inspections and other visits to your food service establishment. To let you know what to expect, we have described our inspection, investigative and enforcement procedures below:

**Inspection Procedures**

- **Pre-opening inspection:** Required for all new or extensively remodeled establishments and for seasonal facilities. During this inspection, we give you approval to operate once you have met our criteria for a permit. This also applies to operations with a change in ownership.
- **Operational inspection for new establishments:** Conducted within approximately three weeks after your opening date. We will be checking food temperatures, food handling procedures, equipment, sanitation practices, etc.
- **Annual inspections** - frequency is based on your risk level\*, as follows:
  - **High Risk:** A minimum of two unannounced inspections at any time operator is preparing and/or serving food. At inspector's discretion, one HACCP\*\* visit may replace one inspection.
  - **Medium Risk:** A minimum of one unannounced inspection at any time operator is preparing and/or serving food.
  - **Low Risk:** A minimum of one unannounced inspection every other year at any time operator is preparing and/or serving food or beverages.



\* **Risk level** - Determined by the type of foods you prepare as well as cooking/cooling/reheating procedures.

\*\* **HACCP** - Hazard Analysis/Critical Control Point evaluation of a high-risk menu item. HACCP analyzes the preparation steps of a product and important procedures such as cooking, cooling, and reheating.

Please be aware that inspection reports are posted on our website, [www.chemungcountyhealth.org](http://www.chemungcountyhealth.org).

**Investigative Procedures**

- **Complaints:** Investigative inspection after receiving a complaint from the public. We accept anonymous complaints. Complainant's identity, if provided, is kept confidential.
- **Re-inspections:** Conducted for some circumstances when timely correction of a violation needs to be verified.
- **Disasters:** To include fire, flood, loss of power, loss of water, etc. Investigative inspection to assure no public health hazard exists. **You are required to report such occurrences to this department immediately** as per Subpart 14-1.200(a) of the NYS Sanitary Code. Our after-hours emergency phone number is 737-2044.

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- **Food-borne Illness Investigations:** When an illness outbreak appears to be associated with a meal, event or food service establishment, a site visit is made to evaluate the food service operation.

Please be advised that the NYS Sanitary Code, Subpart 14-1.200(b) requires a food service operator to report any knowledge of the occurrence of illness allegedly due to the consumption of food served at their establishment. **They must report this information to the Health Department within 24 hours.**



## Enforcement Procedures

During an inspection, you may be cited for red violations or blue violations. **Red violations are critical and can result in foodborne illness.** These violations must be corrected immediately and measures must be taken by the operator to ensure that they do not reoccur on subsequent inspections. The following enforcement procedures apply to red critical violations.

- **First Violation:** Sanitarian conducting inspection verifies correction of violation and provides education. **Written notification is sent to the operator detailing our enforcement policy which may be initiated should the critical violation(s) reoccur during future inspection(s).**
- **Repeat Violation:** Operator must make correction at time of inspection for most violations. **Any repeat violations following the above mentioned written notification may be subject to Enforcement Action including monetary penalties of up to \$500 per violation and/or closure.**

Our goal is to help you avoid red violations by providing food safety information. We're here to help you. We can be a valuable resource and can even provide training for you and your staff. Please think of us as your food safety consultant who will help you to ensure that you serve safe food to your customers. Please do not hesitate to call us any time you have questions or concerns.

Good luck with your new food service business!

## For More Information:

You can contact our office at 737-2019 if you have any questions.

There is also some very good resource information on our website at [www.chemungcountyhealth.org](http://www.chemungcountyhealth.org).