

PLANNING FOR FOODSERVICE

A Guide to Opening a
Foodservice Establishment



Department of Environment



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- INTRODUCTION -

Food safety is a critical part of operating a foodservice business. Illnesses resulting from improper food handling and preparation result in unnecessary human suffering and cost millions of dollars annually. Operating a safe, sanitary foodservice can help to prevent these illnesses.

Operating a safe, sanitary foodservice also makes good economic sense. A well run operation reduces food waste, attracts customers and reduces the risk of negative publicity.

Public Health Officers with Nova Scotia Environment (NSE) are dedicated to ensuring that your establishment provides safe food to your customers. The Public Health Officers help by providing information and advice to you and your staff during inspections of your facility. The Department reviews, approves, monitors and audits individuals, organizations, as well as online companies who provide training programs in food safety. Inspections and training programs are there to help prevent problems occurring within your foodservice operation.

Before you begin your foodservice operation, the Public Health Officers are available to assist you. By performing the required review of your facility plans and proposed menu, they will help ensure that your equipment, refrigeration and sanitary facilities are sufficient for your needs. Proper layout and equipment ensure a well run, economically sensitive operation, as well as providing for the protection of the public health.

Detailed information is also available by referencing the Nova Scotia Food Code available online at <http://novascotia.ca/nse/food-protection/docs/NSFoodCode.pdf>

- FOODSAFETY REGULATIONS -

Operating a foodservice facility in Nova Scotia requires a permit issued by Nova Scotia Environment (NSE). This guide is intended to provide you with information on the requirements to operate a foodservice facility and on services provided by the Public Health Officers.

It is important that operators and staff are familiar with the Food Safety Regulations under which they will operate (available by visiting <http://www.novascotia.ca/just/regulations/regs/hpafood.html>).

A copy of the Regulations should be present at the site during the pre-opening inspection. (Pre-opening Checklist item #3)

- PLANNING -

Plans and specifications to establish, build, change a foodservice, or to undergo major renovation require approval by a Public Health Officer.

The layout of your establishment is important for many reasons. Poor arrangement of equipment may create food safety or health hazards, as well as impact the economic viability of your operation.

Good planning should allow for a smooth and orderly flow of food from storage through preparation to serving, and for the return of soiled dishes and utensils to the dishwashing area.

The design, construction and installation of foodservice equipment is also important to the sanitary operation of a foodservice establishment.

Consultants, as well as some food equipment dealers and architects, can supply advice and assistance in preparing plans and developing layouts. Public Health Officers can also provide assistance.

The following pages will provide you with necessary information on planning a foodservice establishment.

- SITE PLAN -

Provide a site plan showing the location and civic address of your proposed establishment and indicate the following:

1. **Source of water** - if a well water supply is to be used, show the location of the well on your plan; if connected to a municipal or community supply, please indicate.
2. **Location of sewage disposal system** - if an on-site sewage disposal system is to be used, show the location of the system on your plan; if connected to a municipal or private collection system, please indicate.
3. **Waste storage** - show location of waste storage area (dumpster, shed, etc.), grease storage receptacle, composters and recyclables.
4. **Parking** - show parking areas and driveways.

REMEMBER:

Approval of plans by the Public Health Officer
does not mean that zoning, building, or requirements of other
governing authorities have been met.

In planning your facility you should also take note of the following requirements:

Water Supply

You must provide an adequate supply of hot and cold water under pressure.

The water supply must be potable (safe to drink). If you are proposing the use of a well for your water supply, it may require Registration with Nova Scotia Environment (NSE). The Public Health Officer will require confirmation as to whether or not the water supply requires this registration under NSE Regulations (Pre-opening Checklist item #5). Also, if using a well for your water supply, you will be required to provide results of bacteriological testing of your water supply to the Public Health Officer prior to opening (Pre-opening Checklist item # 6).

Contact Nova Scotia Environment (NSE) for advice on water supply registration requirements and for information on wells.

<http://www.novascotia.ca/nse/water/publicwater.asp>
<http://www.novascotia.ca/nse/water/privatewells.asp>

Sewage Disposal

Where a private sewage disposal system(not central or municipal collection) is to be utilized; Public Health Officers will require documented confirmation from an acceptable authority that the on site sewage disposal system is suitable for its intended use or meets current Regulatory requirements. This may involve consultation with other agencies. (Pre-opening Checklist item #7)

All plumbing must meet requirements of local plumbing regulations or the National Plumbing Code.

The kitchen drain must be provided with a grease trap.

Recycling, Compost and Waste Disposal

Ensure that the following are in place:

Sufficient, suitably enclosed areas for storage of compost, recyclables and waste.

A method of recycling, as well as compost and waste disposal, that meets provincial and local requirements.

A sufficient number of waste and recycling receptacles outdoors, especially if providing “take out” service.

Landscaping

Plan parking areas and driveways so they will not interfere with sewage disposal systems and well water supplies.

Provide for dust control in unpaved parking areas.

- BUILDING PLAN -

A plan of your facility must be submitted (preferably to scale) showing location of all rooms within the foodservice operation. This includes food preparation; storage and service areas; washrooms; and locker areas. Plans should be a minimum of 11 x 14 inches in size to allow for ease of review.

Layout of Facility

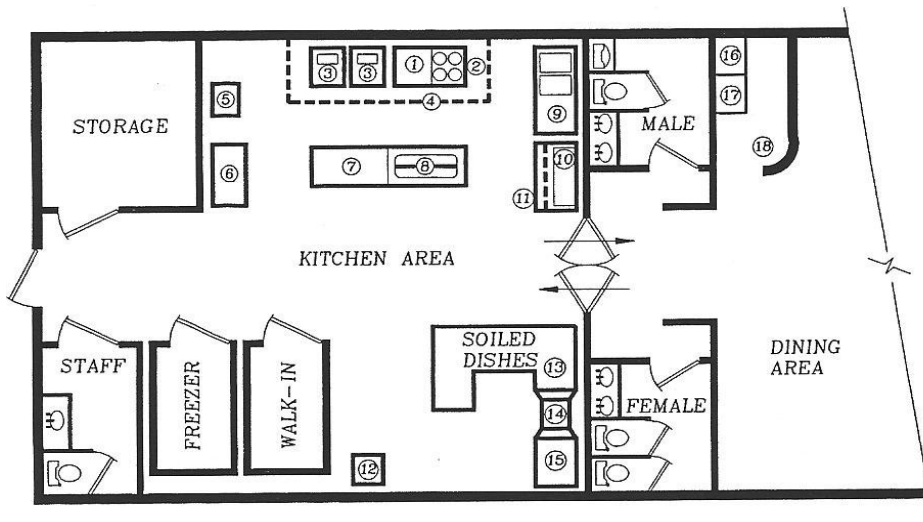
Submit a diagram of all rooms, showing their sizes and uses including food storage areas. The drawing on the opposite page provides an example and may help you with your diagram.

Plan for a good flow pattern for handling foods; from receiving through to the serving.

Ensure adequate refrigeration and storage space to handle the volume of foods expected.

Ensure adequate separation between raw foods and cooked, ready to eat foods; and between dirty dishes and clean dishes.

Living quarters must be completely and physically separated from any room where food is prepared, served or stored.



- EQUIPMENT LIST -

1. Grill	10. Salad Table
2. Range and Oven	11. Under Counter Refrigeration
3. Fryers	12. Utility Sink
4. Canopy Hood	13. Pre-Wash
5. Hand washing Sink	14. Dishwasher
6. Reach-In Refrigerator	15. Clean Dishes
7. Work Table	16. Coffee Maker
8. Pan Rack	17. Hand Sink
9. Vegetable Sink	18. Wait Station

Equipment

Show location of all equipment, within the establishment, specifically:

- ✓ refrigeration,
- ✓ cooking equipment,
- ✓ hot holding equipment,
- ✓ dishwashing equipment,
- ✓ food preparation tables,
- ✓ all sinks including those to be used for hand washing.

List all planned equipment. The drawing on the previous page may help. If the equipment is not manufactured for commercial use, it is very important that you consult with the Public Health Officer prior to purchase or installation.

A two or three compartment sink or commercial type dishwasher is required for dishwashing.

Provide a sink large enough to immerse the largest pots or pans.

Remember at least one prep sink for vegetable washing and salad preparation

Arrange and install equipment to provide easy accessibility for cleaning.

All cooking equipment must be placed under exhaust canopies and mechanically vented to the outside. Canopies are to be equipped with approved filters. Further consultation with the authority responsible for Fire Safety is required regarding exhaust canopies prior to purchase or installation; see page 17.

All Public Health Officer recommendations regarding the plan, whether written or verbal, must be satisfactorily addressed prior to permission to open being granted and a Food Establishment Permit being issued (Pre-opening Checklist item #1).

Sanitary Facilities

Provide a sufficient number of sinks dedicated to hand washing only (not to be used for any other purpose) in food preparation areas. These must be conveniently located to facilitate hand washing.

Additional hand washing sinks may be required in bar areas or wait stations. Consult with the Public Health Officer.

The number of toilets and washrooms required is determined by your local building inspector, **however, if your establishment is over 1000 sq. ft. in area**, department policy requires that you provide washroom facilities for staff that are separate from public facilities.

All washrooms must be equipped with tight fitting, self-closing doors. Washrooms and toilet rooms should not open directly into any room where food is prepared.

All washrooms must be provided with mechanical ventilation exhausted to the outside.

All hand wash sinks are to be provided with hot and cold running water, as well as liquid soap and paper towels in suitable dispensers.

Floors, Walls, Ceilings

Describe in detail the type of finish you plan to use on floors, walls and ceilings throughout your establishment.

All wall and ceiling finishes in the food preparation area must be smooth, tight, and non - absorbent so as to be easily cleaned.

Ensure floor finishes in the food preparation, storage, dishwashing and washroom areas are non absorbent and are both non slip and allow for ease of cleaning.

Ensure floor finishes are both non slip and allow for ease of cleaning in all other areas of the establishment.

Base junctures where walls meet floor or counters should be coved for ease of cleaning.

Lighting

Lighting fixtures must provide a minimum of 540 lux in any room where food is prepared. Minimums of 110 to 220 lux are required in all other areas of the food establishment depending on the usage (reference The Nova Scotia Food Code <http://novascotia.ca/nse/food-protection/docs/NSFoodCode.pdf>)

Janitorial Facilities

Every establishment should be equipped with a utility or mop sink for use by cleaning staff to empty mop buckets, etc. This sink must be suitably sized and located in the janitorial area.

Adequate space is required for this sink, storage of cleaners and cleaning equipment. This space must be separate from food preparation and food storage areas.

- MENUS -

Provide a sample menu for your establishment.

Your menu selection will determine:

Type, number and location of refrigeration units needed - e.g. walk-ins, reach-in units and/or pastry display units.

Type and number of freezer units.

- Hot holding equipment necessary for safe storage and display of foods to be served hot.

Directional flow of food (receiving through to service) as well as staff (e.g. direction of food service versus return of soiled dishware to dishwashing area) through your facility.

Display units for ready to eat foods.

- APPLYING FOR A FOOD ESTABLISHMENT PERMIT -

To obtain a permit to operate a foodservice establishment in Nova Scotia, you must make application to Nova Scotia Environment (NSE). The application may be obtained by visiting the website <http://novascotia.ca/nse/food-protection/>. If you operate more than one establishment, each establishment requires a permit.

Permits are not transferable from one owner to another, nor from one location to another. New owners and/or if your facility is moving would require application for a new permit.

Permits are issued under the authority of the *Health Protection Act* and the Food Safety Regulations.

Permits must be posted in a prominent place within the establishment where it can be readily seen by your customers and the Public Health Officer.

Permits may be cancelled or suspended at any time if you fail to comply with the *Health Protection Act* or the Food Safety Regulations and/or if your establishment presents an acute threat to public health.

Permits must be renewed annually and are valid from April 1st to March 31st the next year, following the government fiscal periods. For example: April 1, 2016 to March 31st, 2017.

The Food Establishment Permit Application must be completed and forwarded with

permitting fee to the Program Officer at the address indicated, at least two weeks in advance of scheduled opening, (sooner if possible). Failure to provide the fee or incomplete information on the application will delay permitting; and therefore, opening. (Pre-opening Checklist Item #2)

- ROLE OF THE PUBLIC HEALTH OFFICER -

The role of the Public Health Officer is to protect the health of the public through safe, quality food. They are *Certified Public Health Inspectors* with considerable expertise in many areas of food safety, especially in foodservice establishments.

Public Health Officers conduct inspections of establishments serving food to the public and they are required from time to time to enforce regulations if violations occur. Details of all food service inspections performed in Nova Scotia are available to the public at <http://novascotia.ca/nse/food-protection/food-inspection-reports.asp>. These inspections are performed under the authority of the *Health Protection Act* and the Food Safety Regulations.

Another important role of the Public Health Officer is working in a consultative and resource capacity to the food service industry. Public Health Officers are committed to working with the industry to raise awareness of food safety concerns and the methods used to address them.

The Public Health Officers are available to discuss any concerns or answer questions you may have about food safety or sanitary issues regarding your facility. They are there to help you prevent problems. Should you require consultation, please contact your local Food Safety Office at <http://novascotia.ca/nse/food-protection/staff-directory.asp> to arrange a time which is convenient to both of you.

Further information regarding food safety and related topics and the role of Public Health Officers may be obtained by visiting the Nova Scotia Environment's website located at:

<http://novascotia.ca/nse/food-protection/>

You and the Public Health Officers share a common goal:

**“TO ENSURE THAT THE PUBLIC IS SERVED SAFE,
QUALITY FOOD”**

- FOODHYGIENE TRAINING -

Training is teaching people to do their jobs well.

Food Hygiene Training greatly enhances food safety and Regulatory compliance.

It also improves staff efficiency and gives a sense of pride and professionalism.

Training of operators and workers is essential to having an effective food safety plan and sanitation program in food service establishments. Trained employees improve food handling, as well as sanitary and working standards within a food service facility.

Food hygiene training provides workers with:

- √ **A better understanding of how foodborne illnesses occur,**
- √ **Knowledge of how foods become contaminated,**
- √ **Skills that encourage and foster safe and sanitary food handling practices that will prevent foodborne illnesses.**

Food Hygiene Training is monitored by Nova Scotia Environment (NSE) to ensure established criteria is met. Several options for training currently exist including Recognized Private Trainers and institutions, as well as online courses. A complete list of course options and approved courses is available on the NSE website <http://novascotia.ca/nse/food-protection/food-hygiene-course.asp>. The Food Safety Regulations require operators of all food establishments to have successfully completed an approved food hygiene training course and be present in the establishment while it is operating; or in their absence have an employee present in the establishment who has the required food hygiene training. Therefore, it is strongly recommended that staff, other than the operator, attend a food hygiene training course as well. Proof of this training (certificate or photocopy) must be present on site for the pre-opening inspection and thereafter at all times. **(Pre-opening Checklist item #4)**

**- PUBLIC HEALTH OFFICERS ALSO PROVIDE TRAINING
AND ASSISTANCE THROUGH: -**

**Ongoing recommendations and food safety discussions with
foodservice personnel during routine inspections**

- √ **Advice regarding Hazard Analysis Critical Control Point (HACCP) programs for the foodservice Industry**
- √ **Working with foodservice establishments to develop food safety plans and HACCP Programs**
- √ **Providing information and assistance to foodservice managers in determining what Food Hygiene Training programs are approved**

- FOOD SERVICE PRE-OPENING CHECKLIST -

Public Health Officers welcome the opportunity to provide consultation and advice at any stage of the development of a food service establishment. Depending on the type, size and complexity of the establishment, an inspection *may* be made during the construction period and Public Health Officers are always available for consultation by telephone. However, it is the responsibility of the owner or operator to ensure that the establishment is complete and ready to operate prior to requesting a pre-opening and permitting inspection.

The following checklist has been developed to assist you in knowing when you are ready to call the Public Health Officer for the permitting inspection.

1. Building, equipment and lay out plan of the proposed facility has been submitted to the Public Health Officer and recommendations fully complete. (See page 5)
2. Food Establishment Permit Application has been completed and forwarded with permitting fee to Program Officer. (See page 11)
3. Operator and staff has read a copy of the *Food Safety Regulations* and a copy is on site. (See page 2)
4. Operator and at least some staff have proof of satisfactory completion of a food hygiene training course. (See page 13)
5. Operators of facilities not serviced by municipal water supplies have provided the Public Health Officer with correspondence as to whether their water supply requires NSE registration. (See page 3)
6. Operators of facilities not serviced by municipal water supplies, have provided to the Public Health Officer a copy of a satisfactory bacteriological water sample test result from the facility's well. (See page 3)

7. In areas without municipal services; documented confirmation from an acceptable authority that the sewage disposal system is satisfactory for its intended use or meets current Regulatory requirements has been provided to the Public Health Officer. (See Page 4)
8. Quality assurance system or food safety plan is developed and ready for implementation, if required. (See Page 14)
9. All equipment (refrigerators, hot holding units, etc) and plumbing fixtures are functional, equipment and facility cleaning and sanitizing is complete.

Please be aware that requests made for pre-opening permitting inspections whereby the requirements of the Pre-opening Inspection Checklist are not met could result in consultant inspection fees being charged by the department under Section 17 of the Food Safety Regulations.

This section is stated as follows:

Inspection services

17 (1) The Administrator may establish the frequency of inspections.

(2) The fee for consultant inspection services is \$100.00 per hour plus expenses.

Satisfactory completion of the requirements of the checklist prior to contacting the Public Health Officer for this inspection is designed to save both the operator and the department time and expense and in most cases, should allow adherence to the scheduled opening of the facility.

**Nova Scotia Department Environment (NSE) looks forward to
working cooperatively with new and
existing operators to achieve our common goal of serving
safe and quality food to the public.**

- CONTACT INFORMATION FOR OTHER AGENCIES -

Nova Scotia Environment (NSE) has authority to issue Food Establishment Permits under the *Health Protection Act* and the Food Safety Regulations. Operating a foodservice facility may require approvals and permits from other provincial and municipal departments and agencies. The following are sources you should consult when planning a foodservice operation. This list should not be considered complete and is provided only as a guide.

Service Nova Scotia (902) 424-5200:

Service to Business provides information on opening or operating a business in

Nova Scotia (<https://novascotia.ca/sns/access/default.asp>)

To sell tobacco: <http://www.novascotia.ca/sns/paal/tax/paal319.asp>

Nova Scotia Environment (902) 424-3600:

On-site sewage approvals and information on well water supplies including if these

water supplies require registration: <http://www.novascotia.ca/nse/>

Waste reduction and disposal

(<http://www.novascotia.ca/nse/waste/strategy.asp>) as well as recycling and composting <http://www.novascotia.ca/nse/waste/>

Nova Scotia Labour and Advanced Education (902) 424-5301

Occupational Health and Safety (<https://novascotia.ca/lae/ohs/>) and the Fire Marshall's Office (<https://novascotia.ca/dma/firesafety/>) for information on submission of plans and inspections.

Nova Scotia Department of Health and Wellness (800) 565-3611 (toll free)

For information on the Smoke Free Places Act and its requirements <http://novascotia.ca/nse/environmental-health/>

Nova Scotia Alcohol and Gaming Authority (800) 670-4357 (toll free), (902) 424-5200 (Metro)

For information on liquor and beer service. (<http://novascotia.ca/sns/access/alcohol-gaming.asp>)

Municipal, Town or City Building Inspectors (902) 424-5200:

Building permits and plumbing inspections

<https://novascotia.ca/sns/access/business.asp>

Nova Scotia Power for electrical inspections. (800) 428-6230 (toll free), (902) 428-6230 HRM <http://www.nspower.ca/>

Revenue Canada (800) 959-5525

To obtain your Business Number for the Harmonized Sales Tax (HST), payroll deductions for employees, and corporate income tax, as required.

<http://www.cra-arc.gc.ca/>

Worker's Compensation Board of Nova Scotia

For literature on workplace safety and information to employers, <http://www.wcb.ns.ca/>

- OFFICE LOCATIONS -

Regional Offices:

Barrington Tower 1894 Barrington Street Suite 1800 PO Box 442 Halifax, NS B3J 3C4	(902) 424-3600 (Phone) (902) 424-0501 (Fax)
Barrington Place 1903 Barrington Street Suite 2085 PO Box 442 Halifax, NS B3J 2P8	(902) 424-3600 (Phone) (902) 424-6925 (Fax)
Antigonish 205-155 Main Street Antigonish NS B2G 2B6	(902) 863-7389 (Phone) (902) 863-7411 (Fax)
Bedford 115-30 Damascus Road Bedford NS B4A 0C1	(902) 424-7773 (Phone) (902) 424-0597 (Fax)
Bridgewater 81 Logan Street Bridgewater NS B4V 3T3	(902) 543-4685 (Phone) (902) 527-5480 (Fax)
Kentville 136 Exhibition Street Kentville NS B4N 4E5	(902) 679-6086 (Phone) (902) 679-6062 (Fax)
Port Hawkesbury 12-218 MacSween Street Port Hawkesbury NS B9A 2J9	(902) 625-0791 (Phone) (902) 625-3722 (Fax)
Sydney 2-1030 Upper Prince Street Sydney NS B1P 5P6	(902) 563-2100 (Phone) (902) 563-2387 (Fax)
Truro 36 Inglis Street Truro NS B2N 4B4	(902) 893-5880 (Phone) (902) 893-0282 (Fax)
Yarmouth 9-55 Starrs Road Yarmouth NS B5A 2T2	(902) 742-8985 (Phone) (902) 742-7796 (Fax)



NOVA SCOTIA ENVIRONMENT

For more information or to make an appointment with a Public Health Officer, follow the link below or see Office Locations on page 18 of this booklet:

<http://www.novascotia.ca/nse/dept/offices.asp>