

# Food Safety Manual

This is a food safety manual for food facility operators and their employees doing business in the City of Long Beach.



**City of Long Beach**  
Department of Health and Human Services  
Bureau of Environmental Health  
**Food Facility Inspection Program**  
2525 Grand Avenue, Room 220  
Long Beach, CA 90815 | 562-570-4132  
[www.longbeach.gov/health/eh/food](http://www.longbeach.gov/health/eh/food)  
[foodinspectors@longbeach.gov](mailto:foodinspectors@longbeach.gov)





## Our mission...

The City of Long Beach Bureau of Environmental Health is responsible for protecting the public's health by preventing diseases, unclean conditions, exposure to toxic substances and the elimination of environmental hazards.

## Our Food Facility Inspection Program goal...

Using food safety education, permitting, and inspection to ensure that food prepared, served, and sold in Long Beach is safe, properly labeled, and produced under sanitary conditions.



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## Your role as a food operator in protecting the public's health

Food safety is one of the most important responsibilities of each employee involved with food preparation and food service. The food service industry plays a key role in protecting the public's health. You, as a food employee, play a vital role in protecting the public from foodborne illnesses because...

- The Centers for Disease Control estimates 1 in 6 Americans gets sick from, and 3000 die by, consuming contaminated food or beverages each year. This sickness is called a foodborne illness.
- Over 50% of these illnesses are from people eating food outside their homes at restaurants and other food establishments.
- The food service industry is one of our largest industries with one-third of all food consumed in the United States being prepared commercially.
- Foodborne illnesses result in a loss of 78 billion dollars for the food service industry each year.
- **Foodborne illness is preventable.**

“1 in 6 Americans get sick from, and 3000 die by, consuming contaminated food or beverages each year”

# What causes people to be sick from food?

Foodborne illnesses are caused when food becomes contaminated with disease causing bacteria or viruses. When left unchecked, these organisms reproduce quickly to levels that can cause illness in people. Listed below are three types of potential food hazards that lead to foodborne illnesses:

## Biological

- Bacterial
- Viral
- Fungal
- Parasites
- Toxins

## Chemical

- Pesticides/Food Service Chemicals
- Additives & Preservatives

## Physical

- Broken Glass
- Staples
- Fingernails
- Dirt
- Metals-Metal Fragments
- Hair

**The greatest** number of **foodborne illnesses are caused by bacteria.** Bacteria are microscopic living organisms which can be found almost anywhere; on food, food preparation surfaces, skin, and in the body.

- Some of these bacteria can cause illness when allowed to multiply in food. These bacteria are known as pathogens.
- Food that looks, tastes, and smells good can still make people sick.
- Improper food handling practices can lead to bacterial foodborne illness and other illnesses.

Some of the most common types of foodborne illnesses result from Salmonella, Staphylococcus, and Clostridium bacteria. All of these bacteria are capable of causing illness and discomfort in the infected individual.

- Symptoms can include: vomiting, diarrhea, weakness, dehydration, fever and chills. Some foodborne illnesses can result in death in certain individuals.

- **Individuals at highest risk include the very young, the elderly, and people in poor health or with specific medical conditions, such as diabetes or impaired immunity.**



Any outbreak of foodborne illness is a serious matter. In addition to the personal suffering, there may be monetary costs to a food service operation which include fees for testing food samples and employees, cleaning and sanitizing the establishment, and discarding any food that may be contaminated.

Also, an establishment may be required to close temporarily or permanently, thus losing revenue. Outbreaks of foodborne illness can cost food operators thousands of dollars per incident.

Implementing proper food handling practices can prevent foodborne illnesses from occurring. By implementing an effective food safety program, the following may result:

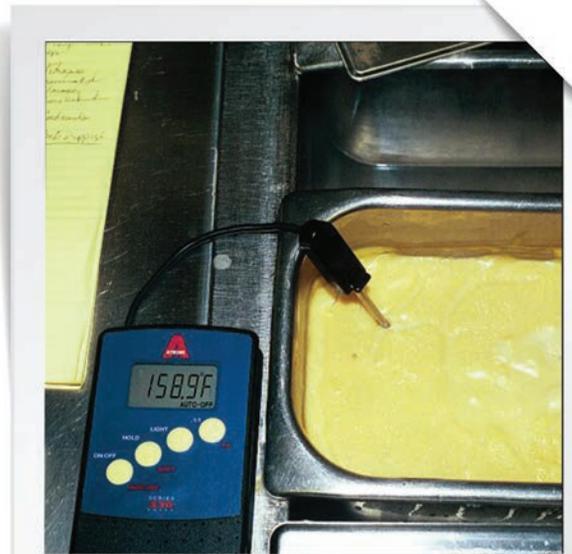
- Prevent a foodborne outbreak
- Avoid the high costs associated with an outbreak
- Reduce food waste and spoilage
- Improve food quality
- Increase the awareness and commitment of employees
- Increase consumer confidence
- Most importantly, safeguard the public's health

### **Risk factors contributing to foodborne illness**

The Centers for Disease Control (CDC) have identified the following five risk factors that contribute to foodborne illness:

1. Improper hot and cold holding of foods
2. Inadequate cooking of foods
3. Contaminated utensils and equipment
4. Poor employee health and personal hygiene
5. Food from unsafe sources

To help prevent a foodborne illness from happening in your food facility, ensure that you control and eliminate these five risk factors.



“To help prevent a foodborne illness from happening in your food facility, ensure that you control and eliminate the five CDC risk factors”

# Risk Factor #1: Improper Hot and Cold Holding of Foods

## Temperature Control

### The Danger Zone

Foods high in protein and moisture content can promote the rapid growth of bacteria and/or formation of toxins. These foods are called "**potentially hazardous foods**". Examples of potentially hazardous foods (PHF) are:

- Meat
- Fish
- Poultry
- Dairy Products
- Eggs
- Cooked Fruits and Vegetables
- Cooked Starches and Grains (example: beans, rice, pasta, potatoes)
- Soy products (such as tofu and soy milk)
- Raw seed sprouts
- Cut melons and cut tomatoes
- Garlic in oil mixtures



Potentially hazardous foods must be kept **COLD** at or below **41° F** or **HOT** at or above **135° F**. Potentially hazardous foods **should not** be kept in the temperature range between 41° F and 135° F. This is called the **Temperature Danger Zone** because harmful bacteria multiply rapidly at these temperatures.

### Hot Holding

All potentially hazardous foods that will be held hot must be held at **135° F** or above. Although most pathogens are destroyed when reheating to **165° F**, some form of pathogens may survive this temperature. Maintaining the food product at a temperature of **135° F** or above will keep pathogens from multiplying and possibly producing toxins that could cause foodborne illness.

### Take the following steps when holding hot foods:

1. Pre-heat hot holding equipment prior to placing food in the unit. **Set temperature high enough to maintain food at 135° F or above.**
2. Reheat food before placing in a steam table. **NEVER reheat food in a steam table!** The steam table is designed only to hold food, not to heat it.
3. Do not overfill holding trays or units.
4. Stir frequently to avoid cold spots.
5. Keep the food covered at all times.

See Appendix C for a sample hot holding temperature log.

### Time as a Public Health Control

Time as a public health control (TPHC) is a method in which potentially hazardous food may be maintained at room temperature for a maximum of four (4) hours when all the following rules are met:

1. Operator has written TPHC procedures on site that are available at all times for review.
2. The food is marked four (4) hours past the time when the food item(s) was removed from temperature control.

Example: Chicken is removed from the oven at noon. Chicken is marked "4:00 p.m."

3. The food must be **(A) cooked and served**, or **(B) served if ready to eat**, or **(C) thrown away within four hours** from the time the food was removed from temperature control.

Example: Chicken is removed from oven at noon and marked "4:00 p.m."

Chicken is disposed of at 4:00 p.m.

4. Food in unmarked containers or marked containers that exceed a four-hour limit shall be discarded.

See Appendix H for more information on using Time as a Public Health Control

## Cold Holding

**All refrigeration units must be monitored and potentially hazardous foods maintained at or below 41° F.** Each refrigerator must have a thermometer located near the door of the unit.

Food must be arranged in the cooler to allow cold air to circulate around the containers. While holding potentially hazardous foods outside the refrigerator, an ice bath is necessary to keep the food at or below 41° F. Containers of food must be embedded into the ice, not sitting on top. Also, fresh ice must be added as old ice melts. See Appendix D for a sample cold holding temperature log.

## Cooling Techniques

Hot food should be cooled rapidly if not held at or above 135°F. Hot potentially hazardous food must be cooled by meeting the following two requirements:

1. Cooling from 135° F to 70° F must occur within two hours or less and
2. Cooled from 135° F to 41° F within 6 hours or less

One or more of the following rapid cooling methods should be utilized when cooling potentially hazardous foods:

- Placing Food in shallow, heat conducting pans. The depth of food inside the pan should be no greater than 2" for thick foods (beans, rice, sauces, and stews) and 3" for thin foods (broth and stocks).
- Separating the food into smaller or thinner portions.
- Using rapid cooling equipment such as a blast chiller.
- Inserting appropriately designed containers in an ice bath and stirring frequently.
- Adding ice as an ingredient.

Foods that are prepared at room temperature must be cooled to 41° F or below within four hours or less. Foods should be loosely covered or uncovered, if protected from contamination, to allow the food to cool faster. See Appendix E for a sample food cooling chart



# Risk Factor #2: Inadequate Cooking of Foods

Since inadequate cooking is a leading cause of foodborne illness, California state law requires minimum cooking temperatures for the following foods (see chart). **NOTE: Microwave foods containing raw/partially cooked food products must be heated to temperature of at least 165° F in all parts of the food and the food must be allowed to stand covered for at least two (2) minutes after cooking.**

Use a calibrated food thermometer to measure your cooking temperature. See Appendix I for more information on calibrating a thermometer.

**Also be aware of the Artificial Trans Fat Ban**  
All foods such as oil, shortening, or margarine containing artificial trans fat for use in spreads or frying may not be stored, distributed, served, or used in the preparation of any food within a food facility.

## THIS LAW DOES NOT APPLY TO:

- Food products legally labeled listing the trans fat content to be less than 0.5 grams per serving.
- Any food sold in the manufacturer's original, sealed packaging.
- Food products containing natural trans fat such as dairy products and certain meats.
- Public elementary, middle, junior high, or high school cafeterias.

## Reheating

Potentially hazardous foods must be reheated rapidly to a minimum internal temperature of at least 165° F to kill pathogens that have grown as the food cooled after heating. Use only approved equipment for reheating such as a stove, microwave, or oven.

## Thawing Methods

Potentially hazardous foods must NOT be thawed at room temperature. Thaw foods using one of the following methods:

- In a refrigerator at 41° F or below,
- In a microwave oven,
- Completely submerged under potable cool (not to exceed 70° F) running water, or
- As a part of the cooking process

### FOOD PRODUCT

- Raw shell egg(s) that are broken and prepared in response to a consumers order and for immediate service
- Fish
- Single pieces of meat, including beef, veal, lamb, pork, and game animals.

### MINIMUM COOKING TEMPERATURE

145° F for 15 seconds

- Ratites (ex. Ostrich, Emu)
- Injected meats (ex. tenderized with deep penetration, injecting, stitch pumping)
- Comminuted meat or food containing comminuted meat
- Raw egg(s) and food containing raw egg(s) that are not prepared in response to consumers' request for immediate service.

155° F for 15 seconds

- Poultry
- Comminuted poultry
- Stuffed items (fish, meat, poultry, pasta)
- Stuffing containing fish, meat, poultry, or ratites.

165° F for 15 seconds

- Fruits and vegetables for hot holding

135° F

\*Contact Environmental Health for roast cooking temperatures or visit <http://www.longbeach.gov/civica/filebank/blobload.asp?BlobID=16797>

# Risk Factor #3: Contaminated Utensils and Equipment

## Preventing Cross Contamination

Cross contamination is the transfer of harmful organisms from one food item to another and may occur by:

- Hands touching raw foods, and then touching cooked or ready-to-eat foods.
- Food surfaces in contact with raw foods that will receive no further cooking without the surface being cleaned and sanitized between activities.
- Cleaning cloths and sponges used to clean multiple food contact surfaces, equipment or utensils. Cloths and sponges should be cleaned and sanitized between uses.
- Raw foods juice dripping on to cooked or ready-to-eat foods.

People are primary agents for cross contamination. Avoid poor hygiene and dangerous food handling techniques and always maintain equipment in good repair, cleaned and sanitized.

## Storage of Foods

**Dry storage areas must be clean, dry and free of rodents and insects to prevent contamination.**

Storage areas must also be well ventilated and maintained at a temperature of 50° – 70° F.

General guidelines for storing food:

- Follow the First In, First Out (FIFO) rule for stock rotation.
- Label and date prepared foods.
- Store foods only in designated storage areas, not in restrooms, furnace rooms, or hallways.
- Allow enough space for air to circulate around foods in refrigerated and freezer storage. Elevate all food 6 inches off the floor.
- Keep food in leak-proof food grade, non-absorbent, sanitary wrappings and NEVER put food directly on metal shelves.
- Provide enough slatted shelves in storerooms, refrigerator and freezer unit.
- Only use refrigerators (unit temperature of 41° F or below) for short-term storage. Ideally, each major food type, such as meats



“People are primary agents for cross contamination. Avoid poor hygiene and dangerous food handling techniques...”



and dairy products, should be stored in a separate refrigerator set at the correct temperature.

- Only use freezers (unit temperature of 0° F or below) to store already chilled or frozen foods. Units should be defrosted regularly. During the defrosting of the unit, frozen foods should be moved to another freezer.
- Store cooked foods and ready-to-eat foods above raw foods to avoid contamination.



## Storage of Chemicals

Chemicals can also cause food poisoning. Cleaners and pesticides can cause food poisoning if they get into food. Chemical cleaners, detergents, and pesticides must be stored in a separate location. They cannot be kept where food is stored, prepared or served. Keep all chemicals in their original containers, clearly labeled as to the contents. Only pesticides and rodenticides approved by the Environmental Protection Agency (EPA) for use in food facilities may be used. Household pesticides like Raid and Decon are not safe to use in a food facility. Pesticide applications should be done by a trained professional to assure that it is done safely and correctly. If chemicals or pesticides have contaminated food, it can make someone very sick.

## Cleaning, Sanitizing, and Maintaining the Facility

### Proper warewashing of Dishes and Utensils

All multi-use cooking equipment (pots, pans and cooking utensils), plates, glasses and cups that come in contact with customers or raw animal products must be sanitized after they are washed. This is to assure that all pathogenic or other harmful agents are eliminated. Multi-use dishes and equipment can be washed and sanitized in one of two ways:

#### 1. Manual warewashing:

Use a 3 compartment sink following these five steps:

- **Flush**, scrape, or soak equipment and utensils before washing.
- **Wash** in the first compartment in a detergent solution with a minimum water temperature of **100° F**.
- **Rinse** in the second compartment in a clear water solution
- **Sanitize** in the third compartment using one of the following solutions:
  - 100 ppm chlorine bleach for at least 30 seconds or
  - 200 ppm quaternary ammonia for at least one minute or
  - 25 ppm iodine for at least one minute or
  - Contact with any other chemical sanitizer that meets the requirements of the Code of Federal Regulations Title 40

NOTE: Test strips must be used to verify the correct concentration.

- **Air dry**. DO NOT towel dry.

#### 2. Automatic dish machine: Follow these 4 steps:

- Flush, scrape, or soak equipment and utensils.
- Load machine –overloading will result in ineffective cleaning.

- Make sure all surfaces are exposed to each phase of the dishwashing cycle.
- Air dry.

Use test strips to check the sanitizer concentration in the final rinse cycle. If the machine is a high temperature machine, check the temperature gauge everyday to make sure it is reaching 180° F for at least 30 seconds\*.

\*Always operate a warewashing machine in accordance with the manufacturer's use specifications



schedule will result in a more consistently clean facility.

Keep the building in good repair. Fix torn screens, broken or missing floor tiles, and leaking pipes right away. Surfaces where paint is chipped must be sanded and repainted. Anything made of wood like shelves or cupboards must be painted or sealed to make the wood nonporous.

Equipment and utensils must meet National Sanitation Foundation (NSF), ANSI, or equivalent standards. All equipment must be commercial; household equipment is not permitted.

### Maintenance of the Facility and Equipment

The floors, walls, ceilings, equipment and utensils in a food facility must be kept clean and in good repair. Have a cleaning schedule for all equipment (see sample cleaning schedule in Appendix B). Some equipment may need to be taken apart, like meat grinders and slicers. Clean beneath, behind and above the equipment. Do not neglect corners, shelves, and hard to reach places. Everything must be cleaned on a regular basis. If it is used daily, it needs to be cleaned

daily or more often if required by law. Using a cleaning

### Cleaning and Sanitizing Food Contact Surfaces and the Use of Sanitizer Buckets

Remember to clean and sanitize dirty utensils, food contact surfaces, and equipment at least once every four hours or as needed.

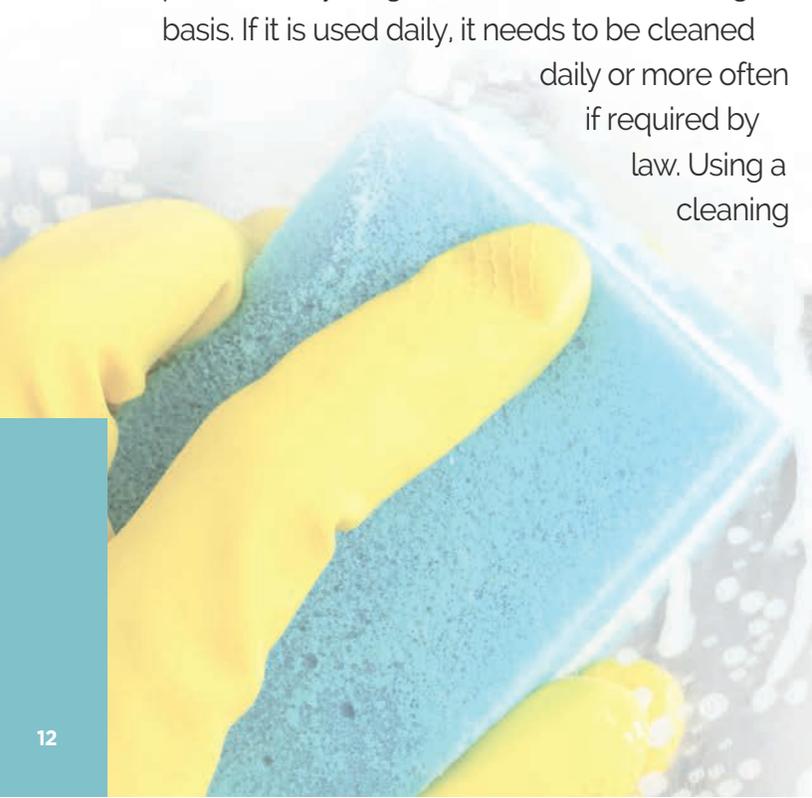
Dirty wiping cloths can harbor disease causing bacteria. Reusing these wiping cloths can spread the bacteria and contamination all over you kitchen.

You may either:

- Use a clean cloth once, then launder it
- Hold wiping cloths in a sanitizer bucket

Maintain the sanitizer solution at the same levels used for sanitizing utensils.

Change the solution when it becomes dirty or the concentration drops below the minimum levels.



# Risk Factor #4: Poor Employee Health & Personal Hygiene

One of the best ways to keep disease-causing agents from getting into food is by practicing good personal hygiene. Good personal hygiene includes proper handwashing. California State law requires employees to wash hands using the following method:

- Use a hand wash sink equipped with warm water (100°F min.), single service soap dispenser and single use towels.
- Vigorously rub the surfaces of lathered hand for at least 10 to 15 seconds.
- Rinse hands with warm clean running water.
- Dry cleaned hands with a single use towel.

### **California State law also requires employees to wash their hands at the following times:**

- Immediately before engaging in food preparation, including working with unpackaged food, clean equipment and utensils, and unwrapped single-service/food containers and utensils.
- Before dispensing or serving food or handling clean tableware and serving utensils in the food services area.
- As often as necessary, during food preparation, to remove soil and contamination when changing tasks.
- When switching between working with raw foods and working with ready-to-eat foods.
- After touching bare human body parts other than clean hands and clean, exposed portions of arms.

- After using the restroom.
- After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.
- After handling soiled equipment and utensils.
- After engaging in any other activities that may contaminate the hands.
- Before wearing gloves for working with food.

### **Practicing good personal hygiene is extremely important in preventing foodborne illnesses. To help prevent foodborne illnesses do the following:**

- Dry hands with disposable paper towels or hot air blowers. (DO NOT use a cloth towel, as cloth can hold and breed bacteria).
- Wash your hands in the restroom sink or the hand sink (DO NOT wash hands in the utensil sink or the food preparation sink). This can contaminate food and utensils.
- Long hair needs to be restrained to keep it from falling into food.
- Break any habits of touching exposed body parts, face, mouth or hair.
- When employees are sick, they must stay home. Coughing or sneezing can contaminate food with disease causing agents.

### **Reducing bare hand contact with all foods, especially ready to eat foods, is currently required to reduce food contamination.**



Food service employees are required to use single use gloves, serving tongs, forks, spoons, scoops, spatulas, toothpicks, food grade papers, or other implements to limit bare hand contact with food.

## Employee Health

Sick employees can spread their illness to customers. It is the responsibility of the person in charge to restrict or exclude sick employees. "THE BIG SEVEN" are diseases that are transmissible through food. Employees diagnosed with any of the "Big 7" must report the illness to the City of Long Beach Epidemiologist.

1. Salmonella typhi.
2. Salmonella spp.
3. Shigella spp.
4. Entamoeba histolytica
5. E. Coli (Enterohemorrhagic or shiga toxin producing Escherichia coli)
6. Hepatitis A virus
7. Norovirus and other communicable diseases that are transmissible through food.



## Employee Knowledge-Required Food Safety Certifications

Food facilities that prepare, handle, or serve non-prepackaged potentially hazardous food must have an owner, or employee who has successfully passed an approved manager food safety certification exam. The certificate must be available upon request and it is valid for five (5) years from the date of issuance.

Each individual involved in the preparation, storage, or service of food must obtain a food handler card from an American National Standards Institute (ANSI) accredited training provider. The certificate is valid for three (3) years from the date of issuance.

California state law requires food safety knowledge by all employees. It is vital that food employees have adequate knowledge in food safety as is related to their assigned duties. The more knowledgeable a food worker is about their specific tasks, the less chance there may be an unintentional contamination or adulteration of a food product.

A listing of approved businesses offering the Food Manager and Food Handler Certification trainings can be obtained by contacting the Health Department at 562-570-4132.

# Risk Factor #5: Food from Unsafe Sources

All food served from a food facility must be obtained from an approved source. What is an approved source? An approved source is one that has a valid permit and is periodically inspected by a federal, state, or local agency.

- Examples of federal agencies could include the US Food and Drug Administration (FDA) and the US Dept. of Agriculture (USDA).
- State agencies could include the CA Dept. of Public Health (CDPH), the CA Agricultural Commission, of CA Fish and Wildlife.
- Local agencies could include City of Long Beach Health Dept., LA County Health Dept, Orange County Health Care Agency, etc.

Some unapproved food sources include:

- Food from a private home, unless the food is prepared by a registered or permitted Cottage Food Operation (CFO). CFO foods sold in a retail or wholesale food facility must be identified as cottage food to the consumer.



- Shellfish (Oysters, clams and mussels) from unapproved sources. Shellfish must be shipped with tags identifying where they came from and when they were collected. These tags must be kept in the original container with the shellfish. Once the container is empty, the tags must be saved for a minimum of 90 days.

Check your food deliveries! Always know where your food and ingredients come from and how it was handled before you get it!

- Check products received for any signs of tampering, spoilage, contamination, discoloration, and temperature abuse.
- Do not receive an unattended delivery.
- Have written procedures for receiving of foods.
- Maintain copies of invoices for tracking of all purchases.
- Confirm that suppliers have a food safety and security plan.

- Act quickly to remove recalled products from store shelves and food supplies. Label and store recalled products away from the rest of your food in a separate location to ensure they are properly disposed of or returned to the supplier.

## Immediate Health Hazards: Reasons for Immediate Closure of Food Facility

Immediate health hazards

present a threat to the health and safety of the public. If a health hazard can not be corrected right away, the health permit can be suspended and the facility may be closed until the cause of the health hazard has been corrected and it is safe to reopen.

**NEW BEDFORD SEA CLAM, INC.**  
11 Hassey St. New Bedford, MA 02840  
(508) 991-5150  
Cert. # MA-7750-SP

ORIGINAL SHIPPER'S CERT. NO. (if other than above):

HARVEST DATE:  SHIPPING DATE: \_\_\_\_\_

HARVEST LOCATION:

TYPE OF SHELLFISH: Hard Clams ( ) Soft Clams ( ) Oysters ( ) Mussels ( )

Quantity of Shellfish: \_\_\_\_\_ Bushels \_\_\_\_\_ Pounds \_\_\_\_\_ Count \_\_\_\_\_ Other \_\_\_\_\_

**THIS TAG IS REQUIRED TO BE ATTACHED UNTIL THE CONTAINER IS EMPTY AND THEREAFTER KEPT ON FILE FOR 90 DAYS.**

RESHIPPER'S CERT. No. \_\_\_\_\_ DATES RESHIPPED \_\_\_\_\_

TO: \_\_\_\_\_

0980 109-1022

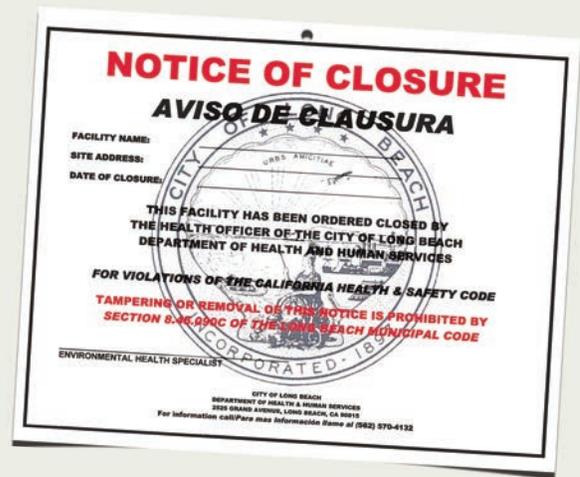
WHIS TAG & LABEL  
MAINTAIN IN FILE

There are many immediate health hazards that can result in a closure of a food facility. The following is a partial list:

- **No hot water/Lack of potable water** – Hot and cold potable water under pressure, and potable hot water of at least 120°F must be available at all times in the food facility.
- **Sewage Discharge** – A food facility may not operate with plumbing backups in the facility, or discharging waste water outside the facility.
- **Vermin Infestation** – A food facility may not operate where there is evidence of flies, rodents or cockroaches observed inside the facility. Evidence may include live or dead vermin, fresh droppings/spotting, urine stains, rub marks, egg casings, maggots, or gnaw marks on food packaging.
- **Power Failure** – Food service should be discontinued if there is a power outage in the facility. Without electricity, the food facility operator loses the ability to prepare and hold food in a safe and sanitary manner.
- **Inadequate Refrigeration** – A food facility cannot safely prepare and serve food when the facility's refrigeration units are in disrepair and unable to hold potentially hazardous foods at 41°F or below.
- **Communicable Disease** – When a food facility employee is sick, they should not work in the facility to ensure that their illness is not transmitted to the public or other employees.

### Vermin Infestations - Pest Control

Vermin are cockroaches, mice, rats, flies, and similar pests that carry disease. Vermin/Pests can introduce bacteria into foods. Practicing good pest control keeps flies, cockroaches and rodents from contaminating foods. A food facility must have a regular pest control procedure to



prevent infestation. Also, pests must be prevented from entering, harboring and breeding in the food facility.

### Flies

Flies carry millions of disease-causing agents. Flies are attracted to and feed on manure, sewage, garbage and filth. When they land on food and food preparation surfaces, they transmit these substances along with disease-causing agents.

To prevent flies from entering:

- Assure all doors and windows are screened, if they are to be left open.
- If your door or window has an overhead air curtain, keep it turned on when the door is open. Flies cannot fly through the air current.
- Have your garbage picked up at least twice a week to prevent flies from breeding in it. Tie all garbage in plastic bags before disposal, and keep lids closed on the dumpsters. This will make flies less attracted to the garbage, and the food facility. Also, keep the surrounding area clean; if the dumpster gets dirty, ask the disposal company to bring out a clean one.

### Cockroaches

Cockroaches carry pathogens on their legs and in their intestinal tracts. They easily contaminate food with which they come in contact.

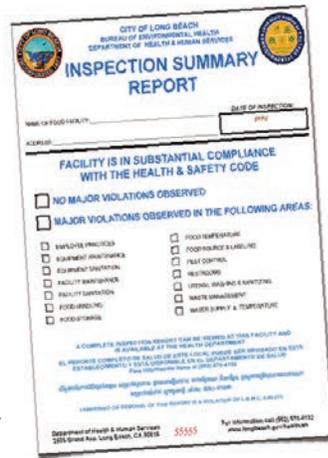
To prevent cockroaches from entering:

- Seal up any cracks, crevices or gaps where cockroaches can hide. Use a caulking gun to form a tight seal.
- Inspect deliveries of produce for cockroaches. If the delivery is infested, do not bring it into the facility. Call the vendor and have them pick it up.
- Keep the facility clean. Food particles and grease on equipment and floors provide a food supply capable of supporting a large cockroach population. Food left out overnight and containers not properly covered provide food for cockroaches.
- Remove unused equipment and junk clustering the facility. These undisturbed areas offer cockroaches a peaceful place to live and breed.
- If you notice cockroaches in the facility, notify your supervision so that they can take appropriate action.

## Rodents

Rats and mice contaminate food by urination and defecation in it; thereby making it unusable. To avoid rats and mice from contaminating the food take the following measures:

- Seal up all holes in walls, ceilings, and along coving to prevent entry and harborage of rats and mice. Mice can get through holes as small as ¼ inch.
- Store food in containers that rats and mice cannot get into.
- Keep storage areas clean, well lighted, and clear of clutter and unused equipment.
- Notify your supervisor if you see a rat or mouse, or if you see droppings left by rodents.



## Long Beach Health Department's Public Notification System for Food Facility Inspection Results

The Long Beach Health Department is over 100 years old and is separate from the LA County Health Department. Long Beach is one of only three City Health Departments in the State of California. In

1998, the Long Beach City Council asked the Health Department to develop and implement a public notification system to inform the public about the results of Health Department food facility inspections. The Board of Health, along with the public, food facility operators, academia, community organizations, and industry were involved in the development of the notification system. On January 4, 1999, a City ordinance (LBMC 8.45) was passed adopting the Inspection Summary Report (ISR) as the City's approved public notification system. The ISR shall be posted by the Health inspector, at every routine inspection, on the front door or in the front window of the facility within 5 feet of the facility's front door and be visible to the public. If violations are found during the inspection, corrective actions are required. When the corrective actions are completed by the food facility, the health inspector will put a corrective action completed sticker on the ISR. That ISR will stay posted at the facility until the next routine inspection. The ISR shall not be defaced, marred, camouflaged, hidden or removed. Contact the Health Department immediately if the ISR is missing, and a duplicate can be issued. In addition, a copy of the Official Inspection Report signed by the inspector and facility representative shall be available at the food facility and made available to the public upon request.



# Appendix A: Inspection Requirements

The basic areas an inspector examines during a routine inspection are listed as follows:

## I. Food Preparation Area

### A. Food Handling Procedures

1. Temperature Monitoring of Potentially Hazardous Foods (sanitize thermometer)
  - a. Internal cooking temperatures
  - b. Hot holding temperatures
  - c. Reheating temperatures
2. Cooling Methods
3. Thawing Methods
4. Food Sources (approved/oyster tags/signs)

### B. Employee Practices

1. Handwashing (hot/cold water, single service soap/towel, method, sign)
2. Personal Practices (eating, smoking)
3. Personal Hygiene (hair restraints, clean clothes, clean nails, abrasions, health)
4. Food Handling Techniques (cross contamination, bare hands, diligent preparation)

### C. Refrigeration and Freezer Units

1. Food Storage (covered, approved containers, labeled, off the floor)
2. Cold Holding (appropriate food temperature /thermometer)
3. Light Shields
4. Walls, Ceilings, Floors, Shelving (clean, good repair)
5. Refrigerators/Ice Bin (drainage)

### D. Physical Inspection of Food Preparation Area

1. Approved, Clean, and Sanitary
2. All equipment (approved, clean, good repair)
3. All utensils (approved, clean, good repair)
4. Condition of Floors, Walls, Ceiling (approved, clean, good repair)
5. Ventilation (adequate, approved, clean, light shields, make-up air)
6. Vermin and Food Infesting Insects
7. Lighting
8. Food Preparation Sink (indirectly connected)

## II. Warewashing and Sanitizing

### A. Sanitizing Multi-use Customer Utensils

1. Manual (number and size of sink compartments, method, faucet extension, cross-connection)
2. Mechanical (chemical/heat)
3. Test Kit

### B. Sanitizing Food Contact Surfaces

1. Frequency

### C. Hot/Cold Water Under Pressure

### D. Vermin

## III. Food Storage Area

### A. Clean, Sanitary, Approved, Adequate Space

### B. Method of Storage (approved containers, labeled, elevated)

### C. Quality and Wholesomeness of Food (unadulterated, approved source)

### D. Vermin and Food Infesting Insects

### E. Adequate Lighting

## IV. Utensil Storage Area

### A. Clean, Sanitary, Approved, Adequate Space

### B. Equipment/Utensils Approved (commercial)

### C. Vermin

## V. Front Service Area

- A. Steam Table (hot-holding temperature, drainage)
- B. Condiments/ Table Service (food reuse)
- C. Sneeze Guards (approved)
- D. Salad Bars (food temperature, drainage)
- E. Dispensing Units (clean, drainage)
- F. Pass-Thru Openings (size, closeable)
- G. Vermin

## VI. Facilities

- A. Lavatories (approved location, hot/cold water, dispensers, good repair)
- B. Toilet Rooms (self-closing, toilet paper, ventilation, clean , unapproved storage)
- C. Vermin
- D. Miscellaneous Storage (non-food related items)

## VII. Delivery/Transportation

- A. Food Temperatures
- B. Food Condition (spoilage, vermin)
- C. Purveyor/Source
- D. Stored in a Timely Manner
- E. Container Condition (approved)

## VIII. Janitorial/Chemical Storage Area

- A. Chemical Stored Away From Food
- B. Chemicals Labeled, Directions Followed
- C. Clean
- D. Vermin

## IX. Employee/Linen Storage Area

- A. Personal Items (lockers, separate area)
- B. Linen (use, storage)
- C. Clean
- D. Vermin

## X. Exterior of Premises

- A. Trash/Grease Disposal (clean, lids closed)
- B. Premises
- C. Rodent-proofed
- D. Fly Exclusion (air curtain, self-closing door)

# APPENDIX B:

## Sample Cleaning Schedule

ITEM	WHAT	WHEN	USE	WHO
Floors	Wipe up spills	As soon as possible	Cloth, mop and bucket, broom and dustpan	
	Damp mop	Once per shift, between rushes	Mop, bucket	
	Scrub	Daily, closing	Brushes, squeegee, bucket, detergent	
	Strip, reseal	January, June	See procedure	
Walls and ceilings	Wipe up splashes	As soon as possible	Clean cloth, detergent	
	Wash walls	February, August		
Work Tables	Clean and sanitize tops	Between uses and at the end of the day	See cleaning procedure for each table	
	Empty, clean, and sanitize drawers; clean frame, sheet	Weekly, Sunday closing	See cleaning procedures for each table	
Hoods and Filters	Empty grease traps	When necessary	Container for grease	
	Clean inside and outside	Daily, closing	See cleaning procedure	
	Clean filters	Weekly, Wednesday closing	Dishwashing machine	
Broilers	Empty drip pan, wipe down	When necessary	Container for grease, clean cloth	
	Clean grid tray inside, outside, and top	After each use	See cleaning procedure for each broiler	
Refrigerators and Freezer Units	Clean and sanitize	Weekly, Friday closing	See cleaning procedures	









# APPENDIX F:

## Pet Dogs on Outdoor Dining Patios

Pet dogs may be allowed on outdoor dining areas of licensed food facilities only if the following requirements are met:

- A separate entrance must be provided from the outside of the food establishment to the outdoor dining patio so that dogs will have direct access to the patio without entering the interior of the food establishment.
- A sign or sticker must be posted at the entrance of the food establishment that states: "DOG FRIENDLY PATIO. DOG ACCESS ONLY THROUGH OUTDOOR PATIO."
- No food preparation, including mixing drinks or serving ice, may be performed in the outdoor patio area, except that a beverage glass may be filled on the patio from a container that has been prepared inside the food establishment.
- Customer multi-use utensils such as plates, silverware, glasses, and bowls shall not be stored or pre-set at the outdoor dining patio.
- The outdoor dining patio must be continuously maintained clean and free of visible dog hair, dog dander, dog-related waste or debris. In cases of excrement or other bodily fluids, employees shall immediately clean and sanitize affected areas.
- Dogs shall not be allowed on seats, tables, countertops, or other similar surfaces in the outdoor dining patio.
- While on duty, employees shall be prohibited from having direct contact with animals.
- The outdoor dining patio shall not be fully enclosed.
- Food and water provided to pets shall be dispensed only in disposable containers.
- Service dogs may be allowed anywhere in the facility where the public is permitted, including inside the facility.

Questions or concerns can be directed to (562) 570-4132 or by email to [foodinspectors@longbeach.gov](mailto:foodinspectors@longbeach.gov)



# APPENDIX G:

## U.S. Department of Justice Civil Rights Division Disability Rights Section

### Service Animals

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for Title II (State and local government services) and Title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

#### Overview

This publication provides guidance on the term "service animal" and the service animal provisions in the Department's new regulations.

- Beginning on March 15, 2011, only dogs are recognized as service animals under Titles II and III of the ADA.
- A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.
- Generally, Title II and Title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.

#### How "Service Animal" Is Defined

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

This definition does not affect or limit the broader definition of "assistance animal" under the Fair Housing Act or the broader definition of "service animal" under the Air Carrier Access Act.

Some State and local laws also define service animal more broadly than the ADA does. Information about such laws can be obtained from the State attorney general's office.

#### Where Service Animals Are Allowed

Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. For example, in a hospital it would be inappropriate to exclude a service animal from areas such as patient rooms, clinics, cafeterias, or examination rooms. However, it may be appropriate to exclude a service animal from operating

rooms or burn units where the animal's presence may compromise a sterile environment.

### **Service Animals Must Be Under Control**

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

### **Inquiries, Exclusions, Charges, and Other Specific Rules Related to Service Animals**

- When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.
- Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.
- If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.
- Staff are not required to provide care or food for a service animal.

For more information about the ADA, please visit the website or call the toll-free number.

### **ADA Website**

[www.ADA.gov](http://www.ADA.gov)

To receive e-mail notifications when new ADA information is available, visit the ADA Website's home page and click the link near the top of the middle column.

### **ADA Information Line**

800-514-0301 (Voice) and 800-514-0383 (TTY) 24 hours a day to order publications by mail. M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m. – 5:30 p.m. (Eastern Time) to speak with an ADA Specialist. All calls are confidential.

# APPENDIX H:

## Time as a Public Health Control

Time as a Public Health Control (TPHC) is a method in which \*potentially hazardous food may be maintained at room temperature for a maximum of four (4) hours when **all** the following rules are met:

1. The operator must have written procedures on site and available at all times for review. If written procedures are not available and TPHC is used, the food item(s) shall be discarded
2. The food must be marked four (4) hours past the time when the food item(s) was removed from \*temperature control. Example: Chicken is removed from the oven at noon. Chicken is marked "4:00 p.m."
3. The food must be **(A) cooked and served**, or **(B) served if ready to eat**, or **(C) thrown away within four hours** from the time the food was removed from temperature control. **Example: Chicken is removed from oven at noon and marked "4:00 p.m.". Chicken is disposed of at 4:00 p.m.**
4. Food in unmarked containers or marked containers that exceed a four-hour limit shall be discarded.

### TPHC may be used when:

**(A) Cooked and served:** means a working supply of food which is properly cooked and served immediately after cooking. Example: Omelet ingredients at an omelet bar

**(B) Served if ready to eat:** means a working supply of ready to eat food that is processed and served within four (4) hours after it is taken out of temperature control. **Example: Ham sandwich ingredients.** Ready to eat food that is assembled or already prepared that is held to be served within four hours. **Example: Assembled and wrapped sandwiches.**

**(C) Thrown away within four hours:** means all left over food including the working supply must be disposed of after four (4) hours.

TPHC may not be used for raw unpasteurized eggs in licensed health care facilities, public school cafeterias, and private cafeterias.

**\*Potentially Hazardous Food:** means a food that is natural or synthetic which requires temperature control (i.e. refrigeration, hot holding) because it can support the rapid growth of infectious or toxigenic micro-organisms (i.e. bacteria, viruses).

**\*Temperature Control:** means food that is under temperature control must be at or below 41 degrees F or at or above 135 degrees F.

NOTE: This information bulletin is a compilation of food safety rules regarding the given topic and is not designed to replace reading Cal Code

# APPENDIX H:

## Time as a Public Health Control Plan

1. FACILITY NAME: \_\_\_\_\_

2. FACILITY ADDRESS: \_\_\_\_\_

3. FOOD ITEM: \_\_\_\_\_

4. Are any ingredients frozen?  Yes  No

If yes, list ingredient(s) and method(s) used for thawing: \_\_\_\_\_

\_\_\_\_\_

5. How many minutes does it take to prepare (slice, marinade, form) the food item? \_\_\_\_\_

\_\_\_\_\_

6. Do you cook any of the ingredients?  Yes  No

If yes, list the ingredient(s) that are cooked and the minimum cooking temperature? \_\_\_\_\_

\_\_\_\_\_

7. Are any ingredients reheated?  Yes  No

If yes, list the ingredient(s) and the temperature to which it is reheated: \_\_\_\_\_

\_\_\_\_\_

8. How is the four (4) hour time limit monitored?

Timer adjacent to food item

Sticker indicating four (4) hours after the time food is removed from temperature control

Time written on each item indicating four (4) hours after the time food is removed from temperature control

Other (explain) \_\_\_\_\_

\_\_\_\_\_

9. Who disposes of food after four (4) hours has elapsed? \_\_\_\_\_

\_\_\_\_\_

10. Who checks to ensure food has been disposed of after four (4) hours elapsed (can not be the same individual in question #9)? \_\_\_\_\_

\_\_\_\_\_

# APPENDIX H:

## Time as a Public Health Control Plan Example

1. FACILITY NAME: Lunch Depot

2. FACILITY ADDRESS: 123 Any Street

3. FOOD ITEM: Tuna Salad

4. Are any ingredients frozen?  Yes  No

If yes, list ingredient(s) and method(s) used for thawing: \_\_\_\_\_

\_\_\_\_\_

5. How many minutes does it take to prepare (slice, marinade, form) the food item? Approximately ten minutes  
to chop celery, open the can of tuna, and combine mayonnaise with tuna and celery in a large bowl

\_\_\_\_\_

6. Do you cook any of the ingredients?  Yes  No

If yes, list the ingredient(s) that are cooked and the minimum cooking temperature? \_\_\_\_\_

\_\_\_\_\_

7. Are any ingredients reheated?  Yes  No

If yes, list the ingredient(s) and the temperature to which it is reheated: \_\_\_\_\_

\_\_\_\_\_

8. How is the four (4) hour time limit monitored?

Timer adjacent to food item

Sticker indicating four (4) hours after the time food is removed from temperature control

Time written on each item indicating four (4) hours after the time food is removed from temperature control

Other (explain) A piece of tape with the date and the time four hours after the tuna can was opened is placed on the large bowl containing the tuna salad. The tuna salad disposal time is also written in the daily log book

\_\_\_\_\_

9. Who disposes of food after four (4) hours has elapsed? Jason the chef disposes the tuna salad at the time it is marked

\_\_\_\_\_

10. Who checks to ensure food has been disposed of after four (4) hours elapsed? Carl the general manager  
ensures the tuna salad was disposed of by Jason and enters that the tuna salad was disposed of prior to the four hour time limit

\_\_\_\_\_

# APPENDIX H:

## Time as Public Control Log Book

### Tuna Salad Log Book

DATE	FOOD	TIME FOOD IS TAKEN OUT OF TEMPERATURE CONTROL	TIME FOOD IS DISPOSED	AMOUNT DISPOSED	VERIFIED BY /NOTES
09-24-07	Tuna Salad	10:00 a.m.	1:55 p.m.	2 lbs.	Carl
09-25-07	Tuna Salad	10:25 a.m.	2:25 p.m.	0.5 lbs	Carl
09-26-07	Tuna Salad	10:10 a.m.	N/A	0	Carl/sold out of tuna salad today
09-27-07	Tuna Salad	10:05 a.m.	2:00 p.m.	3 lbs.	Carl
09-28-07	Tuna Salad	10:00 a.m.	2:00 p.m.	1 lb.	Jenny for Carl
09-29-07	Tuna Salad	10:15 a.m.	2:00 p.m.	1/7 lbs.	Carl

### Fried Chicken Log Book

DATE	FOOD	TIME FOOD IS TAKEN OUT OF TEMPERATURE CONTROL	TIME FOOD IS DISPOSED	AMOUNT DISPOSED	VERIFIED BY /NOTES
09-24-07	Fried Chicken	11:15 a.m.	3:15 p.m.	0.5 lbs.	Jane
09-25-07	Fried Chicken	11:00 a.m.	3:00 p.m.	2 lbs.	Jane
09-26-07	Fried Chicken	11:10 a.m.	3:05 p.m.	5 lbs.	Jane
09-27-07	None	N/A	N/A	0	No chicken today
09-28-07	Fried Chicken	11:00 a.m.	3:10 p.m.	2.5 lbs	Jane/chicken was thrown out late, but none was sold during the late period

# APPENDIX H:

## Time as a Public Health Control Plan Example

1. FACILITY NAME: Lunch Depot
2. FACILITY ADDRESS: 123 Any Street
3. FOOD ITEM: Tuna Salad

4. Are any ingredients frozen?  Yes  No

If yes, list ingredient(s) and method(s) used for thawing: Raw Chicken is thawed under cool running water at the preparation sink for approximately one hour.

5. How many minutes does it take to prepare (slice, marinade, form) the food item? It takes approximately a half hour to bread chicken parts at the preparation table. Breaded chicken is then deep fried or stored in the refrigerator until it is deep fried.

6. Do you cook any of the ingredients?  Yes  No

If yes, list the ingredient(s) that are cooked and the minimum cooking temperature? Breaded chicken is deep fried for 10 minutes. The final cooking temperature reaches a minimum of 165 degrees Fahrenheit.

7. Are any ingredients reheated?  Yes  No

If yes, list the ingredient(s) and the temperature to which it is reheated: \_\_\_\_\_

8. How is the four (4) hour time limit monitored?

- Timer adjacent to food item
- Sticker indicating four (4) hours after the time food is removed from temperature control
- Time written on each item indicating four (4) hours after the time food is removed from temperature control

Other (explain) John the kitchen manager disposes of chicken prior to time marked on the sticker

9. Who disposes of food after four (4) hours has elapsed? Jane the owner ensures left over chicken is disposed and writes the time of disposal in a log book

10. Who checks to ensure food has been disposed of after four (4) hours elapsed? \_\_\_\_\_



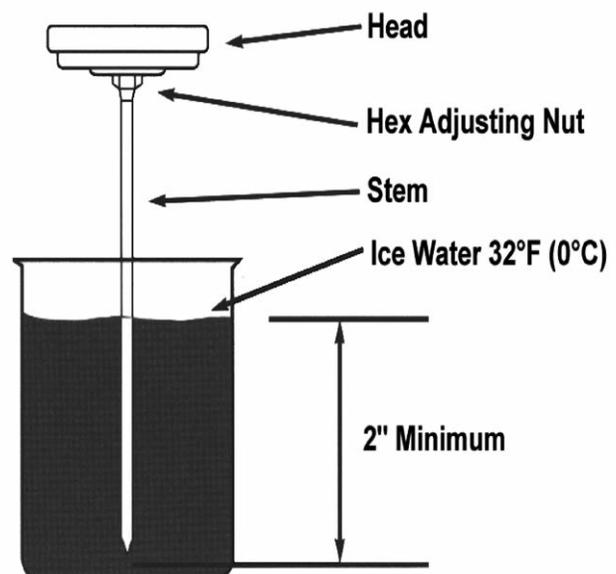
# APPENDIX I:

## Thermometer Calibration

California Health and Safety Code requires food facilities to maintain temperature measuring devices such as thermometers to be accurate to  $\pm 2^{\circ}\text{F}$ . In order to check cooking, cold holding, and hot holding temperatures, food facilities must use an accurate temperature measuring device. It is important to have all equipment such as refrigerators and thermometers functioning properly to ensure foods are kept out of the danger zone (between  $41^{\circ}\text{F}$  and  $135^{\circ}\text{F}$ ). Thermometers should be calibrated regularly and according to the manufacturer's recommendation.

Follow the guidelines below to calibrate bimetallic thermometers:

1. Fill a large container with crushed ice.
2. Add cold tap water until container is full.
3. Wait 4-5 minutes and stir well.
4. Place the thermometer or probe in the ice so the sensing area is completely submerged
5. Wait 30 seconds or until the indicator stops moving
  - a. Do not let the stem or probe touch the bottom or side of the container
  - b. The stem or probe must always remain in the water.
6. The temperature of the ice water should read  $32^{\circ}\text{F}$ .
7. If the temperature does not read  $32^{\circ}\text{F}$ , keep thermometer in the ice water, use pliers or other tools to rotate the hex adjusting nut until the thermometer reads  $32^{\circ}\text{F}$ .
8. Repeat steps routinely, especially when the thermometer is dropped and after extreme temperature change.



# CITY OF LONG BEACH\*

## Contact Numbers:

### **Business License**

(562) 570-6211

### **California Department of Alcoholic Beverage Control Inspection Program**

To schedule an appointment for inspections or permits

(562) 982-1337

### **California Department of Public Health Food and Drug Branch**

(800) 495-3232

### **Cottage Food**

(562) 570-4132

### **Epidemiology Program**

To report cases of suspected foodborne illness

(562) 570-4302

### **Environmental Health Complaints**

(562) 570-4132

### **Food Facility Inspection Program**

(562) 570-4132

### **Hazardous Materials Program**

(562) 570-4131

### **Health Permits**

(562) 570-4132

### **Illegal Dumping into Storm Drains**

(562) 570-3867

### **Mobile Food Vehicle**

(562) 570-4132

### **Noise Complaint Line**

(562) 570-4132

### **Plan Check**

(562) 570-4195

### **Police** (non-emergency)

(562) 570-7260

### **Special Event Temporary Food Permits**

(562) 570-4142

### **Tobacco Retail Enforcement Program**

(562) 570-7905

### **Utilities**

(562) 570-5700

### **Vector Control Program**

(562) 570-4132

\* UNLESS OTHERWISE NOTED

### **Connect with us:**

**f Facebook:** <https://www.facebook.com/#!/LBDHHSFoodSafetyProgram>

**YouTube:** [http://www.youtube.com/watch?v=-F4MJ7W1\\_UA](http://www.youtube.com/watch?v=-F4MJ7W1_UA)

**Email:** [Foodinspectors@longbeach.gov](mailto:Foodinspectors@longbeach.gov)

**Website:** [www.longbeach.gov/health/eh/foodprogram](http://www.longbeach.gov/health/eh/foodprogram)

This manual is provided by the courtesy of the City of Long Beach Department of Health and Human Services, Environmental Health Bureau. Visit our website for more food safety information.

If you have any questions regarding material discussed in this manual or other environmental-related issues, please contact the Bureau of Environmental Health at (562) 570-4132. This information is available in an alternative format by request to (562) 570-4132.



