

ORDER OF AN EXECUTIVE OFFICER NOTICE OF CLOSURE

To: Raw by Robyn Inc.
"the Owner"

Robyn Ostrander
"the Owner"

RE: The food establishment located in Calgary, Alberta and municipally described as:
Raw by Robyn, 9 – 1327 1 Street SW.

WHEREAS I, an **Executive Officer of Alberta Health Services**, have inspected the above noted premises pursuant to the provisions of the Public Health Act, RSA 2000, c. P-37, as amended;

AND WHEREAS such inspection disclosed that the following conditions exist in and about the above noted premises which are or may become injurious or dangerous to the public health or which might hinder in any manner the prevention or suppression of disease, namely:

- a. Evidence of cockroach activity was observed in the stall. One dead German cockroach was observed in a glue board in a tin cat mouse trap. Cockroach excrement (Frass) was also observed on the corner of a cupboard/ drawer under the POS system.
- b. The basement shared food storage area with wire mesh storage lockers had a significant cockroach infestation. German cockroaches were observed on monitoring glue boards as well as free from traps crawling along the floor.
- c. There were no designated cockroach monitoring traps present in the stall.
- d. The general sanitation of the stall was poor. A buildup of food debris and grime was observed along the hard-to-reach areas such as floors under and behind equipment.

AND WHEREAS such inspection disclosed that the following breaches of the Public Health Act and the Food Regulation, Alberta Regulation 31/2006 and the Food Retail and Foodservices Code exist in and about the above noted premises, namely:

- a. Evidence of cockroach activity was observed. One dead German cockroach was observed in a glue board in a tin cat mouse trap. Cockroach excrement (frass) was also observed on the corner of a cupboard/ drawer under the POS system. This is in contravention of section 21(1) of the Food Regulation, AR 31/2006 which states that: Subject to subsection (1.1), the commercial food establishment and any surrounding area, premises or facilities supporting the commercial food establishment must be kept free of pests and of conditions that lead to the harbouring or breeding of pests.
- b. The basement shared food storage area with wire mesh storage lockers had a significant cockroach infestation. German cockroaches were observed on monitoring glue boards as well as free from traps crawling along the floor. This is in contravention of section 21(1) of the Food Regulation, AR 31/2006 which states that: Subject to subsection (1.1), the

commercial food establishment and any surrounding area, premises or facilities supporting the commercial food establishment must be kept free of pests and of conditions that lead to the harbouring or breeding of pests.

- c. There were no designated cockroach monitoring traps present in the stall. This is in contravention of section 21(1) of the Food Regulation, AR 31/2006 which states that: Subject to subsection (1.1), the commercial food establishment and any surrounding area, premises or facilities supporting the commercial food establishment must be kept free of pests and of conditions that lead to the harbouring or breeding of pests.
- d. The general sanitation of the stall was poor. A buildup of food debris and grime was observed along the hard-to-reach areas such as floors under and behind equipment. This is in contravention of section 28(2) of the Food Regulation, AR 31/2006 which states that: A commercial food establishment, all equipment and utensils in it and all surfaces in it with which food comes into contact must be maintained in a sanitary condition and, without limiting the foregoing, must be washed and sanitized in a manner that removes contamination.

AND WHEREAS, by virtue of the foregoing, the above noted premises are hereby declared to be **Closed**.

NOW THEREFORE, I hereby **ORDER** and **DIRECT**:

- 1. That the Owner immediately close the above noted premises.
- 2. That the Owner immediately undertake and diligently pursue the completion of the following work in and about the above noted premises, namely:
 - a. Work with a contracted professional pest control company to abate the cockroach infestation and implement an ongoing integrated pest management program for the food establishment. Provide documentation from the professional pest control company to an Alberta Health Services Public Health Inspector until further notice.
 - b. Retain all pest control service records and keep them on-site for review.
 - c. Remove and safely dispose of all cockroach remains and excrement in both the stall and basement storage area.
 - d. Clean and disinfect all surfaces contaminated by cockroach activity and excrement in both the stall and basement storage area.
 - e. Discard all food and single-use food containers that were contaminated or potentially contaminated by cockroach activity or excrement in both the stall and basement storage area.
 - f. Clean and sanitize all equipment, utensils, containers and surfaces including food preparation surfaces, floors, walls, ceilings, etc. in the facility and basement storage area and maintain the food establishment in a clean and sanitary state hereafter.
- 3. That until such time as the work referred to above is completed to the satisfaction of an Executive Officer of Alberta Health Services; the above noted premises shall remain closed.

The above conditions were noted at the time of inspection and may not necessarily reflect all deficiencies. You are advised that further work may be required to ensure full compliance with the Public Health Act and regulations, or to prevent a public health nuisance.

DATED at Calgary, Alberta, December 1, 2025.

Confirmation of a verbal order issued to Faima Al-Derawin on November 28, 2025. Voicemail left for Robyn Ostrander on November 28th, 2025.

Executive Officer
Alberta Health Services

You have the right to appeal

A person who a) is directly affected by a decision of a Regional Health Authority, and
 b) feels himself aggrieved by the decision

may appeal the decision by submitting a Notice of Appeal form within ten (10) days after receiving the order to:

Public Health Appeal Board
c/o Central Reception
Main Floor, ATB Place North Tower
10025 Jasper Avenue NW
Edmonton, Alberta, T5J 1S6
Phone: 780-222-5186
Fax: 780-422-0914
Email: HealthAppealBoard@gov.ab.ca
Website: <https://www.alberta.ca/public-health-appeal-board.aspx>

A Notice of Appeal form may be obtained by contacting the Public Health Appeal Board or visiting their website.

Health Legislation, Regulations and Standards

Electronic versions of the Public Health Act and Regulations are available at the Alberta King's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7 or <https://www.alberta.ca/alberta-kings-printer.aspx>.

Health Legislation and regulations are available for purchase. Please contact Alberta King's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7 or <https://www.alberta.ca/alberta-kings-printer.aspx>.

Copies of standards are available by visiting: <https://www.alberta.ca/health-standards-and-guidelines.aspx>

Calgary • Southport • Environmental Public Health

10101 Southport Road SW Calgary AB, T2W 3N2

<https://www.ahs.ca/eph>