

ORDER OF AN EXECUTIVE OFFICER

To: Great West Italian Importers Ltd.
"the Owner"

Serafina Duros
"the Owner"

Michael Duros
"the Owner"

Giovanni Oliverio
"the Owner"

Assunta M Oliverio
"the Owner"

RE: The food establishment located in Calgary, Alberta and municipally described as:
The Italian Store
5140 Skyline Way NE

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. Sausages, cooked eggplants and ready-to-eat vegetables such as arugula and lettuce were stored without any means of temperature control. The internal food temperatures measured 48.7, 40.9 and 19.4 and 16.7 degrees Celsius respectively.
- b. Cooked vegetables and cheese in top refrigerated inserts measured 7.8 and 15.3 degrees Celsius. Cheese was stored above the fill line of the insert container.
- c. There was no time tracking for perishable foods stored at room temperature as part of Time as Public Health Control (TPHC).
- d. Meats in the deli upright cooler measured between 7.6 and 8.7 degrees Celsius.
- e. Deli meats and cheeses measured between 7.6 to 13.4 degrees Celsius in the display cooler.
- f. Packaged cheese blocks in an open cooler measured between 10.4 and 11.7 degrees Celsius.
- g. There was a processed tomato stored on the microwave in the bistro with no temperature control.
- h. A food handler was observed cleaning and air-drying dishes without a sanitizing procedure.
- i. The mechanical dishwasher had a maximum temperature of 50 degrees Celsius and there was no sanitizer concentration detected in the final rinse cycle.
- j. A pail of chlorine sanitizer measured 0 ppm in the bistro. Sanitizer appeared turbid.

- k. A food safety log including food temperatures, sanitizer concentrations and dishwashing sanitizing temperatures was not being maintained.
- l. There was no label on the jug of bleach found in the bistro.
- m. Broken shell eggs were stored in the walk-in cooler.
- n. Spoiled zucchinis were stored on the microwave in the bistro.
- o. Mouse droppings were observed under a two compartment sink in the deli and in the back storage area.
- p. The door handle of the deli upright cooler was covered in tape.
- q. There was ice build-up in the deli upright cooler.
- r. There were pallets constructed with untreated wood in the walk-in cooler.
- s. There were gaps along the bottom perimeter of the rear exterior door.

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. Sausages, cooked eggplants and ready-to-eat vegetables such as arugula and lettuce were stored without any means of temperature control. The internal food temperatures measured 48.7, 40.9 and 19.4 and 16.7 degrees Celsius respectively. This is in contravention of the Food Regulations AR31/2006, section 25(1) (a) and (b), which states that: All high-risk food must be stored, displayed and transported at a temperature of not more than 4C or such higher temperature, or not less than 60C or such lower temperature as an executive officer stipulates under subsection (4).
- b. Cooked vegetables and cheese in top refrigerated inserts measured 7.8 and 15.3 degrees Celsius. Cheese was stored above the fill line of the insert container. This is in contravention of the Food Regulations AR31/2006, section 25(1) (a) and (b), which states that: All high-risk food must be stored, displayed and transported at a temperature of not more than 4C or such higher temperature, or not less than 60C or such lower temperature as an executive officer stipulates under subsection (4).
- c. There was no time tracking for perishable foods stored at room temperature as part of Time as Public Health Control (TPHC). This is in contravention of the Food Regulations AR31/2006, section 25(4), which states that: An executive officer may authorize alternative temperatures for the purposes of subsections (1) and (3), with associated conditions, if applicable, if that officer is satisfied that those temperatures, along with those conditions, pose no risk that the food will become unfit for human consumption.
- d. Meats in the deli upright cooler measured between 7.6 and 8.7 degrees Celsius. This is in contravention of the Food Regulations AR31/2006, section 25(1) (a) and (b), which states that: All high-risk food must be stored, displayed and transported at a temperature of not more than 4C or such higher temperature, or not less than 60C or such lower temperature as an executive officer stipulates under subsection (4).
- e. Deli meats and cheeses measured between 7.6 to 13.4 degrees Celsius in the display cooler. This is in contravention of the Food Regulations AR31/2006, section 25(1) (a) and (b), which states that: All high-risk food must be stored, displayed and transported at a temperature of not more than 4C or such higher temperature, or not less than 60C or such lower temperature as an executive officer stipulates under subsection (4).
- f. Packaged cheese blocks in an open cooler measured between 10.4 and 11.7 degrees Celsius. This is in contravention of the Food Regulations AR31/2006, section 25(1) (a) and (b), which states that: All high-risk food must be stored, displayed and transported at a

temperature of not more than 4C or such higher temperature, or not less than 60C or such lower temperature as an executive officer stipulates under subsection (4).

- g. There was a processed tomato stored on the microwave in the bistro with no temperature control. This is in contravention of the Food Regulations AR31/2006, section 25(1) (a) and (b), which states that: All high-risk food must be stored, displayed and transported at a temperature of not more than 4C or such higher temperature, or not less than 60C or such lower temperature as an executive officer stipulates under subsection (4).
- h. A food handler was observed cleaning and air-drying dishes without a sanitizing procedure. This is in contravention of the Food Regulation AR31/2006, section 28(2), which states that: A commercial food establishment, all equipment and utensils in it with which food comes in contact must be maintained in a sanitary condition and, without limiting the foregoing, must be washed and sanitized in a manner that removes contamination.
- i. The mechanical dishwasher had a maximum temperature of 50 degrees Celsius and there was no sanitizer concentration detected in the final rinse cycle. This is in contravention of the Food Regulation AR31/2006, section 28(2), which states that: A commercial food establishment, all equipment and utensils in it with which food comes in contact must be maintained in a sanitary condition and, without limiting the foregoing, must be washed and sanitized in a manner that removes contamination.
- j. A pail of chlorine sanitizer measured 0 ppm in the bistro. Sanitizer appeared turbid. This is in contravention of the Food Regulation AR31/2006, section 28(2), which states that: A commercial food establishment, all equipment and utensils in it with which food comes in contact must be maintained in a sanitary condition and, without limiting the foregoing, must be washed and sanitized in a manner that removes contamination.
- k. A food safety log including food temperatures, sanitizer concentrations and dishwashing sanitizing temperatures was not being maintained. This is in contravention of the Food Regulation AR31/2006, section 29(1), which states that: A commercial food establishment must have written procedures designed to ensure its safe and sanitary operation and maintenance.
- l. There was no label on the jug of bleach found in the bistro. This is in contravention of the Food Regulation AR31/2006, section 20(2)(a), which states that: All chemicals, cleansers and other similar agents associated with or required for the operation or maintenance of the food areas must be stored in containers that are not intended to be used to store food and that are clearly labeled to identify their contents.
- m. Broken shell eggs were stored in the walk-in cooler. This is in contravention of the Food Regulation AR31/2006, section 23(2), which states that: Subject to any procedure involved in disposing of it that is otherwise in accordance with the law, food that has become contaminated or otherwise unfit for human consumption must not be served, offered for sale, processed, packaged, displayed or stored for human consumption.
- n. Spoiled zucchinis were stored on the microwave in the bistro. This is in contravention of the Food Regulation AR31/2006, section 23(2), which states that: Subject to any procedure involved in disposing of it that is otherwise in accordance with the law, food that has become contaminated or otherwise unfit for human consumption must not be served, offered for sale, processed, packaged, displayed or stored for human consumption.
- o. Mouse droppings were observed under a two compartment sink in the deli and in the back storage area. This is in contravention of the Food Regulation AR31/2006, section 21(1), which states that: Subject to subsection (1.1), a commercial food establishment must be kept free of pests and of conditions that lead to harbouring or breeding of pests.
- p. The door handle of the deli upright cooler was covered in tape. This is in contravention of the Food Regulation AR31/2006, section 28(3)(a), which states that: All equipment and

utensils in a commercial food establishment must be kept in good working order and condition.

- q. There was ice build-up in the deli upright cooler. This is in contravention of the Food Regulation AR31/2006, section 28(3)(a), which states that: All equipment and utensils in a commercial food establishment must be kept in good working order and condition.
- r. There were pallets constructed with untreated wood in the walk-in cooler. This is in contravention of the Food Regulation AR31/2006, section 17(1)(c), which states that: An operator must ensure that, before operation of the commercial food establishment commences the commercial food establishment is designed so as to ensure the safe and sanitary handling of food in it.
- s. There were gaps along the bottom perimeter of the rear exterior door. This is in contravention of the Food Regulation AR31/2006, section 17(2), which states that: Subject to subsection (2.1), the operator must ensure that the commercial food establishment is constructed to control the entry of pests.

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

1. That the Owner immediately undertake and diligently pursue the completion of the following work in and about the above noted premises, namely:
 - a. The use of reusable customer utensils for dine-in is prohibited until the mechanical dishwasher is confirmed to meet cleaning and sanitizing requirements such as 100 ppm chlorine or minimum 71 degrees Celsius in the final rinse cycle. In the meantime, provide disposable customer utensils for dine-in.
 - b. Until the dishwasher is confirmed to meet cleaning and sanitizing requirements, follow proper manual dishwashing procedures at the two-compartment sink.
 - c. Store perishable foods at a temperature of 4 degrees Celsius or less or at 60 degrees Celsius or above.
 - d. Discard temperature abused food.
 - e. Mark food packages, containers or trays with a time limit and follow all procedures for TPHC. Failure to comply with the conditions will result in the right to use TPHC to be revoked.
 - f. Use chlorine sanitizer at 100ppm. Replace sanitizer regularly as the concentration weakens with time and usage.
 - g. Remove the jug of bleach with no label from open food handling areas. Ensure that bleach for preparing sanitizer is not fibregard or scented.
 - h. Discard broken eggs and spoiled zucchinis.
 - i. Repair refrigeration units and store perishable foods at 4 degrees Celsius or less under refrigeration. Ensure foods do not exceed the maximum limit in insert containers.
 - j. Repair or replace the mechanical dishwasher so that it meets cleaning and sanitizing requirements.
 - k. Monitor food temperatures, sanitizer concentrations and dishwashing sanitizing temperatures regularly and maintain logs.
 - l. Remove mouse droppings, disinfect contaminated areas and remove all possible pest entry points such as the opened ceiling and gaps under the rear exterior doors.
 - m. Provide pest control reports to an Executive Officer of Alberta Health Services until notified otherwise.
 - n. Properly repair or replace the door handle of the deli upright cooler.
 - o. Remove ice build-up in the deli upright cooler.

- p. Seal all unfinished wood in the walk-in cooler. All surfaces must be smooth, non-absorbent to moisture and easy to clean.
2. The work referred to in paragraph 1 (a to h) shall be completed immediately.
 3. The work referred to in paragraph 1 (i) shall be completed by September 5, 2025.
 4. The work referred to in paragraph 1 (j to p) shall be completed by September 12, 2025.

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, September 5, 2025.

Confirmation of a verbal order issued to Lisa Chiarastella on September 4, 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.

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>

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