

ORDER OF AN EXECUTIVE OFFICER

To: Maie Mahamud
"the owner"
Maye Restaurant & Cafe
9411 118 Avenue
Edmonton, AB T5G 0N5

RE: The food establishment located in Edmonton, Alberta and municipally described as:
Maye Restaurant & Café 9411 118 Avenue

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. Staff members were observed practicing improper hand washing and glove use.
 - A staff member was observed not washing her hands prior to putting gloves on.
 - A staff member was observed not changing her gloves or washing her hands after handling raw meat.
 - A staff member was observed rinsing her hands at the two-compartment sink that is not equipped with soap or paper towel.
- b. A staff member was observed using a visibly dirty cleaning cloth to wipe the counter where raw chicken was processed. The cleaning cloth was left on a cutting board after cleaning the counter contaminated with raw chicken, not stored in sanitizer solution.
- c. Improper hot holding of high-risk foods was observed.
 - A rotisserie chicken held in the rotisserie and later moved to the steam table was found to have an internal temperature of 49°C.
 - Cooked, mashed potatoes in a covered pot were held on the stove with no heat source underneath. The potatoes were found to have an external temperature of 48°C.
 - An insert in the steam table filled with goat chops was overfilled and the insert was left uncovered when no food service was occurring. The external temperature of the goat chops was 45°C.
- d. Improper cold holding of high-risk foods were observed:
 - A container and a plate of cooked meats were set on top of the inserts filled with high-risk foods in the prep table cooler. The meats were found to have an external temperature of 17°C.
 - The display cooler containing cheese cake was found to have a temperature of 6-8°C.
- e. The facility did not have a probe thermometer onsite.
- f. High-risk foods were observed being held at room temperature; these foods were not in use and were not being processed:
 - A bucket of raw chicken was marinating at room temperature. The external temperature of the chicken was 13°C.
 - A large open container of ranch dressing was held at room temperature.

- g. A bucket of raw chicken was thawing at room temperature. The staff members present confirmed this was their usual practice for thawing meat. The chicken had an external temperature of 14°C and an internal temperature of 8°C.
- h. Improper cooling practices were observed:
 - Cooked fish was held at room temperature in the cook line and found to have an external temperature of 29°C. Staff stated the fish was cooling; however, no timers were in use and staff admitted to not having a method to gauge the cooling time.
 - Three containers of cooked vegetable soup mixture were stacked on top of each other fully covered and held at room temperature. The staff members present stated the soup was cooling. The external temperature of the soup was 47°C.
- i. A large box of moldy raw vegetables including peppers, cucumbers, and carrots was stored in the storage area cooler.
- j. The scoop used for scooping flour was stored with the handle in direct contact with the flour when not in use.
- k. Containers of chopped onions were stacked inside of each other with no barriers in between the container and the food meaning the bottom of the container was in direct contact with the food product. Furthermore, these vegetable containers were stored directly on the floor in the cook line.
- l. Pest activity was observed:
 - Live cockroach activity was observed in the storage room.
 - Mouse droppings observed in the kitchen.
- m. Excessive garbage and debris build-up at the back exterior of the facility.
- n. The water pressure at the hand washing station in the west washroom was very low and only the hot water tap was functional.
- o. Caulking around the hand washing station in the west washroom was heavily soiled and in poor repair.
- p. Soiled exposed wood was present in the kitchen.
- q. Poor sanitation was observed throughout the facility:
 - Grease, dirt, and general filth build-up on, under, and around the cooking equipment.
 - Grease film on all equipment within the kitchen.
 - Grease, dirt, and general filth build-up on shelving in the kitchen.
 - Grease, dirt, and general filth build-up on ceiling panels in the kitchen.
 - Blood from meat had leaked inside the chest freezer.
 - Dirt and general filth build-up on the floor in the storage room.
- r. No written cleaning schedule or sanitation plan was available.

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. Violation [a] is in contravention of Section 30(1)(d & f) of the Food Regulation, which states “A food handler must wash hands as often as necessary to prevent the contamination of food or food areas and refrain from any other conduct that could result in the contamination of food or a food area.”
- b. Violation [b] is in contravention of Section 28(2) of the Food Regulation, which states “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.”

- c. Violations [c & d] are in contravention of Section 25(1) of the Food Regulation, which states “All high-risk food must be stored, displayed and transported at a temperature of (a) not more than 4°C or such higher temperature, or (b) not less than 60°C or such lower temperature as an executive officer stipulates under subsection (4).”
- d. Violation [e] is in contravention of Section 18(b)(iii) of the Food Regulation, which states “An operator must ensure that all refrigeration and hot holding equipment used in the commercial food establishment is equipped with an accurate thermometer.”
- e. Violations [f-h] are in contravention of Section 24 of the Food Regulation, which states “All food handling in a commercial food establishment must be done in a manner that makes the food safe to eat.”
- f. Violation [i] is in contravention of Section 23(2) of the Food Regulation, which states “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.”
- g. Violations [j & k] are in contravention of Section 23(1) of the Food Regulation, which states “All food used or to be used in a commercial food establishment must be (a) protected from contamination, and (b) handled in a sanitary manner.”
- h. Violations [l & m] are in contravention of Section 21(1) of the Food Regulation, which states “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.”
- i. Violations [n-q] are in contravention of Section 19(b) of the Food Regulation, which states “A person must not operate a commercial food establishment unless it is constructed and maintained in accordance with that approval.”
- j. Violation [r] is in contravention of Section 29 of the Food Regulation, which states “A commercial food establishment must have written procedures designed to ensure its safe and sanitary operation and maintenance. The procedures must include the cleaning and sanitizing requirements for the commercial food establishment and for all equipment and utensils in it, if any, that are not normally washed in a dishwasher, and a list of all cleaning and sanitizing agents used in the commercial food establishment, including their concentrations and uses.”

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. Ensure employees wash their hands before beginning work, after handling raw foods of animal origin; raw meat or poultry or raw fish, shellfish, marine crustacea, or eggshells; and after going to the toilet, coughing or sneezing, or smoking. Hands must be thoroughly washed with soap and water followed by drying with paper towel.
 - b. Ensure staff members wash their hands prior to putting on gloves and after removing gloves. Ensure staff members use a new pair of gloves whenever changing tasks.
 - c. Keep all used, wet cleaning cloths in an approved sanitizer solution when not in use or remove cloths from food preparation area when they are to be laundered. Ensure food contact surfaces do not become contaminated by dirty cleaning cloths.
 - d. Ensure *all* perishable foods are maintained either at or below 4°C or at or above 60°C at all times as to prevent microbial growth. Ensure all equipment used for these purposes are capable of maintaining these temperatures. Obtain a probe thermometer to facilitate monitoring temperatures.

- e. Thaw foods in a safe manner as outlined in the Alberta Health Services Requirements for Thawing and Cooling Foods Safely (see attached handout) are followed and complied with at all times.
- f. Cease and desist the practice of storing and potentially serving moldy foods. Inspect all foods upon delivery from supplier and reject those that are unfit for human consumption and/or are potentially contaminated. Ensure good rotation of food products within your food facility and monitor foods for signs of spoilage.
- g. Cease and desist the practice of storing food on the floor and stacking food containers without a protective barrier in between.
- h. Ensure that food is stored off the floor on shelving units at all times to ensure that foods are adequately protected from contamination. Store foods on shelving units.
- i. Use clean food-grade barriers between the bottom of food containers and the food stored underneath.
- j. If scoops are stored within the food product, ensure the handle is not in direct contact with the food.
- k. Remove all garbage and debris at the exterior of the building. Seal all potential entry points.
- l. Ensure that all holes and gaps in the walls are sealed to prevent the harbourage of pests. Set glueboard traps to monitor for cockroach activity. Follow the recommendations of the hired pest control company to treat for current pest activity.
- m. Repair plumbing in the West washroom so that there is hot and cold water available at adequate pressure.
- n. Refinish the exposed wood above the dishwashing sinks and the caulking around the west washroom hand sink. Ensure all surfaces within the facility are smooth, cleanable, and non-absorbent at all times.
- o. Conduct a deep, thorough clean of the entire facility including all equipment, food contact surfaces, counters, shelves, walls, floors, and out-of-the-way areas. If equipment is no longer cleanable and/or sanitary, replace it.
- p. Develop a written sanitation plan that is effective at maintaining the facility in a clean and sanitary manner and includes a list of cleaning chemicals. Follow guidelines as outlined in the Introduction to a Sanitation Program (see attached handout).
- q. Implement a program to monitor cooler temperatures, hot holding temperatures, and thawing of food. Documents must be maintained on a daily basis for the next three months.
- r. Label all foods in the coolers with a purchase or best before date for the next three months.

2. The work referred to in paragraph 1 shall be completed by the following deadlines:

- a) Items a-j must be done immediately upon receipt of this Order.
- b) Items k-r must be completed before March 2, 2017.

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 Edmonton, Alberta, February 27, 2017.

_____(Original Signed)_____
Caitlyn Bruening, CPHI(C)
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, Telus Plaza North Tower
10025 Jasper Avenue NW
Edmonton, Alberta, T5J 1S6
Phone: 780-222-5186
Fax: 780-422-0914
Email: HealthAppealBoard@gov.ab.ca
Website: <http://www.health.alberta.ca/about/PHAB.html>

A Notice of Appeal form may be obtained by contacting Alberta Health Services at 780-342-0122 or by contacting the Public Health Appeal Board.

Health Legislation, Regulations and Standards

Electronic versions of the Public Health Act and Regulations are available at the Alberta Queen's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7 or www.qp.gov.ab.ca.

Health Legislation and regulations are available for purchase. Please contact Alberta Queen's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7 or www.qp.gov.ab.ca.

Copies of standards are available by contacting the Health Protection Branch of Alberta Health at 780-427-4518, or by visiting: www.health.alberta.ca/about/health-legislation.html

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