Santa Clara County Department of Environmental Health

PLACARDING & SCORING PROGRAM

September 18, 2014
Placarding & Scoring Program Background

- Early 2013: DEH was directed by the County Board of Supervisors to conduct a feasibility study.
- December 2013: The study was completed.
  - 6 Placarding/Grading Systems were chosen for the feasibility study: Sacramento, Los Angeles, San Diego, San Francisco Counties, CA--New York City, NY--Pima County, AZ.
  - The Score Group proposed a model after Sacramento’s.
- October 2013: Press release and proposal workshops provided to public.
- April 2014: County Board of Supervisors approved the proposal.
What is the goal of Placarding and Scoring Program?

- Reduce foodborne illness
- Increase compliance with food safety law
- Convey inspection results to the public using a system that is readily accessible and simple to understand
COLLABORATIVE EFFORT

REGULATOR

FOOD OPERATOR

CONSUMER
How is it different from the current food inspection program?

- **Same: Inspection process**
  - Unannounced routine inspections conducted
  - Inspection reports issued
  - Re-inspections conducted to verify corrections
  - Most recent inspection report available upon public request

- **Different: Inspection results more readily available to public**
  - **Onsite:**
    - Inspection Report & Score provided upon request
    - Color placard posted near the entrance of the facility
  - **Online:** The inspection report, color placard, score, and history of inspection results available at www.ehinfo.org
What Types of Food Facilities that are subject to the Placarding and Scoring Program?

Only food facilities that prepare food are subject to the placarding and scoring program. They include but are not limited to:

- restaurants (all types), deli’s, bakeries
- school cafeterias, corporate cafeterias
- coffee shops, café’s

Mobile food facilities (i.e. food trucks and carts), caterers, and limited food activities will be included in the future.
The Colors of the Placards

COLOR GRADING WILL REPRESENT THE LEVEL OF FOOD SAFETY BASED ON THE NUMBER OF MAJOR VIOLATIONS OBSERVED DURING THE INSPECTION.
## What is the meaning of the placard color?

<table>
<thead>
<tr>
<th>Major Violation (Risk Factor)</th>
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</tr>
</thead>
<tbody>
<tr>
<td>No more than 1</td>
<td>2 or more</td>
<td>Any numbers</td>
</tr>
<tr>
<td>Corrected On Site (COS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Suitable Alternative (SA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not corrected at time of inspection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Re-inspection required</td>
</tr>
</tbody>
</table>
What are the Risk Factors?

Identified by CDC as the contributing factors to foodborne illnesses in US:

1. Food from unapproved sources
2. Improper holding temperatures of PHF
3. Inadequate cooking of PHF
4. Contaminated food-contact surfaces
5. Poor personal hygiene of food employees
6. Improper cooling of PHF
<table>
<thead>
<tr>
<th>Risk Factors &amp; Interventions</th>
<th>Good Retail Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>MINOR Out of Compliance: violations must be corrected by:</td>
<td>Good Retail Practices</td>
</tr>
<tr>
<td>MAJOR Out of Compliance: subject to immediate correction or closure</td>
<td></td>
</tr>
</tbody>
</table>
What is the difference between Major and Minor Violation?

Major violation – a violation that may pose **an imminent health hazard** and warrants immediate closure or other corrective action.

Minor violation – a violation that does **not** pose an imminent health hazard, but does warrant correction.

Corrected on site (COS)– an action taken to correct the problem **permanently** during the inspection so that it no longer poses an imminent health hazard.

Suitable Alternative (SA) – an action taken to **temporarily** fix the problem during the inspection so that the violation no longer poses an imminent health hazard.

-Suitable Alternatives usually requires a re-inspection to assure the violation is permanently corrected.
What is imminent health hazard?

A significant threat or danger to health that is considered to exist when there is evidence sufficient to show that a product, practice, circumstances, or event creates a situation that can cause food infection, food intoxication, disease transmission, vermin infestation, or hazardous condition that requires immediate correction or cessation of operation to prevent injury, illness, or death.
What is the meaning of the placard color?

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<td></td>
</tr>
</tbody>
</table>
Examples of Major Violations
Inspection

**NO**

MAJOR Violations?

**NO**

COS / SA?

**NO**

How Many?

**YES**

0 Major

PASS

1 Major

PASS

≥ 2 Major

COND. PASS

How Many?

**YES**

0 Major

PASS

1 Major

PASS

≥ 2 Major

COND. PASS

How Many?

**NO**

MAJOR Violations?

**NO**

Re-inspection (only if No COS)

PASS or Cond. Pass

Re-inspection within 3 business days

PASS or Cond. Pass

Re-inspection upon owner’s request

PASS or Cond. Pass
What do I expect after I received a YELLOW placard?

**CONDITIONAL PASS**
- Re-inspection within 3 bus. days
- Recheck major & minor RF

**NO**
- **MAJOR Violations?**
- **How Many?**
  - 0 Major
    - **PASS**
    - **COS**
  - 1 Major
    - **PASS**
    - **SA**
  - ≥ 2 Major
    - **COND. PASS**
    - **SA**

**YES**
- **COS / SA?**
  - **NO**
    - **CLOSED**
    - **COS**
    - **Re-inspection* only by owner’s request**
  - **YES**
    - **Re-inspection* mandatory**
    - **SA**

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* With fee
Inspection Reports at the Food Facility

SB180 Placard is required to be posted in public view – until the first color placard is issued.

Inspection report is available on site for public access.
On-Site Inspection Information

Major Violations – 8 points

Risk Factor Minor Violations – 3 points

Minor GRP Violations – 2 points

COLOR: Level of Food Safety

SCORE: Overall level of compliance
Santa Clara County Internet Reporting

Department of Environmental Health

Featured Information

- Sign up for Consumer Protection Division Newsletter
- New Placarding Program Information
- Consumer Protection Desk Duty Hours
- No Bare Hand Contact with Ready-To-Eat Food FAQ
- Hazardous Materials Electronic Reporting
- Onsite Wastewater Treatment Systems Ordinance Project

Quick Links

- View Local Oversight Program Public Record Document Search
- Fee Schedule
- Filing Complaints
- Related County Agencies
- Public Records Request
- Plan Check for Retail Food Facilities

- Inspection Reports for: Restaurants, Groceries and other Food Facilities

- New Body Art Information
- Online Payment Information
- Hazardous Materials Facilities in the City of Morgan Hill
- Free Training in Hazardous Waste Management and Hazardous Materials Business Plan Requirements
Santa Clara County Internet Reporting

Starting October 1, 2014 DEH will launch the new inspection result website*

*Please note that the screenshots provided here are tentative and subject to change.
## I'm looking for ...

Find: burger

**FIVE GUYS BURGER & FRIES**  
**SUPER DUPER BURGERS**

### Showing 1 - 2 of (2) results:

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Latest Inspection Result</th>
<th>Latest Score</th>
<th>Address</th>
<th>Distance</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPER DUPER BURGERS</td>
<td>Pass</td>
<td>76</td>
<td>2855 STEVENS CREEK BL</td>
<td>2.87 mi</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>SAN JOSE, CA 95128</td>
<td></td>
</tr>
<tr>
<td>FIVE GUYS BURGER &amp; FRIES</td>
<td>Not Available</td>
<td>Not Available</td>
<td>5252 ALMADEN BL</td>
<td>5.65 mi</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>SAN JOSE, CA 95118</td>
<td></td>
</tr>
</tbody>
</table>
# Santa Clara County Internet Reporting

## Mobile Device View

### Department of Environmental Health

**Food Facility Inspection Reports**

### Search Results

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Inspection Result</th>
<th>Score</th>
<th>Date</th>
<th>Initials</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jamba Juice #482</td>
<td>Pass</td>
<td>85</td>
<td>04/30/19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jamba Juice #481</td>
<td>Pass</td>
<td>67</td>
<td>04/30/19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jamba Juice #271</td>
<td>Conditional</td>
<td>39</td>
<td>04/29/19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jamba Juice at CALIFORNIA VALLEY</td>
<td>Fail</td>
<td>14</td>
<td>04/29/19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jamba Juice at CALIFORNIA VALLEY</td>
<td>Pass</td>
<td>72</td>
<td>04/29/19</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**Placard:**

- Green Placard: "Merits" A level of compliance was achieved.
- Yellow Placard: "Improvement" Violations were observed that required immediate correction and a follow-up inspection that will be conducted within 14 to 30 days.
- Red Placard: "Closure" Closure is required when an imminent danger to public health or safety is observed.

In addition to the Color-Coded Placarding Program, the Environmental Health Board of Supervisors approved the following Food Facility Program Enhancements:

- Increased inspection frequency.
- Educational Workshops for Retail Food Facility Operators.
- Public Outreach to provide information on the different color placards.
- Additional inspections by Support staff.

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**Contact Information:**

- Phone: (408) 392-6000
- Email: info@co.santaclara.ca.us
- Website: [Santa Clara County](https://www.sccgov.org/depts/eh)

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**Accessibility:**

- Primary Language: English
- Web Accessibility: [Accessibility Statement](https://www.sccgov.org/depts/eh/accessibility)
- SiteMap

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Santa Clara County Placarding and Scoring

- The county strives for all food facilities to get a Green Placard
- The department will provide free training for food facility operators to learn about “How to Get a Green Placard”
- Through the Department’s Enforcement Procedure, there will be steps taken to reduce the “repeat violations”
- On site classes can be provided to operators who request to have private training for their companies/business from our department
  * Hourly Fee applied
- Operators can request to have a placard stating they have achieved the Award of Excellence status
  * Operating conditions apply
Santa Clara County Placarding and Scoring

Official Inspections Report (OIR)

MAJOR Violations

Grading System
(Onsite public display)

PASS

COND. PASS

CLOSED

MINOR Violations

Enforcement Procedure
(Online public access)

Office Conference
Administrative Hearing

Required Std Operational Procedures
Citation
Permit Suspension/Revocation

Food Safety Award of Excellence
(Onsite & Online)
Santa Clara County Placarding and Scoring

Food Safety Award of Excellence
*(Onsite & Online)*

1. To recognize food operators’ commitment to food safety in establishing and maintaining public health interventions

2. No repeated Major and Minor violations over an extended period of time **AND** must have received 3 consecutively green placards

3. Operators will need to initiate the request of this honor and DEH will evaluate per operator’s request
Where to post the Placard?

- (1) Posted in the front window of the food facility within five feet of the front door.
- (2) Posted in a display case mounted on the outside front wall of the food facility within five feet of the front door; or
- (3) Posted in a location approved by the District Inspector to ensure proper notice to the general public and to patrons of the food facilities.
Example of locations:
SUMMARY

- Restaurants will become more transparent to the public
  - Color Placard on the window
  - Inspection reports are available to the public per their request at the restaurant and on the department’s website
- The COLOR PLACARD AND SCORE represent different things
  - Color – Level of Food Safety in the food facility
  - Score – Level of Compliance in the food facility
- The Department will offer free training to all food operators on “How to get the Green Placard”
- Information on Placarding will be updated on the county’s website: www.ehinfo.org
When will the Placarding and Scoring program start?

- July, 2014 – Environmental Health Specialist started the field trials during the food facility's routine inspection on the placarding and scoring program
- A routine inspection will be conducted and entered into the department’s inspection report system electronically
- Based on the violations observed, the operators will be given an information sheet showing them what their color placard and score would’ve been scored during the inspection
- Information will be provided to the operator on improvements, courses, and internet information as tools to help them pass their next inspection
- Every effort will be made by our department to help the operators improve their operations

PLACARDING/SCORING WILL START ON OCTOBER 1, 2014
Santa Clara County
PLACARDING/GRADING SYSTEM

Workshops will be held starting in September 2014 to educate the food facility owners on How to get a Green-PASS inspection Placard

<table>
<thead>
<tr>
<th>DATE/TIME</th>
<th>LOCATION</th>
<th>LANGUAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/2/2014 2-4pm</td>
<td>Quinlan Community Center-Social Room 10185 N. Stelling Rd. Cupertino</td>
<td>English/ Chinese</td>
</tr>
<tr>
<td>9/11/2014 2:30-4pm</td>
<td>Mountain View Public Library 585 Franklin St. Mountain View</td>
<td>English</td>
</tr>
<tr>
<td>9/16/2014 2-4pm</td>
<td>San Jose Silicon Valley Chamber of Commerce 101 W. Santa Clara St.</td>
<td>English/ Spanish</td>
</tr>
<tr>
<td>9/18/2014 2-4pm</td>
<td>Tully Community Branch Library-Community Room 880 Tully Road, San Jose</td>
<td>English/ Vietnamese</td>
</tr>
<tr>
<td>9/23/2014 2-4pm</td>
<td>Gilroy Public Library-Community Room 350 W. Sixth St, Gilroy</td>
<td>English/ Spanish</td>
</tr>
<tr>
<td>9/25/2014 2-4pm</td>
<td>Santa Clara City Library 2635 Homestead Road Santa Clara</td>
<td>English/ Korean</td>
</tr>
<tr>
<td>9/30/2014 2-3pm</td>
<td>Silicon Valley SBDC 100 E. Santa Clara St. San Jose</td>
<td>English</td>
</tr>
</tbody>
</table>
QUESTIONS ???
Do I need a re-inspection if I received a GREEN placard?

YES, if the following conditions exist:

1. There was one major violation observed during the inspection

2. The major violation was temporarily corrected with a Suitable Alternative (SA) rather than permanently with a COS

Re-inspection is needed to verify that the violation has been permanently corrected.