

ORDER OF AN EXECUTIVE OFFICER

To: **Blue Willow Restaurant (1983) Ltd.**
Stanley Mah
Patrick Mah
Jean Mah
Jacob Liao
"the Owner"

RE: The food establishment located in Edmonton, Alberta and municipally described as:
Blue Willow, 11107 103 Ave NW

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. Raw chicken was thawing at room temperature in a bucket. Raw chicken and shrimp were thawing in stagnant water in the compartment sinks.
- b. Multiple high risk foods (ie. cut vegetables and cooked meat) were being stored at room temperature. Raw shrimp was left at room temperature for an extended period of time while staff was doing other food prep.
- c. Chicken is being reheated and cooled multiple times.
- d. A large bowl of rice was not being cooled quickly. Cooked chicken was being cooled by being placed on the ledge by the stove which prevents it from being cooled quickly.
- e. Raw meat was stored next to and above ready to eat foods and raw vegetables throughout the walk-in cooler. There was no clear separation between raw meat and non-raw meat foods.
- f. Some buckets of food and a bag of MSG were stored directly on the floor.
- g. Foods were uncovered in multiple coolers. Some containers in the walk-in cooler did not have tight fitting lids.
- h. Cardboard boxes and newspapers are being reused and appear dirty. Single use plastic bags appear to be reused and were dirty.
- i. One staff member, on three separate occasions, did not wash his hands after handling raw meat. Another staff member who was wearing gloves was observed to handle raw meat then dry her hands with a paper towel before proceeding to handle a basket of cooked foods.
- j. There was no soap at one of the hand sinks in the staff bathroom downstairs.
- k. There is no probe thermometer available.
- l. Staff did not appear to have general knowledge of food safety from lack of food safety practices observed(ie. improper thawing of perishable foods, cooling of perishable foods, lack of sanitizer bucket, lack of and improper handwashing).
- m. There was no sanitizer available.
- n. Wet, used wiping cloths were observed on the countertop.

- o. The chopping block was not sanitized after cutting raw shrimp on it and then using it to prep other foods. Cooked shrimp was being prepped in a sink previously holding raw shrimp. The sink was not sanitized between these uses.

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. Raw chicken was thawing at room temperature in a bucket. Raw chicken and shrimp were thawing in stagnant water in the compartment sinks, which is in contravention of **Section 24 of the Food Regulation, AR 31/2006**, which states that: All food handling in a commercial food establishment must be done in a manner that makes the food safe to eat.
- b. Multiple high risk foods (ie. cut vegetables and cooked meat) were being stored at room temperature. Raw shrimp was left at room temperature for an extended period of time while staff was doing other food prep, which is in contravention of **Section 25(1) of the Food Regulation, AR 31/2006**, which states that: 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).
- c. Chicken is being reheated and cooled multiple times, which is in contravention of **Section 24 of the Food Regulation, AR 31/2006**, which states that: All food processing must be done in a manner that makes the food safe to eat.
- d. A large bowl of rice was not being cooled quickly. Cooked chicken was being cooled by being placed on the ledge by the stove which prevents it from being cooled quickly, which is in contravention of **Section 24 of the Food Regulation, AR 31/2006**, which states that: All food processing must be done in a manner that makes the food safe to eat.
- e. Raw meat was stored next to and above ready to eat foods and raw vegetables throughout the walk-in cooler. There was no clear separation between raw meat and non-raw meat foods, which is in contravention of **Section 23(1) of the Food Regulation, AR 31/2006**, which states that: 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.
- f. Some buckets of food and a bag of MSG were stored directly on the floor, which is in contravention of **Section 23(1) of the Food Regulation, AR 31/2006**, which states that: 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.
- g. Foods were uncovered in multiple coolers. Some containers in the walk-in cooler did not have tight fitting lids, which is in contravention of **Section 23(1) of the Food Regulation, AR 31/2006**, which states that: 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. Cardboard boxes and newspapers are being reused and appear dirty. Single use plastic bags appear to be reused and were dirty, which is in contravention of **Section 23(1) of the Food Regulation, AR 31/2006**, which states that: 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.
- i. One staff member, on three separate occasions, did not wash his hands after handling raw meat. Another staff member who was wearing gloves was observed to handle raw meat then dry her hands with a paper towel before proceeding to handle a basket of cooked foods, which is in contravention of **Section 30(1)(d) of the Food Regulation, AR 31/2006**,

which states that: A food handler shall wash hands as often as necessary to prevent contamination of food or food areas.

- j. There was no soap at one of the hand sinks in the staff bathroom downstairs, which is in contravention of **Section 30(4) of the Food Regulation, AR 31/2006**, which states that: The handwashing stations referred to in section 17(1)(e) must be maintained and kept supplied.
- k. There is no probe thermometer available, which is in contravention of **Section 18(b)(ii) and (iii) of the Food Regulation, AR 31/2006**, which states that: An operator must ensure that all refrigeration and hot holding equipment used in the commercial food establishment is capable of maintaining the respective temperatures required by section 25, equipped with an accurate thermometer.
- l. There was no sanitizer available, which 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.
- m. Wet, used wiping cloths were noted on the counter top, which 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.
- n. The chopping block was not sanitized after cutting raw shrimp on it and then using it to prep other foods. Cooked shrimp was being prepped in a sink previously holding raw shrimp. The sink was not sanitized between these uses, which 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.
- o. Quat test strips were expired in April 2022, which is in contravention of **Section 28(1) of the Food Regulation, AR 31/2006**, which states that: A commercial food establishment must have all the facilities, equipment and utensils that are necessary to ensure its safe operation and maintenance.
- p. Both wooden chopping blocks are grooved, pitted, and not in a state of good repair, which is in contravention of **Section 28(3) of the Food Regulation, AR 31/2006**, which states that: All equipment and utensils in a food establishment must be kept in good working order and condition and maintained in a manner that ensures the safe and sanitary handling of food.
- q. The walk in cooler was not clean or organized. Foods in the walk in cooler were stored on shelves, pallets and a cart and there was no clear organization to the walk in cooler. A room beside the kitchen had multiple cardboard boxes piled up that prevented the area from being kept clean and organized, which 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 in 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.
- r. Food and grime buildup noted throughout the facility, including but not limited to: corners of facility, underneath equipment, hard to reach areas around tables and equipment, dish racks, dishwasher well and inside of the dishwasher, around both grease traps and underneath the dishwashing area, exhaust canopy, bowl mixer and hand held mixer,

especially in grooves and hard to see areas, storage buckets of utensils, outside of spice containers, legs and bottom part of the chopping blocks, outside of the rice cooker, paper towel dispenser, hard to reach places in the cooler (ie. where the door seal is), single use lids for take out containers were dirty, which 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 in 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.

- s. The written cleaning schedule was not detailed and not being used, which is in contravention of **Section 29 of the Food Regulation, AR 31/2006**, which states that: 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 the food establishment and all equipment and utensils in it and a list of all cleaning and sanitizing agents used 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 foods are only thawed by one of these methods (1) in a fridge at 4C or less (2) submerged under cold running water (3) in a microwave and then cooked immediately afterwards (4) cooked from frozen. Do not thaw foods at room temperature.
 - b. Cease and desist the practice of storing high risk perishable foods at room temperature. Keep perishable foods in the cooler or freezer until needed for processing. Ensure that hot foods meant to be served hot are maintained at hot holding temperatures of 60°C with a continual heat source. Ensure coolers are at 4°C or less and are equipped with an accurate thermometer. Only take out as much food as needed for immediate food preparation. Promptly refrigerate or freeze perishable foods after processing and cooling or promptly place hot foods in hot holding equipment. Ensure *all* perishable foods are maintained either below 4°C or above 60°C at all times as to prevent microbial growth.
 - c. Do not reheat high risk foods more than once.
 - d. Cool foods quickly from hot to room temperature within 2 hours and room temperature to 4C within 4 hours. Foods should be cooled quickly by breaking it up into smaller portions, using an ice wand, using an ice bath, stirring the food often, keeping it away from a heat source like a stove, do not cover.
 - e. Organize the cooler space and ensure that raw meat is stored away from non-raw meat foods (ie. raw vegetables, cooked foods). Do not store raw meat on top of or next to non-raw meat foods. Ensure raw meat is stored in a way that prevents the contamination of other foods.
 - f. Store food containers off of the floor. Ensure foods are covered with tight fitting lids when storing them. Ensure that food and food equipment is stored in a manner that prevents cross contamination at all times.
 - g. Cease and desist the practice of re-using single-use disposable cardboard, single-use plastic and newspaper. Remove all cardboard, newspaper, and from shelving and food equipment. Ensure that all surfaces in the commercial establishment are maintained in good condition and constructed of material that are suitable for their intended purpose,

durable, food-grade, easily cleanable, non-absorbent, and free from any undesirable substance.

- h. Hands must be washed with soap and water 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. Ensure that all staff practice proper personal hygiene and handwashing at designated fully equipped handwashing stations. Ensure staff are trained on proper glove use as outlined in Guidelines for Proper Glove Use in Food Establishments, Alberta Health Services.
- i. Ensure all hand sinks are stocked with soap and paper towel at all times.
- j. Ensure a prepared sanitizer solution is available and in use at all times, in accordance with How to Mix an Approved Sanitizing Solution, Alberta Health Services. Ensure all food contact surfaces are sanitized using a food-grade sanitizer as needed, including prior to starting food preparation each day, between tasks and when soiled.
- k. Keep wet used cleaning cloths in an approved sanitizer solution when not in use. Ensure that the container used to house the sanitizer is maintained in a clean and sanitary condition and the solution is changed as often as needed. Use on contaminated surfaces, like after raw meat preparation, and in the customer areas often. Ensure that the Guidelines for the use of Wiping Cloths is followed.
- l. Obtain approved chemical testing equipment capable of measuring the approved food-grade sanitizing agent concentration required for food contact surfaces and clean in place food equipment. Approved sanitizing solutions are as follows: Chlorine (bleach): A solution of not less than 100 - 200 ppm (part per million) chlorine is required. Quats: A quaternary ammonium compound (quats) having a strength of at least 200 ppm is required. Iodine: An iodine solution containing at least 25 ppm available iodine is required.
- m. Acquire a probe thermometer and ensure staff are trained on its use.
- n. Replace or repair the wooden chopping blocks so they are smooth, easily cleanable and non absorbent.
- o. Clean and maintain all food contact surfaces, equipment, utensils, floors, walls and ceilings. Ensure that all equipment, utensils, and surfaces that may come into contact with food is maintained in a sanitary condition, washed, and sanitized in a manner that removes contamination. Clean under the cooking appliances, underneath and behind equipment, under shelving units and coolers and all other equipment and surfaces in the kitchen area, including the hard-to-reach areas. Thoroughly clean the shelving and the contents within. Ensure that the food establishment as a whole is maintained in a clean and sanitary condition.
- p. Create and/or revise your written sanitation program to facilitate the proper cleaning of all areas of the food establishment, including equipment and structural aspects, and educate staff on the program's proper usage. Ensure that all staff are properly educated and trained regarding duties and requirements of the sanitation plan. Maintain the sanitation program to reflect the cleaning practices in the facility. Ensure that the written sanitation program is maintained and kept on site for staff to follow and ensure it is adhered to. Ensure sanitation program includes a list of all cleaning and sanitizing agents used in the food establishment, including their concentrations and uses.
- q. Train all staff in food safety practices and procedures, including, but not limited to: Cross contamination control, safe food storage temperature, safe thawing practices, safe cooling practices, safe re-heating practices, staff hygiene/glove use, dishwashing practices

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

a. - l.: immediately
m. – q: March 29, 2023

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, March 22, 2023.

Confirmation of a verbal order issued to Stanley Mah and Jacob Liao on March 17, 2023.

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>

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