

# Frequently Asked Questions Regarding Filling Out Your Annual Food & Beverage Permit Application

## General Application Information

1. **Why Must I Fill This Out?** By law all food service operations including, but not limited to, restaurants, grocery stores, farmers market vendors and concessions stands must have a valid Food & Beverage Permit issued to them by the City. This application gives us the information we need to have on file for permitting, inspections and to make contact when needed. Permits are not transferable from one person to another. It also does not transfer from any other location other than what is listed.
2. **When Can I Send in This Application?** Previously permitted facilities will be automatically be sent renewal applications approximately 4-6 weeks prior to their permit expiring on May 31. As long as they are in good standing and the Box marked "Permit Cannot Be Renewed" is unchecked they can send their application in at any time. New facilities or change in ownership will be given their application at the final inspection after any plan review requirements are met.
3. **Where Do I Send the Application?** Only the original application can be mailed to the following address:  
City of East Moline -- 912 16<sup>th</sup> Avenue -- East Moline IL 61244 -- ATTN: Health Department.
4. **What if I have additional questions not answered in this document?** If you have any questions regarding this application and the answers are not contained within this document please feel free to e-mail the Health inspector at [kbradley@eastmoline.com](mailto:kbradley@eastmoline.com) or call 309-752-1510.
5. **Who Must Fill the Application Out?** The business owner or person in charge of filling out the application for the corporation must fill the application out as a signature is required.
6. **Can it be denied?** Yes, if the facility does not meet the provisions of the City Ordinance and State Code for food sanitation. It can also be denied if building, plumbing, zoning or fire codes are not being met.
7. **Should I Fill Out the Waiver Request Form?** Only facilities that are not required by law to be regulated can fill this out. These facility owners will be notified when this applies. Facilities of this nature include, but are not limited to; farmer's market vendors selling only whole, unprocessed, fruits and vegetables and liquor stores selling only pre-packaged alcohol.

## Facility Information Section of Application

8. **What is the Facility Information Section For?** As the title implies it gives us general facility information on location, operation, hours we can plan our inspections, and the person in charge. The square footage information is important as most fees are based on the size of the facility – if the information you list differs from our current information we can verify if requested.
9. **What Email Address Should I Use For My Facility?** The email address to use is one that can get information to the facility or responsible party as soon as possible if not immediately. If a facility is placed on a boil order we are going to try and email that information to you rather than going to several different places. Future newsletters, state and local requirements, etc. will also start being emailed to you in the future.

10. **Why Are You Asking For My Facility Hours?** Facility hours show us the times you are open to the public and therefore allow us to determine when we can inspect. Your hours can be changed at anytime, we just ask that you contact us so we can update our file. Problems can arise when your application states you should be open and you are not – routine inspections may not get done and then your facility will be placed on the Do Not Renew list.
11. **What Are Blast Notifications & Must I Fill This Out?** We will have a new system in place soon for what we call Blast Notifications. These notifications can be anything from changes in the ordinance to emergency situations requiring your facility to either close or operate differently than normal such as a water main break or boil order. You can use either a cell phone with texting capabilities, e-mail or a dedicated fax line. The important thing is that you can receive these messages right away.

### **Correspondence Information Section of Application**

12. **What is the Correspondence Information Section For?** This Section is where you want your permits, renewal applications or official letters to be sent. Fax and email information should also be filled out since those are quicker ways to communicate. If this section is left blank we will default to the information listed in the facility information section.

### **Owner Information Section of Application**

13. **What is the Owner Information Section For & Must I Fill It Out?** Our ordinance requires that the owners name be listed as well as the corporation name (or similar set up). On city issued permits the corporation name will be listed as the owner if it applies. Personal addresses, phone and email are requested in case there is ever an emergency or other reason we need to contact the owner quickly.
14. **Why Do I Need To Provide Personal Owner Information?** Personal owner information that differs from the facility's information is required for various reasons. Typically it is for cases of emergency, but occasionally if a place shuts down unexpectedly we may need to contact the owner.

### **IL Certified Food Service Sanitation Managers Section of Application**

15. **What is an Illinois Certified Food Service Sanitation Manager or FSSMC?** This is a person who has sat through a 15 hour food sanitation course approved by the state of Illinois, passed the State issued exam and paid the required fee to have their certificate issued. This person will be able to provide a copy of their state certificate that is valid for 5 years.
16. **Am I required to Have Certified Food Service Sanitation Managers (FSSMC) & How Do I know How Many?** In East Moline only Category 3 facilities with retail licenses only are allowed not to have a Certified Food Manager. Requirements for number of FSSMC are listed on your permits and in the *Permit Details* Section of your application. New owners will be told during the plan review process. Due to turnover, change in ownership or change in risk a facility has 3 months to comply. Category 3 facilities, temporary vendors and farmer's market vendors with a food service licenses will have until May 31<sup>st</sup> 2012 to comply unless you were told otherwise.

## **Permit Details Section of Application**

17. **What is the Permit Details Section Used For?** Several items such as; Risk Category, License Type, and Operation Rules, will be filled out by the Department based on your operation. This information tells the department what you are allowed to do at your facility and how many FSSMC are required. Vehicle license numbers and commissary information must be filled in by the owner/operator as required (see below).
18. **Do I Need To Fill Out Commissary Information?** Only mobile food service facilities and establishments where foods are cooked elsewhere and brought in are required to provide commissary information (where the licensed facility in which the food was prepared). Mobile vendors selling only ice cream or hot dogs are exempt from commissary requirements.
19. **Why Am I Being Asked For My Vehicle License Number?** If the application is for a mobile unit a vehicle license number is required in order to list it on the actual permit. Since these units are mobile police departments may see them and question whether or not they are licensed. An easily displayed permit with license number will assure them that this vehicle is licensed to sell in East Moline.
20. **What Do the Operation Rules Mean for My Facility?** These rules explain what types of foods may be served at your facility and the minimum amount of state certified food handlers you are required to have under this particular license. These rules have been determined by your facility's Risk Category which is based on the types of food products served in your facility, the population served, and your facility's operation.
21. **What Do the Different Risk Categories Mean for My Facility?** Risk is broken down by the State into three categories (Category 1, 2 and 3 or as it used to be High, Medium and Low). The definitions, and examples of operational differences, can be viewed in the state code. In East Moline the following FSSMC requirements generally apply to each category:
- a. **Category 1** – All category 1 facilities (no exemptions) are required to have an Illinois Certified Food Sanitation Manager (FSSMC) onsite at all times potentially hazardous food is being handled, prepared or served.
  - b. **Category 2** – All category 2 facilities are required to have at least one IL FSSMC at each establishment. This person must have full-time hours (32 hours per week) and be in direct supervision of the food service activities and the authority to act as such. The department can require more certified managers as seen necessary.
  - c. **Note** -- Category 1 and 2 facilities may not be required to have a certified food manager onsite when all of the following conditions are met; 1) food products being sold or served have been prepared under the supervision of a certified food manager, 2) foods are individually packaged, 3) appropriate documentation is maintained, and 4) if food safety is reliant on temperature workers shall be certified in food safety through a worker's sanitation course approved and recognized by the City of East Moline.
- This process must be submitted in writing to the Health Department for approval.
- d. **Category 3** – Only category 3 facilities with a retail license are not required to have a certified food manager. If you are a category 3 facility with a food service license you shall have at least one full-time employee or owner certified as a food service manager.

22. **Can My Facility's Risk Category Be Changed?** Yes, if you decide to change your menu you will want to discuss those changes with the Health Department. If you are expanding your menu to include foods you didn't have before your risk may be changed – changing your risk category may require additional certified food handlers or even additional equipment be added. Risk class is determined by the Health Department.

### **Fee Information Section of Application**

23. **How Do I Understand the Fee Information Section?** The **total amount due** is what you are required to send in with this application. The **permit cost** is the facility's base permit fee and will typically match the amount due. A **prorated** fee applies when a permit application for a new facility is submitted after December 1<sup>st</sup> and depending on when it is submitted it can be 25-50% of the base permit cost. As stated on the form **late fees** may apply if renewal applications are not submitted by the dates stated. **Additional fees** could include non-compliance re-opening fees, re-inspection fees or penalties for opening without proper permits.

### **Important Information Section of Application**

24. **What Is the Important Information Section For?** This section will let you know if your facility is in good standing and can be renewed without any glitches or if there are items to address before your application can be returned and your permit issued.
25. **My Application Was Marked "Do Not Renew" – What needs to be done?** If your application was marked Do Not Renew there will be a reason (or reasons) why listed below the check box. This fact sheet will further explain what each reason may mean, how you should proceed and what can happen should you fail to comply.
- a. **Inspection Required** -- A routine inspection is required in order for your facility to have its permit renewed. Call the East Moline Health Department at 309-752-1510 to set that inspection up and then send your application and money in as you normally would. Inspections must be set up prior to May 31<sup>st</sup> and in order to receive your annual permit must be conducted prior to May 31<sup>st</sup> as well. Any inspection that is scheduled to be done after May 31<sup>st</sup> will be issued a conditional permit until the inspection has been conducted. If the facility operator does not contact this department for an inspection prior to May 31<sup>st</sup> your permit will not be renewed – the facility will have to shut down and reapply for their permit as a new facility (all outstanding violations and all new codes will have to be met prior to renewal). Conditional permits will expire by July 1<sup>st</sup>.
  - b. **FSSMC Certificates Required** -- This means that the information we have listed on previous applications for your Illinois certified food handlers is current, but we do not have copies of their certificates on file. Send in current copies of all or your food handler's certificates from the state of Illinois with your completed application and money. We will automatically update the "Do Not Renew" status so we can issue your annual permit as long as your facility has a sufficient number for its risk class (see application for details specific to your facility).
  - c. **Number of FSSMC Insufficient** – There could be a couple different reasons that your facility is falling under this category. They are as follows:
    - Certified Food Handlers Information in our file has expired. Send us the updated and current information with your completed application and money and we will automatically update the "Do Not Renew" status so we can issue your annual permit as long as your facility has a sufficient number for its risk class (see application for details specific to your facility).

- No Certified Food Handlers are listed in our file for your facility. Send in copies of current certificates with your completed application and money and we will automatically update the “Do Not Renew” status so we can issue your annual permit as long as your facility has a sufficient number for its risk class (see application for details specific to your facility).
- The number of certified food handlers is too few for your facilities risk, operation and hours. Check your facilities risk classification and operation rules to determine the number you need. Remember if it states at all times that you must have some one there at all times – including sick and vacation days. You can send in a letter stating the names of the people you will be sending to class, where they will be taking the class and the class dates along with the completed application and money and your facility will be issued a conditional permit until your facility is in compliance. Conditional permits will expire based on your class dates, but no longer than August 1<sup>st</sup>. **Please note, if your facility received a letter prior to renewal stating the facility is or will be put on the Do Not Renew list then a conditional permit will likely be denied.**

**d. Outstanding Violations** – This means that there are outstanding repeat or immediate violations listed in your last report that must be brought into compliance and inspected prior to your license being renewed. Facility operator must have these items corrected and inspected prior to May 31<sup>st</sup>. Call 309-752-1510 for an inspection or information on the items that must be corrected. If you cannot get the violations corrected prior to May 31<sup>st</sup> the operator must request in writing an extension. You can mail that extension request in along with your completed application and money and a conditional permit will be issued. The conditional permit will not extend past July 1<sup>st</sup>. **Please note if your facility received a letter prior to renewal stating the facility is or will be put on the Do Not Renew list then a conditional permit will likely be denied.**

**26. How Does a Conditional Permit Work?** A conditional permit can be issued in limited cases specified in the ordinance where the facility owner is agreeing to come into compliance, but needs more time. It gives us a little more flexibility in getting things done without you having to shut down and apply for a new license which would require all code violations and facility design be brought up to date. However, if the requirements of the conditional permit are not met within the required timeframe the facility is subject to closure, fines and permanent license revocation. Please remember if your facility received a letter prior to renewal stating the facility is or will be put on the Do Not Renew list then a conditional permit will likely be denied.