

# Public Health Inspects Disclosure



Environmental Health Division  
June 11, 2024

# Environmental Health Programs

- **Food Safety & Food Handler Certification**
- **Congregate Living Settings (LTC/RH, Group Homes, Assisted Living, Shelters, Acute Care)**
- **Schools/Childcare Settings**
- **Infection Prevention and Control**
- **Personal Service Settings**
- **Recreational Water – Beaches, Pools and Spas**
- **Small Drinking Water Systems**
- **Health Hazards**
- Drinking water – Municipal & Private
- International Agricultural Workers
- Vectorborne & Zoonotic Diseases
- Emergency Management
- Healthy Environments and Climate Change
- Rabies
- Tanning Beds/Skin Cancer Prevention Act

# Completed Inspections - 2023

Program Area	Total Inspections
General Food	8711
Personal Service Settings	1526
Recreational Water (Pools, Spas, Splash Pads, Wading Pools, Water Slide Basins)	1151
Congregate Living Organizations (LTC/RH, group homes, shelters)	812
International Agricultural Workers	637
Childcare	407
Safe Water (SDWS, Water Haulers)	342
Health Hazards (Arenas)	26
Infection Prevention and Control Lapse Investigations (non-regulated)	9
<b>Total Inspections</b>	<b>13,621</b>

# Facility Breakdown - 2023

Program Area	Total
General Food	3466
Personal Service Settings	936
International Agricultural Worker Housing Units	561
Recreational Water	362
Congregate Living	320
Childcare	198
Safe Water	291
Health Hazards	28
<b>Total Facilities</b>	<b>6162</b>

# Complaints + Investigations - 2023

Program Area	Total Complaints
General Food	825
Health Hazards	361
Congregate Living	57
Recreational Water	54
Drinking Water	86
Personal Service Settings	43
Childcare	31
Infection Prevention and Control	42
Rabies	1266
<b>Totals</b>	<b>1499</b>

# EH Inspection Process

- Unannounced routine and complaint-based inspections
- Inspection frequency based on risk assessment of facility
- Triage and risk assessment of complaints, suspected illness, outbreak and IPAC lapses within 24 hours
- Public Health Inspectors complete inspection reports on-site, utilizing LTE laptops
  - Inspection reports emailed directly to owner/operators upon completion
  - Implementing a mobile application in 2025 to improve efficiencies
- Disclosure updated daily at midnight to reflect facility inspection results, closures or convictions

# Ontario Public Health Standards: Disclosure

- Protocols provide direction on disclosure:
  - Disclosure must be posted on a BOH/PHUs website and easily accessible for a period of 2 years.
    - Summary report on each routine, re-inspection and (substantiated) complaint-based inspections
    - Must include premise type, name, address, date of inspection, type of inspection, infractions and date corrective actions were taken
  - Enforcement actions resulting in the issuance of tickets, summons or section 13 orders shall be posted including the name and address, short form wording and the date of issuance and conviction
    - EH currently posts enforcement actions for a period of 6 months from conviction/compliance date

# What's Disclosed Now?

- Routine Compliance Inspections and Re-Inspection Results
- Infection Prevention and Control (IPAC) Lapse Investigations
- Closures, Orders and Convictions
- Outbreaks (Premise Name, Outbreak Type)

→ [Health Inspections - Niagara Region, Ontario](#)





# What Changes are Coming?



**Extending length of disclosure to 2 years**



**Substantiated Complaints**



**Outbreak Inspection Reports**

# Who Knows About PHInspects?

- 2019 Rapid Risk Factor Surveillance System report indicated that only 34% of adults knew where to access inspection results
- EH has invested in on-site inspection signage, billboards and social media messaging and campaigns to increase awareness



## Awareness of Inspection Results

**34.2%** of adults know that they can get public health inspection results online

- No significant differences by gender
- Participants aged 65+ are less likely to know that inspection results are available online compared to those 25-44 and 45-64 years of age
- Participants with a college or university diploma/degree are more likely to know that inspection results are available online compared to those that did not graduate from high school


# Promoting PH Inspects

**KNOW  
BEFORE  
YOU GO**

Check inspection results

[niagararegion.ca/inspects](http://niagararegion.ca/inspects)




Niagara  Region

## INSPECTED

By Niagara Region Public Health & Emergency Services

Facilities are routinely inspected by public health inspectors under the authority of the Health Protection and Promotion Act.



**INSPECTION RESULTS**

Visit us at [niagararegion.ca/inspects](http://niagararegion.ca/inspects)  
or call 905-688-8248 ext. 7590 or 1-888-505-6074



# Public Health Promotion Reels

- PHI Kate Leonard – highlighting the premises public health inspects to prevent illness and infection:
- [Public Health Inspects \(youtube.com\)](https://www.youtube.com/watch?v=...)





# Comparing Niagara to other PHUs



DineSafe Pass Notice

City of Toronto

Business Information	
Name:	BAGEL TALK
Address:	368 AMSTERDAM AVENUE Manhattan 10024
Food Type:	Bagels/Pretzels
Permit Number:	40973710

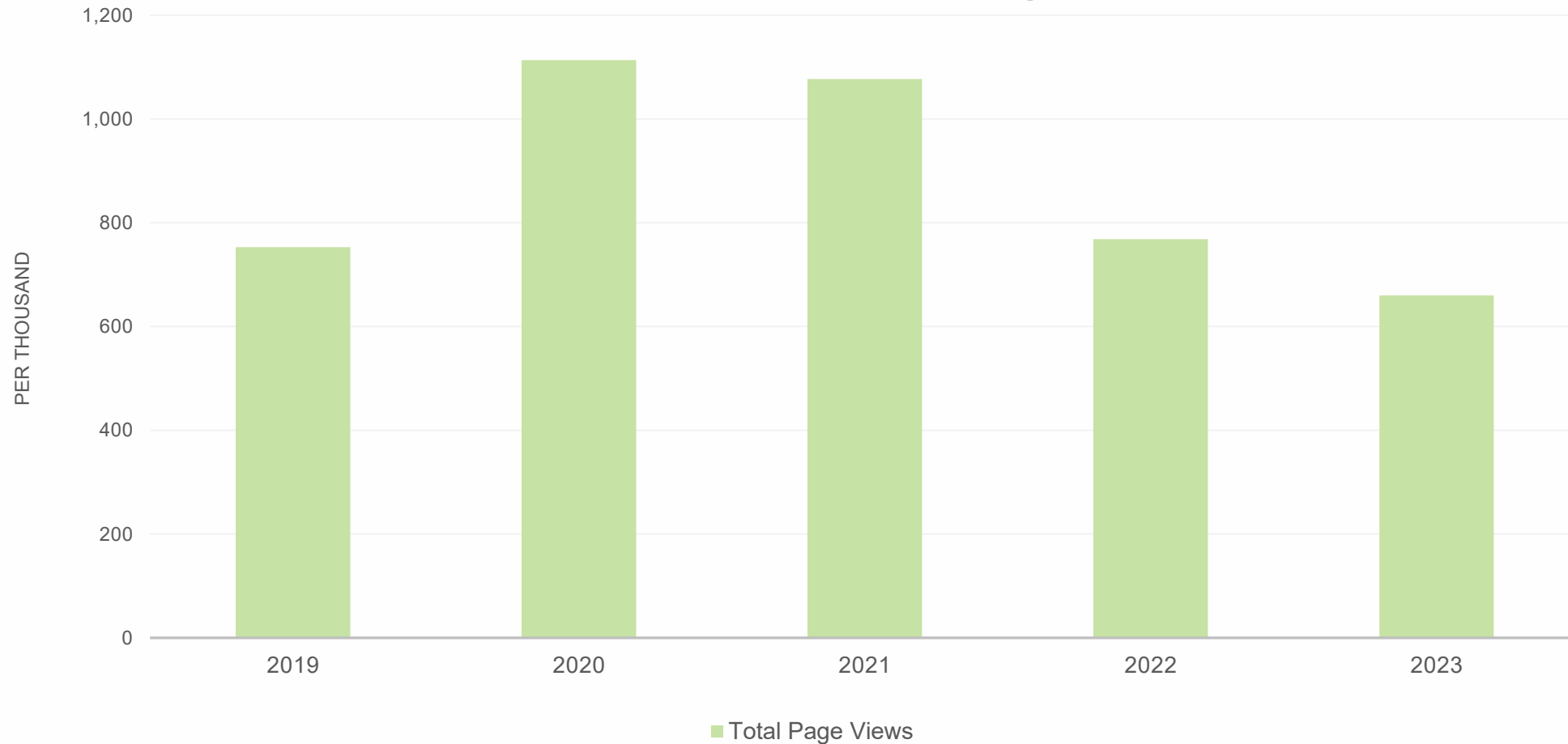
New York City



City of London, England

# PH Inspects – Webpage Metrics

Public Health Inspects Disclosure Webpage Data 2019 - 2023



# PH Inspects – Top 50 Webpages

- EH Disclosure pages rank in the Top 50/2300 most popular Niagara Region Webpages:
  - #6 Health Care Facility Outbreaks
  - #8 Beach Water Testing Results
  - #30 Closures, Orders and Convictions
  - #42 Health Inspection Results

# Conclusion

- Transparency of inspection findings
- Informed decision making
- Keeping Niagara residents and visitors safe
- Supporting and educating local businesses
- Businesses can promote their own inspection results/compliance with the regulations



# QUESTIONS?

