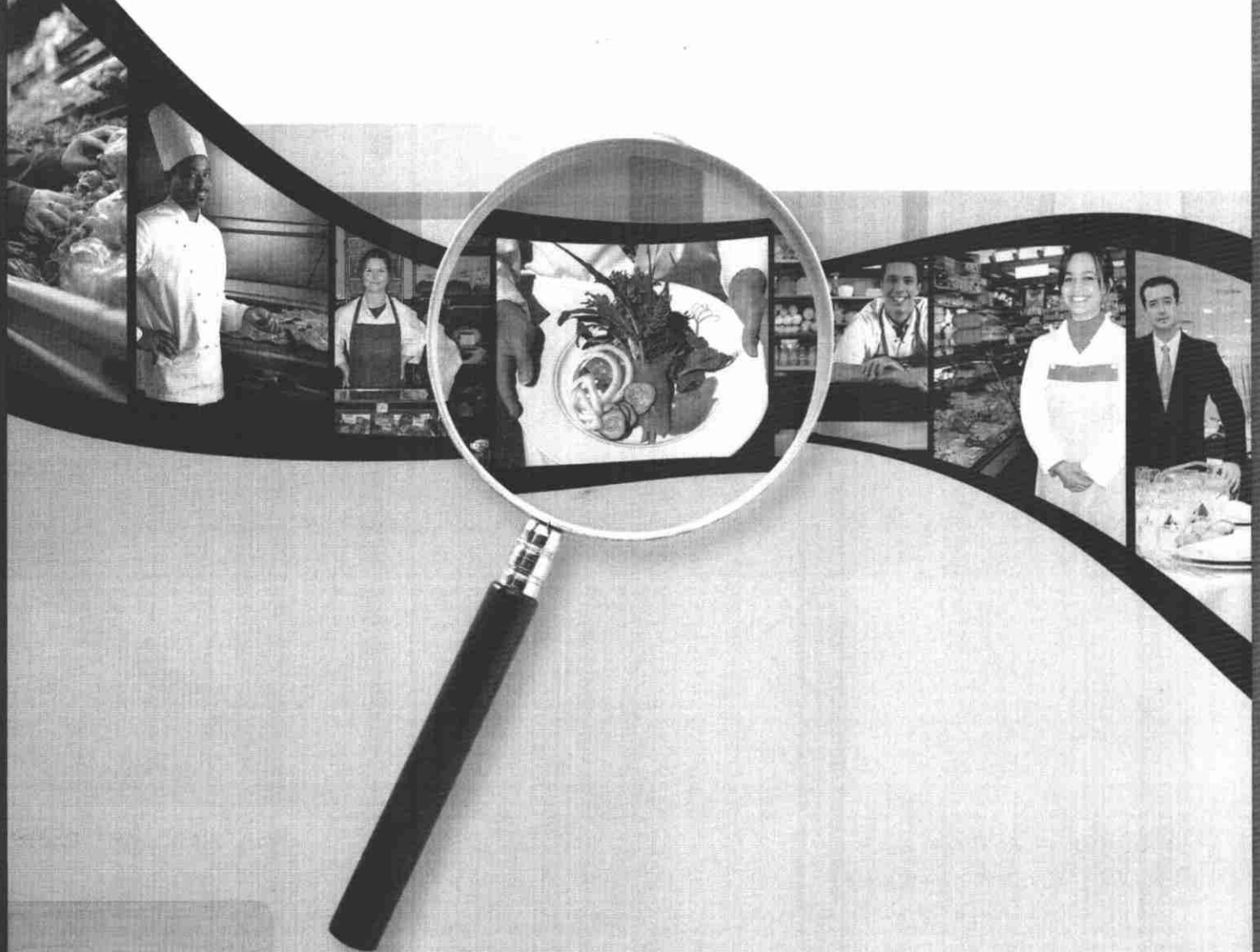


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GUIDE

for operators of food retail
and service establishments

Centre québécois
d'inspection des aliments
et de santé animale



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Guide to inspection

BIBLIOTHÈQUE
Ministère de l'Agriculture, des
Pêcheries et de l'Alimentation
200, chemin Ste-Foy, 1er étage
Québec (Québec), Canada
G1R 4X6

PART I

General Information

Useful Information

Legal structure of the enterprise

Registraire des entreprises (administered under the *Act respecting the legal publicity of sole proprietorships, partnerships and legal persons*).

For further information about enforcement of this Act:

Québec City area: 418 643-3625

Toll-free: 1 888 291-4443

Permits

■ General food preparation permit

Ministère de l'Agriculture, des Pêcheries et de l'Alimentation (MAPAQ)

Centre québécois d'inspection des aliments et de santé animale (CQIASA)

Québec City area: 418 380-2130 418 380-2169 (fax)

Toll-free: 1 800 463-6210

■ Liquor permit

Régie des alcools, des courses et des jeux du Québec

Québec City area: 418 643-7667 418 643-5971 (fax)

Montréal area: 514 873-3577 514 873-5861 (fax)

Toll-free: 1 800 363-0320

■ Municipal permits

Check with the City Hall of the municipality where you wish to conduct activities.

Provincial and federal tax

GST and QST (registration criteria)

Ministère du Revenu du Québec: 1 800 567-4692 or 418 659-4692

Employer number

Opening an employer account

Ministère du Revenu du Québec

Québec City area: 418 659-7313

Montréal area: 514 864-4530

Toll-free: 1 888 413-2277

Canada Customs and Revenue Agency

General information: 1 800 959-7775

CSST dues

Up to 14 days after hiring employees

Commission de la santé et de la sécurité du travail

Across Québec: 1 800 267-6811

Québec City area: 418 266-4020

Vacations, statutory holidays, etc.

Commission des normes du travail: 1 800 265-1414

Washrooms

**Compliance with the regulations of the
*National Building Code of Canada***

■ Régie du bâtiment, inspection department

Québec, Chaudière Appalaches and Charlevoix

418 643-7150 and toll-free at 1 800 463-2221

Montréal, north sector, Laval, Lanaudière and Laurentides

450 680-6380 and toll-free at 1 800 361 9252

Montréal, south sector, Longueuil and Montérégie

450 928-7603 and toll-free at 1 800 363-8518

■ Your municipality

Further information

To reach the government services in your region, refer to the blue pages in your telephone directory.

Communication Québec: 1 800 363-1363 or 418 643-1344

Permit application for restaurateurs and food retailers

*The Centre québécois d'inspection des aliments et de santé animale (CQIASA) of the ministère de l'Agriculture, des Pêcheries et de l'Alimentation (MAPAQ) is responsible for managing the permits issued under the **Food Products Act** (R.S.Q., c. P-29) and the attendant regulations.*

The procedure for applying for or renewing permits has been simplified. From now on, persons whose files are up to date will receive a pre-completed application form. All that remains for them to do is to check the information that has been entered, make any necessary corrections, and sign and return the form with payment enclosed.

You are required to have a food permit if

you **prepare** food or **keep it hot or cold** for **sale** or for furnishing of a service for remuneration to consumers or beneficiaries.

Note that each premise or vehicle where one of these activities is conducted must have a separate permit.

Persons who engage solely in the following activities are not required to have a permit:

- trimming inedible parts, washing in water and packaging whole fresh fruits and vegetables;
- packaging consumer shell eggs;
- infusion, dilution or reconstitution of a dry or concentrated product with water for direct serving to the consumer in an individual portion, without subsequent heating of that portion;
- refrigeration of beverages, ice and flavoured ice.

The following persons are also exempted from holding a food permit:

- day care operators;
- farm producers covered by the Farm Producers Act (R.S.Q., 1985, c. P-28) who process maple products, beekeeping products or consumer shell eggs or who keep whole fresh fruits and vegetables cold produced exclusively in their operation and which they sell at retail on the premises of the operation;
- commercial fishermen holding the licence contemplated in section 7 of the Fisheries Act (R.S.Q., 1985, c. F-14) who carry out the preparations provided for in the second paragraphs of sections 9.1.2 and 10.1.2, or who keep cold, for fresh water and marine products and who sell the products at the point of unloading;
- Operators of resorts, bed and breakfast establishments, and youth hostels.



PART II

Regulation respecting food

*This section contains only those sections of Québec's **Regulation respecting food** (R.S.Q., P-29, r. 1) related to food services or food retailing. Each section of the regulation presented herein is identified with the same number used in the source document. Ellipses (...) indicate that the remainder of the section in question is not relevant to food services or food retailing.*

Great care was taken in typing these sections of the regulation to ensure that it is entirely consistent with the official legal text, which takes precedence over this guide in the event of disparities.

Lastly, it bears mentioning that operators are responsible for ensuring compliance with the provisions of the regulation.

Sections common to both types of establishment for retailing and food services

CHAPTER 1 GENERAL PROVISIONS

DIVISION 1.4 HYGIENIC REQUIREMENTS

1.4.1. Holding temperature:

The products must be kept at a temperature which will ensure their preservation.

Products subject to deterioration by heat except for fresh whole fruits and vegetables must be cooled without delay and kept at a constant internal and surrounding temperature not exceeding 4°C until delivered to the consumer, except during the time needed for processing or treatment requiring a higher temperature and recognized by the food industry.

Frozen products must be kept at a maximum internal and surrounding temperature of -18°C. Non-frozen products must be kept at a temperature above their freezing point.

Thawed foods must, where sold or stored for sale in that state, bear directly or on the package an indication that they are thawed foods.

A perishable product sold hot or served hot to the consumer must be kept at a internal temperature of at least 60°C until its delivery.

1.4.4. The premises, area, equipment, material or vehicle used for the preparation of products for purposes of sale, of carrying on activities forming part of a restaurateur's business or of furnishing services for remuneration related to products must be used exclusively for product preparation.

Product preparation for purposes referred to in the first paragraph must be carried on elsewhere than in a household kitchen in any of the following cases:

- (1) where products are prepared for the wholesale market;
- (2) where products are prepared in a quantity greater than 100 kilograms per month.
- (...)

DIVISION 1.5 FRAUD AND OFFENCES

1.5.1. Prohibition of deception:

All deception or attempt to deceive, or false, inaccurate or deceitful statements or indications, in any manner or form, are forbidden, as regards:

- (a) the nature, condition, composition, identity, source, origin, use, purpose, quality, quantity, value, price or other particulars of the product;



(b) the place, date or processes of preparation, manufacture, preservation, or conditioning of the product;

(c) the directions for use or preservation of the product;

(d) the identity, qualifications or capabilities of the producer, processor, manufacturer, preserver, conditioner or distributor of the product, or of the agent who sells or delivers it.

1.5.2. Adulteration and prohibited practices: It is forbidden to adulterate or attempt to adulterate a product in any manner, or in any way to fraudulently interfere with its composition, quality, or quantity, or to make use of any operation or process tending to conceal poor quality or present the product under a false appearance or to falsify the results of weighings, measurements, or quantitative and qualitative analysis of the product, or to make use of any fraudulent or misleading indication tending to give the impression of a precise operation or official control which has not actually taken place.

The possession, offering for sale or putting in circulation of means suited to such adulteration, interference, operation, process or indication are also prohibited.

CHAPTER 2 PREMISES, OPERATIONS, VEHICLES

DIVISION 2.1 PREMISES AND VEHICLES

2.1.1. Sections 2.1.2 to 2.1.5 apply to any premises or vehicle where products are prepared for sale, distribution, or for the furnishing of services for remuneration related to products, and to premises where restaurateur activities are carried on.

2.1.2. The premises or vehicle must be free of contaminants, pollutants, any species of animal including insects and rodents or their excrements.

Notwithstanding the first paragraph, a blind person who as a client enters the premises or the public service area may be accompanied by a guide dog.

2.1.2.1. On premises or in a vehicle, unpackaged products must be placed in receptacles or containers except for fresh

fruits and vegetables at the time of their harvesting.

The premises must be equipped with a shelving system designed to store product recipients or containers so that they do not come into contact with the floor.

The shelving must be a minimum of 10 cm above the floor in the case of fixed shelving and 8 cm above the floor in the case of adjustable shelving.

2.1.2.2. The premises, area or vehicle used for product preparation must be equipped with an artificial lighting system having an intensity of not less than 50 decalux at 1 metre from the floor; on the premises or in the area used for storing products and material, the lighting intensity must be not less than 20 decalux.

On the premises, in the area or vehicle used for preparation and on the premises or in the areas where unpackaged products and packaging material are stored, the lighting system must be equipped with a protective device preventing the products or packaged material from being contaminated should any components in the system fail.

2.1.3. The premises or vehicle must be ventilated and must have:

- (1) hot and cold running drinking water;
- (2) a device that distributes liquid or powdered soap.

The temperature of the hot water must be at least 60°C.

The premises, area or vehicle used for product preparation must also be equipped with a sink, disposable individual towels and a waste water recovery or drainage system.

2.1.3.1. Water used for human consumption, in the preparation and preservation of food and for the cleaning of equipment that comes into direct contact with the products must be drinkable.

Ice used for human consumption or in the preparation and preservation of food must be made of drinking water and must be protected from contamination while being transported, handled and stored.

2.1.3.2. The premises or vehicle must be equipped with installations, areas or compartments sufficient to maintain the temperatures prescribed in section 1.4.1, and the operator must have a functioning thermometer that is precise to $\pm 1^\circ\text{C}$.

Every refrigerating or freezing installation, area or compartment must be equipped with a functioning thermometer or thermograph precise to $\pm 1^{\circ}\text{C}$ that indicates the temperature in the warmest location.

2.1.3.3. The premises or vehicle must have receptacles for waste, scrap or rubbish.

The receptacles must be watertight, non-absorbent, rigid and have lids that are not made of cardboard. They must be washed and disinfected as soon as they have been emptied.

2.1.4. The surface of the material, equipment, utensils, and containers that come into direct contact with products, except for whole fresh fruits and vegetables that are not used in the preparation, must be made of a material that is:

- (1) not corroded;
- (2) withstands washing, cleaning or disinfection;
- (3) non-toxic and not rotten or in the process of rotting;
- (4) nonabsorbent and waterproof;
- (5) unaffected by the products and manufactured in such manner that it does not alter the products.

The surfaces must be free of loose particles, bumps or cracks.

Material and equipment manufactured by assembly other than by welding or by watertight seal must be able to be taken apart, and each part must be accessible for washing, cleaning, disinfecting and inspection.

The surface of the material, equipment, utensils and containers that come into direct contact with products must be scoured with a non-metallic instrument or pad.

2.1.5. On premises or in a vehicle used for product preparation:

- (1) the doors, walls and ceilings must be washable, smooth, not rotten or in the process of rotting and free of bumps or peeling;
- (2) the floors must be nonabsorbent, washable, free of cracks and sawdust, cardboard, salt or any other dry or moist material;
- (3) the doors, windows, screens and air vents must be fitted in such manner that they prevent any species of animal including insects and rodents from entering.

DIVISION 2.2 OPERATIONS

2.2.1. The premises, vehicles, equipment, material and utensils used for the preparation, packaging, storage, transport, labelling and servicing of the products, along with all other installations and sanitary areas, must be clean.

2.2.3. Persons who come into contact with the products or with material and equipment in contact with the products, must wash their hands and forearms with hot water and liquid or powdered soap from a dispenser after using tobacco, going to the washroom or handling raw food, before starting work and each time there is a risk of product contamination.

On the premises and in an area or vehicle used for product preparation, hands must be dried with individual towels that must be disposed of after use. Furthermore, no person may use tobacco in those places.

Persons who prepare products, wash or clean material and equipment must:

- (1) wear a hat or a clean hairnet that completely covers the hair;
- (2) wear a clean beard-covering that completely covers the beard;
- (3) wear clean clothing which is worn exclusively for the work;
- (4) wear a waterproof bandage on every cut and when the cut is on the hand, wear a clean bandage protected by a clean waterproof glove that must be disposed of each time it is removed;
- (5) refrain from wearing nail polish, watches, rings, earrings or other jewelry;
- (6) abstain from eating on the premises and in the areas or vehicles used for product preparation or for washing or cleaning of materials and equipment.

2.2.5. Registers of operations: Every person who is required to hold a permit or to register under the Act must keep registers and retain vouchers of his operations at the disposal of inspectors.

The said registers and vouchers must indicate:

- (a) the nature and quantity of the products bought or received;
- (b) the date of their purchase or receipt and, for each lot of live marine bivalve molluscs, the species, the date of fishing or harvesting and the area or sector of origin;

(c) the name and address of the supplier and, in the case of a warehouseman, the name and address of the consignor and the number corresponding to the same lot of products stored, with mention of the number of the stamp in the case of meat or meat products coming from an authorized operator.

(...)

2.2.6. In addition, in the case of a warehouseman, food broker or retailer supplying a restaurateur and of any person required to have a permit, such registers and vouchers must indicate:

- (a) the nature and quantity of the products sold or delivered;
- (b) the date of their sale or delivery;
- (c) the name and address of the consignee.

In the case of a warehouseman, these registers must also indicate the number of the lot from which the products delivered were taken.

2.2.7. In the case of a retailer or restaurateur, invoices may take the place of registers or vouchers provided that they bear the same indications as those required under sections 2.2.5 and 2.2.6.

2.2.8. The said registers, vouchers or invoices must be kept for at least one year from the date of the last entry made in them or, as the case may be, from the date on which they were made out.

DIVISION 2.3 VEHICLES

2.3.1. State of the vehicle: Every vehicle which is used for the transportation of food must, at all times, be suitable for that purpose and kept in a state of maintenance, cleanliness and hygiene appropriate to the nature of the product transported.

2.3.4. Prohibition: It is prohibited to transport a product which is not conditioned, packed and labelled in accordance with the prescribed standards, or whose container or packaging is defective or not properly closed.

2.3.5. Prohibited operations: It is prohibited to deposit the product or to transfer it from one container to another on or near a public thoroughfare or in a place which is exposed to the sun or weather conditions, or unprotected from all sources of pollution, contamination or

deterioration which might affect the product, container or packaging.

2.3.6. Inscriptions: Every vehicle used for sale and delivery to homes, retail stores, restaurants or any other eating places must bear, in indelible, legible and conspicuous letters at least 8 centimetres high, on both its sides, inscriptions indicating the name and address of its owner or of the vendor, manufacturer or preparer of the food contained therein.

CHAPTER 6 MEAT FIT FOR HUMAN CONSUMPTION

Certain regulatory sections dealing specifically with meat are adaptations of sections of more general scope in Divisions 1 and 2 of the Regulation respecting food.

In order to make it easier to use this guide, these specific sections are not reproduced here. The general sections have already been covered in Part II, Chapters 1 and 2 of this document.

The sections in 6.4 are applied in all establishments where meat is kept and prepared, and the sections in 6.5 specifically address the provenance of meat.

DIVISION 6. OPERATIONAL STANDARDS FOR PLANTS

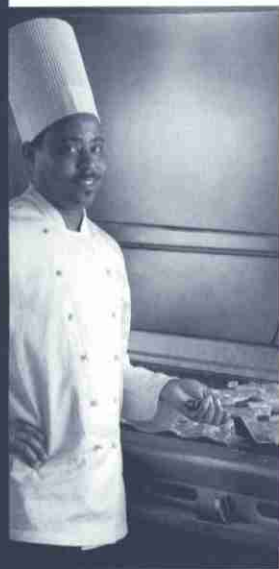
6.4.1. Operations relating to all plants

6.4.1.1. Manipulation without refrigeration: If an operation involving the treatment or conditioning of meat is carried out in an unrefrigerated room, the product must be moved into a preserving room under refrigeration or deep freezing as soon as the operation is completed.

6.4.1.9. Detergents and disinfectants, as well as insecticides, pesticides and other means of pest control, must comply with the requirements prescribed by subsections 9 and 10 of section 9 of the Meat Inspection Regulations, 1990 (SOR/90-288 dated 10 May 1990, (1990) No. 12 *Canada Gazette*, Part II, 2090).

6.4.1.13. Restrictions: It is prohibited:

- (a) to use in the preparation or preservation of meat or meat products, antiseptics or substances harmful or dangerous to health;



- (b) to use spoilt or contaminated fluids for curing;
- (c) to add blood or any additive to minced meat;
- (d) to add pork meat to minced beef or veal.

6.4.1.19. Canned meat: Canned meat must be free from any toxigenic micro-organisms or any toxin.

DIVISION 6.5 ***THE STAMP***

In order to help you better understand the sections in 6.5, here is an excerpt from the Food Products Act.

Section 9 No person shall, without holding a permit in force:

- (a) operate a slaughterhouse;*
- (b) operate a plant for the preparation, conditioning or processing, for wholesale, of meat or meat products intended for human consumption;*
- (...)*

6.5.2.26. The meat and meat products held or used by a retailer who, even occasionally, makes wholesale sales to a restaurant operator must, whatever their destination, come exclusively from:

- (a) an animal slaughtered in a slaughterhouse mentioned in subparagraph *a* of the first paragraph of section 9 of the Act whose operator holds a valid permit or in a slaughterhouse registered under the Meat Inspection Act; and
- (b) meat or parts of an animal, in the natural state or processed, treated, prepared or conditioned in a slaughterhouse or plant whose operator is an authorized operator or in a plant registered under the Meat Inspection Act.

(...)

Subparagraph *a* of the first paragraph applies to all retailers other than those mentioned in the said first paragraph.

However, meat or meat products kept or used by a retailer may not be obtained from:

- (a) another retailer;
- (b) the person referred to in section 6.5.2.30, that is, persons who operate a slaughterhouse used exclusively to supply their plant for preparing, for retail,

meat or meat products from animals slaughtered in their slaughterhouse (slaughterhouses exempted from holding permits, and B slaughterhouses);

(c) an operator of a delicatessen plant for purposes of wholesale sales who does not hold the permit referred to in subparagraph *b* of the first paragraph of section 9 of the Act; or

(d) an operator of a delicatessen plant for purposes of furnishing services for remuneration.

6.5.2.27. A retailer who, even occasionally makes wholesale sales to a restaurant operator is prohibited from holding or using, whatever their destination, meat or meat products unless, when they entered his establishment, they bore the stamp mentioned in and applied in conformity with section 6.5.2.6 or were in a package bearing the reproduction of the stamp or a label or sticker copying the stamp.

The prohibition provided for in the first paragraph also applies to any retailer other than the one mentioned in the said first paragraph, but only as to the presence of the stamp on the half or quarter carcasses.

This prohibition does not apply to guinea fowl, pheasant, partridge or quail meat, nor to unskinned and uneviscerated hares.

For the purposes of this section, only the inspection marking provided for and applied in conformity with Meat Inspection Regulations has the same force and validity as the stamp.

6.5.2.28. Meat or meat products held or used by a restaurant operator must come exclusively:

- (a) from an animal slaughtered in a slaughterhouse mentioned in subparagraph *a* of the first paragraph of section 9 of the Act whose operator holds a valid permit, or in a slaughterhouse registered under the Meat Inspection Act; and
- (b) from meat or parts of an animal, in the natural state or processed, treated, prepared or conditioned in a delicatessen plant or a meat cannery that received them exclusively from a slaughterhouse or from a plant described in subparagraphs *a* and *b* of the first paragraph of section 6.5.2.26.

However, in the case of subparagraph *b* of the first paragraph, the meat or meat products may not be obtained from:

- (a) another restaurant operator;
- (b) the person referred to in section 6.5.2.30, *that is, persons who operate a slaughterhouse used exclusively to supply their plant for preparing, for retail, meat or meat products from animals slaughtered in their slaughterhouse (slaughterhouses exempted from holding permits, and B slaughterhouses)*;
- (c) an operator of a delicatessen plant for purposes of wholesale sales who does not hold the permit referred to in subparagraph *b* of the first paragraph of section 9 of the Act; or
- (d) an operator of a delicatessen plant for purposes of furnishing services for remuneration.

DIVISION 6.7 RETAIL SALE, ACTIVITIES FORMING PART OF A RESTAURATEUR'S BUSINESS AND STORAGE OF MEAT AND MEAT PRODUCTS

6.7.1. Retail sale and activities forming part of a restaurateur's business

6.7.1.1. Rules applicable by reference:

In addition to the general provisions prescribed in Divisions 2.1 and 2.2, Subdivision 6.4.1 applies to retail delicatessens and other meat or meat products outlets.

The aforesaid provisions and those of this Subdivision also apply to establishments where an activity forming part of a restaurateur's business is carried on (...).

6.7.1.2. Direct communication prohibited: Rooms used for the conditioning, preparation or processing of meat or meat products or for their preservation and offering for retail sale may not communicate directly with the slaughtering room, barns or other unsanitary or dirty rooms capable of contaminating or spoiling such meat or meat products.

(...)

6.7.1.10. The floors of the rooms in which meat or meat products are prepared or held must be cleaned daily and swept in a manner other than dry sweeping so as to avoid raising dust.

The floors of these rooms and of the preservation rooms must be free from dust, sawdust, salt or any other dry matter.

6.7.1.11. Retail sale of food: Food retailing undertakings holding meat or meat products must comply with the following conditions:

(a) the place where meat or meat products are held must be separate from the place where other food products are held;

(b) the aforesaid place must include refrigerated counters in which the temperature does not exceed 4°C and which has separate areas exclusively reserved for the display and preserving of meat and meat products;

(...)

6.7.1.14. Meat mincers: Devices used in the preparation of minced meat must be disassembled and cleaned after each day's use.

The preparation of minced meat must be done only in the cold room.

6.7.1.15. Containers, packages or other wrappings: Meat or meat products must be sold in a container, package envelope or any other wrapping meeting the requirements of section 3.2.1.

CHAPTER 9 SEA FOOD PRODUCTS

DIVISION 9.3 OPERATING STANDARDS FOR PROCESSING ESTABLISHMENTS AND SEA FOOD PRODUCTS CANNERIES

9.3.1.6. Cleaning and disinfecting of instruments and fittings: The equipment and instruments used for work on sea food products must be cleaned and disinfected at the end of the day's operations or before being reused, if they have been contaminated.

(...)

9.3.1.17. Ice: The ice used for keeping sea food products must be obtained from drinking water or salt water, and must be free from contamination.

Such ice must be protected against contamination while it is being transported and stored.

9.3.1.19. Canned sea food products: Canned sea food products intended for human consumption must be free of any toxic microorganisms and toxins.

DIVISION 9.9 STANDARDS FOR RETAIL SALES AND ACTIVITIES FORMING PART OF A RESTAURATEUR'S BUSINESS

9.9.1. Rules that apply by reference: In addition to Divisions 2.1 and 2.2, Subdivision 9.3.1 applies to the operation of establishments or businesses that sell sea food products retail.

Those provisions and the provisions in this Division also apply to the operation of establishments where an activity forming part of a restaurateur's business is carried on.

DIVISION 9.10 STANDARDS FOR LIVE SEA FOOD PRODUCTS

9.10.1. Condition: Sea food products intended for sale live must be kept in that state until they are delivered to the purchaser.

9.10.2. Fish tanks: Fish tanks used for transport or keeping of live sea food products intended for sale must be made of non-rotting, waterproof, non-toxic, washable and disinfectable material.

REGULATION RESPECTING THE QUALITY OF DAIRY PRODUCTS

59. Consumption containers. Milk offered for sale directly to consumers as a beverage must be sold or served only in or from the original container filled at the plant.

Milk and cream added to beverages and cereals in a restaurant offering table or counter service may be offered in a service container other than the original container provided that:

- (1) the service container is filled from the original container immediately before serving;
- (2) the unused portion is discarded after service.

PART III

Regulation respecting food

Retail establishments

REGULATION RESPECTING THE QUALITY OF DAIRY PRODUCTS

58.1. Notwithstanding section 58, only during a period not exceeding 24 hours after their manufacturing date, cheeses enumerated in Schedule 1:

- 1- *Fresh cheddar cheese.*
- 2- *Cheddar cheese curds.*
- 3- *Cheese containing not less than 25% fat and whose package or label bears the description «Firm unripened cheese» or «Semi-firm unripened cheese».*

and containing between 36% and 44% moisture may be kept at an ambient temperature not exceeding 24°C if the following inscriptions appear in indelible characters on their wrappers or on labels affixed thereto:

- (1) the manufacturing date;
- (2) the words «to be refrigerated 24 hours after the manufacturing date».

58.2. Notwithstanding section 58, the following dairy products may be kept at room temperature:

- (1) cheeses containing less than 36% moisture;
- (2) process cheese, process cheese spread or process cheese food, if kept in their original, closed packages;
- (3) powdered milk products;
- (4) dairy products pasteurized by the ultra-high temperature process or sterilized, if packed in hermetically sealed sterile containers so as to protect the products from microorganisms, including spores.

CHAPTER 2 PREMISES, OPERATIONS, VEHICLES

2.2.4. Unwrapped food held for retail purposes, with the exception of whole fresh fruits and vegetables and bulk food, must be protected against handling by the public.

CHAPTER 3 CONDITIONING AND SALE

DIVISION 3.1 NAME AND COMPOSITION

3.1.1. Name: The name used to designate a product shall indicate the true nature of the product, be applicable to all products having similar characteristics and be exact and free from ambiguity.

The name used to designate an artificial, synthetic, imitation or gourmet product shall distinguish that product from existing products of a well-defined, natural, traditional or time-honoured type.

3.1.3. Restricted terms: The following terms or any expressions equivalent thereto shall be restricted as hereinafter specified:

- (a) «pasteurized»: to a product which, by means of a suitable, recognized process, has been ridden of pathogenic micro-organisms and is kept in that condition until its delivery to the consumer;
- (b) «sterilized»: to a product which, by means of a suitable, recognized process, has been rid of all living micro-organisms and is kept in that condition until its delivery to the consumer;
- (c) «homogenized»: to a product which, by means of a suitable, recognized process, has been rendered uniform throughout and stabilised and kept in this condition until its delivery to the consumer;
- (d) «frozen»: to a product all parts of which have been reduced to a temperature below its freezing point and kept in that condition until its delivery to the consumer;
- (e) «deep-frozen» or «ultra-rapid frozen»: to a product meeting all the conditions required by the «ultra-rapid freezing» technique at the various stages from harvesting or preparation up to delivery to the consumer.



3.1.4. Composition, characteristics:

The composition and characteristics of a product and its name and all information accompanying it must comply with the then relevant provisions in force under a law of Québec or failing such, under the Food and Drugs Act (R.S.C., 1985, c. F-27), the Meat Inspection Act (R.S.C., 1985, 1st Supp., c. 25) or the Feeds Act (R.S.C., 1985, c. F-9).

3.1.5. Prohibited substance: No substance may be present either in or on or as a constituent of a product, nor be used in its preparation if the presence, addition or use of such substance is then prohibited under a law of Québec, or failing such, under the Food and Drugs Act, the Meat Inspection Act or the Feeds Act.

3.1.7. Antimicrobial agents: Honey and any honey-based product shall be free of sulfathiazole (*para-amino benzene-sulfonamido-2 thiazole*, its salts and its derivatives).

DIVISION 3.2 CONTAINERS AND PACKAGES

3.2.1. Fundamental rule: All containers, packages, wrappings, equipment, apparatus, utensils or objects used to collect, measure, keep, transport, deliver or serve the product must be clean, aseptic, well prepared, resistant to possible interaction with the product and capable of protecting it effectively against all risk of pollution, contamination or deterioration.

They must not be liable to impart any flavour, odour, or impurity to the product nor have been exposed to any source of unwholesomeness, nor have previously contained any substance whose proximity or contact might impair the quality or wholesomeness of the product.

3.2.2. Measuring: The measuring of the product must be carried out with accurate instruments.

3.2.3. Containers of canned products must be absolutely impervious and airtight, and must not show any signs of bulging, leakage or other outward indications of spoiling of their contents.

Such containers must contain only the maximum quantity of product it is possible to package therein without altering its appearance, quality or preservation.

3.2.4. Stopper materials, films and wrapping materials:

Materials used to stopper bottles must be new unless they are made of glass or are as resistant and easy to clean as glass and must be bacteriologically clean.

The same applies to paper, films, fabrics, coatings, linings, plastics, casings, bladders and other similar materials used to wrap, enclose, cover or protect the product and to bags or wrappings made of paper, fabric, or plastic or transparent

DIVISION 3.3 MARKINGS AND NOTATIONS

3.3.3. Compulsory inscriptions: Every product conditioned with a view to sell must display on its container, package or wrapping, in indelible, plainly legible and conspicuous characters:

- (a) the markings necessary to show:
 - (i) the nature, condition, composition, use, exact quantity, origin and all other particulars of the product;
 - (ii) the name and address of the manufacturer, preparer, conditioner, packer, supplier or distributor;
 - (iii) its place of manufacture, preparation or conditioning;

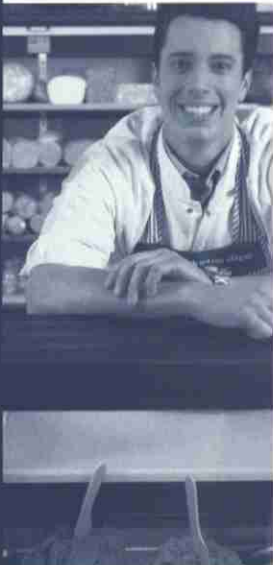
Listing of the constituents of a product must be according to decreasing order of their proportions in the product.

The indication of weight must take into account the loss to which the product may normally be subject after its conditioning and must be expressed as net weight.

In addition to the other particulars provided for in this section, every container, package or wrapping of mollusc meat or of live marine bivalve molluscs that is marketed must show, in indelible, highly visible and legible characters, the area or sector of harvesting and the date on which the lot was picked or harvested.

Furthermore, the container, package or wrapping of mollusc meat shall indicate the preparation date.

The fourth and fifth paragraphs do not apply to canned molluscs.



3.3.4. Labelling of displays: When displayed in a retail business establishment, the product, its packaging or container, or a sign referring to a single lot of identical products must bear a label including:

- (a) the name of the product if there can be any uncertainty about its precise nature;
- (b) indication of the source of the product in the case of an agricultural product which is similar to an agricultural product of Québec but does not come from Québec;
- (c) revoked;
- (d) the area or sector of picking or harvesting and the picking or harvesting date of a given lot of live bivalve marine molluscs marketed in bulk.

Furthermore, where they are marketed in bulk, all live marine bivalve molluscs displayed shall come from the same lot.

3.3.6. Indication of origin: The indication of origin of an agricultural product shall be given by inscribing the name of the country of origin or, in the case of a Canadian product, the word «Canada» or the name of the province of origin or an equivalent expression or designation.

The word «Québec» is reserved exclusively for Québec agricultural products.

3.3.7. Forbidden markings: All markings or notations relating to sanitary or any other control, or to an official certificate, guarantee, law or regulation, unless specifically authorized or prescribed by a law or regulation and used in the manner and conditions prescribed therein, is forbidden.

Except in the pharmaceutical trade, any statement about curative or preventive properties of a product, unless authorized or prescribed by a law or regulation and used in the manner and conditions prescribed therein, is likewise forbidden.

Any indication, expression, name, picture, mark, publicity or advertisement relating to a sanitary control or other, to an official certificate, a sanitation guarantee, an inspection by a public authority, a stamp or an inspection sentence prescribed by a law or regulation must be used or made solely in the manner and under the conditions prescribed in such law or regulation.

3.3.9. Any statement of the price of bread is prohibited elsewhere than on the bread wrapping or on the display counter used for the sale. The display counter shall be located inside the establishment.

The first paragraph shall not apply to a loaf of bread weighing 170 g or less.

3.3.10. Advertising the donation of bread is prohibited.

DIVISION 3.4 AUTOMATIC DISPENSER AND ITINERANT CANTEEN

3.4.1. Location: An automatic food dispenser must be installed in a salubrious and clean place

3.4.2. Inscription: The operator of the machine must inscribe on the machine, on the side facing the public, his name and address as well as the nature of any food which the machine may contain for distribution and which is not visible by the buyer.

3.4.3. Maintenance condition: The operator must empty the machine as soon as it is out of use. Cleaning of the machine must be done at each replenishing.

3.4.4. Machine protection: All surfaces of an automatic dispenser in contact with food must be inaccessible to the public and protected against the dirt in the ambient air through filters or enclosures.

3.4.5. Prepackaged food: An automatic food dispenser must sell only foodstuffs contained in individual packages, boxes or sachets.

Where the foodstuffs are not wrapped, the machine must be so designed as to prevent their contamination.

3.4.6. The dispensing piping must not allow the accumulation of waste.

When the appliance is intended to dispense cold beverages, the whole of the dispensing installation must be enclosed in a cold-storage device permanently maintaining a temperature between 0° and 4°C except for the container of non fermentable concentrated fruit juices intended for dilution and for the container of carbon dioxide gas.

The machine must contain individual paper cups placed in a compartment sheltered from pollution; a device must permit the consumer to serve himself without contaminating the remaining paper cups. A container must be provided nearby to receive the paper cups after use.

3.4.7. Itinerant canteen: A vehicle for the supplying of food known under the common name of «mobile or itinerant canteen» must be provided:

- (a) with a wash basin containing hot and cold water, of excellent hygienic, bacteriological and chemical quality, in sufficient quantity to allow the food handlers to keep themselves and the equipment and utensils they use clean;
- (b) with liquid or powdered soap and individual towels placed in automatic dispensers;
- (c) with a mechanical refrigerator for perishables;
- (d) with a tank for waste water;
- (e) with an impervious and tight waste container;
- (f) with a thermometer or thermostat in the cold compartment and in the warm compartment.

3.4.8. Vehicle: The vehicle used as an itinerant or mobile canteen must be used only for the transport and sale of food.

It must be covered, closed and covered with a non-corrosive smooth, hard and washable material.

If the service is given within the vehicle, only the salesman may enter therein.

3.4.9. Packaged food: The food and utensils intended for and served to the consumer from a mobile or itinerant canteen must be prepared, wrapped and packed hermetically and separately in individual portions in a plant for the preparation of food before placing in the vehicle.

These foods and utensils must be served to the consumer in their original package, except any food in a liquid state kept in bulk and served by means of an automatic dispenser.

3.4.10 Meat products: All meat products held or kept in a mobile canteen or dispensed by an automatic vending machine must have been prepared and packed in a plant operated in conformity with this Regulation and serving only for that purpose.

CHAPTER 6 MEAT FIT FOR HUMAN CONSUMPTION

6.4.1.5. Cleaning, disinfecting of instruments and equipment: The equipment and instruments used in working with meat must be cleaned and disinfected:

- (a) at the end of the day's operations; and
- (b) before being used again if they become contaminated.

6.4.1.7. Operations must be carried out exclusively in the rooms and with the equipment required for the purposes of those operations.

6.4.1.17. Preserving of game:

Lawfully possessed game may be stored in the preserving room of a slaughterhouse or delicatessen plant provided it has been skinned, is not allowed to come in contact with domestic meat and has been entirely wrapped before hand in cheesecloth and kraft paper.

6.4.1.20. Minced meat: Minced meat must be free from any additives. Minced beef and veal must be free from pork meat.

6.5.2.26. (...)The rule concerning source provided for in the first paragraph does not apply to unskinned and uneviscerated hares and only subparagraph a of the first paragraph applies to guinea fowl, pheasant, partridge and quail meat.

DIVISION 6.7 RETAIL SALE, ACTIVITIES FORMING PART OF A RESTAURATEUR'S BUSINESS AND STORAGE OF MEAT AND MEAT PRODUCTS

6.7.1. Retail sale and activities forming part of a restaurateur's business

6.7.1.6. Racks and hooks: The racks and hooks used to hang meat and offal must be of stainless metal and placed so that fresh, prepared or preserved meat hanging therefrom is not in contact with the walls or the floor.

6.7.1.7. Shelves-receptacles: Meat that is not hung must be placed on stainless metal shelves or in stainless, clean and washable receptacles.



6.7.1.9. Meat must not be exposed outside cold storage facilities longer than is necessary for cutting and preparation operations.

Unwrapped meat or meat products held for retail purposes must be protected against handling by the public.

6.7.1.10. The floors of the rooms in which meat or meat products are prepared or held must be cleaned daily and swept in a manner other than dry sweeping so as to avoid raising dust.

The floors of these rooms and of the preservation rooms must be free from dust, sawdust, salt or any other dry matter.

6.7.1.12. Special trade: Persons who carry on special trading of meat and meat products on public roads or from door to door must comply with the following conditions:

(a) they must keep the meat or meat products under refrigeration at a temperature not exceeding 4°C until delivered to the consumer;

(b) the special trade must be carried on either by means of an enclosed, impermeable booth of smooth, washable material or by means of a vehicle reserved only for the transport of meat or meat products and which meets the requirements of Division 6.8;

(c) the said vehicles and booths must be provided with stalls equipped with washable slabs and enabling the meat to be set out or displayed without being handled by the public.

6.7.1.16. Thawing: Frozen meat or meat products undergoing a thawing process must:

(a) thaw at a maximum room temperature of 4°C;

(b) be kept in that state until delivered to the customer; and

(c) be directly marked or bear on their packaging an indication to the effect that it is a thawed product.

6.7.2. Storage

6.7.2.1. Cold storage depot: The operator of a cold storage depot who receives, for purposes of preservation, carcasses, meat or meat products intended for human consumption must keep them in the frozen state at a temperature not higher than minus 18°C.

6.7.2.2. Equipment of cold storage depot: The cold storage depot used to preserve carcasses, meat or meat products intended for human consumption must be equipped with:

(a) separate compartments for preserving in individual sectors:

(i) carcasses, meat or meat products from a slaughterhouse or a wholesale delicatessen plant whose operator holds a permit under the Act;

(ii) carcasses, meat or meat products from a slaughterhouse or a wholesale delicatessen plant registered under the Meat Inspection Act (R.S.C., 1985, 1st Supp., c. 25);

(b) thermographs or recording thermometers in every compartment in which carcasses, meat or meat products are stored; and

(c) stainless metal or hardwood wall racks and a clean floor, shock resistant and so equipped that the product is maintained in a frozen condition at a temperature not higher than minus 18°C.

6.7.2.3. Content of compartments: The compartments contemplated in paragraph *a* of section 6.7.2.2 shall contain only carcasses, meat or meat products fit for human consumption derived exclusively from establishments contemplated in subparagraphs i and ii of the said paragraph *a*.

6.7.2.4. Storage labels: Carcasses, meat or meat products stored in a cold storage depot must be grouped in lots and each lot must bear a storage label indicating legibly the date of receipt and the number of the lot corresponding to the entries in registers kept by the warehouseman in conformity with sections 2.2.5 and 2.2.6.

CHAPTER 9 SEA FOOD PRODUCTS

9.3.1.6. (...)

Containers of sea food products intended for use as bait or for a use other than that of human consumption must be cleaned and disinfected before being reused to contain sea food products intended for human consumption.

9.3.1.11. Multiple use: Where the premises, tools and equipment used in a processing establishment or a wholesale sea food products cannery are also used in the processing, treatment or transformation of products other than wholesale sea food products, operation of the establishment or cannery must meet the following requirements:

- (1) on the same premises, operations on sea food products or freshwater products may not be carried out simultaneously with operations on meat products;
- (2) on the same premises, operations on sea food products or freshwater products may be carried out simultaneously with operations carried out in a separate area on different products and other than meat products;
- (3) tools and equipment must be cleaned and disinfected between operations carried out on sea food products or freshwater products and operations on other products;
- (4) in the fresh state, sea food products or perishable freshwater products must be stored in a refrigerated chamber separate from that reserved for perishable meat products;
- (5) in the fresh state, packaged perishable products other than meat products may be stored in a common refrigerated chamber;

(6) in the frozen state, perishable products may be stored in a common room, provided that:

(a) sea food products or freshwater products are kept in an area separate from that reserved for meat products;

(b) sea food products or freshwater products are kept at a temperature not exceeding - 23°C, and other products are kept at a temperature not exceeding - 18°C.

9.3.1.16. Forbidden substances: In the processing or canning of sea food products, the following may not be used:

(1) antiseptics or harmful substances or substances that are dangerous for the health;

(2) in salting, salt or brine that is spoiled or contaminated, or has already been used.

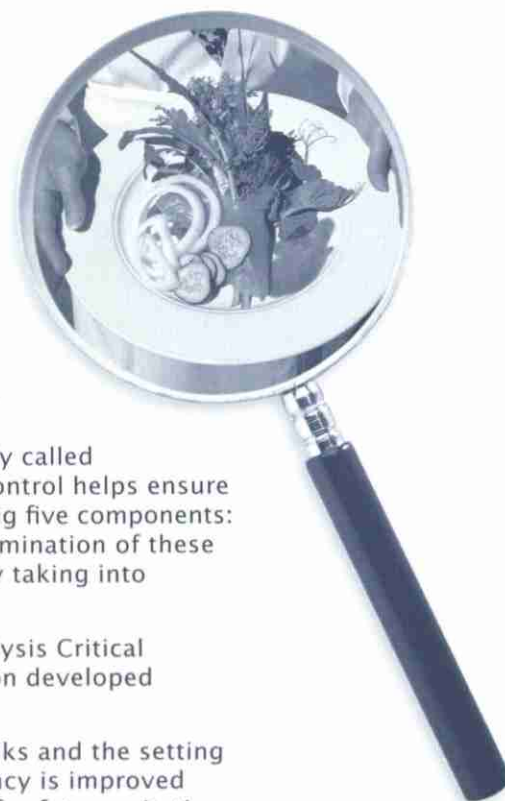
9.3.1.23. Handling by the public: Unpackaged sea food products must be protected against handling by the public.

PART IV

Guide to inspection

This section contains examples of routine inspections by inspection staff

In order to ensure food safety to Quebecers, the Centre québécois d'inspection des aliments et de santé animale (CQIASA) and the Ville de Montréal conduct regular inspections of food establishments.



The inspection method used is based on the risk to health. Commonly called Risk-Based Inspection (RBI), it targets a set of critical points whose control helps ensure food safety. These critical points are grouped according to the following five components: **Material, Method, Manpower, Equipment** and **Environment**. Examination of these five points determines an establishment's hygiene and safety level by taking into account its risk to health.

This method shares the principles that underpin HACCP (Hazard Analysis Critical Control Points) and other approaches to quality control and inspection developed in Europe and North America.

The method is aimed at rigorous evaluation of food-related health risks and the setting of inspection priorities on the basis of these risks. Inspection efficiency is improved because clear indications are given about critical points in matters of safety, sanitation and hygiene.

Inspection activities focus on food, food preparation or processing, food storage, staff hygiene, and the environment in which operations are carried out.

Each critical point is examined during inspection. Any deviations are defined quantitatively or qualitatively. They are either identified as simple cases of non-conformity and therefore minor, or are interpreted as an indication that the critical point has not been controlled, and therefore major or severe. Assessment of non-conformity or non-control is based on observation, objective measurement, a set of facts or circumstances and the inspector's judgement.

Material. The temperature of products, their origin, the aspects of labelling pertaining to health, and food safety are verified. The internal temperature of food is a crucial factor in the growth of micro-organisms, so lack of control of this critical point is considered to be a multiplier of risk.

Work methods. Methods used to control contamination, for example, special processes or techniques such as cooking at a specific temperature for a specific time, or operations that could in themselves lead to contamination, methods for thawing, cooling and reheating of food, procedures for cleaning and disinfecting, and poor record-keeping, are verified during inspection.

Manpower. The hygiene conditions of food preparation staff, as well as their practices, such as hand-washing, clothing, movement and qualifications, are evaluated.

Equipment. This includes utensils and packaging material. Their nature, condition, cleanliness, use and operation are given particular attention.

Environment. This includes inspection to ensure that the environment itself, including work rooms and all other premises, is not a source of physical, chemical or environmental contamination. Vermin and pest control as well as the quality of the water supply are also checked.

Further to the visit, the inspector determines an "inspection factor" used in combination with the following parameters to establish "risk-probability" for the establishment:

- The type of establishment
- The various operations and the conditions under which they are carried out
- The number of employees and the type of food handled
- The volume of activities and the establishment's inspection track record
- The level of risk and the probability of compliance.

The inspector also evaluates the general level of control of the establishment. A quality program and staff training are often indications of overall performance and proficiency.

Superior general performance and proficiency lowers the risk load of an establishment, while lack of control of the internal temperature of food, for example, increases the risk load because the risk of microbiological contamination is greater.

All of these parameters, including the inspection factor, are used to assign a risk load to each establishment according to a mathematical model.

Establishments with low risk loads should be visited less frequently than those with high risk loads. The time between visits is also based on the risk load. This risk value is an in-house management figure used to decide what action is required in terms of inspection.

Inspectors do more than determine the level of control of establishments or lack thereof. They also advise food establishment operators and promote good food safety practices. Fewer than 1% of inspections lead to legal suits.

The inspections conducted by the ministère de l'Agriculture, des Pêcheries et de l'Alimentation take into account a key element to success, and that is, the collaboration of agri-food company operators.

For more information...

*concerning food safety or inspection requirements, or to lodge a complaint or report a case of food poisoning, get in touch with the team of food specialists of the **Centre québécois d'inspection des aliments et de santé animale** by*

- **contacting** the office of the regional branch nearest you
- or by **dialling 1 800 463-5023**
- **E-mail:** DGA@mapaq.gouv.qc.ca
- **Web site:** www.mapaq.gouv.qc.ca

Agriculture, Pêcheries
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