

Health

Oiva inspection for restaurants

Turku's environmental health unit will conduct planned inspections known as oiva inspections in restaurants. The monitoring includes a fee. For additional information about oiva inspections, go to www.oivahymy.fi

The inspection is conducted without giving prior notice to the entrepreneur. The inspection evaluates whether an establishment is operating according to the Food Act. To read the evaluation guidelines, click the link below

<https://www.oivahymy.fi/en/for-companies/inspection-guidelines/>

You will receive an inspection record after the oiva inspection, and you must **display the record's report on the restaurant's front door and the restaurant's website where customers can access it**. Grades in the oiva inspection



The food industry worker's good hygiene and work policies

Do not prepare food if you are sick

If you are sick, you should not prepare food for other people. If bacteria is transmitted to the food you prepare, others may become sick.

If you have a wound on your hand, cover it with a bandage. Wounds and infected skin contain more bacteria than healthy skin. If your hands have wounds, protect your hands with disposable gloves that are suitable for working with food.

Health

Always wash your hands first when you start preparing food

Unwashed hands always contain microbes. If you touch food with your bare hands, the bacteria and viruses on your hands will be transmitted to the food. Bacteria and viruses in food may cause illnesses.

Always wash your hands in the following situations:

- Before you start preparing food.
- After you have handled raw meat or fish.
- When you move from one phase of your work to another or whenever you handle different ingredients. For example, if you have just made a salad, wash your hands before handling the prepared food.
- If you go to the toilet, blow your nose, clean up or take out the trash in the middle of food preparation, wash your hands before you continue preparing food.

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Here's how to wash your hands correctly



Use clean equipment

Wash the equipment often. **Use different equipment for handling different foods.**

Keep separate cutting boards for the following foodstuffs:

- raw meat
- raw fish
- vegetables
- bread.

Plastic cutting boards work well, because you can wash them in a dishwasher.

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Make sure that **foodstuffs that cause allergic reactions are stored and handled separate from other foodstuffs.**

Use clean cleaning equipment and clean the food premises daily

Cleanliness is very important when handling foodstuffs. **Clean the food premises every day.** The food premises also include locations whose cleanliness is easy to forget, so remember to keep everything clean. Monitor the cleanliness of surfaces with **surface samples.** **Make the environment uninhabitable for pests** such as mice and flies by cleaning the restaurant every day. When cleaning, make sure that pests do not have access to food.

Keep cleaning cloths and other cleaning equipment clean. Buy new equipment when necessary. Use different cloths for wiping surfaces and the floor. Let the cleaning cloths dry properly before you use them again.

Self-monitoring and bookkeeping at the restaurant

Purchasing and delivering foodstuffs to the restaurant

Check to make sure that the foodstuffs include all necessary information when you receive them. Keep supply and delivery lists and receipts, so you can later check who the product was purchased from. Keep foodstuffs in their original packaging for as long as possible. The labels on food packaging provide information about foodstuffs, such as dates and the product's batch. This information is necessary when investigating suspected food poisoning, for example.

Place food that spoils easily into a refrigerator or freezer as soon as you bring it to your restaurant from the store or receive a delivery. This prevents the cold chain from breaking. The cold chain means that foodstuffs that spoil easily are constantly kept cold from the moment they are purchased to the moment they are used.

On hot summer days, you should use a cooler and transport your products to the restaurant as quickly as possible. Professional suppliers transport the products in a refrigerated truck. **Check the foodstuffs' temperatures once they have arrived at your restaurant. If the temperature of the products was too high, use a piece of paper or something else to write down what you did to the products!** Consider whether it is safe to use the products or if they should be returned to their place of purchase. Do not buy foodstuffs from a party that does not take care to transport products at the correct temperatures!

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Storing food at the correct temperatures slows down or prevents bacteria and microbes from multiplying.

When you store food correctly, it stays usable for longer. Food that spoils easily includes

- raw meat
- raw fish
- pre-prepared food
- sliced vegetables
- dairy products
- marinated meat
- fish packaged in packaging gas

Food packages include information about which temperature food should be stored. Always follow storage instructions. **Check the temperature of your refrigerators and freezers regularly and write down the results on paper!** The most common storage temperature for refrigerated products is below +6 °C, and the most common temperature for freezer products is below -18 °C. Note that raw meat and fish require colder storage temperatures.

Heat your food well and store it in a hot enough environment

-You can kill harmful bacteria by heating food until it is steaming hot. Make sure that chicken and mince meat, in particular, are cooked thoroughly and reach a high enough temperature. Poultry should be heated to over +75 °C.

-Always store hot food at over +60 °C. **Make sure to regularly check and write down temperatures on paper!**

Serve hot food hot and cold food cold

Serve the food as soon as it has been heated or keep the food heated until service. The storage temperature for hot food should be over +60 °C. The storage temperature for cold food should be below +6 °C. If you serve cold foods for under 4 hours, you can serve the food at below +12 °C. **Make sure to regularly check and write down temperatures on paper!**

Health

Throw away food that has been served at too cold a temperature (hot food) and food that has been put out for service for too long (cold food served for over 4 hours). Do not put food that you have removed from service out for service again.

Quickly cool down hot food

If you need to cool down hot food, cool it down as soon as it has been prepared and lower the temperature to an acceptable level within 4 hours. The food must reach a temperature below +6 °C within 4 hours. **Monitor the cooling and write down the food's temperature on paper at the beginning and end of cooling. Furthermore, write down the time at the beginning and end of cooling.**

Food will cool down more quickly if you place the dish it's on in cold water, use ice and divide the food into smaller portions between different dishes. Do not put hot food into the refrigerator!

The restaurant must reduce the amount of acrylamide created during food preparation. Here's an example of how to prepare fries in a way that reduces the amount of acrylamide:

- cook the fries at a temperature below +175 °C and monitor the temperature
- remove loose particles from the frying oil
- use something like a colour guide to tell staff what the ideal product should look like

Monitoring when foodstuffs are used

Use foodstuffs when they are fresh

Check the storage time on the packaging. **The storage time on the package only applies to packages that are fully intact and have not been opened!** A product in an opened package must be used as soon as possible. A damaged tin should be used immediately. Foodstuffs should be used when they are as fresh as possible. Remember these useful guidelines: If you bought it first, use it first.

Always smell and taste food before using it. Do not use food that smells or tastes bad.

Do not use mouldy food. Do not store food in opened tins, because metals may mix into the food.

Health

Expiration date in foodstuffs

The expiration date or “use by” date must be marked on packages which contain foods that spoil easily, such as fresh meat or fish. **Selling or using products after their expiration date is forbidden.**

“Best before” date in foodstuffs

The “best before” date on a product means that its quality is at its best until the marked date. The product’s use after the “best before” date is left to the worker’s discretion. The food premises take responsibility for whether a foodstuff is usable.

Packaging foodstuffs

If you package foodstuffs yourself, make sure that the **packaging material you use is suitable for packaging the foodstuff**. If some packaging has originally been used for one purpose, it can be used for the same purpose again.

A plastic ice-cream container, for example, is good for freezing ice-cream but not for storing hot, greasy meat. Do not use items like grocery bags to package unpackaged foodstuffs. Always dispose of worn-out dishes.

Freezing foodstuffs

If you freeze foodstuffs, **always mark the freezing date and what the package contains on the package**. Use the product as quickly as possible. Do not store foodstuffs in the freezer for more than 2 months after the product’s expiration date or freezing date. **Freezing a foodstuff after its expiration date is forbidden!** If a product in the freezer has thawed, become completely frozen, been frozen over 2 months ago or if the product is otherwise defective, dispose of it.

Thawing food

Thaw the product in a cold environment, avoid thawing products at room temperature. By thawing a product in the refrigerator, the entire product’s temperature will remain low enough. Use the thawed product immediately! **Refreezing a thawed product is forbidden.**

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Information provided to consumers at the restaurant

Informing consumers about allergens

The restaurant must inform customers of each food's allergens. An allergen is an ingredient that may cause allergic reactions in some people. The information must be provided in written form or orally.

The most common allergens: cereals that contain gluten, crustaceans, eggs, nuts, soybeans, dairy, celery, mustard, sesame seeds, molluscs, lupins and products made using these ingredients.

Example of a **written notification**: display the allergens together with the dishes on the menu or on another screen or board.

Example of an **oral notification**: display a note telling customers to “ask staff about allergy information” and make sure that you have recorded information about all ingredients on product packages and the restaurant's recipes. The records can be written on paper or stored electronically.

Country of origin for meat

When restaurants prepare food using **raw meat** (beef, pork, sheep, lamb, chicken), customers must be informed of the meat's country of origin **in written form** using a note such as “beef's country of origin: Finland”. Customers must be able to easily see the information about the meat's origin.

The foodstuff's name

Do not sell customers foodstuffs with incorrect names! The information that is displayed about foods on the restaurant's menu and website must be correct. **Always use the same name as the foodstuff's packaging. There are some examples below.**

ham: if the packaging reads “pizza slice”, do not sell the product as a “ham slice” on the menu

registered products, such as feta cheese: if a cheese is not sold as “Feta cheese”, do not use the name “Feta cheese”

Aura blue cheese (aurajuusto): only use the word “Aura” or the name “aurajuusto” if the blue cheese you are using is specifically “**Aura blue cheese**”

How to act in case of food poisoning

If you are informed that a customer has become sick after eating food that you have prepared, **contact your local food control authority (health inspector)** by calling or emailing them as soon as you hear about the case! **Keep the food** that the customer has eaten. You should contact the health inspector, because they can also answer any questions on your mind.

After contacting the health inspector, they will come to your restaurant and take the food for inspection. These inspections do not cost you anything.

Useful links related to the topic:

The Finnish Food Authority on setting up a food business

<https://www.ruokavirasto.fi/en/companies/food-sector/setting-up-a-food-business/>

The Finnish Food Authority on setting up a restaurant or other such establishment

<https://www.ruokavirasto.fi/en/companies/food-sector/setting-up-a-food-business/setting-up-a-restaurant/>

The Finnish Food Authority's online course for setting up a restaurant (text in English, some text read out loud in Finnish)

http://aineisto.ruokavirasto.fi/pkneuvonta/ravintola_en/

The Finnish Food Authority's "Setting Up a Restaurant" guide

https://www.ruokavirasto.fi/globalassets/yriykset/elintarvikeala/toiminnan-aloittaminen/pk/ravintolan-perustaminen/setting_up_a_restaurant_guide.pdf

You can also find other materials on the Finnish Food Authority's website in both English and Swedish. To use the Finnish Food Authority's services in other languages, go to

<https://www.ruokavirasto.fi/yriykset/elintarvikeala/elintarvikekeyriyksen-perustaminen/other-languages/>

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