

## Appendix A: Summary of 2023 Food Safety Program Activities

Performance Indicator	Indicator Description	2023 Data Findings
<b>Food Premises</b>	Total number of food premises in Waterloo Region	3478 food premises
<b>Completion Rates</b>	Total completion rate at all high, moderate, and low risk food premises.	Total completion rate: 76.7% inspections completed at high, moderate and low risk food premises
<b>Inspections</b>	Total number of inspections, broken down by inspection category (routine compliance inspections, re-inspections, initial assessments, and demand inspections (licence inspection requests, complaint inspections, food-borne illness)).	Total inspections: 5887  4863 compliance inspections 608 re-inspections 182 initial assessments 234 demand inspections
<b>Complaints</b>	Total number of consumer complaints as well as number of complaints submitted through the “File a Complaint” feature on the Check it. We inspect it! website.	Total consumer complaints: 872  594 complaints submitted through “File a Complaint” on Check it. We inspect it!
<b>Special Events</b>	Total number of special event applications assessed. Special event notification forms submitted by vendors are assessed, education is provided to vendors, and events identified as high risk, from a food safety perspective, are inspected.	Total special events assessed: 362  26 special events inspected
<b>Food Safety Training Certification</b>	Total number of Food Safety Training Certifications issued by Conestoga College.	750 Food Safety Training Certifications issued
<b>Disclosure</b>	Total number of website sessions and users on Check it! We inspect it.	20,505 website sessions 18,207 users
<b>Media Requests</b>	Total number of requests for media interviews related to food safety (including topics covered).	2 media requests (regarding raw milk and ghost kitchens)

<b>Recalls</b>	Total number of recalls supported by Public Health staff when requested by the Canadian Food Inspection Agency or another organization.	1 recall (carob juice)
<b>Enforcement Actions</b>	Total number of enforcement actions broken down by category (tickets, summons, and closure orders).	Total enforcement actions: 48 25 tickets (12 premises) 1 summons 22 closure orders