

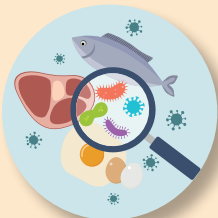
Food Safety Toolbox

Prevent and Respond

Common Food Safety Complaints

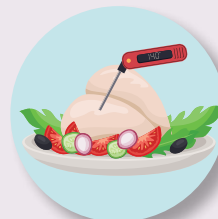
Foodborne Illness (Food Poisoning)

One in eight Canadians get ill from contaminated food each year.



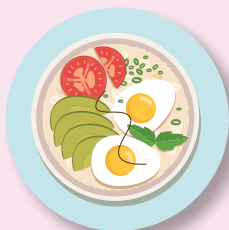
Undercooked Food

Most common with meat, poultry and seafood.



Foreign Object

Hair, plastic, metal, etc. getting into food during preparation.



Pests

Insects or rodents present in the food or facility.



Checklist: What To Do if You Receive a Complaint

Listen and Gather	<ul style="list-style-type: none">✓ Stay calm and respectful.✓ Gather information on the type of complaint, what was eaten and when, any symptoms of illness, and contact info.✓ Thank them for reporting.
Stop Serving	<ul style="list-style-type: none">✓ Label and hold suspected food for investigation.✓ DO NOT discard food unless instructed to do so by Public Health.
Check for Risks	<ul style="list-style-type: none">✓ Inspect food, equipment and prep areas.✓ Clean and sanitize.
Inform and Document	<ul style="list-style-type: none">✓ Report complaint and response to the supervisor or manager.✓ Keep temperature logs for review.✓ Follow internal procedures.
Contact Public Health	<ul style="list-style-type: none">✓ Report suspected illness or serious hazards.✓ Follow guidance from your public health inspector.



For more information, contact WDG Public Health at phi.intake@wdgpublichealth.ca or **scan the QR code**

Poster Use Instructions

- **Place the poster:** Choose a high-traffic area with clear visibility.
- **Gather the team:** Hold the talk during a natural pause in the shift (e.g., pre-shift huddle or post-cleanup) and ensure all relevant staff are present.
- **Use the poster as a visual anchor:** Display the poster prominently, but do not read it word-for-word. Use it to guide the discussion.
- **Explain the “Why” behind the topic:** Emphasize the rationale for the food safety practice—how it protects customers, prevents illness, and supports compliance.
- **Ask open-ended questions:** Encourage participation by asking questions like, “Why do you think this step is important?” or “What could happen if we skip this?”
- **Share real-life examples:** Briefly describe a real or hypothetical situation where the safety practice made a difference, or where skipping it caused a problem.
- **Keep it short and focused:** Limit the talk to about five minutes. Stay on topic and avoid going off on tangents.
- **Document participation:** Have all attendees sign the training sheet to confirm they took part in the talk.

Employee Sign-off

Print and sign following training (use another sheet if required).

Print Name	Signature	Print Name	Signature
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____