

# Food Safety Partnership Meeting

**MONDAY, OCTOBER 24**

8:30–10:00 a.m.



# Virtual Meeting

- Thank you for attending!
- Platform: WebEx Events
  - You are not able to unmute
  - You cannot show your camera
  - Use chat to share ideas, ask questions, give comments. Chat to “All Panelists”
    - Send questions at any time; some will be held until Q&A time
- A copy of the slides will be posted on [www.snhd.info/ehrcp](http://www.snhd.info/ehrcp)



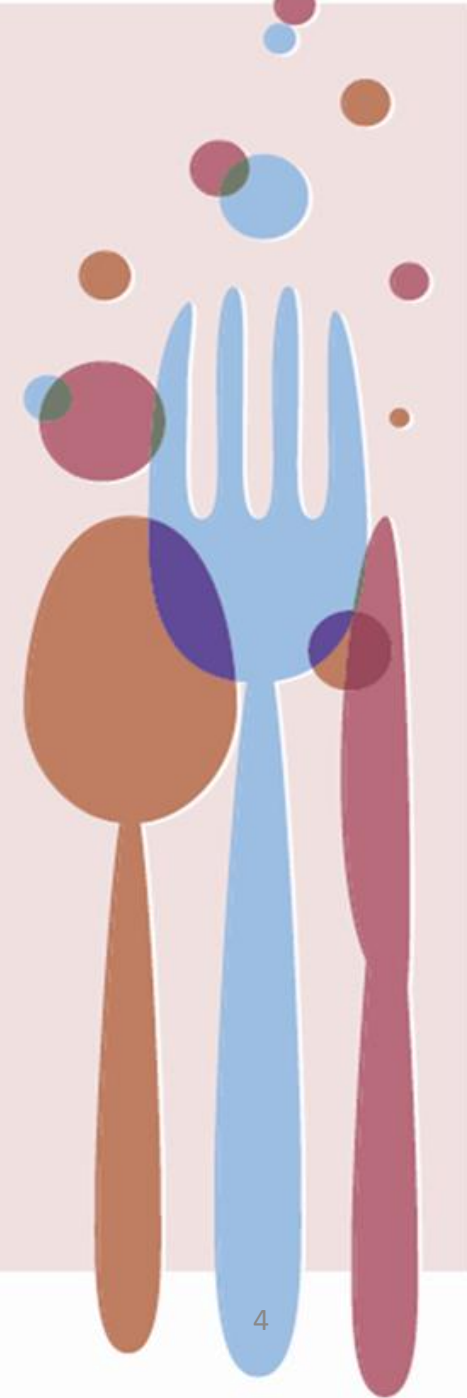
# Agenda

- Welcome & meet the SNHD Food Operations Leadership Team
- Permits in Transition
- Complaint Process
- EH Updates
- Q&A

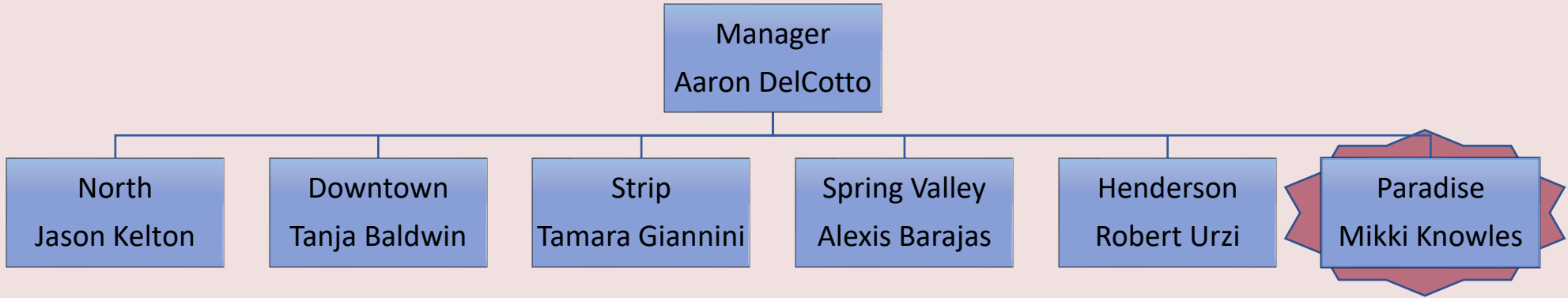


# EH Food Management Team

- Director – Chris Saxton
- Food Operations Regulatory Compliance Manager – Larry Rogers
  - Christine Sylvis, Regulatory Support Office Supervisor
  - Nikki Burns Savage, Specialized Foods Office Supervisor
- Consumer Health Manager – Karla Shoup
  - Candice Sims, Plan Review Supervisor
  - Mark Bergtholdt, Special Programs Supervisor
- Food Operations General Inspection Manager – Aaron DelCotto
  - Introducing the Paradise Office...



# Food Operations General Inspection Offices



# New Food Operations Staff

August 2022

Joshua Riehle

Cynthia Wade

Samantha Morales

Lydia Jufar

October 2022

Allison Hernandez

Alyssa Ross





# Permits in Transition


Deletion, Change of Permit Holder, and Changing  
Operational Status

MICHELLE GUZMAN, FSP MEETING 10/24/22

# Health Permit Cycle

- ▶ Once issued, health permits automatically renew every year
- ▶ Permit cycle runs July 1 – June 30
- ▶ Health permit invoices are delivered in July for the next fiscal year
- ▶ Invoices are delivered to the electronic or physical billing address provided to SNHD

POST IN A CONSPICUOUS PLACE



**SOUTHERN NEVADA HEALTH DISTRICT**  
LAS VEGAS, NEVADA

## HEALTH PERMIT

THIS CERTIFIES THAT THE ESTABLISHMENT LOCATED AT THE ADDRESS SHOWN BELOW AND OWNED AND/OR OPERATED BY ENTITY INDICATED HAS BEEN FOUND TO BE OPERATING IN CONFORMITY WITH THE HEALTH LAWS AND REGULATIONS PROMULGATED BY THE NEVADA DIVISION OF ENVIRONMENTAL PROTECTION AND THE SOUTHERN NEVADA DISTRICT BOARD OF HEALTH. THIS CERTIFICATE GRANTS THE APPLICANT APPROVAL TO OPERATE THE TYPE OF ESTABLISHMENT INDICATED, BUT IS REVOCABLE AT ANY TIME BY THE SOUTHERN NEVADA HEALTH DISTRICT OFFICER FOR FAILURE ON PART OF THE PERMITEE TO MEET STATE AND

OWNED AND OPERATED BY	<div style="background-color: #cccccc; height: 20px; width: 100%;"></div>		
BUSINESS   ADDRESS	<div style="background-color: #cccccc; height: 80px; width: 100%;"></div>		
TYPE OF ESTABLISHMENT	RESTAURANT / TAKE OUT		
DATE GRANTED   EXPIRES	07/01/2022   06/30/2023	PERMIT NUMBER	<div style="background-color: #cccccc; height: 20px; width: 100%;"></div>
ENVIRONMENTAL HEALTH SPECIALIST	FERMIN LEGUEN, MD, MPH   Chief Health Officer		FEE PAID <div style="background-color: #cccccc; height: 20px; width: 100%;"></div>
	AREA	CLARK COUNTY	

PERMIT IS NOT TRANSFERABLE



# Health Permit Overview

- ▶ Health permits are owner and location specific
- ▶ Health permits are not transferrable
- ▶ Permit holder is responsible for ensuring the permit status, owner, and billing information are current with SNHD
- ▶ Electronic invoice delivery is encouraged
  - ▶ <https://www.southernnevadahealthdistrict.org/permits-and-regulations/environmental-health-online-invoice/>

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## Environmental Health – Online Invoice

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***Opt in today to go paperless and receive invoices from the Southern Nevada Health District electronically. Help us cut down on paper use and receive timely reminders of your payment due date direct to your email inbox.***

Please enter your Account#, previous Invoice# or existing PR# Example: AR0123456, IN0123456 or PR0123456

<https://www.southernnevadahealthdistrict.org/permits-and-regulations/environmental-health-online-invoice/>

**SNHD**  
SOUTHERN NEVADA HEALTH DISTRICT

Remittance Address:  
SOUTHERN NEVADA HEALTH DISTRICT  
PO Box 845688  
LOS ANGELES CA 90084-5688

FedEx/UPS/DHL/Etc. to:  
280 S. Decatur Blvd  
Las Vegas NV 89107

If you have any questions please call 702.759.0588

Pay online and print permits at:  
<http://snhd.info/eh/payment>

EIN 88-0151573 www.southernnevadahealthdistrict.org

TO: [REDACTED]

ATTN: [REDACTED]

RE: [REDACTED]

Health Permit and Plan Review Fees are **NOT** Refundable. No exception

Entered By: EE700948 /5022

Invoice

Invoice Date: 06/27/2022 Due Date: 06/27/2022 Amount Due: \$ 400.70

Invoice ID: [REDACTED] Facility ID: [REDACTED] A/R ID: [REDACTED]

AS APPROVED BY THE SOUTHERN NEVADA DISTRICT BOARD OF HEALTH, THIS BILL MAY BE SUBJECT TO A 50% LATE FEE IF NOT PAID BY THE DUE DATE.

Billing period: 07/01/2022 - 06/30/2023 Page 1 of 1

Owner ID: [REDACTED]

Line No.	Date	PE	Jur	Program Record	Establishment Name	Description	Amount
1	07/01/22	1006	0	[REDACTED]	[REDACTED]	RESTAURANT / TAKE OUT	\$ 400.70
Total Due for This Invoice:							\$ 400.70

FOR PROPER POSTING OF PAYMENTS PLEASE RETURN THE BOTTOM PORTION OF THIS INVOICE NOTICE WITH PAYMENT

MAKE CHECK PAYABLE AND REMIT TO:  
SOUTHERN NEVADA HEALTH DISTRICT  
PO BOX 845688  
LOS ANGELES CA 90084-5688

Local ordinance requires payment of the listed Health Permit Fees for the period shown. As approved by the Southern Nevada District Board of Health, this bill may be subject to a 50% late fee if not paid by the due date.

**INVOICE - FIRST NOTICE**

Owner ID: [REDACTED]

Invoice Date: 06/27/2022 Due Date: 06/27/2022 Amount Due: \$ 400.70

Invoice ID: [REDACTED] Facility ID: [REDACTED] A/R ID: [REDACTED]

Billing period: 07/01/2022 - 06/30/2023

Pay online and print permits at:  
<http://snhd.info/eh/payment>

AS APPROVED BY THE SOUTHERN NEVADA DISTRICT BOARD OF HEALTH, THIS BILL MAY BE SUBJECT TO A 50% LATE FEE IF NOT PAID BY THE DUE DATE.

# Health Permit Deletion

- ▶ Permit holder is responsible for notifying SNHD of closure
- ▶ Submission of a Notice of Business Closure form is required
  - ▶ Submit to [environmentalhealth@snhd.org](mailto:environmentalhealth@snhd.org)
- ▶ Field survey will be conducted to verify closure prior to deletion
- ▶ Deletion of a health permit is permanent



## NOTICE OF BUSINESS CLOSURE

Type or print clearly, incomplete forms will not be processed.  
Drop off the completed form or submit to: [environmentalhealth@snhd.org](mailto:environmentalhealth@snhd.org)

I , the ☒ owner ☐ officer ☐ authorized party\*  
Name  
of  for   
Business/Corporation Name Facility Name  
located at     
Address City Zip Code

request the deletion of the following permit(s): (Please attach form if additional space is needed)

Permit # (PRXXXXXXX)	Permit Name	Permit # (PRXXXXXXX)	Permit Name
1. <input type="text"/>	<input type="text"/>	4. <input type="text"/>	<input type="text"/>
2. <input type="text"/>	<input type="text"/>	5. <input type="text"/>	<input type="text"/>
3. <input type="text"/>	<input type="text"/>	6. <input type="text"/>	<input type="text"/>

This business has:

☐ Closed as of:   
Date  
☐ Sold to:     
New Owner Name Phone Email

All outstanding permit fees must be paid prior to permit deletion.

Signed  
  
Title  
  
Phone  Email   
Date

\*Please note: An individual acting on behalf of the company as an authorized party must provide a letter of authorization on company letterhead or a notarized letter signed by an owner/officer at the time of submission of this notice.



280 S. DECATUR BLVD. • LAS VEGAS, NV 89107 • (702) 759-1110 • WWW.SNHD.INFO

[Environmental Health](#)[Environmental Health Badge  
Verification](#)[EH Forms & Documents](#)[Inspector Directory](#)

## EH Forms & Documents

The below forms and documents are not program specific. Program specific forms and documents are available through the program's webpages, which are listed under [Permits & Regulations](#).

### Forms

- [Establishment File Update](#) (PDF 57 KB)
- [Notice of Business Closure](#) (PDF 274 KB)  
[Notificacion de Cierre de Negocio](#) (PDF 297 KB)
- [Annual Itinerant Notification](#) (PDF)
- [Consolidated Grade Cards](#)

### Documents

- [Environmental Health Fee Schedule](#) (PDF 203 KB)
- [Food Establishment Fee Quick Reference Guide](#) (PDF 503 KB)



<https://www.southernnevadahealthdistrict.org/programs/environmental-health/forms-documents/>

# Update DBA or Contact Info

- ▶ Establishment File Update Form
- ▶ Used to update business name, mailing, or billing information only
- ▶ Owner, location, menu, equipment, and business model should remain the same



Southern Nevada Health District, PO Box 3902, 280 S Decatur Blvd., Las Vegas, NV 89127, (702)759-1110; fax (702)759-1425 or (702)759-1423  
 Laughlin Public Health Center, EH Office, 55 Civic Way, Laughlin, NV 89029, (702) 759-1643; fax (702) 759-1477  
 Mesquite Public Health Center, 150 N. Yucca St. Stes. 3 and 4, Mesquite, NV 89027, (702) 759-1682; fax (702) 759-1473

## ESTABLISHMENT FILE UPDATE\*

Type or print clearly

This form may be used to update a permitted establishment file when changes in business name, phone number or billing address occur or if partners or corporate officers are added or deleted, but the business ownership remains the same.

**\*This Form is Not to be used for a Change of Ownership or a Change of Establishment Location**

If location or ownership changes a new permit must be obtained with applicable fees incurred. Permits are not transferable. Other restrictions and/or permits may apply.

### I. CURRENT PERMIT INFORMATION

Permit Number and Name of Permit Holder:

Permit Holder Phone #:

Establishment Name:

Location Address:

City, State, Zip

### II. CHANGES

Complete for changes only

Establishment Name:

Location Phone Number:

Contact / Contact Phone:

Owner Address change:

City, State, Zip:

Billing address change:

City, State, Zip:

Partner/Corporate Officer:

Indicate if name is to be added or deleted

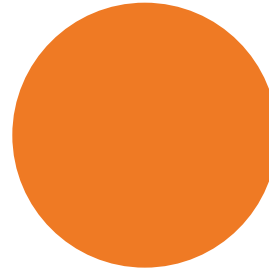
Print Name and Job Title:

Signature \_\_\_\_\_ Date \_\_\_\_\_

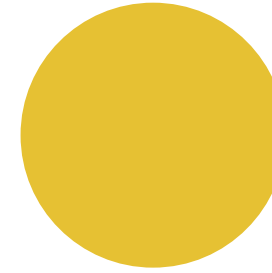
# Operational Status

- ▶ Health permit can be placed on **Inactive** status when operations are temporarily ceased due to seasonal, economic, or other reasons
- ▶ Request for inactive status is made to your inspector
- ▶ A \$119 Inactive Status fee must be paid at time of request
- ▶ All operations must cease while inactive (including food storage)
- ▶ Field survey will be conducted to verify operations have ceased
- ▶ Contact inspector prior to resuming operations to change back to **Active** status
  - ▶ Full health permit fee will be billed at this time

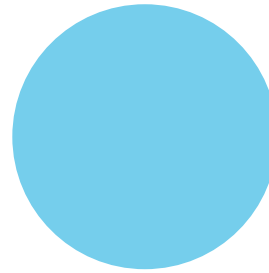
When do I need to  
contact SNHD Plan  
Review?



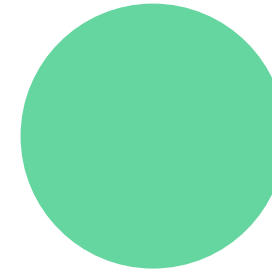
Ownership  
Change



New  
Construction



Remodel



Adding a  
Permit



[Plan Review](#)

- [The Permitting Process](#) ↓
- [Applications for Plan Review](#)
- [Plan Review Frequently Asked Questions](#) ↓
- [Permit Types and Descriptions](#) ↓
- [Plan Review Resource Library](#)
- [Cottage Food and Farm-to-Fork Registration](#) ↓
- [Health Permit Exemption](#)
- [Plan Review Waiver Request Process](#) ↓
- [Food Safety Assessment Meeting](#)



## Plan Review



**We've moved!** Our new office is located at 2830 E. Fremont St., Las Vegas, NV 89104. Phone numbers and email addresses remained the same. Cash is not accepted at this location.

The Plan Review program processes new, remodel, and change of ownership health permit applications for food establishments, cosmetic and drug manufacturers, childcare centers, schools, body art facilities, and Institutions. Plans are reviewed for compliance with design and construction requirements set forth in the applicable Health District regulation. Questions and applications may be submitted electronically to [foodrev@snhd.org](mailto:foodrev@snhd.org) and will be processed in the order in which they are received. Our administrative staff may be reached by leaving a message at (702) 759-1258.

*In-person meetings may be requested and will be conducted by appointment only.*



[The Permitting Process](#)



[Applications for Plan Review](#)



[Plan Review Frequently Asked Questions](#)



[Permit Types and Descriptions](#)



[Plan Review Resource Library](#)



[Cottage Food and Farm-to-Fork Registration](#)



[Health Permit Exemption](#)



[Plan Review Waiver Request Process](#)



[Food Safety Assessment Meeting](#)

[www.snhd.info/plan-review](http://www.snhd.info/plan-review)

# Ownership Change

- ▶ A new owner of an existing establishment is required to apply for a Change of Permit Holder (CPH) within 30 days of execution of the change of owner documents (deed, lease, management agreement, etc.)
- ▶ CPH applies if:
  - ✓ Taking over an existing establishment with same occupancy type,
  - ✓ There was a valid health permit at that address within last 3 years, and
  - ✓ No major remodeling
- ▶ The food establishment may remain open and operating during the application process *if* it was taken over while it was open and operating.

# Ownership Change



## HEALTH PERMIT APPLICATION

WWW.SNHD.INFO | FoodRev@snhd.org | (702) 759-1258

OWNER INFORMATION			
Mark all that apply (REQUIRED): <input type="checkbox"/> New Permit <input type="checkbox"/> Change of Permit Holder <input type="checkbox"/> Remodel			New Construction? <input type="checkbox"/> Yes <input type="checkbox"/> No
Is the Ownership: <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> LLC			Is the facility open and operating? <input type="checkbox"/> Yes <input type="checkbox"/> No
Owner Name:		Corporation or LLC Name (must match business license):	
Mailing Address:			Suite/Apt:
City:	State:	ZIP Code:	
Owner Phone:	Alternate Phone:	Owner E-Mail:	
Who may the inspector contact for Plan Review?			
Name:	Phone:	Email:	
BUSINESS INFORMATION			
Name of Business (DBA):			
Physical Address:			Suite/Unit:
Assessor's Parcel Number (Required if no physical address is available):			Business License Jurisdiction: <input type="checkbox"/> CLV <input type="checkbox"/> CC <input type="checkbox"/> NLV <input type="checkbox"/> HEND
City:	State:	ZIP Code:	
Business Phone:		Business E-Mail:	Health Permit(s) and Invoices may be mailed to: <input type="checkbox"/> Owner's Address <input type="checkbox"/> Business Address
Projected Opening Date:	Hours of Operation:		
Septic Tank: <input type="checkbox"/> YES <input type="checkbox"/> NO	Municipal Sewer Connection: <input type="checkbox"/> YES <input type="checkbox"/> NO	Water supply: <input type="checkbox"/> Municipal System <input type="checkbox"/> Well <input type="checkbox"/> N/A	Grease Interceptor <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A
Nevada Clean Indoor Air Act (NCIAA): <input type="checkbox"/> Exempt <input type="checkbox"/> Not Exempt from compliance with the requirements of NRS 202.2483 inclusive		Do any existing health permits require deletion? <input type="checkbox"/> YES <input type="checkbox"/> NO If YES, you must fill out a <i>Notice of Business Closure</i> form.	
PERMIT TYPE			
<input type="checkbox"/> Annual Event Coordinator	<input type="checkbox"/> Childcare	<input type="checkbox"/> School	<input type="checkbox"/> Water Store
<input type="checkbox"/> Bar	<input type="checkbox"/> Cosmetic Manufacturer	<input type="checkbox"/> Supplement/Drug Manufacturer	<input type="checkbox"/> Vending Machine
<input type="checkbox"/> Body Art	<input type="checkbox"/> Food / Drink	<input type="checkbox"/> Warehouse/Storage	<input type="checkbox"/> Other:
ACKNOWLEDGEMENT			
Nevada Revised Statute 446.930 requires that properly prepared plans and specifications be submitted to the Health Authority for review and approval when construction or remodeling of food and drink establishments is anticipated, and prior to the start of such work. Applications submitted for establishments after construction has begun or greater than 30 days after taking over ownership will be charged late fees as provided in the <a href="#">FH Fee Schedule</a> .			

- ▶ Application available at [www.snhd.info/plan-review](http://www.snhd.info/plan-review)
- ▶ Follow instructions on page 2 of the application
  - ▶ Include all required documents when submitting
- ▶ Submit application packet to [FoodRev@snhd.org](mailto:FoodRev@snhd.org)
- ▶ Incomplete application packets will NOT be processed

### Minimum Required Documents for Plan Submission

- ✓ A completed application and signed instructions for Submission of Plans for Review.
- ✓ Proof of Ownership in the form of a Lease, Deed, or other legal document granting permission for the permit applicant to operate at the specified physical location.
- ✓ Plans – Required for New and Remodel Permits only: Submit plans in electronic format (PDF). Plans must include: Equipment layout and specifications; plumbing supply lines, waste lines, and fixtures; finishes of floors, walls, and ceilings; and lighting. You may also include photos as needed.
- ✓ Menu – Required for establishments with open-food handling.
- ✓ Food Questionnaire – Required for establishments that cook, cool, or reheat food.
- ✓ Commissary Agreement – Required for establishments that are portable.

# Remodels

- ▶ Requires submittal of plans
- ▶ Can occur when:
  - Adding or relocating equipment that involves installation (gas, electrical, or plumbing connections)
  - Changing the layout or function of food handling areas
  - Expanding, tenant improvement, or other work that requires a building permit.
- ▶ Application available at [www.snhd.info/plan-review](http://www.snhd.info/plan-review)
- ▶ Submit complete application to [FoodRev@snhd.org](mailto:FoodRev@snhd.org)
- ▶ Incomplete applications will NOT be processed

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REMODEL QUESTIONNAIRE			
<b>I. Person in Charge Contact Information</b>			
Name:			
Position/Title:			
Telephone Number:		Email Address:	
<b>II. Scope of Work</b>			
List the name of the permitted area(s) that are being remodeled:		Permit Number:	
Is equipment being added/removed/relocated? <input type="checkbox"/> No <input type="checkbox"/> Yes, describe:			
Will there be any changes to the menu/seating/square feet? <input type="checkbox"/> No <input type="checkbox"/> Yes, describe:			
Will there be any changes to the floors, walls, ceilings, or finishes? <input type="checkbox"/> No <input type="checkbox"/> Yes, describe:			
Will there be any changes in Electrical/Plumbing/Gas Lines? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Project Start Date:		Project Completion Date:	
<b>Notes:</b>			
Print Name		Signature	




















Missed appointment fees will apply if you are unavailable at the appointment start time, per the [SNHD EH Fee Schedule](#).



# Other Reasons to Contact Plan Review

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## Applications for Plan Review

-  Application — Body Art
-  Application — Cottage Food Registration
-  Application — Farm-to-Fork Operation Registration
-  Application — Farmers Market Event Coordinator Permit Discount
-  Application — Food Carts, Annual Iterants, Farmers Market Vendors, Seasonals
-  Application — Food Facility
-  Application — Food Trucks and Trailers
-  Application — General / School / Childcare / Drug / Cosmetics / Low-risk
-  Application — Like-for-Like Equipment Replacement
-  Application — Permit Exemption
-  Application — Public Accommodations CPH
-  Application — Public Accommodations New
-  Application — Remodel
-  Equipment List
-  Establishment File Update
-  Ghost Kitchen – Fictitious Firm Name Form
-  Notice of Business Closure
-  Preliminary Questionnaire
-  Waiver — Dog Patio
-  Waiver — General Equipment

- ▶ Requesting a Preliminary Inspection
- ▶ Like for Like assessment
- ▶ Exemptions
- ▶ Applying for a Waiver
- ▶ Adding a 'Ghost Kitchen'

[www.snhd.info/plan-review](http://www.snhd.info/plan-review)

Email: [FoodRev@snhd.org](mailto:FoodRev@snhd.org)

Questions?

Thank you!  
Michelle Guzman  
[guzmanm@snhd.org](mailto:guzmanm@snhd.org)





OCTOBER 24, 2022

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# Food Safety Partnership Meeting- The Complaint Process

Jason Kelton, EH Supervisor-NLV





# Filing a Complaint

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- Can be submitted online on our website, by phone, or by mail:
  - [Southern Nevada Health District](#)
  - (702) 759-0588
  - P.O. Box 3902, Las Vegas, NV 89127
- You can elect to have your contact information entered or file a complaint anonymously.
- Results can be obtained by submitting a Public Records Request.





# Reporting Complaints on Our Website

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Updated COVID-19 boosters available for children 6 years and older beginning Friday, October 14

Updated COVID-19 boosters for children 6 years of age and older will be available at Southern Nevada Health District clinics beginning Friday, October 14. The Health District expects to receive...

Read More

National Latino AIDS Awareness Day

The Southern Nevada Health District and Southern Nevada Health Consortium are working together to help stop HIV stigma and address the disproportionate impact of HIV on Hispanic/Latino communities during this...

Read More

Monkeypox vaccine eligibility expanded

The Southern Nevada Health District has expanded eligibility for the monkeypox vaccine to additional individuals who are at risk for exposure.

Read More

Health District issues an advisory to the public as fentanyl deaths increase in Clark County

The Southern Nevada Health District is alerting the public to the ongoing risk fentanyl poses to the community after the Las Vegas Metropolitan Police Department (LVMPD) reported six suspected drug-related...

Read More

How Do I

APPLY FOR...GET A COPY...REPORT...LOCATE A CLINIC...FIND...BUILD...

FOLLOW US ON SOCIAL MEDIA

f

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y

Public Health Accreditation Board

PHAB

Advancing public health

Health Resources and Services Administration

HRSA

Health Center Program

ADVANCING HIT FOR QUALITY

POPULAR SEARCHES

> Food Handler Safety Training Card

> Immunizations

> Birth Certificates

> Death Certificates

> Records Request

> Restaurant Inspection Search

MORE INFORMATION

> Contact Us

> Disclaimer

> Notice of Privacy Practices

> Observed Holidays

> Patient's Rights of Non-Discrimination

> Payment Methods

SIGN UP FOR OUR NEWSLETTER

Email address:

Your email address

Sign up

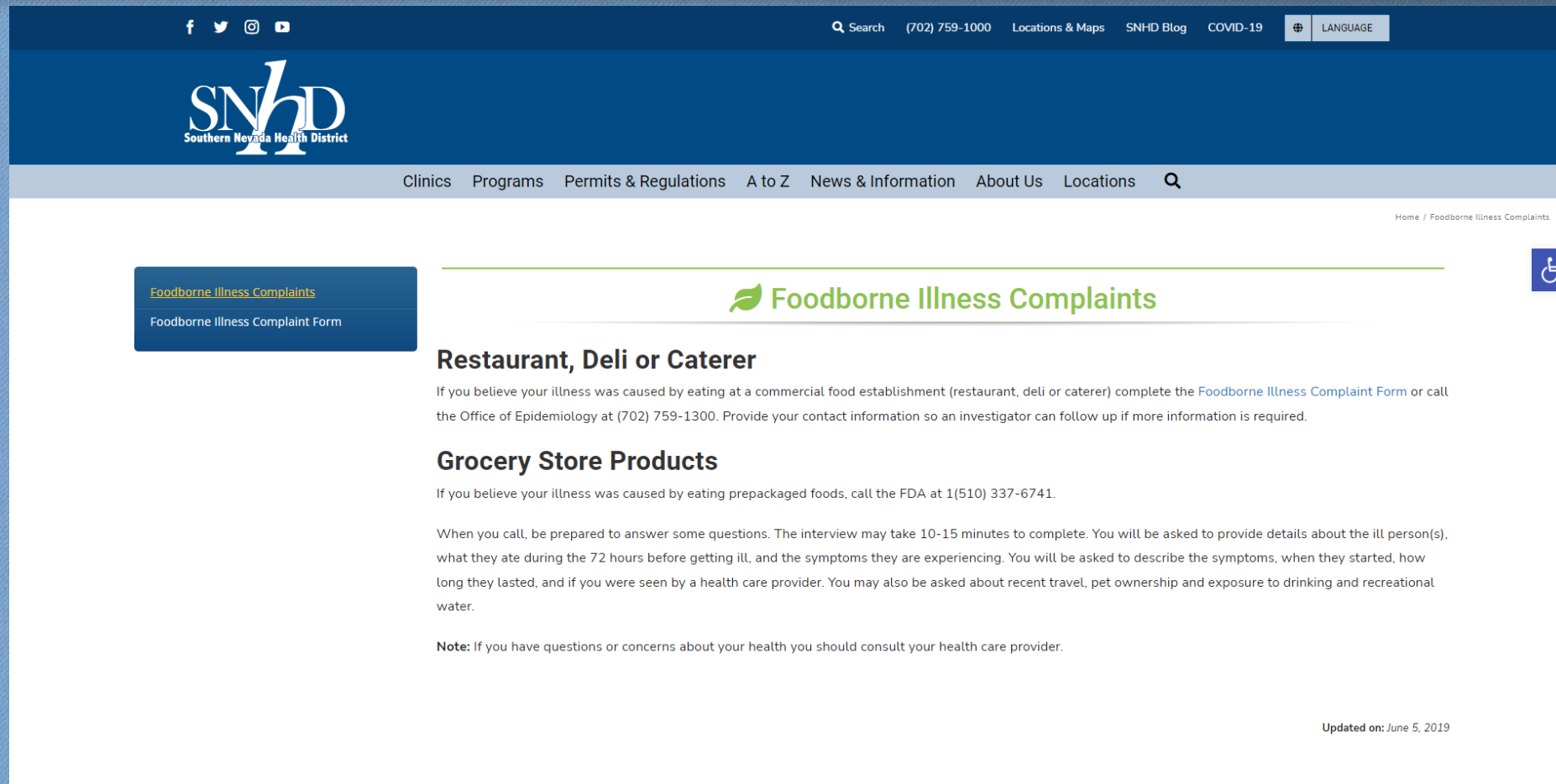
https://www.southernnevadahealthdistrict.org/report/

October 2022 FSP Meeting



# Reporting Foodborne Illness Complaints

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The screenshot shows the Southern Nevada Health District (SNHD) website. The header includes social media icons, a search bar, and contact information. The main navigation menu lists various services. The page title is "Foodborne Illness Complaints". A sidebar on the left contains links to "Foodborne Illness Complaints" and "Foodborne Illness Complaint Form". The main content area is titled "Foodborne Illness Complaints" and is divided into two sections: "Restaurant, Deli or Caterer" and "Grocery Store Products". The "Restaurant, Deli or Caterer" section provides instructions on how to report a complaint and includes a note about consulting a health care provider. The "Grocery Store Products" section provides instructions on how to report a complaint. The page is updated on June 5, 2019.

[Foodborne Illness Complaints](#)  
[Foodborne Illness Complaint Form](#)

## Foodborne Illness Complaints

### Restaurant, Deli or Caterer

If you believe your illness was caused by eating at a commercial food establishment (restaurant, deli or caterer) complete the [Foodborne Illness Complaint Form](#) or call the Office of Epidemiology at (702) 759-1300. Provide your contact information so an investigator can follow up if more information is required.

### Grocery Store Products

If you believe your illness was caused by eating prepackaged foods, call the FDA at 1(510) 337-6741.

When you call, be prepared to answer some questions. The interview may take 10-15 minutes to complete. You will be asked to provide details about the ill person(s), what they ate during the 72 hours before getting ill, and the symptoms they are experiencing. You will be asked to describe the symptoms, when they started, how long they lasted, and if you were seen by a health care provider. You may also be asked about recent travel, pet ownership and exposure to drinking and recreational water.

**Note:** If you have questions or concerns about your health you should consult your health care provider.

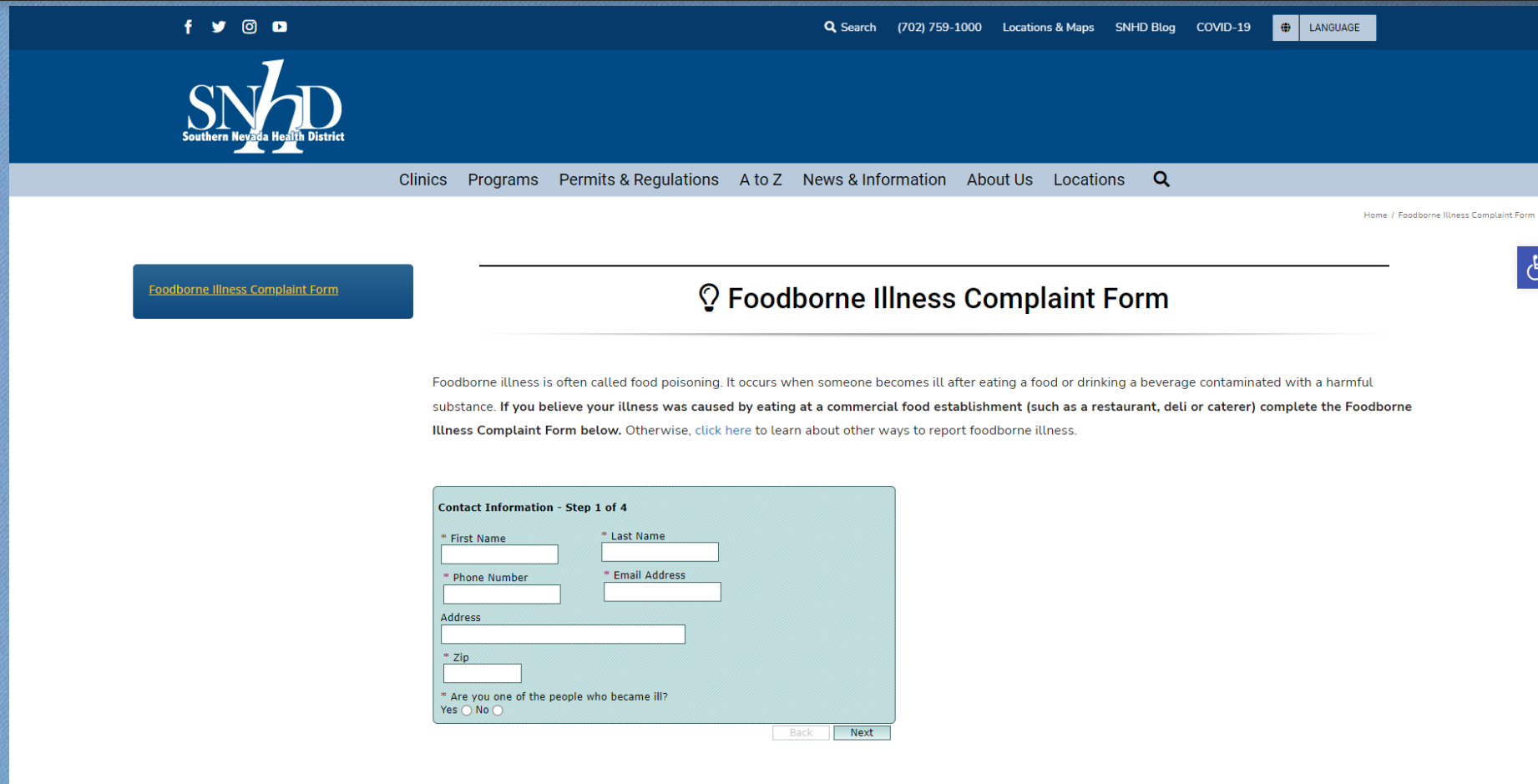
Updated on: June 5, 2019





# Reporting Foodborne Illness Complaints

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The screenshot shows the Southern Nevada Health District (SNHD) website. The header includes social media icons, a search bar, and contact information. The main navigation bar lists various services. The page title is "Foodborne Illness Complaint Form". A brief explanation of foodborne illness is provided, followed by a form titled "Contact Information - Step 1 of 4". The form contains fields for First Name, Last Name, Phone Number, Email Address, Address, and Zip, along with a question about whether the user is one of the people who became ill. Navigation buttons for "Back" and "Next" are at the bottom of the form.

[Foodborne Illness Complaint Form](#)

## Foodborne Illness Complaint Form

Foodborne illness is often called food poisoning. It occurs when someone becomes ill after eating a food or drinking a beverage contaminated with a harmful substance. If you believe your illness was caused by eating at a commercial food establishment (such as a restaurant, deli or caterer) complete the Foodborne Illness Complaint Form below. Otherwise, [click here](#) to learn about other ways to report foodborne illness.

**Contact Information - Step 1 of 4**

\* First Name  \* Last Name

\* Phone Number  \* Email Address

Address

\* Zip

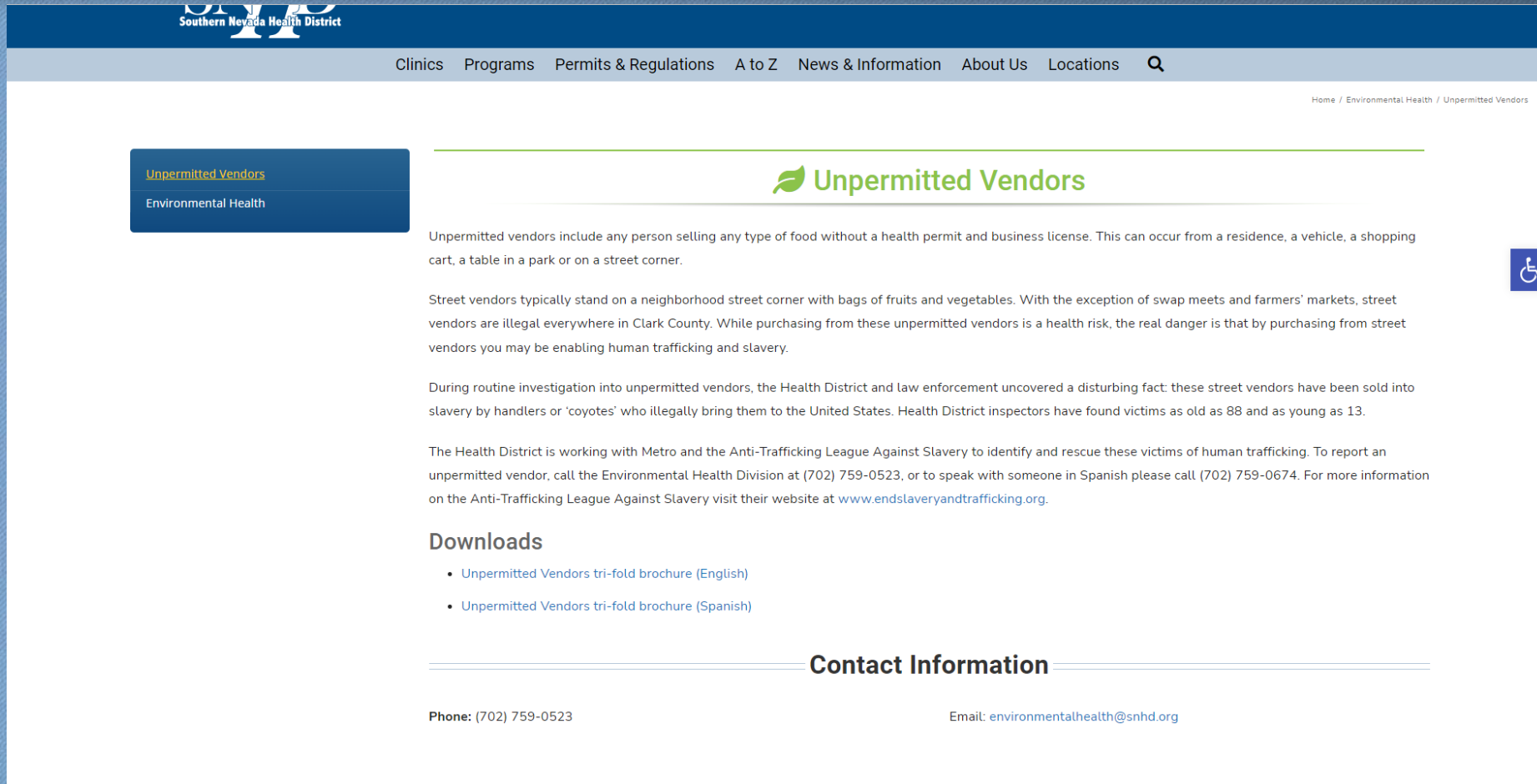
\* Are you one of the people who became ill?  
Yes ☐ No ☐

[Back](#) [Next](#)



# Reporting Unpermitted Vendor Complaints

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The screenshot shows the Southern Nevada Health District website. The header includes the district's logo and a navigation menu with links to Clinics, Programs, Permits & Regulations, A to Z, News & Information, About Us, and Locations. A search icon is also present. Below the header, a breadcrumb trail reads 'Home / Environmental Health / Unpermitted Vendors'. On the left, a sidebar menu highlights 'Unpermitted Vendors' under the 'Environmental Health' section. The main content area features a green leaf icon and the title 'Unpermitted Vendors'. The text explains that unpermitted vendors are those selling food without a health permit and business license, often occurring from residences, vehicles, shopping carts, or street corners. It notes that street vendors are illegal in Clark County and that purchasing from them poses a health risk and may enable human trafficking and slavery. A paragraph mentions that during routine investigations, the Health District and law enforcement uncovered that street vendors have been sold into slavery by handlers or 'coyotes' who illegally bring them to the United States. The page also states that the Health District is working with Metro and the Anti-Trafficking League Against Slavery to identify and rescue victims. To report an unpermitted vendor, the page provides the phone number (702) 759-0523 or a Spanish-speaking line at (702) 759-0674, and directs users to visit [www.endslaveryandtrafficking.org](http://www.endslaveryandtrafficking.org) for more information. A 'Downloads' section lists two tri-fold brochures: one in English and one in Spanish. At the bottom, a 'Contact Information' section provides the phone number (702) 759-0523 and the email address [environmentalhealth@snhd.org](mailto:environmentalhealth@snhd.org). A blue accessibility icon is visible on the right side of the page.

Southern Nevada Health District

Clinics Programs Permits & Regulations A to Z News & Information About Us Locations

Home / Environmental Health / Unpermitted Vendors

[Unpermitted Vendors](#)

Environmental Health

## Unpermitted Vendors

Unpermitted vendors include any person selling any type of food without a health permit and business license. This can occur from a residence, a vehicle, a shopping cart, a table in a park or on a street corner.

Street vendors typically stand on a neighborhood street corner with bags of fruits and vegetables. With the exception of swap meets and farmers' markets, street vendors are illegal everywhere in Clark County. While purchasing from these unpermitted vendors is a health risk, the real danger is that by purchasing from street vendors you may be enabling human trafficking and slavery.

During routine investigation into unpermitted vendors, the Health District and law enforcement uncovered a disturbing fact: these street vendors have been sold into slavery by handlers or 'coyotes' who illegally bring them to the United States. Health District inspectors have found victims as old as 88 and as young as 13.

The Health District is working with Metro and the Anti-Trafficking League Against Slavery to identify and rescue these victims of human trafficking. To report an unpermitted vendor, call the Environmental Health Division at (702) 759-0523, or to speak with someone in Spanish please call (702) 759-0674. For more information on the Anti-Trafficking League Against Slavery visit their website at [www.endslaveryandtrafficking.org](http://www.endslaveryandtrafficking.org).

### Downloads

- [Unpermitted Vendors tri-fold brochure \(English\)](#)
- [Unpermitted Vendors tri-fold brochure \(Spanish\)](#)

### Contact Information

Phone: (702) 759-0523

Email: [environmentalhealth@snhd.org](mailto:environmentalhealth@snhd.org)



# Report Food Establishment Complaint

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(702) 759-1000

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Green Pool

Hotel/Motel Complaints

Illegal Dumping Complaint

Landlord/Tenant Disputes

Mobile Home/RV Park Complaints

Reportable Disease or Condition

Restaurants/Food Establishment

Smoking Violation

Contact Information

Phone:

(702) 759-1000

Email:

snhdpublicinformation@snhd.org

October 2022 FSP Meeting

# Report Food Establishment Complaint

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[EN ESPAÑOL](#)

**Complaint Type: \***  

Select an option

Select an option

DRINKING WATER (AGUA POTABLE)  
FOOD & DRINK (ALIMENTOS Y BEBIDAS)  
ILLEGAL VENDOR (VENDEDOR ILEGAL)  
MATTRESS REFURBISHING (COLCHONES RENOVADOS)  
PUBLIC ACCOMMODATIONS (ALOJAMIENTOS PÚBLICOS)  
PUBLIC NUISANCE (ALTERACIÓN DEL ORDEN PÚBLICO)  
SCHOOL (ESCUELA)  
SOLID WASTE (RESIDUOS SÓLIDOS)  
SUMMER CAMP/CHILDREN HOME/INSTITUTION (CAMPAMENTO DE VERANO/ HOGAR INFANTIL/ INSTITUCIÓN)  
SWIMMING POOLS & SPAS (ALBERCAS Y SPAS)  
TATTOO/BODY PIERCING (TATUAJES/ARTE DEL CUERPO)  
UNDERGROUND STORAGE TANK (TANQUES DE ALMACENAMIENTO SUBTERRANEOS)  
SEPTIC TANK (TANQUE SÉPTICO)  
SMOKING/VAPING (FUMAR/ VAPEAR)

Zip

**Email: \***  

Email

**Phone:**  

Phone (Home)

Phone (Work)

**Do you want your information to remain confidential? \***  

☐ Yes

☒ No

**Complaint Information**

**Date observed? \***

**Time observed? \***





# Complaint Intake-Food Establishments and Unpermitted Vendors

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- Complaints are processed by SNHD clerical staff and associated with an active permit. Complaints at locations without a permit are assigned to Unpermitted Vending inspection staff.
- Inspectors assigned to the associated permits are given notice of the complaint along with their immediate supervisors.
- Complaint details are reviewed and redacted, as necessary, before inspectors respond to the facility.
- Some complaints are addressed by a phone call on a case-by-case basis.





# Filing an Unpermitted Vendor Complaint- Things to Consider

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- Be sure to specify dates and/or times that you observe an unpermitted vendor.
- Provide the exact cross streets so that we can find the vendor.
- Try to give an accurate description of the what the vendor is selling as we may prioritize high risk foods.
- Please be patient!





# Filing a Food Establishment Complaint- Things to Consider

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- SNHD inspectors only use the exact allegation(s) to determine if the complaint is valid or invalid. It is important that complaints are carefully worded.
- Be sure to specify dates and/or times if there is a recurring issue.
- Remember to include specifics about the establishment if you do not have an address, especially if it is a facility with many locations, so that SNHD is aware of which facility to call or visit.





# How Does a Complaint Investigation Work for Operators?

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- Environmental Health responds to a complaint based on severity of the allegation and staffing. This typically occurs within one to three business days but can be longer based on various circumstances, such as the operating hours of the establishment or dates/times specified in the complaint.
- Inspectors identify themselves and announce the purpose of their visit.
- Investigate areas and processes relevant to the alleged complaint.
- Decide if the complaint is valid or invalid.
- Results of the investigation are given in detail to the Person in Charge (PIC) during an exit interview.





# How Does a Complaint Investigation Work for Operators? cont'd

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- Results can be deemed Invalid/Unsubstantiated, Valid with no Fee, or Valid with Fee (\$150 which must be paid within five business days).
- Most complaints are found to be Invalid/Unsubstantiated. We do not validate or assess fees for minor violations.
- Complaints regarding imminent health hazards are prioritized and can include:
  - Lack of adequate refrigeration, hot water, potable water, or electricity.
  - Pest infestation or presence of sewage.
  - These conditions can result in a closure to the facilities and associated fees.
- Inspectors may also conduct a full inspection.
- Please note that we do not identify complainants.





# Questions?

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# EH Updates

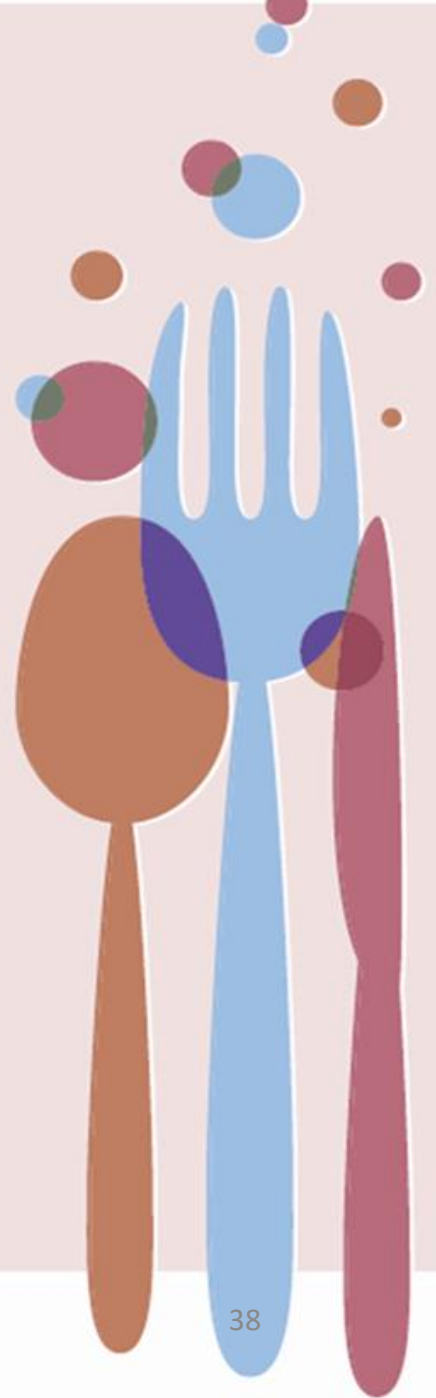
Christine Sylvis, EH Supervisor



# Fees

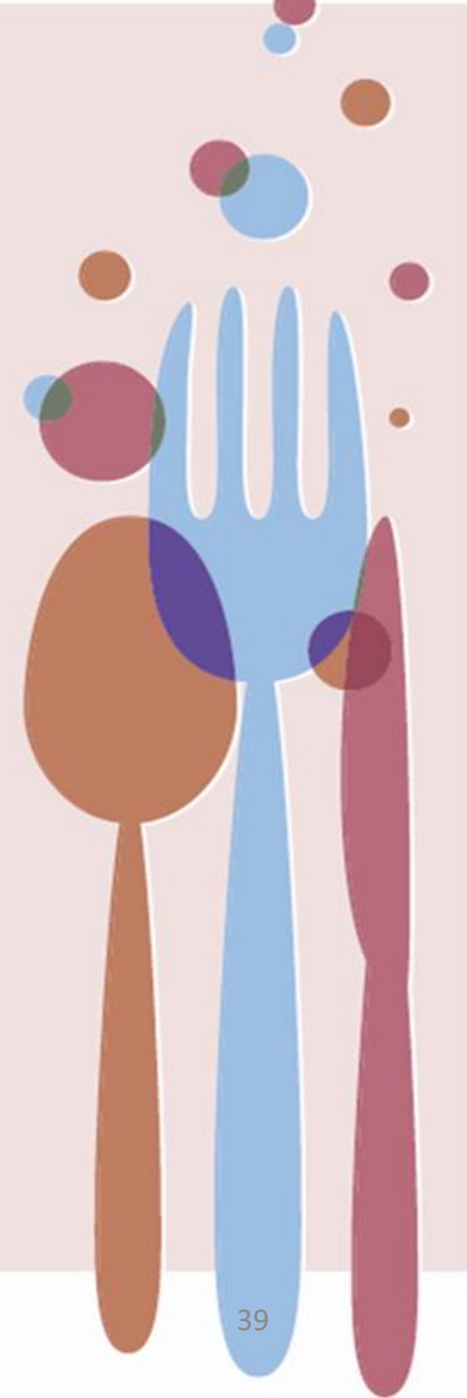
The State Interim Finance Committee (IFC) met on August 17, 2022, and approved funding to offset the 27% EH fee adjustments that went into effect in July.

- Any permittee that had annual permits before July 1, 2022, will not pay the 27% fee adjustment for their annual permit renewals this fiscal year. This includes Solid Waste permits that will be billed on January 1, 2023.
- Any new permittee, on or after July 1, 2022, pays full fees including the 27% adjustment for their annual permit(s).
- All non-permit fees/service fees, such as reinspection fees and verified complaint fees, were adjusted by 27%, effective July 1, 2022.
- All permittees will pay the full fee (permit fee and 27% adjustment) starting July 1, 2023.
- An annual Consumer Price Index (CPI) adjustment to all EH fees will start on July 1, 2024.



# Regulation Update Status

- 3 Listening Sessions have been held
- Request for Business Impact Statement (BIS) input/surveys
  - Reviewed all comments submitted and BIS created
- Submit BIS to BOH on Thursday October 27, 2022
- Public Workshop October 24, 2022 (today)
- Regulations to BOH anticipated November 2022
- Resources are being created
- Training will be available



# Food Handler Training Safety Cards

- Deadline to renew is January 1, 2023
- SNHD is temporarily allowing qualified food handlers to test online and print their own cards after they have passed their exam
  - To qualify: Must have taken the food safety test in-person at one of our locations after July 2018 (when testing returned to SNHD post Vegas PBS).
  - There is no additional fee to renew with this process online.
  - Can renew up to 60 days prior to their expiration date





# SPECIAL PROCESSES

FREE  
EDUCATION  
FOR THE FOOD  
INDUSTRY



PICK ONE OF THE FOLLOWING TWO-DAY SESSIONS

NOV 9-10 2022  
8AM-4:30PM

FEB 7-8 2023  
8AM-4:30PM

UNIVERSITY OF NEVADA COOPERATIVE EXTENSION  
8050 PARADISE ROAD / LAS VEGAS, NV 89123

REGISTER ONLINE AT  
[WWW.SNHD.INFO/EHRCP](http://WWW.SNHD.INFO/EHRCP)

Spend two days discussing the hazards and control measures for each of the following Special Processes at Retail:

- Packaging juice
- Reduced oxygen packaging
- Live molluscan shellfish tanks
- Sprouting seeds
- Custom processing of meat

- Adding components or food additives including fermentation and acidification
- Drying foods
- Curing and smoking of meats
- Curing, smoking, and drying of fish



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# Next Meeting

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January 23, 2023

Until then, please contact us at  
[ehtrainingoffice@snhd.org](mailto:ehtrainingoffice@snhd.org) or  
702-759-1110