



**TOWN OF EAST LONGMEADOW**  
HEALTH DEPARTMENT  
60 CENTER SQUARE  
EAST LONGMEADOW, MA 01028  
413-525-5400 EXT 1106



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## ***WHAT TO EXPECT WHEN OPENING OR MODIFYING A FOOD ESTABLISHMENT***

To start and manage a food service business requires careful planning, knowledge of food safety and skillful management, in addition to an understanding of Massachusetts food laws and federal regulations. This document provides each step that is needed to make sure your food business reaches its grand opening without delay.

In accordance with the 2013 Federal Food Code, permit holders and applicants shall submit to the Board of Health (local licensing and regulatory authority) properly prepared plans and specifications for review and approval **before:**

- The construction of a food establishment
- The conversion of an existing structure for use as a food establishment
- The remodeling of a food establishment or a change of type of food establishment or food operation.

**Please note,** modifications to existing establishments, without prior approval, may result in a temporary suspension in your permit while proper procedures/standards are met.

### **1. Plan Overview**

Submit Food Establishment Plan Review Application and building plans to the Health Department with the appropriate fees. The Building Department may also require building plans to be submitted.

Plans submitted to the Health Department for review must include the following:

- Each piece of equipment must be clearly labeled on the plan with its common name.
- Label and locate separate food preparation sinks when the menu dictates to preclude contamination and cross contamination of raw and ready to eat foods.
- Clearly designate handwashing lavatories for each toilet fixture and in each area of food preparation.
- A mop sink or curbed cleaning facility with facilities for handling wet mops.
- On the plan, represent auxiliary areas such as storage rooms, garbage rooms, garbage can washing area/facility; dressing rooms, locker areas, employee rest areas, and/or coat rack as required; toilets, basements and/or cellars used for storage or food preparation. Show all features of these rooms.
- Provide specifications for: Entrances, exits, loading/unloading areas and docks.
- Plumbing location and type.
- Ventilation plans.
- Room finish schedule – finish materials and for any food prep/cooking/dish areas.
- Proposed menus



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## **2. Submitting an Application for Review**

The complete submission will be reviewed prior to construction. Other town permits, licenses or certificates may be delayed until the requirements listed are met.

Food establishment Plan Review Applications can be obtained at the Health Department located at 60 Center Square, East Longmeadow, MA or at <https://eastlongmeadowma.gov/Permits-Licenses>. Bring the appropriate fee, made payable to the Town of East Longmeadow, along with the completed application when you deliver the plans for our review.

The review time should take approximately 5-10 business days, but may take up to 30 calendar days.

## **3. Pre-Operational Inspections**

A preoperational inspection, as specified in Section 8-203.10, shall be conducted to confirm that the establishment is built or remodeled in accordance with the approved plans and specifications and that the establishment is compliant with the Food Code.

The Health Department will conduct two inspections before issuing a “Permit to Operate”. During the first inspection, the inspector will walk through the facility to confirm that it was built and equipped according to specifications. Then, just prior to opening, a second inspection is conducted to verify that all equipment is operational and meets the standards as outlined in Federal, State and Local Regulations.

Please call five business days in advance to schedule each inspection.

## **4. Resources after Opening a Facility**

At the Health Department, we work together with the food service industry to help ensure safe dining experience for a healthier community. Our professional staff is here to help with education and to answer your questions about safe food handling and Food Code regulations.

## **5. Other Requirements**

Prior to opening a food establishment:

1. Food Service Establishment Application must be completed and submitted for approval to the Health Department. The online application can be found at <https://eastlongmeadowma.gov/Permits-Licenses>.
2. Fats, Oils and Grease Application. Application can be found at <https://eastlongmeadowma.gov/Permits-Licenses>.
3. An occupancy permit must be obtained from the Building Department
4. A common Victuallers permit must be obtained from the Licensing Board.
5. Any additional department inspections such as building, plumbing, electrical, and fire need to be completed before final application will be approved.



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**EAST LONGMEADOW HEALTH DEPARTMENT  
 FOOD SERVICE ESTABLISHMENT PLAN REVIEW APPLICATION/CHECKLIST**

Date: \_\_\_\_\_

**Fee: \$100.00**

Establishment Name:  
 Establishment Location:  
 Establishment Owner:  
 Mailing Address:

Owner Phone: ( )  
 Owner Email:

Primary Contact Name:  
 Title:  
 Phone: ( )                      Alt. Phone: ( )  
 E-mail Address:

**TYPE OF CONSTRUCTION:**

- New construction
- Remodel of existing food service establishment
- Conversion of existing structure of use as a food service establishment
- Existing food establishment that changes type of food operations

Projected Opening Date: \_\_\_\_\_

**TYPE OF SERVICE:**

- Take out
- Dine in
- Caterer
- Other \_\_\_\_\_

**MEALS TO BE SERVED:**

- Breakfast
- Lunch
- Dinner
- Other \_\_\_\_\_

**HOURS OF OPERATION:** \_\_\_\_\_

**NUMBER OF SEATS:** \_\_\_\_\_

**NUMBER OF STAFF:** \_\_\_\_\_

**The following documents must be included for this application to be complete:**

Check the following:

- A \$100.00 non-refundable Plan Review Permit Fee made payable to the Town of East Longmeadow



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- Proposed Menu (include season, off-site and banquet menus)
  - Manufacturer Specification Sheets for each piece of equipment shown on the plan (electronic preferred)
  - Site Plan showing location of business in building and location of outside equipment (dumpsters, well, septic system, in-ground grease trap, etc. as applicable)
  - Floor Plan drawn to scale of food establishment showing location of equipment, plumbing, electrical services, mechanical ventilation, dressing rooms, locker areas/employee coat racks, employee rest area
  - Income Form
  - Grease Trap Application
  - Details of special operations (salad bar, buffet, vacuum-packing, pickling, sushi)

Signature of Applicant: \_\_\_\_\_

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**For Office Use Only:**

*Date Application Received:* \_\_\_\_\_

*Fee Received:* \_\_\_\_\_

*Date of Plan Review:* \_\_\_\_\_

*Date of Approval:* \_\_\_\_\_

***FOOD ESTABLISHMENT CHECKLIST***

***MINIMUM FACILITY REQUIREMENTS*** – By initialing next to each requirement, you are indicating your establishment is in compliance with that requirement. Please read carefully. If you are unsure, please call us to discuss.

**1. FLOORS**

- Floors of all food prep, food service, food storage, dishwashing areas, walk-in refrigeration units, toilet rooms and vestibules must be constructed of smooth, DURABLE material that is impervious



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to water and easily cleanable.

- Carpet is not allowed in food preparation areas, food storage areas or restroom facilities.
- Junctures between walls and floors must be correctly coved.

## **2. WALLS AND CEILINGS**

- Must be light colored, smooth, durable, non-absorbent, sealed and easily cleanable.
- Exposed studs, joints and rafters are prohibited in all food preparation, bars, warewashing areas and toilets.
- Pipes and utility lines shall not be unnecessarily exposed.

## **3. WATER SUPPLY**

- Potable water for the needs of the food establishment shall be provided from a source that complies with state laws and regulations.
- Private Water Supply, include most recent water testing results, and plan for monitoring.
- Public Water Supply

## **4. SEWAGE DISPOSAL**

- All sewage and wastewater shall be disposed into a public sewage system or an individual sewage disposal system that complies with state laws and regulations.
- Private Sewage System
- Public Sewage System

## **5. PLUMBING**

- Plumbing shall be sized, installed and maintained in a safe manner and according to the State Plumbing Code, applicable local ordinance or health code.
- Supply lines or fittings for every plumbing fixture shall be installed so as to prevent backflow.
- Equipment and fixtures utilized for the storage, preparation and handling of food, including ice, shall discharge through an indirect waste pipe by means of an air gap.
  
- An air gap between the water supply inlet and the flood level rim of the plumbing fixture, equipment, or non-food equipment shall be at least two (2) times the diameter of the water supply inlet and shall not be less than one (1) inch.
- Floor drains must be easily accessible for maintenance and cleaning and be equipped with proper strainers. For equipment equal to or greater than 6" from the floor, drains must be at least flush with the front of the equipment. If equipment is less than 6" from the floor, drain must be at least 50% exposed.
- An automatic grease trap shall be installed to be easily accessible for cleaning and maintenance.

## **6. HOT WATER**

- Hot water shall be supplied to all sinks
- Hot water shall be sufficient to meet the peak hot water demands throughout the food establishment
- The hot water supply to any fixture shall be installed on the left side of the fixture.



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## 7. HANDWASHING FACILITY

A minimum of one handwashing sink is required in all food preparation areas, bars, and warewashing areas. Based on the design of the facility, more than one sink may be required.

- Must be *conveniently located* and easily accessible.
- Must provide water at a temperature of at least 100°F through a mixing valve of combination faucet.
- Soap, disposable towels, hand wash sign, and trash container must be provided at all handwashing sinks.
- Shall be located to avoid contamination of food and food contact surfaces. Splash guards may be necessary to accomplish this.

## 8. MOP SINK

- At least one mop sink or curbed cleaning facility with a floor drain shall be provided.
- Provisions for the proper storing and air-drying of mops, brooms and other cleaning equipment is required.

## 9. RESTROOMS

The number of restrooms provided for employees and customers is specified by the State Plumbing Code.

- Public access to the restrooms may not be through food preparation areas, food and equipment storage areas, or warewashing areas.
- Approved hand washing sinks shall be properly installed inside the restroom.
- Restrooms shall be provided with tight fitting, self-closing doors.
  
- Restrooms shall be provided with adequate, forced-air ventilation.
- An adequate number of trash receptacles shall be provided. A covered trash receptacle must be provided in the women's restroom.

## 10. LIGHTING

- All lights shall be shielded, coated, or otherwise shatter-resistant in areas where there is exposed food, clean equipment, utensils, linens, and unwrapped single-service and single-use articles.

## 11. EQUIPMENT

- All equipment shall be certified by the American National Standards Institute (ANSI) or an equivalent organization. This includes, but is not limited to sinks, ovens, ranges, mixers, prep freezers, refrigerators, grills, griddles, fryers, ice machines, steam tables, slicers, grinders, food processors, crock-pot/hot holding units and other similar food processing equipment.
- Equipment and utensils shall be designed and constructed of non-toxic, durable materials.
- Floor mounted food equipment that is not easily moveable shall be elevated on wheels or legs with a minimum height of six (6) inches. This also includes dry storage shelving and shelving located in walk-in refrigerators and freezers.
- Wood and wood wicker shall not be used as a food-contact surface. Close-grained hardwood may be used for items such as cutting blocks, boards, bakers' tables, rolling pins, salad bowls.
- Soft drink machines for self-service and refilling shall be designed to prevent contact with the lip-



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contact surface of glasses or cups.

- Beverage tubing and cold-plate beverage cooling devices shall not be installed in contact with stored ice that is intended for consumption. This does not apply to cold plates that are constructed integrally with an ice storage bin.
- If a washing machine is used to wash items other than wiping cloths, a dryer is required. These items must be stored in a separate room, away from food processing, food equipment storage, or warewashing areas.

## **12. HOODS AND DUCTS**

Ventilation hood systems and devices shall:

- Be installed in sufficient number and capacity above heat generation equipment that is capable of producing grease-laden vapors, and to prevent grease, condensation, smoke or noxious odors from collection in the food establishment.
- Filters or other grease extracting equipment shall be designed to be readily removable for cleaning and replacement, if not designed to be cleaned in place.
- Approved by the local Fire Department

## **13. REFRIGERATION**

Refrigeration units shall:

- Be capable of operating at 41°F or below at all times, including peak usage times.
- Be provided with an easily visible thermometer, accurate to plus or minus 3°F.
- Be provided in adequate number and size to meet food storage and proper cool down requirements of foods, as determined by menu items.

**RESIDENTIAL, HOME-TYPE REFRIGERATORS ARE NOT PERMITTED.**

## **14. HOT FOOD STORAGE OR DISPLAY**

All hot storage or display facilities shall:

- Be capable of maintaining hot food to an internal temperature of 140°F or above.
- Be provided with an easily visible thermometer, accurate to plus or minus 3°F.

## **15. STORAGE**

- Food, clean utensils and equipment, linens, and single-service articles shall be stored a minimum of six (6) inches above the floor.
- Items that are kept in closed packages may be stored less than six (6) inches above the floor if stored on dollies, pallets, racks and skids if appropriate moving equipment is available onsite.
- All exposed surfaces of cabinetry and shelving shall be finished with a smooth, nonabsorbent, corrosion-resistant, easily cleanable surface.

## **16. CUSTOMER SELF SERVICE**

- Adequate sneeze shields shall be installed at all displays of unpacked foods accessible for service by the customer.

## **17. DISHWASHING FACILITIES**



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A three compartment sink is required and shall:

- Be NSF certified or equivalent.
- Have rounded (coved) corners, be smooth, and have no welded seams.
- Have adequately sized self-draining drain boards, racks, tables or shelving to accommodate soiled and clean items.
- Have compartments large enough to accommodate immersion of at least half of the largest piece of equipment or utensil used in the establishment and all compartments labeled for intended use.
- Have test strips to test concentration of sanitizer.

The commercial dishwasher:

- Must be NSF certified or equivalent with appropriate data information plate.
- Accurate thermometers shall be installed on all dishwashers.
- Dish washing machines shall be equipped with a device that audibly or visually indicates when more detergent needs to be added.
- Dishwashing machines that use a chemical sanitizer shall be equipped with a device that audibly or visually indicates when more sanitizer needs to be added.
- Dishwashing machines must have an accurate pressure gauge.
- Each establishment must have secondary means to check internal dishwasher temperature.

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**SANITATION PROCESS**

**18. OUTER OPENINGS**

- If windows or doors are kept open, the openings must be protected against the entry of insects and rodents by sixteen (16) mesh to one (1) inch screens, properly designed air curtains or other effective means.
- Outer opening doors shall be equipped with adequate self-closing devices and vermin resistant thresholds.

**19. GARBAGE AND REFUSE**

- Receptacles for refuse, recyclables and materials containing food residue shall be durable, cleanable, insect and rodent resistant, leak proof and non-absorbent.
- Receptacles used outside the food service establishment shall be designed and constructed to have tight fitting lids, doors or covers. They must be in good repair and have a drain plus, if applicable.
- The outdoor storage surface for refuse shall be constructed of non-absorbent material, such as concrete or asphalt, and shall be smooth, durable, and sloped to drain.

**20. LIVING AND LAUNDRY AREAS**

- No operation of a food establishment shall be conducted in any room used as living or sleeping quarters.
- Laundry equipment may be installed in storage rooms containing only pre-packaged food or



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packaged single-service items.

**21. EMPLOYEE LOCKER AREAS**

- Lockers or other suitable facilities shall be provided and used for the storage of employee’s clothing and other possessions.
- Dressing rooms shall be provided, if the employees regularly change their clothes, in the establishment.

**22. MENU**

- Menu includes a consumer advisory if service raw, undercooked foods of animal origin or foods that are not otherwise processed to eliminate disease causing organisms. Each item that needs advisory must be indicated.
- All menus (including menu boards) include allergen awareness statement.

**23. FOOD PREPARATION**

- Food allergy awareness poster displayed in food prep area.
- Food safety training provided to food preparation employees.
- Gloves or utensils provided to prevent bare hand contact with ready to eat food products.
- Chemicals are stored away from all preparation areas and food products.
- Body fluid clean up kit and procedure.
- Reporting exclusion agreement signed annually on file.

Notes: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

I, the undersigned, attest to the accuracy of the information provided in this checklist and I affirm that the FSE operation will comply with 105 CMR 590.00 and all other applicable law.

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

Department Review Date \_\_\_\_\_