

# Frequently Asked Questions

## How is the new Inspection Reporting system different?

- The main difference is that inspection reports are now recorded electronically, instead of on paper. Inspection reports are still a representation of what is specifically observed during an onsite inspection. Nothing will change in regards to regulations or compliance.

## How does this benefit the public?

- This is a benefit for consumers because it allows them to make informed decisions in a timely manner without relying solely on social media sites that may be considered more subjective and are usually based on food quality and service rather than safety.
- Inspection reports have always been public information, but in the past the process included filling out a form to request an inspection reports. The reports would then be copied and provided directly or scanned and emailed.

## What will the public be able to see when they click on the report?

- The public will be able to access the violations observed on inspections and corrections made on follow-up inspections. It is important to also view the sample blank inspection forms below the search boxes to see the breadth of what is covered on a full inspection. This will help the public to understand what these establishments are also doing correctly.
- We do provide guidance on some terminology and some clarification on what type of inspection was performed, such as whether it was a routine inspection or follow-up inspection. If people have questions while reviewing the report, we, of course, encourage them to call us at 454-6950.

## What does “Retail Food 1-2 and Retail Food 3-4” mean in the “program” box above the name of the food establishment?

- The Food and Drug Administration (FDA) uses “risk category” to describe different types of food establishments based on the complexity of their service type. For example, “Retail Food 1-2” establishments only have pre-packaged foods, commercially prepared foods, or minimal food preparation or bar service. “Retail Food 3-4” establishments have menus where they prepare raw meats and other foods from scratch and do more extensive food preparation, or serve a sensitive population, such as young children or the elderly. Retail Food 3-4 establishments need to be very diligent about how they prepare food so they are consistently serving safe food to their customers.

## Will facilities receive a “grade” based on their report?

- We will not be “grading” facilities. This is not a standardized practice, so there is the concern “grading” could be viewed as more subjective.

## What facilities are included among licensed establishments?

- Restaurants/food establishments
- Childcare Centers that care for 13 children or more at one time
- Swimming Pools and Spas
- Public Accommodations (hotels)
- Tattoo and Piercing Facilities
- Trailer Courts and Campgrounds

## I’ve searched the name of my favorite restaurant but it doesn’t come up?

Establishments are entered in the system by the exact name the owners provide to the state during the licensing process. For example, “Montana Club” is listed as “MT Club Great Falls”. If the establishment you are looking for doesn’t populate, try searching alphabetically or by address or street name.