POLICY 02 - General Enforcement

- Compliance through education
  - Written orders
  - Administrative Hearings
  - Citation, impound, voluntary closure

- Imminent Danger
  - Extreme measures
    - Immediate Closure
POLICY 03- Public Records and Subpoenas

- Department Director is “Primary Custodian” - Division Directors are “Deputy Custodians” of records.
- Public must submit “Request for Records” form
- Supervisors approve Request for Records form within 10 working days.
POLICY 05 - Board of Supervisor Inquiries

- Respond within 2 days
- Formal response to Board of Supervisors made by District Supervisor within 5 days
POLICY 14 - News Media Relations

- Refer ALL media requests to your Supervisor.
- All statements must have approval by Director prior to release.
POLICY 31 - Notice of Pendency

- Applicable to sewage, trash, vector, and land use violations
- Lien on property Deed as a result of unabated violations
- Department is reimbursed upon transfer of ownership
POLICY 100 - Response Priorities

- **Immediate**: Referrals from Agency Director, Department Director, Division Director
- **Within 24 Hours**: Imminent danger to public health
- **Within 2 Days**: Referrals from Board of Supervisors
- **Within 5 Days**: Citizen complaints
POLICY 104 - Permits, Billing, and Inventory

- Permits are not transferable
- 20% penalty added after thirty days
- 100% penalty after ninety days
- “Change of Status” forms
POLICY 105 - Destruction of Division Records

- Division records are maintained as a reference, evidence, etc.

- Sewage/wastewater complaints are forwarded to Environmental Resources Management Division

- “If in doubt, don’t throw it out!”
POLICY 106- Complaint Procedures

- City contracts vs. County enforcement
- “Complaint Report” is evidence
- Letters vs. field investigations
POLICY III-“Notice of Violation”

- NOV is not a citation
- Used when an official inspection report cannot be issued
- Serves as legal notice to correct violation
POLICY III- “Hearing Notice”

- Hearing Notice is necessary when NOV fails

- Used to request an office hearing

- Hand delivered
POLICY 113- Chronology of Events

- Must be concise, clear, and complete - from start to finish

- Outlines code violations for prosecutor or Hearing Officer
POLICY 114- Administrative Hearings

- A.k.a. “office hearings”
- Allows violator opportunity to show cause why prosecution should be initiated
- Hearing officer is impartial
POLICY 116 - Sewage/Wastewater Complaints

- Always get consent
- One whiff is not enough
- Legal steps - Due Process
POLICY 508 - Impound & Sampling Food

- Applies to food product, utensils, and equipment

- Exercise *GOOD JUDGEMENT*

- Attach impound tag
POLICY 518 - Permit Suspension or Revocation

- May be the last chance for an operator
- Permits are generally suspended (Ord. 640)
- Strict procedure is a must
POLICY 518- Permit Suspension or Revocation

- Paper Trail
  - Notice to Show Just Cause Why Permit Should Not Be Suspended or Revoked
  - Request for Hearing
  - Hearing Notice
  - Permitee’s Rights
  - Notice of Decision
POLICY F-1: Collection of Fees

- Issue Official County Receipt

- Acceptable payment – *No credit here!*

- Responsibility
WHEN DO I...

- Re-inspect Food Facilities
  - Refrigeration poor
  - Significant food handling issues
  - Downgrade/ closure
  - Other severe hazards
  - Major insect/ rodent problem
WHEN DO I...

- CLOSE Food Facilities
- Supervisor must approve action
  - Sewage inside/ outside
  - No potable water
  - No hot water (unless prepackaged)
  - No electricity
  - Severe rodent/ insect infestation
  - Actual or potential threat (temperatures, sanitation)
WHEN DO I...

- Re-inspect Pools or Spas
  - Chemical imbalance (free chlorine residual)
  - Fencing problems
  - No automatic chlorinators
  - No rescue equipment
  - Closed pool or spa
WHEN DO I...

- Close Pools or Spas
  - Excessive chlorine >10ppm
  - No chlorine
  - Poor water clarity
  - Heavy algae growth
  - Loose/ missing light
  - Re-circulation equipment not functioning