ENVIRONMENTAL HEALTH TOOLKIT

Los Angeles County
Department of Public Health

Environmental Health Division

5050 COMMERCE DRIVE
BALDWIN PARK, CALIFORNIA 91706
TELEPHONE: (888) 700-9995
WWW.PUBLICHEALTH.LACOUNTY.GOV/EH

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INTRODUCTION

WHO IS ENVIRONMENTAL HEALTH

Environmental Health is a division within the Los Angeles County Department of Public Health. The Division is responsible for the enforcement and education of Federal, State, and local laws and regulations relating to environmental factors which affect public health and safety. Environmental Health staff is comprised mostly of Environmental Health Specialists (EHSs), commonly known as "Health Inspectors." It is the mission of Environmental Health "*to assess environmental conditions and reduce exposure to health risks; and to educate the public on sources of environmental risk so they are empowered to protect themselves, their families, and their communities*."

WHO SHOULD USE THIS TOOLKIT

This toolkit was created for the use of constituents who live, work, and play in Los Angeles County. The information contained herein is meant to provide an overview of the programs within the Environmental Health Division.

HOW TO USE THIS TOOLKIT

This toolkit is arranged according to the structural organization of Environmental Health. The Division is led by the Environmental Health Director and Administrative Unit. Environmental Health is made up of 5 Branches, each performing different functions and services. The Branches include Business Operations, District Surveillance and Enforcement, Environmental Protection, Specialized Surveillance and Enforcement, and Toxicology and Environmental Assessment.

WHAT ARE THE GOALS OF THIS TOOLKIT

1. Provide Los Angeles County residents and visitors with an easy to use guide that lists and describes the core duties and functions of all Environmental Health Programs.
2. Provide the following information for each of Environmental Health's Programs:
    a. Name
    b. Program Description
    c. Responsibilities and Services
    d. Links
    e. Contact information

FILING A COMPLAINT

The Environmental Health Customer Call Center can be reached at **(888) 700-9995**. The Call Center is open Monday through Friday, from 8:00 am to 5:00 pm, excluding holidays. Agents are available to provide general information, take complaints, and make referrals. Complaints may also be submitted online via the Complaint Portal at https://ehservices.publichealth.lacounty.gov/servlet/guest?service=0&formId=4&saveAction=5

MAKING A PAYMENT

Payments for Public Health Permits and Licenses may be made on our website. You may visit http://www.publichealth.lacounty.gov/eh/Permit%20and%20License%20Billing/makepayment.htm for important payment information and to access the Payment Portal. Environmental Health office locations accept payments Monday through Friday, from 8:00 am to 4:00 pm, excluding holidays. Please visit the link above for the address and contact information for each payment location, directions, and accepted payment methods.

ADMINISTRATION

OFFICE OF THE DIRECTOR

OFFICE OF THE ASSISTANT DIRECTOR

EMERGENCY PREPAREDNESS AND RESPONSE

EMERGENCY PREPAREDNESS AND RESPONSE

PROGRAM DESCRIPTION:

The mission of the Emergency Preparedness and Response Program is to ensure that the Division of Environmental Health is prepared to protect the public from health hazards that occur after emergencies or disasters.

AUTHORITY:

Homeland Security Presidential Directives (HSPD-8,9,10)
California Retail Food Code
Los Angeles County Code Title 11
Los Angeles County Noise Ordinance

RESPONSIBILITIES AND SERVICES:

- Develops plans and establishes procedures to coordinate a comprehensive Public Health emergency response
- Responds to natural or man-made Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) emergencies
- Coordinates after-hours responses for Public Health
- Provides trainings and conducts drills and exercises to create a workforce that is able to manage the health effects of any emergency or disaster
- Oversees and coordinates all activities for Duty Officers, Strike Team, Building Emergency Coordinators, Terrorism Liaison Officers, and the Safety Work Group
- Assists the Division in utilizing National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS) in an emergency
- Maintains the incident command system for Environmental Health
- Oversees and conducts emergency drills for Environmental Health

THE EMERGENCY PREPAREDNESS AND RESPONSE PROGRAM RESPONDS TO PUBLIC HEALTH EMERGENCIES INCLUDING:

- ✓ **CBRNE**
- ✓ **Sewage discharge**
- ✓ **Fires**
- ✓ **Green pools**
- ✓ **Gas leaks**
- ✓ **Inclement weather events**
- ✓ **Utility outages**
- ✓ **Oil spills**
- ✓ **Soil contamination**
- ✓ **Communicable disease outbreaks**
- ✓ **Indoor/Outdoor air quality**

EMERGENCY PREPAREDNESS AND RESPONSE

- Oversees the Health & Safety Plan of the Environmental Health Division
- Oversees air monitoring at special events
- Represents Public Health in post-emergency outreach activities
- Conducts community threat assessments
- Oversees and maintains the respiratory protection program for Environmental Health
- Coordinates and provides mutual aid to other counties

QUESTIONS? Contact the Emergency Preparedness and Response Program at (626) 430-5201 or visit http://www.publichealth.lacounty.gov/eh/AreasofInterest/emergunit.htm for more information.

BUSINESS OPERATIONS BRANCH

CUSTOMER CALL CENTER

CONSULTATIVE SERVICES

FISCAL SERVICES/FACILLITIES MANAGEMENT

PERMITS AND LICENSING

PROGRAM DEVELOPMENT

PROGRAM PLANNING

QUALITY ASSURANCE

RECRUITMENT AND TRAINING

CUSTOMER CALL CENTER

PROGRAM DESCRIPTION:

The Customer Call Center is a centralized unit responsible for answering calls placed to the Environmental Health Division. The Call Center receives phone calls on varying topics ranging from complaints about un-sanitary housing conditions and unsafe restaurant practices to general requests for information.

RESPONSIBILITIES AND SERVICES:

- Receives, processes, and assigns complaints
- Answers questions and provides information concerning regulations and procedures
- Makes referrals to outside agencies when necessary
- Distributes mail to Environmental Health staff

TO REPORT A PUBLIC HEALTH CONCERN,
CONTACT THE CUSTOMER CALL CENTER AT

(888) 700-9995

TELEPHONE AGENTS ARE AVAILABLE MONDAY—FRIDAY
FROM 8:00 AM—5:00 PM (EXCEPT HOLIDAYS)

DIAL 211 TO REPORT AFTER HOURS EMERGENCY COMPLAINTS

LINKS:

Online Complaint Form

https://ehservices.publichealth.lacounty.gov/servlet/guest?service=0&formId=4&saveAction=5

Online Foodborne Illness Complaint Page
https://www.visualcmr.net/webvcmr/pages/public/pub_FBI_Report.aspx

CONSULTATIVE SERVICES

PROGRAM DESCRIPTION:

The Consultative Services Program informs and educates the public, industry, business operators, and their employees on environmental health policies, procedures, and regulations through presentations, web postings, fact sheets, FAQs, and other educational materials and outreach activities. Consultative Services provides technical assistance by engaging in activities that are designed to foster a greater understanding of local health department compliance policies and related State and Federal codes. The program keeps abreast with current issues and trends within the food industry by maintaining an advisory presence on various professional and business associations and committees.

Consultative Services presents a variety of environmental health related outreach presentations to the food industry, local, State, and Federal technical committees or boards, technical societies, associations, and other industry groups. The program is also responsible for issuing the "Certificate of Excellence" to retail food establishments that receive three consecutive "A" inspection ratings without high-risk violations or repeated moderate-risk violations.

RESPONSIBILITIES AND SERVICES:

- Provides technical assistance to the food service industry
- Represents Environmental Health in public health outreach activities
- Reviews lab results for microbial challenge studies
- Assists retail food operations in finding compliance solutions
- Receives, assigns, tracks, and responds to complaints and assignments originating from the Board of Supervisors
- Responds to media requests from the Public Information Officer
- Promotes uniformity throughout Environmental Health through ongoing interpretation and application of food and housing codes

QUESTIONS? Contact the Consultative Services Program at (626) 430-5320 or visit http://www.publichealth.lacounty.gov/eh/EPS/workforceAdvisory/consult.htm for more information.

ENVIRONMENTAL HEALTH ADMINISTRATIVE LIAISON UNIT

PROGRAM DESCRIPTION:

The Environmental Health Administrative Liaison Unit serves as a link between Department of Public Health—Human Resources (DPH-HR) and the Environmental Health Division. The Unit's role is to coordinate activities between the two Divisions regarding Human Resources and payroll related matters.

- If you are interested in working for Los Angeles County, please visit DPH-HR at http://hr.lacounty.gov/ to apply to any job bulletins suitable to you.

- For assistance with health, human and social services within Los Angeles County, please dial 2-1-1 (available 24 hours, 7 days a week) or visit https://www.211la.org/ for more details.

- For employment verification, contact DPH-HR at (323) 914-8382.

QUESTIONS? Email the EH Administrative Liaison Unit at **EHAdminLiaison@ph.lacounty.gov** for more information.

FISCAL SERVICES/ FACILITIES MANAGEMENT

PROGRAM DESCRIPTION:

Fiscal Services is responsible for Environmental Health budget matters. The program performs financial studies and prepares the annual budget request for Environmental Health. Facilities Management addresses matters relating to Environmental Health building repairs and improvements.

RESPONSIBILITIES AND SERVICES:

FISCAL SERVICES:

- Plans, organizes, reviews, and evaluates all Environmental Health budget matters
- Coordinates all mutual financial programs and projects involving Environmental Health and other financial units of the Department of Public Health, Chief Administrative Office or other county agencies
- Maintains accounts receivables and accounts payable for Environmental Health
- Advises and consults with management regarding fiscal implications of proposed legislation and departmental procedures
- Coordinates, prepares, and reviews the annual budget request for Environmental Health
- Initiates and distributes Public Health License/Permits Collections Reports
- Prepares health fee ordinance for Environmental Health
- Performs financial studies, cost projections, and special assignments as requested by the Director of Environmental Health, Branch Directors, and Managers
- Interprets, clarifies, and resolves questions for Environmental Health staff related to Federal, State, and local regulations, policies, and procedures pertaining to revenue

FACILITIES MANAGEMENT:

- Works with Public Health Facilities Coordinator regarding the acquisition and maintenance of Environmental Health facilities

QUESTIONS? Contact Fiscal Services/Facilities Management at (626) 430-5350 or visit http://www.publichealth.lacounty.gov/eh/EPS/businessOperation/fiscal_Ser.htm and http://www.publichealth.lacounty.gov/eh/EPS/businessOperation/facilities_Mgt.htm for more information.

PERMITS AND LICENSING

PROGRAM DESCRIPTION:

The Permits and Licensing Program is responsible for performing and maintaining all permitting, licensing, and billing functions for the Environmental Health Division.

AUTHORITY:

Los Angeles County Code Titles 8 and 11

RESPONSIBILITIES AND SERVICES:

- Prepares and performs Fiscal Billing for Public Health Permits and Licenses
- Creates, maintains, and updates Public Health Permit and License account information provided by Environmental Health District and Program Offices
- Assists large corporations with account updates and/or changes
- Issues Permits and Licenses to financially compliant accounts
- Oversees all accounts receivables and prepares both daily and monthly collection reports

LINKS:

Fee Schedule
http://publichealth.lacounty.gov/eh/docs/LicensePermitFees.pdf

Environmental Health Permit/License Payment Options
http://publichealth.lacounty.gov/eh/Permit%20and%20License%20Billing/makepayment.htm

Environmental Health Permit/License Payment Portal
https://ehservices.publichealth.lacounty.gov/servlet/guest?service=0&formId=37&saveAction=5

QUESTIONS? Contact Permits & Licensing at (626) 430-5350, email at ehpermits@ph.lacounty.gov, or visit http://www.publichealth.lacounty.gov/eh/EPS/businessOperation/per_Licensing.htm for more information.

PROGRAM DEVELOPMENT

PROGRAM DESCRIPTION:

Program Development is responsible for the assessment and improvement of existing standard operating procedures, as well as the implementation of new systems, to enhance the performance and service delivery of the Division. The workload and assignments of Program Development continuously change with advancements in the field of environmental health and the needs of the Division.

RESPONSIBILITIES AND SERVICES:

- Conducts massage parlor site evaluations for unincorporated Los Angeles County and select cities
- Processes Permit Fee and Cal Code Exemption Request Forms for Community Events
- Provides staffing to fill critical vacancies or sensitive roles throughout the Division
- Centralized control of key business processes to ensure consistent and standardized services
- Creates new business processes and analyzes/improves existing businesses processes
- Provides training and procedure guides to new business processes
- Performs inspections when needed
- Provides data and EnvisionConnect consultations when needed

QUESTIONS? Contact Program Development at (626) 430-5156 or visit http://www.publichealth.lacounty.gov/eh/EPS/planning/programPlanning.htm for more information.

PROGRAM PLANNING

PROGRAM DESCRIPTION:

Program Planning develops, proposes, and revises divisional policies and procedures while analyzing their impact on the community, Department, and the Environmental Health Specialist staff. In addition, the program provides administrative support to all Environmental Health programs, as well as maintains a central resource of information for the Division. Program Planning also provides responses to all complex concerns from the public and industry relating to State regulations on a variety of environmental health issues.

RESPONSIBILITIES AND SERVICES:

- Monitors and analyzes proposed legislation and regulations that impact Environmental Health
- Develops administrative policies and procedures to implement changes in Federal, State and County codes
- Reviews, updates, and maintains Environmental Health policies and procedures
- Reviews divisional regulations and services to ensure they are effective, reliable, and conform/align with all other applicable regulations
- Assists with proposed ordinances and contracts, acting as a liaison with the Contracts and Grants Division, County Council, and other agencies
- Coordinates Division-wide assignments by consolidating responses from Environmental Health programs into a single response
- Assists with the development of proposed Memorandums of Understanding (MOUs)
- Assists with board, executive, administrative, and technical assignments
- Serves as the primary Environmental Health contact for public schools, public charter schools, and At-Risk After School feeding sites requesting a service agreement for inspections
- Serves as the primary Environmental Health contact for Summer Feeding inspections, coordinates inspection activities, invoices, and contract monitoring with the California Department of Education
- Responds to various executive assignments and special projects
- Represents the Environmental Health Division and Los Angeles County Department of Public Health in meetings and committees

QUESTIONS? Contact Program Planning at (626) 430-5457 or visit http://www.publichealth.lacounty.gov/eh/EPS/planning/programPlanning.htm for more information.

QUALITY ASSURANCE

PROGRAM DESCRIPTION:

Under the direction of the Environmental Health Office of the Ombudsman, the Quality Assurance Program acts to ensure that all programs within Environmental Health are adhering to current policies and procedures, thereby enhancing uniformity, quality, professionalism and integrity throughout the Division.

RESPONSIBILITIES AND SERVICES:

- Acts as Environmental Health's independent fact finding investigation unit
- Conducts investigations in response to complaints received from citizens and industry regarding the quality of inspections, disputes related to inspection scores, and the competence and conduct of the inspector
- Oversees the daily functions of the Environmental Health Customer Call Center
- Reviews, updates, and maintains Environmental Health policies and procedures
- Assists with Board, executive, administrative, and technical assignments and special projects

THE QUALITY ASSURANCE PROGRAM MAY BE CONTACTED, WITHOUT THE FEAR OF RETALIATION, AT (626) 430-5300 TO REPORT ANY CONCERNS OR COMPLAINTS REGARDING ENVIRONMENTAL HEALTH STAFF.

QUESTIONS? Contact the Quality Assurance Program at (626) 430-5300 or visit http://www.publichealth.lacounty.gov/eh/EPS/planning/qa.htm for more information.

RECRUITMENT AND TRAINING

PROGRAM DESCRIPTION:

The Recruitment and Training Program is responsible for effectively recruiting, sustaining, and developing the Environmental Health workforce. The program provides extensive classroom training to newly hired Environmental Health Specialist Trainees on Federal, State, and local laws/codes enforced by Environmental Health, as well as inspection processes and workflows. Recruitment and Training also provides and coordinates Continuing Education training for Registered Environmental Health Specialist (REHS) staff to ensure staff remain updated on recent law and policy changes.

RESPONSIBILITIES AND SERVICES:

- Oversees the Undergraduate Academic Internship Program for Environmental Health
- Participates in career fairs at local colleges and universities
- Coordinates the orientation and training of all new employees
- Develops and oversees training curriculum for new Environmental Health Specialists
- Coordinates training for new hires with specialty programs within Environmental Health
- Tracks and reports all EHS I Trainee training hours to the California Department of Public Health (CDPH)
- Prepares REHS examination eligibility letters for CDPH
- Oversees and tracks mandatory training course completion for all Environmental Health staff
- Provides Continuing Education training opportunities for REHS staff

LINKS:

Employment with the Environmental Health Division
http://www.publichealth.lacounty.gov/eh/ehEmployment/employment.htm

Internships with the Environmental Health Division
http://www.publichealth.lacounty.gov/eh/ehInternship/internship.htm

DISTRICT SURVEILLANCE AND ENFORCEMENT BRANCH

DISTRICT SURVEILLANCE AND ENFORCEMENT BRANCH

BRANCH DESCRIPTION:

District Surveillance & Enforcement (DSE) is comprised of twenty-nine District Offices and three Complaint Investigation Units. DSE is responsible for inspection and enforcement of public health laws at restaurants and markets, licensed housing and associated swimming pools at apartments and condominiums, temporary food facilities at community events, pet food stores, food warehouses, theaters, and self-service laundries. DSE also handles complaints such as vermin, sewage, and green pools at private and commercial properties.

AUTHORITY:

California Retail Food Code (Cal Code)
Sherman Food, Drug, and Cosmetic Law
California Code of Regulations Title 25
Los Angeles County Code Titles 8 and 11

RESPONSIBILITIES AND SERVICES:

RETAIL FOOD INSPECTIONS:

DSE is responsible for ensuring that food provided for human consumption at restaurants, markets, and bakeries is safe, wholesome, and free from contamination. Food facilities are closed, as per Cal Code, when an immediate danger to public health and safety is present. DSE conducts routine inspections checking for the following:

- Food temperature requirements
- Adulteration of foods
- Approved food sources
- Sanitation
- Vermin infestations
- Employee practices
- Food storage/display
- Valid food manager certificate/food handler cards
- Physical facilities
- Approved equipment
- Signs/Requirements

DISTRICT SURVEILLANCE AND ENFORCEMENT BRANCH

RETAIL FOOD INSPECTIONS:

DSE is also responsible for the following:

- Responds to complaints regarding possible contamination or adulteration of food
- Conducts Site Evaluation inspections for new owners of existing food facilities
- Conduct Consumer Protection inspections at food markets for fat content analysis of ground beef, labeling requirements, and possible adulteration
- Conducts Truth-In-Menu investigations at restaurants to verify that the food advertised is actually what is served
- Assists with food recall activities
- Conducts inspection and enforcement activities at contracted public school cafeterias, community events, unapproved food operations, swap meet prepackaged food stands, and summer feeding and senior feeding sites

Retail Food Inspection Information
http://www.publichealth.lacounty.gov/eh/DSE/RetailFoodInsection/desfood.htm

Food Facility Ratings and Closure List
http://www.publichealth.lacounty.gov/eh/AreasofInterest/food.htm

California Retail Food Code
http://www.publichealth.lacounty.gov/eh/docs/Specialized/CaCode.pdf

Reference Guide for the Food Official Inspection Report
http://www.publichealth.lacounty.gov/eh/docs/RefGuideFoodInspectionReport.pdf

Certified Food Handler Law FAQ
http://www.publichealth.lacounty.gov/eh/docs/CFH_FAQ_Final.pdf

Inspect Your Home Kitchen
http://publichealth.lacounty.gov/eh/misc/homeKitchenSelfInspection.htm

DISTRICT SURVEILLANCE AND ENFORCEMENT BRANCH

HOUSING INSPECTIONS:

DSE ensures that residential housing within Los Angeles County is safe, sanitary, and fit for human habilitation. DSE conducts routine and complaint investigations at multiple family dwellings (apartment buildings with five or more units), condominiums, and swimming pools and spas associated with these buildings. DSE also responds to complaints concerning dwellings with four units or less. When necessary, referrals will be made to outside agencies including Building & Safety, Vector Control District, Fire Department, and Zoning. Examples of health code violations addressed by DSE include:

- Green pool
- Sewage discharge
- Lack of utilities
- Lack of hot water
- Lack of heat
- Visible mold
- Vermin infestations (cockroaches, rodents, bed bugs, etc.)
- Clogged, leaking, or inoperable plumbing fixtures
- Damaged walls, floors, ceiling, roof
- Lack of maintenance (lighting, ventilation, windows, etc.)
- Unsanitary conditions (trash accumulation, animal droppings)

Housing Inspections Information/Inspections Results List (5-units or more)
http://publichealth.lacounty.gov/eh/AreasofInterest/housing.htm

Mold In My Home
http://publichealth.lacounty.gov/eh/docs/housing/brochure/moldhome.pdf

Mold in My Home (Spanish)
http://publichealth.lacounty.gov/eh/docs/housing/brochure/mohocasa.pdf

Bed Bugs in Los Angeles County
http://publichealth.lacounty.gov/docs/bedbugs_handout.pdf

Bed Bug Prevention and Control in Hotels and Other Multiple-Unit Dwellings
http://www.publichealth.lacounty.gov/eh/docs/Specialized/Vector_Management/bbugControlHotelEnglish.pdf

Bed Bug Prevention and Control in Hotels and Other Multiple-Unit Dwellings (Spanish)
http://www.publichealth.lacounty.gov/eh/docs/Specialized/Vector_Management/bbugControlHotelSpanish.pdf

Bed Bug Prevention and Control in Multiple-Unit Dwellings—Instructions For Tenants
http://www.publichealth.lacounty.gov/eh/docs/Specialized/Vector_Management/bbugTreatmentEnglish.pdf

DISTRICT SURVEILLANCE AND ENFORCEMENT BRANCH

COMMUNITY EVENTS:

If food is served or sold at a community event, the participating event organizer and temporary food facilities, including food booths and mobile food facilities (i.e. food trucks/carts), are required to obtain a Community Event/Seasonal Event Permit from Environmental Health and be in compliance with the California Retail Food Code (Cal Code). Food trucks and food carts with a current Los Angeles County Permit may, if approved by the event organizer, participate at any community event.

In order to obtain a food permit for a community event, a completed application must be submitted for review to the local District Office with jurisdiction over the location of the event. Fees must be paid at the time the application is submitted. To request a permit fee or Cal Code exemption, submit a completed Exemption Certification for Community Events Form by email to the Division Community Event Coordinator at communityevents@ph.lacounty.gov at least 30 days before the start of the event.

Community Events Information
http://www.publichealth.lacounty.gov/eh/DSE/CommunityEvent.htm

Health Code Requirements For Community Events in LA County
http://www.publichealth.lacounty.gov/eh/docs/Events/EventRequirements.pdf

Community Event Temporary Food Facility Application
http://www.publichealth.lacounty.gov/eh/docs/Events/FoodFacilityApp.pdf

Exemption Request Form
http://www.publichealth.lacounty.gov/eh/docs/Events/ExemptionsForCommunityEvents.pdf

QUESTIONS? Contact the Customer Call Center at (888) 700-9995 or visit http://www.publichealth.lacounty.gov/eh/DSE/aboutDSE.htm for more information. You may also contact the District Offices directly using the contact information found on the following two pages.

DISTRICT SURVEILLANCE AND ENFORCEMENT BRANCH

DISTRICT OFFICE LOCATIONS AND CONTACT INFORMATION:

CENTRAL COUNTY

Civic Center
3530 Wilshire Blvd, 9th Floor
Los Angeles, CA 90010
(213) 351-7892

Mid-City
3530 Wilshire Blvd, 9th Floor
Los Angeles, CA 90010
(213) 351-7892

Hollywood
3530 Wilshire Blvd, 9th Floor
Los Angeles, CA 90010
(213) 351-7895

Mid-Wilshire
3530 Wilshire Blvd, 9th Floor
Los Angeles, CA 90010
(213) 351-7895

South Los Angeles
5850 S. Main St, #2257
Los Angeles, CA 90003
(323) 235-7009

Southeast Los Angeles
5850 S. Main St, #2257
Los Angeles, CA 90003
(323) 235-7009

Beverly Hills
3530 Wilshire Blvd, 9th Floor
Los Angeles, CA 90010
(213) 351-7896

Brentwood
3530 Wilshire Blvd, 9th Floor
Los Angeles, CA 90010
(213) 351-7896

WEST COUNTY

Gardena-Hawthorne
9800 S. La Cienega Blvd, #850
Inglewood, CA 90301
(310) 338-3200

Inglewood
9800 S. La Cienega Blvd, #850
Inglewood, CA 90301
(310) 338-3200

Coastal Cities
122 W. 8th St.
San Pedro, CA 90731
(310) 519-6060

Harbor
122 W. 8th St.
San Pedro, CA 90731
(310) 519-6050

Santa Monica
6101 W. Centinela Ave, #300
Culver City, CA 90230
(310) 410-3400

Marina
6101 W. Centinela Ave, #300
Culver City, CA 90230
(310) 410-3444

Culver City Complaint Investigation Unit
6101 W. Centinela Ave, #300
Culver City, CA 90230
(310) 410-3447

DISTRICT SURVEILLANCE AND ENFORCEMENT BRANCH

DISTRICT OFFICE LOCATIONS AND CONTACT INFORMATION:

NORTH COUNTY

Lancaster
335A E. Avenue K-6
Lancaster, CA 93535
(661) 471-4880

Santa Clarita
26415 Carl Boyer Dr, #145
Santa Clarita, CA 91350
(661) 287-7000

Burbank
1101 W. Magnolia Blvd.
Burbank, CA 91506
(818) 557-4187

Glendale
1101 W. Magnolia Blvd.
Burbank, CA 91506
(818) 557-4187

Van Nuys
14500 Roscoe Blvd, 5th Floor
Panorama City, CA 91402
(818) 672-2200

Sherman Oaks
14500 Roscoe Blvd, 5th Floor
Panorama City, CA 91402
(818) 672-2222

Chatsworth
21515 Vanowen St, #116
Canoga Park, CA 91303
(818) 593-7300

Calabasas
21515 Vanowen St, #116
Canoga Park, CA 91303
(818) 593-7300

Panorama City Complaint Investigation Unit
14500 Roscoe Blvd, 5th Floor
Panorama City, CA 91402
(818) 672-2258

EAST COUNTY

East Los Angeles
245 S. Fetterly Ave, #2014
Los Angeles, CA 90022
(323) 362-1280

Montebello
245 S. Fetterly Ave, #2014
Los Angeles, CA 90022
(323) 362-1290

Pomona
1435 W. Covina Pkwy, #10
West Covina, CA 91790
(626) 813-3380

Norwalk
12440 E. Imperial Hwy, #519
Norwalk, CA 90650
(562) 345-6800

Whittier
12440 E. Imperial Hwy, #515
Norwalk, CA 90650
(562) 345-6800

Monrovia
1435 W. Covina Pkwy, #1
West Covina, CA 91790
(626) 813-3346

El Monte
1435 W. Covina Pkwy, #5
West Covina, CA 91790
(626) 813-3346

West Covina Complaint Investigation Unit
1435 W. Covina Pkwy, #14
West Covina, CA 91790
(626) 813-3495

ENVIRONMENTAL PROTECTION BRANCH

CHILDHOOD LEAD POISONING PREVENTION

CROSS CONNECTIONS AND WATER POLLUTION CONTROL

DRINKING WATER

LAND USE

RADIATION MANAGEMENT

RECREATIONAL WATERS

SOLID WASTE MANAGEMENT

CHILDHOOD LEAD POISONING PREVENTION

PROGRAM DESCRIPTION:

The purpose of the Childhood Lead Poisoning Prevention Program (CLPPP) is to prevent the adverse impact of lead poisoning on the children of Los Angeles County by reducing the incidence of lead poisoning and providing a comprehensive response to support lead burdened children and their families. CLPPP's vision is a healthy, lead-safe environment where all children can achieve their full potential.

AUTHORITY:

Childhood Lead Poisoning Prevention Acts of 1986 and 1989 with Subsequent Legislative revisions

Childhood Lead Poisoning Prevention Act of 1991

Lead-Safe Housing and Lead Hazards

California Code of Regulations Title 17

Los Angeles County Code Title 11

RESPONSIBILITIES AND SERVICES:

- Inspects the homes of lead poisoned children and identifies any possible environmental lead hazards that may have caused or contributed to the child's poisoning
- Responds to complaints of unsafe lead work (such as sandblasting without any containment) at properties built before 1978 that may contain lead paint
- Educates owners, contractors, government agencies, and the public about lead hazards and steps to prevent lead poisoning from occurring

WHAT IS LEAD?

Lead is a soft metal that is resistant to corrosion. It can be found naturally in soil, rocks, air, and water. Lead has been used in many products such as paint, glass, crystal, ceramic glazes, pottery, ammunition, batteries, gasoline, plumbing materials, and cosmetics. Industries working with lead, such as smelters or battery recyclers, can release lead into the air.

Lead is **toxic** to humans. At high levels, lead can cause seizures, coma and death. At lower levels, it can cause damage to your internal organs, reproductive system, and nervous system. Even at really low levels, lead can cause permanent learning disabilities and behavioral problems in children.

Lead poisoning is usually determined by a blood test. Results are measured in micrograms per deciliter (mcg/dL). The ideal blood lead level would be zero for any individual, but the national average is about 2 mcg/dL. Levels at or above 5 mcg/dL are a concern.

CHILDHOOD LEAD POISONING PREVENTION

What can I do to protect myself and my family?

1. Have your child tested for lead by contacting your medical provider and requesting a blood test specifically for lead levels.
2. In homes built before 1978:
   - Make sure that painted surfaces are kept in good condition and do not let paint start to peel or deteriorate
   - Clean hard floors with a wet mop
   - Wipe window sills, counters and other horizontal surfaces with a wet cloth – don't stir up dust
   - Use a HEPA (High Efficiency Particulate Air) vacuum to clean carpets. Other vacuums will spread any lead dust around the house
   - Cover bare soil areas with grass, concrete, or wood chips
   - Make sure that any repairs that disturb painted surfaces are done using lead-safe work practices (dust-free and contained).
3. Run the faucet for 30 seconds before using the tap water whenever the water may have been standing for a long period.
4. Use cold water for drinking, cooking and making infant formula because it carries less lead. (Boiling the water concentrates the lead.)
5. Check pottery, china and leaded glassware for lead content.

Frequently Asked Questions

What should I do if my child has a certain blood lead level?

CLPPP would refer the constituent to Case Management partners who can provide specific care guidance depending on the child's blood lead level.

Will you come to my house and check for lead, I live in a pre-1978 house?

CLPPP does not provide private lead testing for homes. You can have your home checked by a qualified inspector. Several kits that test for the presence of lead in various sources are now available at retailers, including home improvement stores. Homes built before 1978 may contain lead. The older the home, the more likely it is to have lead. Keep painted surfaces in good repair. Do not dry sand or scrape painted surfaces as this creates hazardous lead dust.

What can be done if my neighbor is doing a major home renovation?

If the residence was built prior to 1978, construction is currently ongoing, and the owner is not using lead safe work practices, CLPPP would take this as an unsafe lead work practices complaint and respond.

CHILDHOOD LEAD POISONING PREVENTION

WHO CAN I CALL?

For all concerns regarding lead, call **1-800-LA-4-LEAD** or **1 (800) 524-5323.**

To report unsafe lead work complaints, call **(323) 869-7068.**

LINKS:

Frequently Asked Questions About Lead
http://www.publichealth.lacounty.gov/eh/EP/CLPPP/leadFAQ.htm

Information for Parents
http://www.publichealth.lacounty.gov/eh/EP/CLPPP/leadParents.htm

Lead Prevention Educational Materials
http://publichealth.lacounty.gov/lead/index.htm

QUESTIONS? Contact the Childhood Lead Poisoning Prevention Program at (323) 869-7068 or visit http://www.publichealth.lacounty.gov/eh/EP/CLPPP/lead_main.htm for more information.

CROSS CONNECTION AND WATER POLLUNTION CONTROL

PROGRAM DESCRIPTION:

The Cross Connection and Water Pollution Control Program is responsible for protecting the potable water supply inside industrial, commercial, residential, medical, educational, and governmental facilities from cross connection. Cross connection is a direct and indirect connection between the potable water supply and any other source or system through which it is possible to introduce used water, industrial fluid, gas, or substance other than the intended potable water. The program conducts water surveys and identifies cross connections through field evaluation of consumer's water supply. Through the cooperation between the California Water Control Board and the Environmental Health Division, the program manages the recycled water use for on-site operation. The program also manages other alternative water systems such as rain capture, gray water, and storm water throughout the County.

AUTHORITY:

California Administrative Code Title 22
California Code of Regulations Titles 17 and 24
Los Angeles County Health and Safety Code Title 11

RESPONSIBILITIES AND SERVICES:

- Certifies backflow prevention device testers
- Maintains a data base of backflow prevention assemblies and the corresponding test and monitoring results
- Provides technical assistance including site inspection with local building departments, water utility companies, engineers, builders, architects, and contractors

LINKS:

Frequently Asked Questions
http://www.publichealth.lacounty.gov/eh/EP/cross_con/cross_con_faq.htm

Backflow Prevention Device Information
http://www.publichealth.lacounty.gov/eh/EP/cross_con/cross_con_backflow.htm
http://publichealth.lacounty.gov/eh/docs/ep_cross_con_bfnotice.pdf

Certified Backflow Testers
http://www.publichealth.lacounty.gov/eh/EP/cross_con/cross_con_certified_BT.htm

Guidelines for Alternate Water Sources
http://publichealth.lacounty.gov/eh/docs/ep_cross_con_AltWaterSourcesGuideline.pdf

QUESTIONS? Contact the Cross Connection and Water Pollution Control Program at (626) 430-5290, email at CCWPCP@ph.lacounty.gov or visit http://www.publichealth.lacounty.gov/eh/EP/cross_con/cross_con_main.htm for more information.

DRINKING WATER

PROGRAM DESCRIPTION:

The Drinking Water Program is responsible for the regulation of small water systems and wells pursuant to State laws and regulations. The program serves as the local enforcement agency for California's Drinking Water Standards applicable to "public water systems" with less than 200 service connections in Los Angeles County. The Drinking Water Program serves as the subject matter expert pertaining to potable water, small water systems, and wells.

AUTHORITY:

California Code of Regulations Title 22
California Well Standards
Los Angeles County Code Titles 8 and 11

RESPONSIBILITIES AND SERVICES:

SMALL WATER SYSTEMS:

- Performs inspections and surveys of small water systems
- Monitors the levels of bacteria, chemicals, and other elements within these systems

WELL CONSTRUCTION AND DECOMMISSIONING:

- Reviews work plans submitted for the construction and/or decommissioning of private water wells, monitoring wells, and soil borings
- Conducts field inspections for well permits to ensure adherence to approved plans

LINKS:

Requirements and Procedures for Private and Commercial Water Wells Handbook
http://www.publichealth.lacounty.gov/EH/docs/ep_dw_Handbook.pdf

Well Water Quality Requirements
http://www.publichealth.lacounty.gov/EH/docs/ep-dw-WellWtrQualityReq.pdf

QUESTIONS? Contact the Drinking Water Program at (626) 430-5420 or visit http://www.publichealth.lacounty.gov/eh/EP/dw/dw_main.htm for more information.

LAND USE

PROGRAM DESCRIPTION:

The Land Use Program assesses and facilitates conventional and alternative methods of waste disposal while protecting groundwater and public health. Responsibilities of the program includes reviewing and approving plans for Onsite Wastewater Treatment Systems within designated cities and unincorporated areas of Los Angeles County. Program personnel also inspect and permit septic tank pumping vehicles, chemical toilet pumping vehicles, and toilet rental agencies. In addition, the program evaluates subdivision requests and environmental reviews.

AUTHORITY:

California Plumbing Code—California Code of Regulations Title 24, Part 5
Los Angeles County Code Title 11
County of Los Angeles Plumbing Code Title 28 Appendix K

RESPONSIBILITIES AND SERVICES:

- Conducts field inspections, surveys, plan checks, and record searches to provide assessments of Onsite Wastewater Treatment Systems
- Reviews and approves plans for construction renovation, expansion, or repair of Onsite Wastewater Treatment Systems by reviewing soil evaluations, percolation test data, or feasibility reports
- Performs assessments for parcel and tract maps, the feasibility of new land use proposals, conditional use permits, zone changes for the Department of Regional Planning
- Inspects sewage cleaning vehicles or pumping vehicles and toilet rental agencies

LINKS:

For Conventional and Non-Conventional Onsite Wastewater Treatment Systems—Program Requirements and Procedures
http://www.publichealth.lacounty.gov/eh/docs/ep_lu_OWTS_procedures.pdf

Service Request Application and Associated Fees
http://www.publichealth.lacounty.gov/eh/docs/ep_lu_fees.pdf

QUESTIONS? Contact the Land Use Program at (626) 430-5380 or visit http://www.publichealth.lacounty.gov/eh/EP/lu/lu_main.htm for more information.

RADIATION MANAGEMENT

PROGRAM DESCRIPTION:

Radiation Management is responsible for protecting the public from unnecessary radiation exposure. Radiation is the direct transmission of heat or electromagnetic energy through space or another medium.

AUTHORITY:

Radiation Control Law (Health & Safety Code Sec. 114960 et seq.)

Radiologic Technology Act (Health & Safety Code Secs. 106955-107111 & 114840-114896.)

Nuclear Medicine Technology (NMT) Certification (Health & Safety Code Secs. 107150—107175)

Regulations implementing the above laws are in Title 17, California Code of Regulations, Division 1, Chapter 5, Subchapters 4.0, 4.5, & 4.7

L.A. County Municipal Code

RESPONSIBILITIES AND SERVICES:

- Inspects X-ray and radioactive material users in medical, dental, research and industrial applications to assure compliance with Federal and State standards
- Ensures that all users of X-ray equipment and radioactive materials are licensed as required
- Investigates complaints and incidents of radiation overexposure and responds to radiological emergency incidents
- Conducts inspections at locations that use radioisotopes to ensure that these radioisotopes are used, stored and disposed of in accordance with State and Federal regulations
- Inspects mammography facilities for the U.S. Food and Drug Administration, and to determine compliance with State regulations
- Revokes the license to use radioisotopes or registration of x-ray machines at any establishment after verifying unsafe conditions or procedures
- Continues the growth and development of its staff through certified training courses, conferences and exposure to state-of-the-art equipment and technology
- Provides a continuing public information source for licensees, registrants, and the public, on the regulations and radiation safety practices and procedures
- Reviews plans for facilities that install diagnostic, therapeutic, or industrial x-ray machines, or PET/CT Scanners, to ensure that necessary shielding is provided
- Prepares the County for a large-scale radiological terrorist event, including training of responders and acquisition of necessary equipment and supplies

RADIATION MANAGEMENT

LINKS:

California Department of Public Health—Radiologic Health Branch
https://www.cdph.ca.gov/Programs/CEH/DRSEM/Pages/RHB.aspx

Conference of Radiation Control Program Directors
http://www.crcpd.org/

Radiation Terminology
http://www.publichealth.lacounty.gov/eh/EP/rad_health/rad_health_Terminology.htm

Plan Check Form
http://www.publichealth.lacounty.gov/eh/docs/ep_rad_health_plancheckform.pdf

Reducing X-Ray Exposure
http://www.publichealth.lacounty.gov/eh/docs/ep_rad_health_reducexrayexposure.pdf

QUESTIONS? Contact Radiation Management at (213) 351-7897 or visit http://www.publichealth.lacounty.gov/eh/EP/rad_health/index.htm for more information.

RECREATIONAL WATERS

PROGRAM DESCRIPTION:

The Recreational Waters Program is responsible for the enforcement of laws and regulations relating to public pools in Los Angeles County. This includes swimming pools, spas, wading pools, and special purpose pools located at hotels and motels, public and private schools, health clubs, city and county parks, mobile home parks, resorts and organizations, medical facilities, and water theme parks. In addition, the program is responsible for the plan approvals of all new public pools and renovations of existing pools. The program also certifies individuals as Swimming Pool Service Technicians. All individuals engaged in the business of maintaining pools are required to be certified by the County of Los Angeles.

The Recreational Waters Program is also responsible for monitoring ocean water and contact sport areas and taking appropriate action when water quality criteria are not met or when an incident, such as a sewage spill, occurs. In addition, staff inspect and conduct bacteriological tests at fresh water swim areas. It is the mission of the Recreational Waters Program to assess environmental conditions, reduce health risks, provide the public with information regarding sources of health risk, and empower them to protect themselves, their families, and their communities.

AUTHORITY:

California Health & Safety Code
California Code of Regulations Titles 17 and 22
California Building Code Title 24
Los Angeles County Code Title 11

RESPONSIBILITIES AND SERVICES:

- Conducts routine and follow-up inspections at public pools
- Responds to public complaints regarding public pools
- Evaluates visual quality of water and cleanliness of pool walls, floors, water line tiles, coping, skimmers, and deck areas
- Tests pool water for pH, chlorine residual, alkalinity, and when necessary, cyanuric acid levels, total dissolved solids, and calcium hardness
- Evaluates the pool's recirculation and purification system such as filters, pumps, skimmers, main drains, return lines, flow meters, pressure gauges, chlorination, and acid feeders
- Evaluates the maintenance of related pool facilities such as restrooms, locker rooms, showers, saunas, steam rooms, pool enclosures, and equipment rooms

RECREATIONAL WATERS

RESPONSIBILITIES AND SERVICES:

- Reviews and approve public pool plans for compliance with State law
- Conducts field construction inspections at all stages of construction until the pool is complete
- Evaluates swimming pool equipment and generates an Approved Pool Equipment List used by contractors to choose approved pool equipment
- Certifies Swimming Pool Service Technicians to service public and private pools in Los Angeles County and issue renewals of certification
- Conducts an ocean water monitoring program which includes ocean sampling, evaluation of ocean monitoring data, posting of results on the Internet and the Beach Advisory and Closure Hotline
- Responds to beach emergencies and issues beach warnings and closures
- Receives and responds to reports of sewage spills from sanitary sewer agencies and the general public
- Conducts inspections and bacteriological monitoring of fresh swim areas

BEACH ADVISORY AND CLOSURE HOTLINE
1-800-525-5662

LINKS:

Beach Water Quality Advisories
http://publichealth.lacounty.gov/phcommon/public/eh/water_quality/beach_grades.cfm

Pool Technician Program
http://www.publichealth.lacounty.gov/eh/EP/rw/rw_tech.htm

Pool Plan Check Information
http://www.publichealth.lacounty.gov/eh/EP/rw/rw_plans.htm

QUESTIONS? Contact the Recreational Waters Program at (626) 430-5360 or visit http://www.publichealth.lacounty.gov/eh/EP/rw/rw_main.htm for more information, including swimming pool inspection details and the swimming pool closure list.

To report after hours beach emergencies, contact the Los Angeles County Operator at (213) 974-1234.

SOLID WASTE MANAGEMENT

PROGRAM DESCRIPTION:

The Solid Waste Management Program protects public health by ensuring that all residential, commercial, and industrial solid wastes are stored, transported, transferred/processed, and disposed of in a safe, sanitary, and environmentally acceptable manner.

AUTHORITY:

California Public Resource Code
California Code of Regulations Title 14 and 27
California Environmental Quality Act
Los Angeles County Code Titles 8, 11, and 20

RESPONSIBILITIES AND SERVICES:

- Issues Solid Waste Facility Permits to all solid waste facilities including disposal sites, transfer or processing stations, composting facilities, and transformation facilities
- Requires that all new solid waste facilities follow mandated permitting procedures
- Reviews and, if necessary, revises or modifies all existing Solid Waste Facility Permits every five years
- Inspects each solid waste facility within its jurisdiction on a regular basis to ensure compliance with applicable regulations
- Identifies and investigates all closed, inactive, illegal and abandoned landfills throughout the jurisdiction
- Administers a Waste Tire Enforcement Grant that inspects tire facilities in the county, inspects waste tire haulers and processors, ensures the proper disposal of waste tires at permitted facilities, and secures funding for the removal of illegally disposed waste tires

LINKS:

The Permitting Process
http://publichealth.lacounty.gov/eh/EP/solid_waste/solid_waste_permits.htm

California Department of Resources Recycling and Recovery (CalRecycle)
http://www.calrecycle.ca.gov/

State of California Los Angeles Regional Water Quality Control Board
https://www.waterboards.ca.gov/losangeles/

Los Angeles County Department of Public Works
https://dpw.lacounty.gov/epd/swims/

QUESTIONS? Contact the Solid Waste Program at (626) 430-5540 or visit http://www.publichealth.lacounty.gov/eh/EP/solid_waste/solid_waste_main.htm for more information.

SPECIALIZED SURVEILLANCE AND ENFORCEMENT BRANCH

BODY ART

CANNABIS COMPLIANCE AND ENFORCEMENT

GARMENT INSPECTION

HOUSING AND INSTITUTIONS

HOUSING TASK FORCE

JAIL INSPECTION

MEDICAL MARIJUANA

PLAN CHECK

SPECIALIZED FOOD SERVICES

STREET VENDING COMPLIANCE

VECTOR MANAGEMENT

VEHICLE INSPECTION

WHOLESALE FOOD AND SAFETY

BODY ART

PROGRAM DESCRIPTION:

The Body Art Program is responsible for enforcing the Safe Body Art Act which regulates tattooing, branding, body piercing, and permanent make-up. Inspections of body art facilities are conducted annually to determine compliance with applicable laws.

AUTHORITY:

California Health & Safety Code, Safe Body Art Act
Los Angeles County Code Title 8

RESPONSIBILITIES AND SERVICES:

- Conducts routine and follow-up inspections at body art facilities
- Responds to public complaints regarding body art facilities

SAFE BODY ART ACT REQUIREMENTS	
Practitioners	• Annual registration with Los Angeles County • Annual blood-borne pathogen training • Provide documentation of Hepatitis B vaccination status • Obtain specific health information from clients • Obtain "informed consent" from clients
Body Art Facility Owners	• Obtain a Public Health Permit • Operate the facility in a safe and clean manner • Maintain written procedures for the operation of the facility • Maintain records of training and equipment sterilization

LINKS:

Body Art Practitioner Annual Registration Application
http://www.publichealth.lacounty.gov/eh/docs/baRegistrationApplication.pdf

Approved Providers for the Blood-borne Pathogens Exposure Control Training
http://www.publichealth.lacounty.gov/eh/docs/baTrainingProviders.pdf

Body Art Events: Frequently Asked Questions
http://www.publichealth.lacounty.gov/eh/docs/baEventsFAQ.pdf

QUESTIONS? Contact the Body Art Program at (626) 430-5570 or visit http://www.publichealth.lacounty.gov/eh/AreasofInterest/bodyart.htm for more information.

CANNABIS COMPLIANCE AND ENFORCEMENT

PROGRAM DESCRIPTION:

The Cannabis Compliance and Enforcement Program is responsible for ensuring compliance of permitted cannabis facilities with State and local laws and regulations in unincorporated areas of Los Angeles County and within the jurisdiction of contract cities.

AUTHORITY:

California Code of Regulations, Title 3, Division 8
California Code of Regulations, Title 16, Division 42
California Code of Regulations, Title 17, Division 1, Chapter 13
Los Angeles County Code Titles 8 and 11

RESPONSIBILITIES AND SERVICES:

- Reviews and approves plans for commercial cannabis facilities
- Conducts routine inspections and complaint investigations at permitted cannabis facilities
- Collects samples at random of cannabis and cannabis products at permitted cannabis facilities and submits for testing
- Approves and inspects cannabis community events

LINKS:

Los Angeles County Office of Cannabis Management
http://cannabis.lacounty.gov/

Bureau of Cannabis Control
http://bcc.ca.gov/

California Department of Food and Agriculture
https://www.cdfa.ca.gov/is/mccp

California Department of Public Health
https://www.cdph.ca.gov/Programs/CEH/DFDCS/MCSB/Pages/MCSB.aspx

QUESTIONS? Contact the Cannabis Compliance & Enforcement Program at (626) 430-5635 or email at ccep@ph.lacounty.gov for more information.

GARMENT INSPECTION

PROGRAM DESCRIPTION:

The Garment Inspection Program is responsible for enforcing general sanitation and occupational health and safety requirements within garment manufacturing establishments, commercial laundries, unlicensed commercial buildings, and wiping cloth establishments.

AUTHORITY:

Los Angeles County Code Titles 8 and 11

RESPONSIBILITIES AND SERVICES:

- Conducts routine, follow-up, complaint and public health license waiver inspections of garment manufacturing establishments, wiping cloth businesses, unlicensed commercial buildings and a variety of other establishments within the Apparel Industry, most of which require a State Certificate of Registration and a Public Health License
- Inspects commercial laundries that handle hospital linen to ensure the adherence to established control measures for infectious waste such as blood, urine and feces
- Inspects commercial laundries to ensure that hot water temperature and exposure times are maintained to properly disinfect and sanitize commercial linens, garments, uniforms, and wiping cloths
- Ensures that garment manufacturers provide approved drinking water to their employees and that the drinking water is stored and dispensed in a healthy and safe manner to control communicable diseases
- Enforces general sanitation codes regarding sanitary, structural, and operational conditions of the garment manufacturing establishment, including restrooms, storage rooms, lunch rooms, work areas, exterior premises, refuse, vermin, lighting, mechanical, electrical, and ventilation
- Determines the number and type of toilet facilities in the Garment facility as dictated in law by assessing the number and gender of the employees
- Ensures compliance with Child Labor Laws
- Ensures that unlicensed commercial buildings that house garment-manufacturing operations adhere to the Los Angeles County Code Title 11 as it relates to restrooms (structural and operational), walls, ceilings, floors (structural and operational), vermin (structural and operational), refuse and refuse containers

GARMENT INSPECTION

LINKS:

Public Health License Requirements for Application Processing (English)
http://www.publichealth.lacounty.gov/eh/docs/ep_garments_phapp_english.pdf

Public Health License Requirements for Application Processing (Spanish)
http://www.publichealth.lacounty.gov/eh/docs/ep_garments_phapp_spanish.pdf

Sanitary Requirements
http://www.publichealth.lacounty.gov/eh/docs/ep_garments_sanitary.pdf

Sanitary Requirements (Spanish)
http://www.publichealth.lacounty.gov/eh/docs/ep_garments_sanitary_spanish.pdf

Public Health License Waiver Letter Request Form
http://publichealth.lacounty.gov/eh/docs/ep_garments_waiver.pdf

QUESTIONS? Contact the Garment Inspection Program at (626) 430-5570 or visit http://www.publichealth.lacounty.gov/eh/SSE/garments/garments_main.htm for more information.

HOUSING AND INSTITUTIONS

PROGRAM DESCRIPTION:

This Housing and Institutions Program is responsible for the enforcement of public health laws pertaining to hotels, motels, boarding homes, shelters, boarding schools, and private school cafeterias.

AUTHORITY:

California Retail Food Code
Los Angeles County Code Titles 8 and 11
California Code of Regulations Title 17

RESPONSIBILITIES AND SERVICES:

- Conducts inspections of hotels including motels and residential hotels, boarding homes which include rooming houses, homes for the aged, sober living facilities, boarding houses, lodging houses, bed and breakfast facilities, and transitional living facilities, to determine if the facilities are clean, well maintained, and free of vermin (rodents, cockroaches, bed bugs, and other insects), the proper laundering of linens, the appropriate washing and sanitation of multi-use utensils provided in the guest rooms (*except any hospital, or health facility as defined in Section 1250 of the California Health and Safety Code and any mental or alcoholic institution licensed by the State of California).
- Conducts inspections of student housing and food service operations at private schools, universities including dormitories, co-ops, fraternity and sorority houses
- Provides health clearance inspections for off campus education related locations

LINKS:

Bed Bug Prevention and Control in Hotels and Other Multiple-Unit Dwellings
http://www.publichealth.lacounty.gov/eh/docs/Specialized/Vector_Management/bbugControlHotelEnglish.pdf

Bed Bug Prevention and Control in Hotels and Other Multiple-Unit Dwellings (Spanish)
http://www.publichealth.lacounty.gov/eh/docs/Specialized/Vector_Management/bbugControlHotelSpanish.pdf

QUESTIONS? Contact the Housing & Institutions Program at (213) 351-0288 or visit http://www.publichealth.lacounty.gov/eh/SSE/HousingInstitutions/housing.htm for more information.

NOTE: For complaints regarding improper treatment of residents, contact the California Department of Social Services, Community Care Licensing Division

744 P Street, MS 8-17-17
Sacramento, CA 95814

Telephone: (800) 952-5253
CCLD Complaint Hotline: 1-844-LET-US-NO (1-844-538-8766)
Email: letusno@dss.ca.gov

HOUSING TASK FORCE

PROGRAM DESCRIPTION:

This Housing Task Force Unit coordinates activities between Environmental Health programs and the court system for actions within the City of Los Angeles. Housing Task Force represents the various programs except in the trial phase.

AUTHORITY:

California Retail Food Code

Los Angeles County Health & Safety Code Titles 8 and 11

RESPONSIBILITIES AND SERVICES:

- Prosecutes recalcitrant property owners whose property has been brought to the attention of the Housing Task Force by the City Attorney's office, Fire Department, Building Department, or Environmental Health

QUESTIONS? Contact Housing Task Force at (213) 351-0288 or visit http://www.publichealth.lacounty.gov/eh/SSE/HousingInstitutions/ehhoustf.htm for more information.

JAIL INSPECTION

PROGRAM DESCRIPTION:

The Jail Inspection Program Is responsible for ensuring jails are operated safely and effectively. The program conducts annual environmental, nutritional, and medical/mental health evaluations to ensure compliance with the California Code of Regulations.

AUTHORITY:

California Code of Regulations Titles 15 and Title 24 Parts 1 & 2
California Health & Safety Code
California Retail Food Code
Los Angeles County Code Title 8

RESPONSIBILITIES AND SERVICES:

- Conducts routine and follow-up inspections of jail and detention facilities
- Conducts complaint investigations of jail and detention facilities
- Provides general consultation with local enforcement agencies

TYPES OF FACILITIES INSPECTED BY THE JAIL INSPECTION PROGRAM:

- Probation camps, halls, and courts
- Los Angeles County Sheriff's Department—stations, jails, and superior courts
- Los Angeles Police Department—stations and jails
- Incorporated city jails

LINKS:

California Board of State and Community Corrections
http://www.bscc.ca.gov/

QUESTIONS? Contact the Jail Inspection Program at (626) 430-5570 for more information.

MEDICAL MARIJUANA

PROGRAM DESCRIPTION:

The Medical Marijuana Program provides voluntary medical marijuana identification cards for qualified patients and their caregivers. The Medical Marijuana Program allows qualified patients living in Los Angeles County to apply and receive identification cards for themselves and their primary caregiver through Los Angeles County Department of Public Health.

AUTHORITY:

California Health and Safety Code, Sections 11362.7 – 11362.85
Proposition 215, Compassionate Use Act (Health and Safety Code 11362.5)
Senate Bill 420
Adult Use of Marijuana Act/Proposition 64
Business and Professions Code Division 2, Chapter 5, Article 25

MEDICAL MARIJUANA PROGRAM APPOINTMENT INFORMATION:

- Hours of Operation are Monday through Friday from 8:00am to 4:30pm
- To schedule an appointment, please call (866) 621-2204
- Walk-ins are only accepted as time permits and may exceed the normal processing time
- Applicants must be residents of Los Angeles County

WHAT TO BRING TO THE APPOINTMENT:

- Application/Renewal (CDPH-9042)
- Physician attestation
- Medical documentation or Written Documentation of Patient's Medical Records (CDPH-9044)
- Proof of Los Angeles County residency
- Government issued photo identification
- Medical Marijuana Identification Card Acknowledgement
- If applicable, original Medi-Cal or Los Angeles County (No Cost/Low Cost Health Care) Program card
- Payment in cash, check, cashier's check, or money order payable to "Los Angeles County Department of Public Health"

THE APPLICATION PACKET WHICH INCLUDES ALL REQUIRED FORMS IS AVAILABLE ON THE MEDICAL MARIJUANA PROGRAM WEBPAGE :
http://publichealth.lacounty.gov/eh/SSE/MedicalMarijuana/

LINKS:

Frequently Asked Questions
http://publichealth.lacounty.gov/eh/docs/Specialized/MMP-FAQ.pdf

California Department of Public Health Medical Marijuana Program
https://www.cdph.ca.gov/Programs/CHSI/Pages/Medial-Marijuana-Identification-Card.aspx

QUESTIONS? Contact the Medical Marijuana Program at (866) 621-2204 or visit http://publichealth.lacounty.gov/eh/SSE/MedicalMarijuana/ for more information.

PLAN CHECK

PROGRAM DESCRIPTION:

The Plan Check Program is responsible for ensuring that new and remodeled food facilities comply with California State laws and local ordinances relating to construction, building materials, equipment, equipment installation, and ventilation systems.

AUTHORITY:

California Retail Food Code
Los Angeles County Code Titles 8 and 11

RESPONSIBILITIES AND SERVICES:

- Provides consultation to architects, food facility designers, engineers, equipment installers, and contractors
- Consults with the food service industry concerning technical problems relating to equipment and materials
- Participates as a member on the Southern California Plan Check Committee to provide uniform interpretation of the California Health and Safety Code requirements for food facilities
- Reviews, approves, or rejects plans relating to construction, remodeling, or conversion of food facilities
- Evaluate and approve or reject, equipment and materials in accordance with State laws and Environmental Health equipment performance evaluation policies
- Reviews, approves, or rejects Cottage Food "Class A" applications

LINKS:

Retail Construction Guideline
http://www.publichealth.lacounty.gov/eh/docs/Plan_Check/RetailConstructionGuide.pdf

Retail Plan Check Application
http://www.publichealth.lacounty.gov/eh/docs/Plan_Check/RetailPlanCheckApplication.pdf

Wholesale Construction Guideline
http://www.publichealth.lacounty.gov/eh/docs/Plan_Check/WholesaleConstructionGuide.pdf

Wholesale Plan Check Application
http://www.publichealth.lacounty.gov/eh/docs/Plan_Check/WholesalePlanCheckApplication.pdf

PLAN CHECK

Mobile Food Facility Guideline
http://www.publichealth.lacounty.gov/eh/docs/Plan_Check/MFFPlanCheckGuide.pdf

Mobile Food Facility Plan Check Application
http://www.publichealth.lacounty.gov/eh/docs/Plan_Check/MFFPlanCheckApplication.pdf

Cottage Food Operations Information
http://www.publichealth.lacounty.gov/eh/misc/CAHomemadeFood.htm

Fee Schedule
http://www.publichealth.lacounty.gov/eh/docs/Plan_Check/PlanCheckFees.pdf

QUESTIONS? Contact the Plan Check Program at (626) 430-5560 or visit http://www.publichealth.lacounty.gov/eh/SSE/Plan_Check/desplan.htm for more information.

PLAN CHECK OFFICE LOCATIONS AND CONTACT INFORMATION:

REGION A OFFICES

Headquarters
5050 Commerce Dr.
Baldwin Park, CA 91706
(626) 430-5560

East Los Angeles
4801 E. 3rd St.
Los Angeles, CA 90022
(323) 881-7075

South Bay
122 W. 8th St, Room #20-A
San Pedro, CA 90731
(310) 519-6081

REGION B OFFICES

Metroplex
3530 Wilshire Blvd, 9th Floor
Los Angeles, CA 90010
(213) 351-7352

West
6101 W. Centinela Ave, #300
Culver City, CA 90230
(310) 410-3400

West Valley
14500 Roscoe Blvd, 5th Floor
Panorama City, CA 91402
(818) 672-2293

Antelope Valley
335A E. Avenue K-6
Lancaster, CA 93535
(661) 723-4551

SPECIALIZED FOOD SERVICES

PROGRAM DESCRIPTION:

The Specialized Food Services Program is responsible for ensuring that specialized retail food facilities are in compliance with Federal, State, and local health and safety laws. The program conducts inspections for caterers, food vehicles designed to service the motion picture industry and their associated commissaries, food vending machines, employee cafeterias, cottage food operations, and food demonstrators. Additionally, the program is responsible for the collection of soft serve product samples at all food facilities throughout Los Angeles County.

AUTHORITY:

California Retail Food Code
Sherman Food, Drug, and Cosmetic Law
Los Angeles County Code Title 11

RESPONSIBILITIES AND SERVICES:

- Conduct routine and follow-up inspections at specialized retails food facilities
- Responds to public complaints regarding specialized retail food facilities
- Collects samples of soft serve products which are tested in a lab for bacterial counts, yeast, and mold
- Review, process, and approve "Class B" Cottage Food Operation applications
- Conduct routine inspections and complaint investigations for "Class B" Cottage Food Operations
- Conduct routine inspections and complaint investigations at certified farmers' markets

LINKS:

Cottage Food Operations Information
http://www.publichealth.lacounty.gov/eh/misc/CAHomemadeFood.htm

Food Demonstrator Application and Checklist
http://www.publichealth.lacounty.gov/eh/docs/Specialized/FoodMilk/foodDemoAppGuid.pdf

QUESTIONS? Contact the Specialized Food Services Program at (626) 430-5421 or visit http://www.publichealth.lacounty.gov/eh/SSE/FoodMilk/foodmilk_SpecFoodServProg.htm for more information.

STREET VENDING COMPLIANCE

PROGRAM DESCRIPTION:

The Street Vending Compliance Program is responsible for investigating public complaints regarding vendors selling food without a valid Public Health Permit. Every approved mobile food facility can be identified by a numbered and dated sticker affixed to the truck or cart (pictured below). Common violations which can often make people sick include:

- No potable water for food handlers to wash their hands or utensils
- Food obtained from unapproved sources
- Potentially hazardous foods held at unapproved temperatures
- Lack of proper equipment to maintain food at required temperatures
- Unsanitary food equipment including unclean food equipment
- Food not protected from contamination of adulteration
- No restroom available for food handlers
- Unapproved food equipment

AUTHORITY:

California Retail Food Code
Los Angeles County Code Title 11

RESPONSIBILITIES AND SERVICES:

- Investigates complaints regarding unpermitted food vendors
- Coordinates with local law enforcement and participates in joint task forces
- Disposes of food and confiscates equipment used by an unpermitted vendor

WHEN FILING A COMPLAINT, BE PREPARED TO PROVIDE THE FOLLOWING INFORMATION:
• Vendor location—complete address
• Days and times of operation
• Type of food vendor is selling
• Whether or not the vendor is doing any food preparation (cutting, cooking, grilling)

QUESTIONS? Contact the Street Vending Compliance Program at (626) 430-5160 or visit http://www.publichealth.lacounty.gov/eh/SSE/StreetVending/strVending.htm for more information.

VECTOR MANAGEMENT

PROGRAM DESCRIPTION:

The Vector Management Program consists of two units, Vector-borne Disease Surveillance and Vector Control. The objective of the Vector-borne Disease Surveillance Unit is to reduce the risks of exposure to pathogens of vector-borne disease through early detection and abatement of those factors which enhance the transmission of disease to humans. The Vector Control Unit is responsible for rodent abatement activities and licensed animal keeper premises inspection and enforcement.

AUTHORITY:

Los Angeles County Code Titles 8 and 11

RESPONSIBILITIES AND SERVICES:

VECTOR CONTROL:

- Controls the population of commensal rodents in Los Angeles County through education and enforcement
- Responds to rodent complaints in unlicensed facilities such as single family dwellings of 4 units or less, commercial buildings, strip malls, freeway embankments, alleys, etc.
- Provides assistance to owners of single family dwellings for a fee
- Inspects licensed animal keeper premises and responds to complaints at unlicensed animal keeper premises (10 or more livestock animals)

VECTOR-BORNE DISEASE SURVEILLANCE:

- Identifies plague activities in rodents and takes action to mitigate or eliminate conditions that lead to human infection
- Assesses risk of certain vector-borne diseases in recreational and high public use areas such as campgrounds and parks
- Performs emergency response activities to positive vector-borne disease test results, especially plague
- Conducts human disease investigations to determine likely source of exposure and mitigates risk through public education and direct intervention

QUESTIONS? Contact the Vector Management Program at (626) 430-5450 for more information.

VEHICLE INSPECTION

PROGRAM DESCRIPTION:

The Vehicle Inspection Program is responsible for the inspection of various types of Mobile Food Facilities (MFF) including Mobile Food Preparation Units (MFPU), Hot Dog Carts, and Limited Food Vehicles. The Vehicle Inspection Program conducts annual certification inspections, routine graded inspections and complaint inspections of MFFs as well as routine and complaint inspections at the commissaries that service these MFFs.

AUTHORITY:

California Retail Food Code

Los Angeles County Code Titles 8 and 11

RESPONSIBILITIES AND SERVICES:

- Conducts inspections of MFFs and commissaries to ensure compliance with structural requirements and approved food handling as mandated by the California Retail Food Code
- Investigates citizen complaints regarding all MFFs and commissaries
- Reviews plans for new MFFs and commissaries, and issue final approval prior to commencing operation
- Process permits due to ownership change to determine permit eligibility for new owners
- Engage in industry outreach activities

Types of Mobile Food Facilities		
• Mobile food preparation units • Soft serve vehicles • Prepackaged ice cream vehicles • Produce vehicles • Retail fish vehicles • Retail bakery vehicles	• Food service carts * Hot dog carts * Espresso/Cappuccino carts * Popcorn carts * Churro/Pretzel carts * Prepackaged food carts	• Independent wholesale delivery vehicle • Limited food preparation vehicle • Mobile support units • MFFs associated with satellite food distribution facilities

LINKS:

Mobile Food Facility Operational Guidelines
http://publichealth.lacounty.gov/eh/docs/vip/MFF_InfoPacket.pdf

Mobile Food Facility Permit Application
http://publichealth.lacounty.gov/eh/docs/vip/MFF_PermitApp.pdf

Mobile Food Facility Route Sheet
http://publichealth.lacounty.gov/eh/docs/vip/MFF_RouteSheet.pdf

Mobile Food Facility Route Sheet (Spanish)
http://publichealth.lacounty.gov/eh/docs/vip/MFF_RouteSheet_Spanish.pdf

QUESTIONS? Contact the Vehicle Inspection Program at (626) 430-5500, email at ehvip@ph.lacounty.gov, or visit http://www.publichealth.lacounty.gov/eh/SSE/Vehicle_Inspection/vip.htm for more information.

WHOLESALE FOOD AND SAFETY

PROGRAM DESCRIPTION:

The Wholesale Food and Safety Program is responsible for ensuring that wholesale food facilities are in compliance with Federal, State, and local health and safety laws. Facilities inspected by this program includes the following:

- Food processing facilities and attached retail food facilities under the same ownership
- Food warehouses
- Food market complexes
- Food salvagers

AUTHORITY:

California Retail Food Code
Sherman Food, Drug, and Cosmetic Law
California Food Sanitation Act
Los Angeles County Code Titles 8 and 11

RESPONSIBILITIES AND SERVICES:

- Conducts inspections at wholesale food processing and manufacturing plants, food warehouses, wholesale food markets, and food salvagers
- Conducts foodborne illness investigations in conjunction with Acute Communicable Disease Control and Public Health Laboratory
- Responds to food product recalls
- Provides emergency response to possible contamination or adulteration of food that has been exposed to fire, food, accidents, or any preparation or transportation incidents

WHOLESALE FOOD AND SAFETY

Reporting a Foodborne Illness Complaint

1. Submit a report online by completing the *Food Illness Report Page*
   https://www.visualcmr.net/webvcmr/pages/public/pub_FBI_Report.aspx

   OR

   Contact the Morbidity Unit Monday—Friday between 8:00am to 4:30pm at **(213) 240-7821**

2. After your report is received, you will be contacted for a phone interview. Be prepared to provide the following information:
   - Your symptoms
   - List of foods you have eaten in the 72 hours prior to getting sick
   - Names and locations of where food was obtained or eaten

   * Your personal information will remain confidential.

LINKS:

Wholesale Food Inspection Guide
http://www.publichealth.lacounty.gov/eh/docs/WholesaleFoodInspectionGuideNew.pdf

Wholesale Construction Guide
http://www.publichealth.lacounty.gov/eh/docs/Plan_Check/WholesaleConstructionGuide.pdf

Wholesale Plan Check Application
http://www.publichealth.lacounty.gov/eh/docs/Plan_Check/WholesalePlanCheckApplication.pdf

Plan Check Fee Schedule
http://www.publichealth.lacounty.gov/eh/docs/Plan_Check/PlanCheckFees.pdf

QUESTIONS? Contact the Wholesale Food & Safety Program at (626) 430-5400 or visit http://www.publichealth.lacounty.gov/eh/SSE/FoodMilk/foodmilk_WSaleFoodSafetyProg.htm for more information.

TOXICOLOGY AND ENVIRONMENTAL ASSESSMENT BRANCH

TOXICOLOGY AND ENVIRONEMNTAL ASSESSMENT BRANCH

BRANCH DESCRIPTION:

The Toxicology and Environmental Assessment Branch (TEA) is composed of physicians, nurses, epidemiologists, researchers, industrial hygienists, risk assessors, environmental specialists, and community outreach specialists. Together they identify, control and reduce environmental and health risks associated with toxic agents.

AUTHORITY:

Federal Noise and Occupational standards
California Environmental Quality Act
California Health and Safety Code
Los Angeles County Code Titles 11 and 12

RESPONSIBILITIES AND SERVICES:

- Responds to toxic releases and investigations of potential environmental exposures to assess health threats, develops monitoring plans, collects and analyzes environmental and health data, guides recovery efforts and effectively communicate the data to community members, cooperating agencies and elected officials
- Works with regulatory and health agencies to enhance the existing regulations at industrial facilities
- Works with planning departments to integrate public health considerations into Environmental Impact Reports (EIRs), Conditional Use Permits (CUPs), California Environmental Quality Act (CEQA) documents, development standards and other land use decisions
- Provides training to Environmental Health Specialists, medical professionals, teachers, nurses, and other technical personnel on environmental health issues involving toxins, chemicals, environmental instrumentation, safety and health and human exposure to toxins

TOXICOLOGY AND ENVIRONEMNTAL ASSESSMENT BRANCH

LINKS:

Mold Information
http://www.publichealth.lacounty.gov/eh/TEA/ToxicEpi/mold.htm

Water Quality Information
http://www.publichealth.lacounty.gov/eh/TEA/ToxicEpi/water.htm

Lead Information
http://www.publichealth.lacounty.gov/eh/TEA/ToxicEpi/lead.htm

Asbestos Information
http://www.publichealth.lacounty.gov/eh/TEA/ToxicEpi/asbestos.htm

Indoor Air Quality Information
http://www.publichealth.lacounty.gov/eh/TEA/ToxicEpi/indoorair.htm

QUESTIONS? Contact the Toxicology and Environmental Assessment Branch at (213) 738-3220, email at tox@ph.lacounty.gov, or visit http://www.publichealth.lacounty.gov/eh/TEA/ToxicEpi/index_ToxicsEpi.htm for more information.