

Austin Public Health

Health Wise Quarterly

Brought to you by the friendly staff at your

Environmental Health Services Division



Environmental Health Services Division (EHSD) offers monthly Food Safety Presentations from 3:00PM - 4:30PM.

Trainings are held at Rutherford Lane Campus [1520 Rutherford Lane, Building 1, Suite 205](#)

Interested in attending? Register by phone 512-978-0300 or via email: EHSD.service@austintexas.gov

April 16, 2018	Requirements for Starting a Food Enterprise and the Inspection Process
May 21, 2018	Requirements and Processes for Submitting a Hazard Analysis Critical Control Point (HACCP)
June 18, 2018	Temporary Events and Mobile Vendor Inspections

Congratulations to New and Promoted EHSD Staff!

BE SO GOOD THEY CAN'T IGNORE YOU. ~Steve Martin~



Linus Delices: Environmental Health Officer I

Linus is a native St. Lucian, who was granted an academic scholarship to pursue a Bachelor of Science at Grambling State University in Louisiana. Where he double major in Psychology and Biology. Linus then completed his Master's Degree in Biological Science with a thesis title "Variation in temperature tolerance of two invasive snails in Texas", at Texas State University – San Marcos. He began working with the City of Austin in the Environmental Health Services Division as recently as February 2019, and Linus is very excited about the opportunity to put his talents, knowledge, and leadership skills to better serve the city of Austin Public Health in his new role.

Diana Flores: Environmental Health Officer I

Diana grew up in Mexico and she has a passion for multicultural communities and public health. She moved to Austin back in 2014. She started working with the Women Infants and Children Division as a Nutritionist and then became a Nutritionist Senior in charge of two clinics here in Austin. She started with the Environmental Health Department in February 2019. One of the main things she enjoys the most is taking her Husky to Zilker park and enjoy the beautiful views of the city.

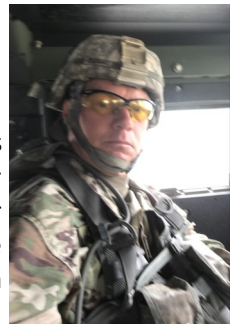


David Suriel: Environmental Health Officer I

David graduated from the University of Massachusetts Amherst with his degree in Biochemistry and molecular biology in the spring of 2017. While attending UMass Amherst, David was fortunate enough to conduct research as an undergrad analyzing genetically modified *Arabidopsis Thaliana* plants and their expression levels of various transgenic proteins. Right after college, David decided to move away from the Bay state to strike out on his own in Austin with great hopes of refining his character and forming into the best version of himself. He is grateful to have earned the privilege of serving the Great City of Austin as an Environmental Health Officer.

Phillip Urbany, R.S. : Environmental Health Officer II

Phillip worked for the Texas Commission on Environmental Quality (TCEQ) and is currently a member Alpha Company 536th BSB of the Texas Army National Guard. His work for the TCEQ was with the Municipal Permits Team and he drafted permits for domestic wastewater facilities and provided expert witness testimony for contested cases when needed. For the Army, he has been in many duties and is now in a 88M position for truck driving. He is excited to begin his career with the City of Austin and lives in Shady Hollow with his wife and they have three daughters, son-in-law and one grandson. He enjoys working around the house, coin collecting and most recently watching's Chef Ramsey on the Hell's Kitchen TV show in his spare time.



[Public health is the science of protecting](#) and improving the health of families and communities through promotion of healthy lifestyles, research for disease and injury prevention and detection and control of infectious diseases. Overall, public health is concerned with protecting the health of entire populations. Public health professionals try to prevent problems from happening or recurring through implementing educational programs, recommending policies, administering services and conducting research.

Everyone deserves to live a long and healthy life in a safe environment. To make that possible, we need to address the causes of poor health and disease risk among individuals and within our communities. Where we live, learn, work, worship and play affects each of us and can determine our health and life expectancy. In the workplace, let's partner across public and private sectors to make sure decisions are made with the public's health in mind. Within our communities, let's start new conversations with our neighbors and become advocates for positive change. Working together, we can build healthier communities and eventually, the healthiest nation. But we need your help to get there.

During each day of National Public Health Week, we focus on a particular public health topic. Then, we identify ways each of us can make a difference on that topic. These areas are critical to our future success in creating the healthiest nation, and everyone can do their part to help.

NPHA 2019 DAILY THEMES

Monday — **Healthy Communities**

Tuesday — **Violence Prevention**

Wednesday — **Rural Health**

Thursday — **Technology and Public Health**

Friday — **Climate Change**

Saturday and Sunday — **Global Health**

[Check out the Healthiest Nation Fact Sheets.](#)



EHSD coordinates public health efforts through several programs in Austin and Travis County. EHSD conducts plan reviews, permitting, inspections, complaint investigations, compliance action, surveillance/monitoring and public health education activities relating to all establishments that offer or store any type of food or beverage. EHSD also conducts investigations into foodborne illness, custodial care facilities, public swimming pools, animal enclosures, public health nuisances, Austin's smoking ordinance, water contact recreation sampling, and rodent and vector control.



Austin Fire Department Mobile Vendor Fees for Propane Inspections

Please note that Austin Fire Department propane inspection fee for mobile food vending units is now \$204. New fees are effective immediately in the City of Austin only.

Unrestricted mobile vendors in Travis County will not experience a fee change at this time. However, the Travis County Commissioner's Court may be reviewing fire and safety inspection fees in the near future.

Linked below is the most recent fee schedule for EHSD which was approved by the Austin City Council.

If you have any questions, please contact the Austin Fire Department by phone at 512-974-0160 or by email at afdspecialevents@austintexas.gov.

The updated EHSD schedule is available below and online at:

[Current Fee Schedule](#)



Environmental Health Services Division Fiscal Year 2018 Annual Report

The Environmental Health Services Division proud to announce the release of the Fiscal Year 2018 Annual Report. This report describes in detail Environmental Health's duties, roles, and outcomes for fiscal year 2018. Take a moment to check out what Environmental Health is all about and what we achieved in Fiscal Year 2018. It is our third annual report and it is our goal to continue providing this information to our City and County Leaders as well as the public. Take a moment to look at it! [Click here.](#)

A message from Stephanie Hayden, APH Director About Measles

Austin Public Health is currently preparing in the event of the potential presence of measles cases within Austin and Travis County due to confirmed cases in multiple counties in Texas. Disease surveillance nurses follow up on reports of suspect measles cases throughout the year. **As of April 1, 2019, no confirmed measles cases have been reported in Travis County.** Below are some common questions about measles.

What is measles?

Measles is a serious illness caused by a virus. Measles is spread through the air after a person with measles coughs or sneezes. The virus can linger in the air for up to two hours after someone who has measles has left.

What are the symptoms of measles?

Measles symptoms begin with a high fever, cough, runny nose and red eyes, followed by a rash that usually begins at the head and spreads to the rest of the body. A person can spread the virus before they show symptoms.

After someone is exposed to measles, illness develops in about one to three weeks.

How contagious is measles?

Measles is extremely contagious. The virus travels through the air and can stay up to two hours in the air of a room where a person with measles has been. If other people breathe the contaminated air or touch a contaminated surface, then touch their eyes, noses or mouths, they can become infected. People are contagious with measles for up to four days before and up to four days after the rash appears.

What should I do if I think I have the measles?

Anyone who thinks they have been exposed and believes they have symptoms of measles should call their health care provider **before** visiting the medical office. This will enable the clinic to develop a plan for providing care without exposing others at the clinic.

How can I prevent measles?

Immunization is the best prevention for measles. Please contact your healthcare provider to get vaccinated. APH Immunization staff offer vaccinations for the uninsured, or recipients of Medicaid. See below for more information.



Immunization Clinics

Shots For Uninsured and Medicaid clients



By Appointment Only
512-972-5520



	Far South Clinic 405 W. Stassney 78745	St. John Clinic 7500 Blessing Ave. 78752
Monday	10am – 1:30pm 3pm – 7pm	10am – 1:30pm 3pm – 7pm
Tuesday, Wednesday, & Thursday	8am – 12:30pm 2pm – 5pm	8am – 12:30pm 2pm – 5pm
Friday	8am – 11:30am	8am – 11:30am
Saturday	8am – 12pm 1 st Saturday of month	8am – 12pm 3 rd Saturday of month

Fees:

Children: \$10 per shot
Adults: \$25 per shot
TB Test: \$20
Shot Records: \$5

Remember:

- Bring shot records with you
- Bring your child's Medicaid card
- Children under 18 must come with a parent or guardian

No one is refused services if they are unable to pay.



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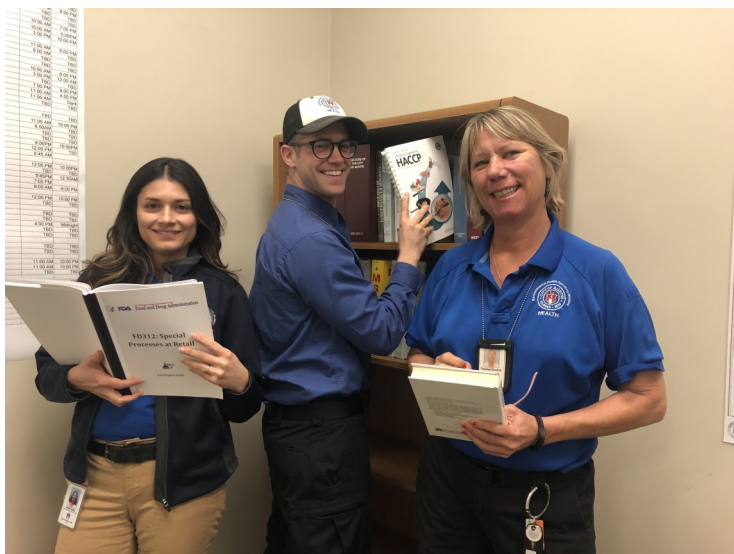
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The Hazard Analysis Critical Control Point (HACCP) Review Team has some exciting changes happening in 2019

The three person team is led by Environmental Health Officer Supervisor, Grisel Saenz R.S., Environmental Health Officer Senior, Theresa Giudice, R.S. and recently promoted Environmental Health Officer Senior, James Botti, R.S..

The HACCP team conducts multiple point reviews of Variance requests and HACCP applications for food safety, training standards, operating procedures, and other critical processes in the food handling chain. A HACCP class is offered once a quarter for establishments that would like more information on HACCP plans. Please see the training schedule for dates and times on the Austin Public Health website, in our quarterly newsletter and posted at our office.



Special process?! What the heck is that?

Special processes are ways of cooking, storing, and/or modifying foods by using age old techniques, new technology, or food additives to extend shelf life and maintain freshness. By reducing the ability of spoilage bacteria to grow and proliferate, foods can be prepared in advance of service and still maintain their fresh look and taste. These processes are largely seen in commercial manufacturing facilities and they require a system of checks and balances to ensure that the foods produced are free of physical, chemical, and biological hazards. Culinary schools and kitchens are now utilizing these commercial processes as they become more popular due to the ability to prepare and hold foods without worrying about spoilage or losing freshness.

Examples of special processes requiring an approved variance through this team are reduced oxygen packaging for sous vide cooking and cook-chill, live molluscan shellfish tanks, fermenting, Sushi-rice with no temperature control, curing & fermenting meats. These are just a few of the many special processes that are performed in food service establishments around the country.

An approved HACCP plan (approved through Austin/Travis County or the State) is required to perform these specialized processes for food sale and/or service. This applies to permitted food establishments in the City of Austin and Travis County. City Application fees are \$290.00 per HACCP application and Travis County is fee exempt but still requires an application to be submitted with the plans. The fee provides two plan reviews for approval, if it is not approved after two reviews an additional \$290 fee will be required.

A reviewer will check the HACCP plan for completeness and compliance with applicable Texas Food Establishment Rules (TFER). After a HACCP plan is reviewed it is sent back to the responsible party listed on the HACCP plan for editing. The responsible party may set up a meeting to discuss any questions they may have with the HACCP review team before submittal/resubmittal. Approval of a HACCP plan will be accompanied by an approval letter that indicates the HACCP plan has been approved and the special process may be used. The approval letter, approved plan and all logs need to be maintained on site and followed or the HACCP plan may be revoked.

A facility wanting to conduct specialized processes should contact the HACCP review team at their new email address HACCP@austintexas.gov for any questions.



**ATTENTION PARTNERS AND STAKEHOLDERS IN
UNINCORPORATED TRAVIS COUNTY!!!!
IMPORTANT NEWS REGARDING FOOD ESTABLISHMENT
INSPECTION FREQUENCY AND PERMIT FEES
IN TRAVIS COUNTY EFFECTIVE APRIL 1, 2019**

Austin Public Health would like to inform all of our stakeholders and partners of food safety inspection frequency and permit fee changes for fixed food establishments located in unincorporated Travis County.

On January 29, 2019, the Travis County Commissioners Court approved a resolution that adopted the inspection frequency standard (IFS) and related fees to apply in unincorporated Travis County areas effective April 1, 2019.

IFS is a regulatory best practice and a requirement to meet the FDA's Retail Food Safety Voluntary Standards. Under IFS, all establishments are reviewed and assessed a risk category based on the complexity of food processes, control measures used to reduce the risk of food borne illness, and inspection history. Numerous cities and counties in Texas and in the United States have adopted IFS over the years as a best practice means to better protect the public's health and safety.

Under IFS, high risk establishments are inspected three (3) times per year; medium risk establishments are inspected two (2) times per year; and low risk establishments are inspected once (1) per year.

In addition, Travis County's IFS program will include an incentive approach which reduces the number of inspections for consistently high scoring establishments (24 month average of 90 or greater), while increasing the number of inspections for consistently low scoring establishments (24 month average of below 80).

We strongly believe that this best practice approach to food safety inspections will result in better protection of public health and a reduction in overall food borne illnesses.

In conjunction with the changes regarding IFS, there will be fee changes to correspond to the new inspection frequency (see Fees Table below). Fees will be based on both the risk level and the size of the food establishment.

These changes to the risk based inspection frequency standard and the associated fee schedule changes will take effect on April 1, 2019.

The City of Austin appreciates this opportunity to work with you to better protect consumer health. Should you have questions or need additional information, please do not hesitate to contact the Environmental Health Services Division at (512) 978-0300.

[Fee Schedule Effective April 1, 2019](#)



May 20–26, 2019 is Healthy and Safe Swimming Week. This year’s theme is “Pool Chemistry for Healthy and Safe Swimming.” Learn how to stay healthy and safe when swimming!

Swimming is a fun, healthy way to stay physically active and spend quality time with family and friends. *Healthy and Safe Swimming Week* highlights the roles that swimmers, parents of young swimmers, aquatics and beach staff, residential pool owners, and public health officials play in preventing disease outbreaks, drowning, and pool chemical injuries.



Preventing Disease Outbreaks

Chemicals like [chlorine](#) are added to pool water to kill germs and stop them from spreading, helping to keep swimmers healthy. However, mishandling pool chemicals can cause injuries. Operators of public pools, hot tubs/spas, or water playgrounds and owners of residential pools or hot tubs/spas can take steps to [prevent pool chemical injuries](#), such as reading and following directions on product labels of pool chemicals before using them.

Swimmers and parents of young swimmers can also promote healthy and safe swimming through pool chemistry. When swimmers don’t shower before getting in pools, hot tubs/spas, or water playgrounds or pee in the water, free chlorine (the form of chlorine that kills germs) combines with pee, poop, sweat, dirt, and personal care products. This means there is less free chlorine to kill germs and unwanted chemical compounds are produced. One example is a group of irritants called [chloramines](#), which can makes eyes red and sting, skin irritation and rashes, and respiratory problems. These chloramines are different from the type of chloramine that is sometimes used to treat our drinking water. Read the CDC’s [Tips for Healthy Swimming](#).

Vince Delisi’s Retirement



Final words from Vince: It has been an honor to serve the citizens of Austin and Travis County. I would like to say “Thank you” for the strong working relationships built out of a mutual concern for health and safety, that I was able to build with many individuals and associations of public health stakeholders. Most of all, I will miss the highly devoted staff of the Environmental Health Services Division, which has been my second home for the last 24 years. My best wishes to you all for a safe and healthy 2019. Now, go wash your hands!

Please join the Environmental Health and Services Division in extending our best wishes to our EHSD Program Manager II Vince Delisi, R.S. who retired in January after 24 years of public health service to the City, our Department and the residents of Central Texas. We congratulate Vince on his next chapter in life. He will be missed.

Until a replacement is hired, Lori Murphy, R.S., OSSF1 will serve as acting Program Manager II over Environmental Health Services Division and can be contacted by email at Lori.Murphy@austintexas.gov or by phone at 512-978-0306.

LEGAL COMPLIANCE INFORMATION

For City of Austin Pool and Spa Operators

CHAPTER 10-7 - POOLS AND SPAS



10-7-2 - DEFINITIONS. (A) In this chapter: (1) PRIVATE FACILITY means a pool or spa that serves not more than two dwellings. (2) PUBLIC FACILITY means a public interactive water feature or fountain, pool or spa that is governed by the state pool and spa regulations. (3) STATE POOL AND SPA REGULATIONS means the regulations adopted by the state of Texas to regulate public pools and spas.

10-7-64 - INSPECTIONS. (A) The health authority may inspect a public facility at any reasonable time. (B) If access to a public facility is restricted by a locking mechanism, the operator shall provide the health authority with a key, access card, lock combination, or other means to unlock and enter the facility.

10-7-65 - OPERATING PERMIT REQUIRED. (A) A person may not operate or exercise control over a public facility without an operating permit. (B) A person who seeks to operate or exercise control over a public facility must file an application for an operating permit with the health authority annually. The application must include: (1) the operator's name and address; (2) the location of the facility; and (3) other information as required by the health authority. (C) Except as provided in Section 10-7-66 (Denial Or Suspension Of Operating Permit; Appeal), the health authority shall issue an operating permit if the public facility complies with the requirements of this chapter. (D) A permit is not transferable. (E) The operator shall retain the operating permit at the public facility and permit the health authority to inspect it at any reasonable time

10-7-81 - OFFENSES. (A) A person who violates this chapter commits a Class C misdemeanor punishable by: (1) a fine not to exceed \$500; or (2) if the person acts with criminal negligence, a fine not to exceed \$2,000. (B) Each day that a violation occurs is a separate offense. (C) Proof of a higher degree of culpability than criminal negligence constitutes proof of criminal negligence.

For more information on City of Austin regulations for Pools/Spas, click [HERE](#), Travis County regulations for Pools/Spas, click [HERE](#), and State Pool Regulations, click [HERE](#).



Tyler Espino Photo Credit

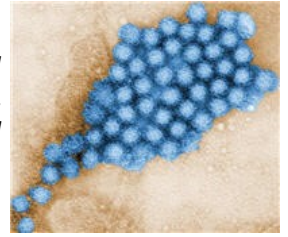
OFFICES CLOSED! Plan Accordingly. EHSD will be CLOSED on:

- * Wednesday, April 17 for Digital Health Department Training
- * Wednesday, May 8 lobby closes at 10 AM for duration of the day for Employee Event.
- * Monday, May 27 for Memorial Day
- * Thursday, July 4 for Independence Day
- * Monday, September 2nd for Labor Day



KNOW YOUR PATHOGEN:

Texas Food Establishment Rules identifies 6 foodborne pathogens that require restriction or exclusion of food handling employees. These are Shiga toxin-producing *E. coli*, Hepatitis A, Nontyphoidal *Salmonella*, **Norovirus**, *Shigella*, and *Salmonella typhi*. The following information was collected from Centers for Disease Control and Prevention to educate and prevent foodborne illnesses in the communities served by Austin Public Health.



Norovirus

What is Norovirus? *Norovirus* is a very contagious virus that causes vomiting and diarrhea. People of all ages can get infected and sick with *norovirus*. *Norovirus* is the leading cause of illness and outbreaks from contaminated food in the United States. Most of these outbreaks occur in food service settings like restaurants. Infected food workers are frequently the source of outbreaks, often by touching ready-to-eat foods, such as raw fruits and vegetables, with their bare hands before serving them. However, any food served raw or handled after being cooked can become contaminated with *norovirus*.

Is Norovirus dangerous? *Norovirus* infection can cause severe vomiting and diarrhea, which could lead to dehydration. This is more likely in the very young, older adults and those with weakened immune systems. Deaths have occurred in long-term health care facilities during *norovirus* outbreaks, but it is difficult to say to what extent *norovirus* caused death in already frail or sick people. It could be considered a contributing factor rather than the cause of death.

What are the symptoms? The most common symptoms of *norovirus* are: diarrhea, vomiting, nausea, and stomach pain. Other symptoms include: fever, headache, and body aches. The illness often begins suddenly, about 24 to 48 hours after exposure.

How can you catch it? *Norovirus* spreads easily! *Norovirus* is found in the stool or vomit of infected people. People with *norovirus* illness can shed billions of *norovirus* particles. And only a few virus particles can make other people sick. You can get *norovirus* from: having direct contact with an infected person, consuming contaminated food or water, or touching contaminated surfaces and then putting your unwashed hands in your mouth. Studies have shown that people who have been sick with *norovirus* can still spread the virus for two weeks or more after feeling better.

How can you protect against Norovirus?

Practice proper hand hygiene: Wash your hands thoroughly with soap and water: especially after using the toilet or changing diapers, always before eating, preparing, or handling food, and before giving yourself or someone else medicine. *Norovirus* can be found in your vomit or poop even before you start feeling sick. The virus can stay in your poop for 2 weeks or more after you feel better. It is important to continue washing your hands often during this time. You can use alcohol-based hand sanitizers in addition to hand washing. But, you should not use hand sanitizer as a substitute for washing your hands with soap and water. Hand sanitizers aren't as effective as washing hands with soap and water at removing *norovirus* particles. See "[Handwashing: Clean Hands Save Lives.](#)"

Handle and prepare food safely: Carefully wash fruits and vegetables before preparing and eating them. Cook oysters and other shellfish thoroughly before eating them. Be aware that *noroviruses* are relatively resistant to heat. They can survive temperatures as high as 145°F and quick steaming processes that are often used for cooking shellfish. Food that might be contaminated with *norovirus* should be thrown out. Keep sick infants and children out of areas where food is being handled and prepared.

When you are sick, do not prepare food or care for others: You should not prepare food for others or provide healthcare while you are sick *and for at least 2 days after symptoms stop*. This also applies to sick workers in restaurants, schools, daycares, long-term care facilities, and other places where they may expose people to *norovirus*.

Clean and disinfect surfaces: After someone vomits or has diarrhea, always thoroughly clean and disinfect the entire area immediately. Put on rubber or disposable gloves, and wipe the entire area with paper towels, then disinfect the area using a bleach-based household cleaner as directed on the product label. Leave the bleach disinfectant on the affected area for at least five minutes then clean the entire area again with soap and hot water. Finish by cleaning soiled laundry, taking out the trash, and washing your hands.

To help make sure that food is safe from *norovirus*, routinely clean and sanitize kitchen utensils, counters, and surfaces before preparing food.

You should use a chlorine bleach solution with a concentration of 1000 to 5000 ppm (5 to 25 tablespoons of household bleach [5% to 8%] per gallon of water) or other disinfectant registered as effective against *norovirus* by the Environmental Protection Agency (EPA). For more information, see [EPA's Registered Antimicrobial Products Effective Against Norovirus \(Norwalk-like virus\)](#).

Wash laundry thoroughly: Immediately remove and wash clothes or linens that may be contaminated with vomit or poop. You should: handle soiled items carefully without agitating them, wear rubber or disposable gloves while handling soiled items and wash your hands after, and wash the items with detergent and hot water at the maximum available cycle length then machine dry them at the highest heat setting.

To learn more about how to protect yourself from *norovirus*, see CDC's page on [Norovirus](#).



HELP REDUCE MOSQUITOES BY RECYCLING TIRES AT THE FREE TIRE TAKE BACK DAY ON APRIL 27TH!

Mosquitoes are not just annoying; they can spread disease. And one of their favorite places to breed is in tires. Water in one discarded tire can produce more than 10,000 adult mosquitoes! You can help reduce the mosquito population in your yard and neighborhood by recycling your old tires for free at the second annual Tire Take Back Day. Open to all residents of Austin and Travis County; Only passenger tires without rims will be accepted.

Tire Take Back Day is Saturday, April 27, 2019, 10am-2pm, at two locations:

- South: Austin Resource Recovery, 2514 Business Center Drive, Austin, TX 78744
- North: Great Hills Baptist Church, 10500 Jollyville Rd, Austin, TX 78759

For more information, visit www.austintexas.gov/zika

Sponsored by Austin Public Health, Austin Resource Recovery, and Travis County.

10AM-2PM
SATURDAY
APRIL 27
TIRE TAKE
BACK

Mosquitoes love to breed in old tires.

Mosquitoes only need a teaspoon of water to breed. And they spread diseases like West Nile Virus and Zika.

Recycle your tires for *free* & prevent mosquito breeding.

Tractor, business and rimmed tires will *not* be accepted.

* *Must be City of Austin and/or Travis County resident*

DROP - OFF LOCATIONS:

Austin Resource Recovery: 2514 Business Center Dr., Austin, TX 78744

Great Hills Baptist Church: 10500 Jollyville Rd., Austin, TX 78759



www.austintexas.gov/zika

10AM-2PM
SÁBADO
27 DE ABRIL
TRAE DE VUELTA
LAS LLANTAS

A los mosquitos les encanta reproducirse en las llantas viejas.

Los mosquitos se reproducen en solo una cucharadita de agua y propagan enfermedades como el virus del Nilo Occidental y el Zika.

Recicle sus llantas *gratis* y evite la reproducción de mosquitos.

No se aceptarán llantas de tractor, comerciales, *ni* llantas con rines.

* *Debe ser residente de la Ciudad de Austin y/o el Condado de Travis*

LUGARES DE ENTREGA:

Austin Resource Recovery: 2514 Business Center Dr., Austin, TX 78744

Great Hills Baptist Church: 10500 Jollyville Rd., Austin, TX 78759



www.austintexas.gov/zika



Spring will be here before we know it! Remember to keep grass cut short and empty containers of water. This eliminates the possibility of breeding ticks, fleas, and mosquitos.

NEW! Fee Exemption for High Quality Child Care Centers



On January 31, 2019, the Austin City Council approved two ordinances that EXEMPT qualified high quality child care centers from paying either the general environmental inspection fee (\$110) or the food establishment permit fee (\$445) effective immediately.

What is a qualified high quality child care center? It is one that accepts child care subsidies, is licensed by the State of Texas, and certified by one or more of the following agencies: The National Association for the Education of Young Children, the National Accreditation Commission for Early Care and Educational Programs, or a Four-Star rated Texas Rising Star Program.

Currently Austin is home to 50 qualified high quality child care centers, 35 of which also provide food for the children. The ordinances only exempt the fees for these centers. The frequency or manner in which the qualified high quality child care centers are inspected and permitted will not change.



ENVIRONMENTAL HEALTH SERVICES DIVISION CUSTOMER WALK IN HOURS

Lobby Hours Rutherford Lane Campus 1520 Rutherford Lane 7:45AM - 3:30PM Monday - Friday
One-Stop Shop 505 Barton Springs Road 8:00AM -12:00PM Monday - Friday
Mobile Vending Physical Permitting Inspections Rutherford Lane Campus
 1520 Rutherford Lane 7:45 AM - 11:00AM Tuesday and Thursday



EHSD is partnering with Austin 3-1-1 to handle all citizen complaints and environmental investigations. To request services, get general assistance or submit a citizen complaint, dial 3-1-1 or 512-974-2000 if you are calling from outside the Austin service area.

If you feel an inspection issue or complaint investigation has not been satisfactorily addressed, or to speak with a manager regarding administrative issues, please call us directly at 512-978-0300 between the hours of 7:45AM - 4:45PM Monday - Friday.

Mailing Address: EHSD Post Office Box 142529, Austin, TX 78714

Physical Address: Rutherford Lane Campus 1520 Rutherford Lane Building 1 Suite 205 Austin, TX 78754

Email Address: EHSD.service@austintexas.gov

Web Address: <http://www.austintexas.gov/department/environmental-health-services>

Feedback: Please complete our online survey to help us better serve our customers: www.surveymonkey.com/s/EHSDSurvey

