



## GUIDELINES FOR OPERATING AT A “POP-UP” FOOD SERVICE OPERATION

### Participating in a “Pop-up” Food Service Operation – FAQ

**Q:** *“What’s the difference between a “Pop-up” food service operation and a Mobile Food Service operation?*

**A:** A “Pop-up” food service operation is coordinated through a Facilitator at a specific location within a building or enclosed courtyard. Only food service establishments that have been pre-approved by the Health Authority to operate at the location can participate, and the operational period cannot exceed 3 hours in one day. A separate permit is not required for “pop-up” food service operations, only a Letter of Approval issued by the Health Authority.

**Q:** *“What is a ‘Letter of Approval’ and who is required to get one?*

**A:** A “pop-up” food service operation is unique in that no separate permits are required. In order for a “pop-up” food service operation location to be approved, the local Health Authority must verify that the proposed location is safe, will not serve a Highly Susceptible Population facility such as a nursing home or hospital, and that restrooms are available for the food service employees that meet the requirements of the Food Service Rules and Regulations. The Facilitator coordinating the “pop-up” operation will be given a Letter of Approval once it is determined that all of the responsibilities of the Facilitator have been met and that the proposed site is safe for operating a “pop-up” food service operation. Any existing permitted, fixed food service establishment may participate in a “pop-up” food service operation once the local Health Authority has made an evaluation of the restaurant’s ability to comply with the requirements. The local Health Authority will then issue the restaurant a Letter of Approval to participate at any “pop-up” food service operation in the State of Georgia.

**Q:** *“How will the local Health Authority evaluate the food service establishments that wish to participate at a “pop-up” food service operation for proper equipment and supplies (for handwashing, hot-holding, cold-holding, and/or utensils for dispensing of food, etc.) to keep foods safe during all phases of the operation?”*

**A:** The local health authority will evaluate all permitted food service establishments that wish to participate in “pop-up” food service operations to determine if all risk factors can be adequately controlled and food can be properly protected during transport, display, and service. Once the local Health Authority has evaluated the food service establishment, then they can issue the food service establishment a Letter of Approval to participate as part of a “pop-up” food service operation.



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**Q:** *“What equipment is required to participate in a “pop-up” food service operation?”*

**A:** Food service establishments that have been given approval to participate in “pop-up” food service operations will be issued a Letter of Approval by the Health Authority. The food service establishments are responsible for providing all the equipment necessary for handwashing, hot-holding, cold-holding, and dispensing of food. All cooking of food must occur at the restaurant, prior to transporting it to the “pop-up” location. No cooking equipment is allowed at the “pop-up” location. The Facilitator may supply tables or stands to hold equipment, and sneeze guards, shields or barriers. If the “pop-up” food service operation will be held outdoors within an enclosed courtyard, overhead protection must be provided along with other methods to protect the food from contamination.

**Q:** *“Can a food service establishment participate in a “pop-up” food service operation in another county?”*

**A:** Yes, provided that the food service establishment has been issued a Letter of Approval from their local Health Authority.

**Q:** *“Will a routine inspection be conducted at the site of the “pop-up” food service operation?”*

**A:** No. The food service establishment that has been given approval to operate at a “pop-up” food service location must bring a copy of their Letter of Approval, current inspection report, and a copy of their food service permit to post in plain view for the public to be able to see prior to making any purchase from the “pop-up” food service operation.

**Q:** *“What happens if a complaint is filed on a food service establishment that is operating at a “pop-up” location?”*

**A:** The local Health Authority with jurisdiction over the “pop-up” location will conduct a complaint investigation. Any Risk Factor violations will be immediately corrected on site, and if there are any imminent health hazards discovered, the operation will be closed immediately until the hazards are abated. The local Health Authority will complete the complaint form for “pop-up” food service operations and attach the complaint form to the facility’s record in the Digital Health Department database (DHD) if it is a food service establishment in their county. If the food service establishment is from another county, a copy of the completed report will be sent to that county to be attached to the file with their records.



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**Q:** *“What if there is a complaint on the “pop-up” location itself? Such as overhead contamination or no toilet facilities?”*

**A:** The local Health Authority that issued the Letter of Approval to the Facilitator will investigate the complaint using the same form that will be used for food service establishments at the “pop-up” location. The Facilitator will be required to correct any issues immediately and a copy of the report will be attached to the “pop-up” location’s record in the DHD and a copy will be issued to the Facilitator. Re-occurring violations can cause the Letter of Approval issued to the Facilitator to be revoked or suspended.