

# Multnomah County Health Department

## *Healthy People in Healthy Communities*

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### Food Handler Certification Frequently Asked Questions

#### **Do I need to get certified?**

Yes. All food workers in Oregon must obtain certification within 30 days of the date of hire (OAR 333-175).

#### **How do I obtain Food Handler certification?**

- Study the Multnomah County Food Handler Manual or study the Food Handler video.
- Pass the certification examination offered by the county.

#### **Identification Requirements?**

In order to take the Food Handler's Test in person, you will be required to present the following valid ID (no exceptions):

- Department of Motor Vehicles Photo ID
- Department of Motor Vehicles Photo Vehicle Driver's License
- United States Military Photo ID
- State Photo ID
- Student Photo ID
- **Valid Passport**

In order to take the Food Handler Test online, you will be required to have a proctor who can verify your identity

#### **Where do I pick up copies of the manual?**

- Multnomah County Food Handler's office.
- Multnomah County Libraries
- Multnomah County Health Clinics
- Multnomah County Health Department [Food Handler's Web site](#)
- Manuals can be downloaded from our online food handler testing site at [www.oregonfoodhandler.us](http://www.oregonfoodhandler.us)

### **Where can I purchase a Food Handler Video or DVD?**

Food Handler Video can be purchased at Multnomah County Food Handler Office 3653 SE 34<sup>th</sup> Ave., Portland OR 97202. The cost is \$10.00.

### **What is the cost for the Multnomah County Food Handler certification?**

At on-site location the cost is \$5.00 each time you take the test (pass or fail) and \$5.00 to be issued a Food Handler Certificate after passing the test; cash only-

Online Food Handler Certification costs \$10.00 to be paid with Visa or Master Card after you pass the test.

### **For how long is the certification valid?**

The card is valid for three years from the date the test was passed.

### **What happens if I misplace my Food Handler card?**

Duplicate copies can be obtained if the original can be verified from the county's Environmental Health / Food Handler's office. If you previously obtained your card on line from The Multnomah County site, you can purchase a duplicate card on line with a Visa or Master Card. The cost is \$5.00. [www.oregonfoodhandler.us](http://www.oregonfoodhandler.us)

### **What do I need in order to take the food handler on line test?**

- A valid email address to receive your password,
- A proctor who will watch your testing process
- A working printer to print your Food Handler Certificate. You will not receive your card in the mail.
- A valid Credit Card (Visa and Master Card only)
- An Internet Browser with Java Script

### **Does my online food handler card need to be printed on special paper?**

No, you may use any paper your printer will take.

### **I cannot finish the test session; what do I need to do?**

- You can review status of prior log in and return to the registration page to take the test again from the beginning. [www.oregonfoodhandler.us](http://www.oregonfoodhandler.us)

**How soon do I have to purchase my card after I passed the on line test?**

Your printing option expires after 14 days from the day you pass the test.

**My printer isn't working now and I have completed the test, what are my options?**

You might try the public library or your local community college computer lab. As long as you remember your user name and password, you can log onto any Internet computer with a printer and print your card.

**I paid on line and the payment was accepted, but when I got back to the food handler site, it still took me to the payment screen. What should I do?**

- Check your email to see if you were sent a receipt. If so, forward that message to Webmaster on your online screen explaining that you still can't print your card. We will update your record manually and send you a reply to your email address. After that you will be able to print your card.
- If your payment was approved but you never received an email receipt, send an email to the Webmaster on your online screen with your name, the exact date of your payment, and your order number. We will manually update your record and send you a reply to your email address. After that you will be able to print your card.
- If you already tried to print your card but your printer did not print or did not give you a readable card, you will need to return to the web site to print a duplicate card. The cost is \$5.00.

**Can I save my test and card on a disc or a file to print later?**

No, the on line test system does not allow you to save your card. If you do not print your card right after you pass the test, you can return to the web site within 14 days from your test date to view the status and print your card.

**Can my card be mailed or E mailed to me?**

No, your on line food handler card cannot be mailed to your address or emailed to you. You can return to Multnomah County On Line Test web site to view the status of your previous log on and to print your card. You can also come in to the Food Handler Office to get your card if you have paid for it online.

**If my credit card is declined can I pay cash?**

Yes, you can pay cash in person for the online card. Food Handler Office is located at 3653 SE 34<sup>th</sup> Avenue, Portland OR 97202 and opens from 10:00 AM to 4:00 PM on the following days Monday, Tuesday, Thursday and Friday. We will check your photo ID before issuing your food handler card.

**My food handler’s card says Multnomah County, but I live in a different county. Do I need a different card?**

No, your food handler card is good anywhere in Oregon.

**Can accommodations be made for non-English speakers and persons with disabilities?**

- Persons with reading difficulties may view a video and take an audio or computer test. *Subject to language availability.*
- Persons with disabilities may contact Environmental Health / Food Handler's office for accommodations.
- Non-English speakers and /or non-English readers can take our online food handler test in English, Spanish, Russian, Vietnamese, Korean, Mandarin, and Cantonese at <http://www2.co.multnomah.or.us/FoodHandlerCard>

**What alternative methods are available for testing and how long do they take?**

Testing Type	Languages	Time Required
Videos (a test must be taken after watching the video):	English, Spanish, Cantonese, Mandarin, Korean, Russian, Vietnamese	40 minutes
Written tests:	English, Spanish, Chinese, Korean, Russian and Vietnamese	30 minutes
Audio Tests:	English, Spanish, Bosnian, Cambodian, Cantonese, Mandarin, Hindi, Japanese, Korean, Russian, Tagalog, Thai, Vietnamese, Arabic, Laotian	45 minutes
Online Food handler Test	English, Spanish, Russian, Korean, Vietnamese, Mandarin and Cantonese	30 - 40 minutes

**Can presentations be offered for large groups?**

Presentations and Off-site food handler testing (at restaurants or places of employment) can be arranged if the place of business fills out an application form requesting the class and provides two possible times and dates. Applications are available at 3653 SE 34<sup>th</sup> Ave., Portland OR 97202. Applicant will be required to pay for at least 40 people to take and pass the exam (\$400). If less than 40 show up, there is no refund. If more than 40 show up, we will need to collect the extra fees on-site. Multnomah County Environmental Health staff will travel to off-site location to deliver training manuals in advance of the scheduled testing date. On test day, we will provide a short question and answer session prior to the test and then administer the test. After testing, all exams and answer sheets are returned to our Multnomah County Environmental Health Office for

grading and scoring. Cards for those who pass will be sent directly to the applicant. Video review and audio testing is also available on request.

To apply for an off-site Food Handler training, please read and complete the following information:

- [Food Handler Certification Requirement](#)
- [Food Handler Off-site application information](#)
- [Food Handler Off-site Request Form](#)
- [Off-Site Food Handler Registration Form](#)

Presentations and Off-Site testing are not available for online testing. For more information please contact Food Handler's Office (503) 988-3400.

### **Where is the Environmental Health/Food Handler Office?**

The office is located at 3653 SE 34<sup>th</sup> Ave., Portland OR 97202. Call Tri-Met at 503-238-RIDE or visit their Web site at [www.tri-met.org](http://www.tri-met.org).

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If you have any questions, send Email to: [FoodSafety@co.multnomah.or.us](mailto:FoodSafety@co.multnomah.or.us)  
Your comments and suggestions are appreciated -- please email the [Web Builder](#).  
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