

Certified Healthy Restaurant Frequently Asked Questions

Application Process

Q: If I was a Certified Healthy Restaurant last year, do I need to reapply?

A: Yes, applicants must re-apply each year for certification.

Q: When can I apply?

A: The application period runs from August 1st to November 1st.

Q: Where do I apply?

A: Please apply online at www.certifiedhealthyok.com

Q: Can I mail or fax my application?

A: No, all applications must be completed online. We will not accept mailed or faxed applications.

Q: How will I know if my application was submitted successfully?

A: You will receive a confirmation e-mail if your application is submitted successfully. If you do not receive this e-mail, you will need to re-submit.

Q: I have more than one venue/restaurant or franchise. Does each one need to apply?

A: Each site is considered a separate entity and would need to submit a separate application.

Q: I am having technical issues with the application and/or website. Who can I call?

A: Please contact the Center for the Advancement of Wellness at (405) 271-3619.

Q: When will the awardees be announced?

A: We will send out award decisions in December.

Q: When is the awards ceremony and how much does it cost?

A: The awards ceremony is typically held in March, and cost varies each year.

Criteria

Q: How many criteria are there on the restaurant application?

A: There are 69 criteria total in ten categories.

Q: Are the criteria different from last year?

A: The application was updated in 2017. All Certified Healthy Oklahoma criteria are updated biennially to reflect the latest best and promising practices.

Q: Where did these criteria come from?

A: The Certified Healthy Restaurant criteria are based on resources from Change Lab Solutions and the USDA Food Guide Recommendations.

Q: I need help understanding a criterion. What should I do?

A: First, check out the Resource Guide. If you still need assistance, contact the Center for the Advancement of Wellness at (405) 271-3619 or your local county health department.

Q: These criteria seem difficult. Who can I talk to about implementing these components?

A: Please contact the Center for the Advancement of Wellness at (405) 271-3619 or your local county health department.

Scoring

Q: How will my application be scored?

A: We strive to be as transparent as possible with scoring. We use specific percentages for scoring, and applicants are scored based on the number of points from the criteria checked in *each* category. These percentages vary based on type of program and recognition level (Basic, Merit, or Excellence). Scoring information is available online at www.certifiedhealthyok.com.

Q: How many criteria do I need to check in each category to be certified?

A: Please see the scoring information on www.certifiedhealthyok.com. The number of criteria needed

for certification varies by type of program and certification level.

Q: I did not receive certification last year. How can I improve my score this year?

A: We are here to provide technical assistance to your program. Please call the Center for the Advancement of Wellness at (405) 271-3619, we can pull up your 2016 application and work with you to identify ways to grow your application. Your local county health department is also a great resource for information on criteria implementation.

Contacts

Q: Who do I contact with questions about Certified Healthy Oklahoma?

A: Please submit your question to the Certified Healthy Oklahoma Technical Assistance Management Platform Request webform at:

<https://app.smartsheet.com/b/form?EQBCT=4b54d3cb362e49f1960d4fc175df90e9>