

Get your Food Worker Card Online

Frequently Asked Questions:

Q: Who do I contact if I have a problem with the online class?

A: If you are having a problem you can call (253) 798-6145. Office hours are Monday – Friday, 8:00am to 4:30pm. If calling after 4:30pm, you can leave a message and staff will call you back the next business day. You can also email a question to FoodWorkerCard@tpchd.org. When leaving a message or sending an email, please include: your full name, phone number and/or email address, and a description of the problem you are having.

Q: Can I stop during the training and complete it later on?

A: Yes. Your training session is good for 30 days from the date you originally started the training. You can log back in and just click on the “Complete” button to finish the training any time during this 30 day period. After the 30 days your training session will expire and you will need to start back at the beginning. If you stop during the test, you will be required to retake the entire test.

Q: My session has timed out. Now what do I do?

A: The online training will time out after about 30 minutes if there is no activity. Simply, sign out and then log back in again to complete the training.

Q: How do I print or reprint a card?

A: You can print or reprint a card for free if it is within four days of completing the test. After the four days, there is a \$5.00 charge to print your card. Go back to the beginning of the online course, select the Login button and sign back in. Be sure to use the exact same registration information you originally signed in with.

Q: How can I get a card that is valid for three years?

A: If you have an unexpired Washington State Food Worker Card, bring your old card and the card you received online into a Northeast Tri County Health District office and we will issue you a three-year card. If your old card has expired, you will only be able to receive a two-year card. You can receive a five-year card if you have completed an approved advanced training course such as Serve Safe Food Managers Course.

Stevens County - 240 E. Dominion, Colville, WA 99114

Administration: 509-684-1301, Fax: 509-684-1002

Clinic: 509-684-5048, Fax: 509-684-9878

Family Planning: 509-684-6209, Fax: 509-684-9878

Stevens County - 260 S. Oak, Colville, WA 99114

Environmental Health: 509-684-2262, Fax: 509-684-8506

Ferry County - 147 N. Clark, PO Box 584, Republic, WA 99166

509-775-3111, Fax: 509-775-2858

Pend Oreille County - 605 Highway 20, Newport, WA 99156

509-447-3131, Fax: 509-447-5644

Website: www.netchd.org

Q: What if I am not a resident of Ferry, Pend Oreille, or Stevens County, can I still participate in the online training?

A: If you are an out of state resident, you can participate in the online training. Click “Out of State when starting the program and select the Zip Code closest to the area you will be working in: Colville 99114, Newport 99156, Republic 99166. If you live Washington but are not a resident of Ferry, Pend Oreille, or Stevens County, you will need to contact your local health department for Food Worker Card training and testing.

Q: Why does it cost \$10?

A: The \$10 fee is set in state regulation, Washington Administrative Code 246-217-025. The fee is used by local health departments to defray the costs of food worker training and education, administration of the program, and testing of applicants.