



**County of San Bernardino • Department of Public Health  
Division of Environmental Health Services  
COMMUNITY ENVIRONMENTAL HEALTH  
CAL CODE OFFICIAL INSPECTION REPORT**

**(800) 442-2283**

[www.sbcounty.gov/dph/dehs](http://www.sbcounty.gov/dph/dehs)

FACILITY NAME <b>DAIRY QUEEN</b>				DATE <b>2/3/2015</b>	SIGNATURE	
LOCATION <b>664 E REDLANDS BL, REDLANDS, CA 92373</b>				REINSPECTION DATE <b>8/05/2015</b>	PERMIT EXPIRATION <b>9/30/2015</b>	
MAILING ADDRESS <b>664 E REDLANDS BL, REDLANDS, CA 92373</b>				<input checked="" type="checkbox"/> FACILITY <input type="checkbox"/> OWNER <input type="checkbox"/> ACCOUNT REHS <b>Yvette Velasco</b>		
FA # <b>FA0009338</b>	PR # <b>PR0007385</b>	SR #	CO #	PE <b>1620</b>	PROGRAM IDENTIFIER: <b>PEP</b>	
TIME IN <b>3:01 PM</b>	TIME OUT <b>5:07 PM</b>	CONTACT <b>Not Captured</b>			SERVICE: 001 - Inspection - Routine	
					RESULT: 03 - Corrective Action / No Follow up Required	
					ACTION: 01 - No Further Action Required	

Based on an inspection this day, the items marked below identify the violation(s) in operation or facilities which must be corrected. The Permittee has the right to a hearing if requested in writing within 15 calendar days of receipt of this notice, to show cause why the permit to operate should not be suspended or revoked.

Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional reinspection at a charge of \$61.25 per 15 minutes with a minimum time of 30 minutes, and a minimum charge of \$122.50.



**SCORE 88**

See the following pages for the code sections and general requirements that correspond to each violation listed below.

- In = In compliance
- N/O = Not observed
- N/A = Not applicable
- + COS = Corrected on-site
- ⊗ MAJ = Major violation
- ⊗ OUT = Out of compliance

DEMONSTRATION OF KNOWLEDGE				COS	MAJ	OUT
<span style="color: green;">○</span> In	N/O	1. Demonstration of knowledge; food safety certification				2
EMPLOYEE HEALTH & HYGIENIC PRACTICES						
<span style="color: green;">○</span> In		2. Communicable disease; reporting, restrictions & excl			4	
<span style="color: green;">○</span> In	N/O	3. No discharge from eyes, nose, and mouth				2
<span style="color: green;">○</span> In	N/O	4. Proper eating, tasting, drinking or tobacco use				2
PREVENTING CONTAMINATION BY HANDS						
In	N/O	5. Hands clean and properly washed; gloves used prop			<span style="color: red;">⊗</span>	2
<span style="color: green;">○</span> In		6. Adequate handwashing facilities supplied & accessib				2
TIME AND TEMPERATURE RELATIONSHIPS						
<span style="color: green;">○</span> In	N/O	N/A	7. Proper hot and cold holding temperatures		4	2
In	N/O	<span style="color: blue;">○</span> N/A	8. Time as a public health control; procedures & record		4	2
<span style="color: green;">○</span> In	N/O	N/A	9. Proper cooling methods		4	2
<span style="color: green;">○</span> In	N/O	N/A	10. Proper cooking time & temperatures		4	
<span style="color: green;">○</span> In	N/O	N/A	11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION						
<span style="color: green;">○</span> In	N/O	N/A	12. Returned and reserve of food			2
<span style="color: green;">○</span> In			13. Food in good condition, safe and unadulterated		4	2
In	N/O	N/A	14. Food contact surfaces: clean and sanitized		4	<span style="color: red;">⊗</span>

FOOD FROM APPROVED SOURCES				COS	MAJ	OUT
<span style="color: green;">○</span> In		15. Food obtained from approved source			4	
In	N/O	<span style="color: blue;">○</span> N/A	16. Compliance with shell stock tags, condition, display			2
In	N/O	<span style="color: blue;">○</span> N/A	17. Compliance with Gulf Oyster Regulations			2
CONFORMANCE WITH APPROVED PROCEDURES						
In		<span style="color: blue;">○</span> N/A	18. Compliance with variance, specialized process, and HACCP Plan			2
CONSUMER ADVISORY						
In	N/O	<span style="color: blue;">○</span> N/A	19. Consumer advisory provided for raw or undercooked foods			2
HIGHLY SUSCEPTIBLE POPULATIONS						
In		<span style="color: blue;">○</span> N/A	20. Licensed health care facilities/public and private schools; prohibited foods not offered		4	
WATER/HOT WATER						
<span style="color: green;">○</span> In			21. Hot and cold water available		4	2
LIQUID WASTE DISPOSAL						
<span style="color: green;">○</span> In			22. Sewage and wastewater properly disposed		4	2
VERMIN						
<span style="color: green;">○</span> In			23. No rodents, insects, birds, or animals		4	2

SUPERVISION	OUT
24. Person in charge present and performs duties	1
PERSONAL CLEANLINESS	
25. Personal cleanliness and hair restraints	1
GENERAL FOOD SAFETY REQUIREMENTS	
26. Approved thawing methods used, frozen food	1
27. Food separated and protected	<span style="color: red;">⊗</span>
28. Washing fruits and vegetables	1
29. Toxic substances properly identified, stored, use	<span style="color: red;">⊗</span>
FOOD STORAGE/DISPLAY/SERVICE	
30. Food storage; food storage containers identified	1
31. Consumer self-service	1
32. Food properly labeled & honestly presented	1

EQUIPMENT/UTENSILS/LINENS	OUT
33. Nonfood contact surfaces clean	1
34. Warewashing facilities: installed, maintained, used	1
35. Equipment/Utensils approved; installed; clean; good repa	<span style="color: red;">⊗</span>
36. Equipment, utensils and linens: storage and use	<span style="color: red;">⊗</span>
37. Vending machines	1
38. Adequate ventilation and lighting; designated area	1
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	<span style="color: red;">⊗</span>
PHYSICAL FACILITIES	
41. Plumbing: proper backflow devices	1
42. Garbage and refuse properly disposed; facilities m	1
43. Toilet facilities: properly constructed, supplied, clea	1
44. Premises; personal/cleaning items; vermin-proofin	<span style="color: red;">⊗</span>

PERMANENT FOOD FACILITIES	OUT
45. Floor, walls, ceilings: built, maintained, and clean	1
46. No unapproved private homes/living or sleeping qu	1
SIGNS REQUIREMENTS	
47. Signs posted; last inspection report available	1
48. Food worker cards	2
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	
53. Impoundment	
54. Permit Suspension	



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**5. HANDS CLEAN AND PROPERLY WASHED; GLOVES USED PROPERLY** **⚠ CRITICAL ⚠**

**POINTS**  
**4**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Observed employee go directly from cash register to prepare a customers milk-shake without first washing their hands.

Ensure that employees wash their hands when changing tasks and before handling or preparing food.

**Violation Description:** Employees are required to wash their hands: before beginning work; before handling food / equipment / utensils; as often as necessary, during food preparation, to remove soil and contamination; when switching from working with raw to ready to eat foods, after touching body parts; after using toilet room; or any time when contamination may occur. Gloves shall be worn if an employee has cuts, wounds, fake nails, nail polish, and/or rashes. Gloves are to be used for no more than one task. Employees are not to wrap or package leftover food using bare hands or unclean utensils. Hand sanitizers may be used after proper hand washing. Employees handling food must have fingernails that are trimmed, cleanable, and smooth. (113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f))

**More Information:** [http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Handwashing\\_done\\_right\\_Final\\_11\\_29\\_11.pdf](http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Handwashing_done_right_Final_11_29_11.pdf)

**14. FOOD CONTACT SURFACES: CLEAN AND SANITIZED**

**POINTS**  
**2**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Observed quaternary ammonia sanitizer level in sanitizer bucket at front food prep/customer sale area at 100ppm.

Ensure that quaternary ammonia levels in sanitizer buckets are maintained at 200-300ppm.

**Violation Description:** All food contact surfaces of utensils and equipment shall be clean and sanitized. (113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101 (b-d), 114105, 114109, 114111, 114113, 114115 (a, b, d), 114117, 114125(b), 114135, 114141)

**More Information:** [http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Towel\\_Sanitizing\\_solution\\_Eng\\_Spn\\_final\\_11\\_30\\_11.pdf](http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Towel_Sanitizing_solution_Eng_Spn_final_11_30_11.pdf)

**27. FOOD SEPARATED AND PROTECTED**

**POINTS**  
**1**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Observed multiple boxes of open foods on bottom shelf in walk-in.

Maintain all bag and containers of food cover to prevent contamination.

Observed opened food stored in grocery bags in upright reach in refrigerator.

Discontinue use of grocery bags. Obtain and use food-grade bags or containers.

**Violation Description:** All food shall be separated and protected from contamination. (113984 (a, b, c, d, f), 113986, 114060, 114067(a, d, e, j), 114069(a, b), 114077, 114089.1 (c), 114143 (c)) All food shall be stored, prepared, displayed or held so that it is protected from contamination.

**29. TOXIC SUBSTANCES PROPERLY IDENTIFIED, STORED, USED**

**POINTS**  
**1**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Observed chemicals and tools stored directly next to clean dishes at three-compartment sink. Observed chemicals stored on rack next to three-compartment sink with soda boxes.

Separate chemicals and tools from food and food contact surfaces in place in designated area.

**Violation Description:** All poisonous substances, detergents, bleaches, and cleaning compounds shall be stored separate from food, utensils, packing material and food-contact surfaces. (114254, 114254.1, 114254.2) An insecticide, rodenticide, or other pesticide must be used in accordance with the manufacturer's instructions.

**35. EQUIPMENT/UTENSILS - APPROVED; INSTALLED; CLEAN; GOOD REPAIR, CAPACITY**

**POINTS**  
**1**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Observed sticky build-up on front condiment bar. Observed dropped ice cream cone frozen onto front reach-in freezer. Observed built-up food debris inside clean utensil bin.

Clean and maintain equipment regularly throughout facility.

**Violation Description:** All utensils and equipment shall be fully operative and in good repair. (114175). All utensils and equipment shall be approved, installed properly, and meet applicable standards. (114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114177, 114180, 114182)



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**36. EQUIPMENT, UTENSILS AND LINENS: STORAGE AND USE**

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed spoons and forks stored in utensil bins at front prep area with some of the spoons' handles and forks' handles stored one way, and the other spoons' handles and forks' handles stored in the opposite direction.
	Not In Compliance	
Ensure to store them all in the same direction. Ensure that eating utensils (forks, spoons, etc.) are handled, displayed and dispensed so as to prevent contamination (by hands) of lip contact surfaces.		

**Violation Description:** All clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces. (114185.3 - 114185.4) Utensils and equipment shall be handled and stored so as to be protected from contamination. (114074 - 114075, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.5) Pressurized cylinders must be securely fastened to a rigid structure. (114172)

**40. WIPING CLOTHS: PROPERLY USED AND STORED**

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed wet wiping cloths stored on counters.
	Not In Compliance	
Ensure to store wet wiping cloths in sanitizer buckets when not actively in use.		

**Violation Description:** Wiping cloths used to wipe service counters, scales or other surfaces that may come into contact with food shall be used only once unless kept in clean water with sanitizer. (114135, 114185.1, 114185.3 (d-e)) Sponges shall not be used in contact with cleaned and sanitized or in-use food contact surfaces. (114135)

**44. PREMISES; PERSONAL/CLEANING ITEMS; VERMIN-PROOFING**

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed air curtain at back door turned off.
	Not In Compliance	
Ensure that the air curtain is turned on at all times.		
Observed backpack stored on rack with plastic food containers.		
Ensure to store personal items in separate designated area away from food and food contact surfaces.		

**Violation Description:** The premises of each food facility shall be kept clean and free of litter and rubbish; all clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces; the facility shall be kept vermin proof. (114067 (j), 114123, 114143 (a) & (b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282) Food preparation sinks, handwashing sinks and warewashing equipment shall not be used for the cleaning of maintenance tools, the holding of maintenance materials, or the disposal of liquid wastes. (114123) Open-air barbecue and/or outdoor wood burning oven must operate on the same premises, in conjunction with a permanent food facility and not in an area that may pose as a fire hazard. (114143(a) (b)) Janitorial sink or approved curbed cleaning facility (exemption for restricted food service facilities Section 114279 (b)) shall be provided. (114279(a)) First aid supplies must have a legible manufacturer's label and stored in a kit or container that is located to prevent contamination. (114256.4) Insect electrocution devices are not allowed in food or utensil handling areas. (114259.3)

**Overall Inspection Comments**

Letter grade "B" posted.

Do not move, relocate, or remove grade card. Do not cover up or obscure grade card. Failure to comply will result in a charged inspection at an hourly rate of \$245.