



**COMMUNITY ENVIRONMENTAL HEALTH PROGRAM
RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT**

(800) 442-2283

www.sbcounty.gov/dph/dehs

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|--|------------------------------|--------------------------------|--------------------------|---|--|
| FACILITY NAME MARIE CALLENDER'S 116 | | | | DATE 8/20/2013 | SIGNATURE |
| LOCATION 2149 CONVENTION CENTER WY, ONTARIO, CA 91762 | | | | REINSPECTION DATE Not Specified | PERMIT EXPIRATION |
| MAILING ADDRESS 2149 CONVENTION CENTER WY, ONTARIO, CA 91762 | | | | REHS Sierra Clayborn | |
| FA # FA0005737 | PR # Not Specified | SR # Not Specified | CO # CO0045702 | PE 1622 | PROGRAM IDENTIFIER: None |
| TIME IN 10:14 AM | TIME OUT 10:53 AM | CONTACT Not Captured | | | SERVICE: 004 - Complaint - Initial |
| | | | | | RESULT: 03 - Corrective Action / No Follow up Required |
| | | | | | ACTION: 01 - No Further Action Required |

RETAIL FOOD PROTECTION - PUBLIC EATING PL (100-UP SEATS)

16K999 Complaint Inspection

Compliance Date: **Not Specified**
Not In Compliance
Violation Reference - **HSC**

Inspector Comments: Complainant stated that while eating lunch at the facility, another customer brought in a small dog and ordered lunch. When the complainant told the waitress, the waitress stated that the general manager allows animals in the facility, regardless of whether they are service animals or not.

Violation Description: A complaint report has been received by Environmental Health.

Overall Inspection Comments

Spoke with supervising chef at facility; both assistant and general managers were away from facility at time to inspection.
Explained complaint to supervising chef who stated that animals are not allowed in food facility except for service animals.
Provided "No Animals Allowed" stickers to manager and required they be placed at entrances to facility. Outlined policy in Cal Code for supervising chef that explains animal exclusion.
Highly recommended that management review service animal policy with all staff to ensure that the information is clear and that any extraneous pets are excluded from the facility.

Section 114259.5 Prohibits animals from food facilities.
(4) In areas that are not used for FOOD PREPARATION and that are usually open for CONSUMERS, such as dining and sales areas, SERVICE ANIMALS that are controlled by a disabled EMPLOYEE or PERSON, if a health or safety HAZARD will not result from the presence or activities of the SERVICE ANIMAL.
(5) Pets in the common dining areas of RESTRICTED FOOD service facilities (BED AND BREAKFAST) at times other than during meals if all of the following conditions are satisfied:
(A) Effective partitioning and self-closing doors separate the common dining areas from FOOD storage or FOOD PREPARATION areas.
(B) CONDIMENTS, EQUIPMENT, and UTENSILS are stored in enclosed cabinets or removed from the common dining areas when pets are present.
(C) Dining areas including tables, countertops, and similar surfaces are effectively cleaned before the next meal service.

113903. Service animal
"SERVICE ANIMAL" means an animal such as a guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.

If a service animal or any animal comes into the facility, ask the owner very politely to identify the animal, such as "What is this animal used for?" "What kind of animal is this?"

Complaint closed.

Photo Attachments:
No Photo Attachments