



**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>PHO HIGHLAND</b>				DATE 10/10/2013	SIGNATURE 
LOCATION 2035 E HIGHLAND AV C D, SAN BERNARDINO, CA 92404				REINSPECTION DATE 4/10/2014	PERMIT EXPIRATION 3/31/2014
MAILING ADDRESS 2035 E HIGHLAND AV STE C & D, SAN BERNARDINO CA 92404				REHS Cecilia Jones	
FA # FA0004748	PR # PR0007777	SR #	CO #	PE 1622	PROGRAM IDENTIFIER: Open Food Facility with Buffett SERVICE: 001 - Inspection - Routine RESULT: 03 - Corrective Action / No Follow up Required ACTION: 01 - No Further Action Required
TIME IN 9:57 AM	TIME OUT 11:48 AM	CONTACT Not Captured			

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 81**

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
In	N/O	1. Demonstration of knowledge; food safety certification				⊗
EMPLOYEE HEALTH & HYGIENIC PRACTICES						
In		2. Communicable disease; reporting, restrictions & excl		4		
In	N/O	3. No discharge from eyes, nose, and mouth			2	
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		4	2	
In		6. Adequate handwashing facilities supplied & accessib				⊗
TIME AND TEMPERATURE RELATIONSHIPS						
In	N/O	N/A	7. Proper hot and cold holding temperatures		4	⊗
In	N/O	N/A	8. Time as a public health control; procedures & record		4	2
In	N/O	N/A	9. Proper cooling methods		4	2
In	N/O	N/A	10. Proper cooking time & temperatures		4	
In	N/O	N/A	11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION						
In	N/O	N/A	12. Returned and reserve of food			2
In			13. Food in good condition, safe and unadulterated		4	2
In	N/O	N/A	14. Food contact surfaces: clean and sanitized			⊗

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

SUPERVISION	OUT
24. Person in charge present and performs duties	⊗
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	⊗
28. Washing fruits and vegetables	1
29. Toxic substances properly identified, stored, use	1
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	⊗
35. Equipment/Utensils approved; installed; clean; good repa	1
36. Equipment, utensils and linens: storage and use	1
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	⊗
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	1

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



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

<b>POINTS</b> <b>4</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed the the dishwasher in the kitchen washing large bowls in a 3 compartment sink that was not set up. Dishwasher washed and rinsed only. When washing dishes and utensils the 3 compartment sink shall be set up correctly in order to properly wash in the first compartment, rinse in the second compartment and sanitize in the 3rd compartment. Sanitizer concentration must be maintained between 100 and 200 ppm. Also observed the automatic dish washing machine is not sanitizing. Discontinue using this machine, until it is sanitizing at a concentration of 100 ppm for chlorine. Three compartment sink must be used until automatic dishwasher is sanitizing. Use test strips to ensure that correct sanitizer concentration is reached and maintained.
	Not In Compliance	

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

**1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION**

<b>POINTS</b> <b>2</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed no managers food safety certificate at this location. Obtain a managers food safety certificate within 30 days.
	Not In Compliance	

**Violation Description:** All food employees shall have adequate knowledge of and be trained in food safety as it relates to their assigned duties. (113947) Food facilities that prepare, handle or serve non-prepackaged potentially hazardous food, shall have an employee who has passed an approved food safety certification examination. (113947-113947.1)

**More Information:** <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/FoodSafetyPracticesOverview.pdf>

**6. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE**

<b>POINTS</b> <b>2</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed paper towels on top of the dispenser. Keep paper towels inside of the dispenser.
	Not In Compliance	

**Violation Description:** Handwashing soap and towels or drying device shall be provided in dispensers; dispensers shall be maintained in good repair. (113953.2) Adequate facilities shall be provided for hand washing. (113953, 113953.1, 114067(f)). Handwashing sink is not separated from a warewashing sink by a 6 inch high metal splashguard or 24 inch separation. (113953) Handwashing sinks shall not be obstructed, inaccessible, used improperly or kept unclean. (113953.1)

**7. PROPER HOT AND COLD HOLDING TEMPERATURES** **⚠ CRITICAL ⚠**

<b>POINTS</b> <b>4</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed bean sprouts holding at 67 degrees on a shelf underneath a prep table in the kitchen. Hold all potentially hazardous food at 41 degrees or less. Sprouts were discarded.
	Not In Compliance	

**Violation Description:** Potentially hazardous foods shall be held at or below 41F or at or above 135F. (113996, 113998, 114037, 114343(a))

**More Information:** [http://www.sbcounty.gov/dehs/Depts/EnvironmentalHealth/FormsPublications/documents/510012\\_how\\_to\\_keep\\_food\\_out\\_of\\_danger\\_zone.pdf](http://www.sbcounty.gov/dehs/Depts/EnvironmentalHealth/FormsPublications/documents/510012_how_to_keep_food_out_of_danger_zone.pdf)



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**24. PERSON IN CHARGE PRESENT AND PERFORMS DUTIES**

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed no one at this facility appears to be in charge. When asked, employees do not know each others names, where food worker cards, test strips, health permits are located, etc.
	Not In Compliance	

**Violation Description:** A person in charge shall be present at the food facility during all hours of operation. (113945-113945.1, 113984.1, 114075) Customers are not allowed access through the food preparation area unless the customer's route is separated from raw or undercooked foods by at least three feet of clearly delineated space or the route of access is not separated by a rail or wall at least three feet high. (113984.1) Consumers must be notified that they must use clean tableware when returning to self-service areas, such as salad bars and buffets. ((113945.1(b), 114075)

**More Information:** <http://www.sbcounty.gov/dehs/Depts/EnvironmentalHealth/FormsPublications/documents/Top5CDCRiskFactorsContributingFoodbornellness.pdf>

**27. FOOD SEPARATED AND PROTECTED**

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed scoop handle in a large bin in direct contact with rice and the ice scoop handle in direct contact with ice in the ice machine. In order to protect food from contamination, store scoops with handles up.
	Not In Compliance	

**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.

**34. WAREWASHING FACILITIES: INSTALLED, MAINTAINED, USED; TEST STRIPS**

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed no sanitizing at this facility, and test strips could not be located. Obtain test strips in order to ensure that correct sanitizer concentration is being reached maintained.
	Not In Compliance	

**Violation Description:** Food facilities that prepare food shall be equipped with warewashing facilities. Testing equipment and materials shall be provided to measure the applicable sanitization method. (114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125) A thermometer must be readily available to monitor the temperature of the water at the warewashing sink. A warewashing sink used to wash wiping cloths, wash produce, or thaw food must be cleaned and sanitized before and after each use.

**More Information:** [http://www.sbcounty.gov/dehs/Depts/EnvironmentalHealth/FormsPublications/documents/Three\\_Comp\\_Sink\\_Eng\\_Spn\\_final\\_11\\_30\\_11.pdf](http://www.sbcounty.gov/dehs/Depts/EnvironmentalHealth/FormsPublications/documents/Three_Comp_Sink_Eng_Spn_final_11_30_11.pdf)

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

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed several wet wiping towels on food prep surfaces. Keep wet wiping towels in sanitizer buckets. Observed note set up.
	Not In Compliance	

**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)

**45. FLOORS, WALLS AND CEILINGS: BUILT, MAINTAINED, AND CLEAN**

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed missing pieces of ceiling tiles with exposed wood framing and insulation directly over beverage preparation station. Observed damaged wall next to the water heater. Repair and maintain ceiling and wall.
	Not In Compliance	

**Violation Description:** The walls / ceilings shall have durable, smooth, nonabsorbent, and washable surfaces. All floor surfaces, other than the customer service areas, shall be approved, smooth, durable and made of nonabsorbent material that is easily cleanable. Approved base coving shall be provided in all areas, except customer service areas and where food is stored in original unopened containers. Food facilities shall be fully enclosed. All food facilities shall be kept clean and in good repair. (114143 (d), 114257, 114266, 114268, 114268.1, 114271, 114272) Cleaning must be an approved dustless method. (114268.1) Mats and duckboards, if used, must be removable and easily cleanable. (114272) Open-air barbecues or wood-burning ovens floor surfaces must extend a minimum of five feet and be impervious or easily cleanable. (114143(d))



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**48. FOOD WORKER CERTIFICATION**

<b>POINTS</b> <b>2</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed 3 missing food worker cards. Obtain valid San Bernardino County Food worker cards within 14 days. Complete form left by inspector and fax within 14 days in order to prevent a charged re-inspections at a rate of \$122.50 each.
	Not In Compliance	

**Violation Description:** This facility is currently in violation with the food worker certification requirement for San Bernardino County, which states all food workers must obtain a valid food worker certificate within fourteen (14) days of employment (33.0410, 33.044). Failure to provide proof of food worker certification within fourteen (14) days will result in unannounced billable (at our current hourly rate) re-inspections to verify compliance.

This facility operator must complete the "Missing Food Worker" form provided by the inspector and fax to 909-387-4272.

**More Information:** [http://www.sbcounty.gov/dehs/Depts/EnvironmentalHealth/FIRST/food\\_worker\\_training.aspx](http://www.sbcounty.gov/dehs/Depts/EnvironmentalHealth/FIRST/food_worker_training.aspx)

**49. PERMITS AVAILABLE**

<b>POINTS</b> <b>0</b>	Comply by 10/11/2013	<b>Inspector Comments:</b> Observed no permit. In order to prevent closure, obtain a valid health permit immediately.
	Not In Compliance	

**Violation Description:** A food facility shall not be open for business without a valid permit. (114067(b) & (c), 114381 (a), 114381.2, 114387)

**Overall Inspection Comments**

Facility is under new ownership, and operating without a health permit. Immediately obtain a San Bernardino County Health permit.

800-442-2283 Letter "B" grade card posted. Do not hide move or remove.