



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME BARNES & NOBLE BOOKSELLERS 2242		DATE 10/1/2020	REINSPECTION DATE 10/15/2020	PERMIT EXPIRATION 8/31/2021
LOCATION 5183 MONTCLAIR PLAZA 2242 LN, MONTCLAIR, CA 91763			INSPECTOR Jin Lee	
MAILING ADDRESS 1400 OLD COUNTRY RD, WESTBURY NY 11590			IDENTIFIER: Starbucks Coffee	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 13 - Permit Suspended / Facility Closed	
TIME IN 4:00 PM	TIME OUT 5:10 PM	FACILITY ID FA0014464	RELATED ID PR0019112	PE 1621

Based on an inspection this day, the items marked below identify the violation(s) in operation or facilities which must be corrected. Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional inspection to be billed at the hourly rate as provided in the San Bernardino County Code [Schedule of Fees](#).

Administrative Order to Show Cause (OSC): 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; otherwise the right to a hearing shall be deemed waived.



SCORE 87

Reduce food loss, and feed those in need by donating your surplus food. [Learn more about donating surplus food.](#)

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			4	
2. Communicable disease; reporting, restrictions & excl				
In	N/O			2
3. No discharge from eyes, nose, and mouth				
In	N/O			2
4. Proper eating, tasting, drinking or tobacco use				
PREVENTING CONTAMINATION BY HANDS				
In	N/O		4	2
5. Hands clean and properly washed; gloves used prop				
In				2
6. Adequate handwashing facilities supplied & accessib				
TIME AND TEMPERATURE RELATIONSHIPS				
In	N/O	N/A	4	2
7. Proper hot and cold holding temperatures				
In	N/O	N/A	4	2
8. Time as a public health control; procedures & record				
In	N/O	N/A	4	2
9. Proper cooling methods				
In	N/O	N/A	4	
10. Proper cooking time & temperatures				
In	N/O	N/A	4	
11. Proper reheating procedures for hot holding				
PROTECTION FROM CONTAMINATION				
In	N/O	N/A		2
12. Returned and reserve of food				
In			4	2
13. Food in good condition, safe and unadulterated				
In	N/O	N/A	4	⊗
14. Food contact surfaces: clean and sanitized				

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

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	1
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	⊗
34. Warewashing facilities: installed, maintained, used	1
35. Equipment/Utensils approved; installed; clean; good repa	1
36. Equipment, utensils and linens: storage and use	1
38. Adequate ventilation and lighting; designated area	1
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	1
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 handler cards	⊗
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	
53. Impoundment	
54. Permit Suspension	⊗



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54. PERMIT SUSPENSION

POINTS
0

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114409, 114405

Inspector Comments: The health permit to this facility was suspended this date due to a live cockroach infestation that was observed in the kitchen facility. Observed several live nymph and adult German cockroaches in the coffee preparation area and storage cabinet of this facility.

Contact San Bernardino County Department of Environmental Health Service at 1-800-422-2283 when you are ready to re-open, and re-inspection will be conducted to determine compliance.

A supervisor review is scheduled on Monday, October 5th, 2020, at 9:30 AM in the Rancho Cucamonga office located at 8575 Haven Ave. Rancho Cucamonga. Provide any pest control receipts/ reports to the review.

This facility must remain closed for business until a re-inspection is conducted, and the health permit to operate this facility is reinstated by a representative of this agency.

Violation Description: If an imminent health hazard is found, an enforcement officer may temporarily suspend the permit and order the food facility immediately closed. (114409, 114405)

23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS **MAJOR**

POINTS
4

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114259.1, 114259.4, 11425

Inspector Comments: Observe four (4) live german nymph and adult cockroaches and several dead cockroaches at the coffee/beverage preparation area.

- Two (2) live nymph cockroaches on floor under the near Beverage-Air small double door reach-in refrigeration unit under the espresso machine.
- Two (2) dead cockroaches on floor behind pastry cooler display.
- One (1) live german nymph cockroach was crawling the bottom of the Beverage-Air small double door reach-in refrigeration unit under the espresso machine.
- One (1) dead cockroach in the cabinet under the ice bin behind the cash register.
- One (1) live german adult cockroach in the cabinet where vanilla bean powders were stored next to Beverage-Air single door reach-in refrigeration unit.
- Two (2) dead on floor under cups and/or blender jar wash sink.
- Several dead cockroach pieces on floor under the 3-compartment sink.
- One (1) dead cockroach at the seating area. (The seating area is not opened to public at the time of this inspection).

Ensure to take appropriate pest control measures to eliminate all evidence of past or current vermin from this facility including but not limited to rodents. Clean and sanitize affected area in an approved manner.

This facility was closed, and the Health Permit was suspended this date due to the cockroach infestation in this food facility.

Violation Description: Food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies. (114259.1, 114259.4, 114259.5) Live animals are not allowed in a food facility unless, food employees with service animals may handle or care for their service animal if they wash their hands as required or persons who are licensed pursuant to Chapter 11.5 of Division 3 of the Business and Professions Code. (114259.4, 114259.5)



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1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold; color: red;">2</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113947-113947.1	Inspector Comments: Observed no Food Manager Certification at the time of inspection. Provide a valid Food Manager Certificate from one of the below accredited organization that has been certified by the American National Standards Institute (ANSI): <ul style="list-style-type: none"> • 360training.com, Inc. • Learn2Serve® Food Protection Manager Certification Program • National Registry of Food Safety Professionals • Food Protection Manager Certification Program • National Restaurant Association-ServSafe® Food Protection Manager Certification Program • Prometric Inc.- Food Protection Manager Certification Program Provide a valid Food Manager Certificate within 60 days to avoid a billable re-inspection with a minimum charge of \$122.50. Original certificate must be provided.
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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>

14. FOOD CONTACT SURFACES: CLEAN AND SANITIZED

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold; color: red;">2</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113984(e), 114097, 114099	Inspector Comments: Observed brown/black mold-like growth on the back deflector board inside of the ice making machine. Growth was not actively touching the ice. Empty, clean, sanitize this machine. Ensure that all food contact surfaces are kept clean and sanitized at all times.
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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/TowelSanitizingSolution.pdf>

33. NONFOOD-CONTACT SURFACES CLEAN

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold; color: red;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114115 (c)	Inspector Comments: 1. Observed slime-like growth at the end of ice making machine drain line under the ice making machine. 2. Observed dust on the fan guard in the walk-in refrigerator. Maintain all equipment in a clean and sanitary condition.
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Violation Description: All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))



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

POINTS	Compliance date not specified Not In Compliance Violation Reference - HSC - 114143 (d), 114266
1	

Inspector Comments: 1. Observed holes, gaps, and openings at the following area:
 1) A hole in the wall from front handwashing drain line.
 2) Gaps between walls and base cove at the 3-compartment sink and the mop sink.
 3) Openings/gaps on the wall and the ceiling above the walk-in refrigerator and freezer.
 4) Damaged base cove at the corner of walk-in refrigerator by the office desk.

Seal all holes, gaps, and openings that can harbor vermin. Maintain all walls and floors to be cleanable and in good repair.

2. Observed food stains and debris on walk-in refrigerator and freezer floor.
3. Observed grease buildup on floor around the water softener against the dry storage rack wall.
4. Observed debris and dirt on floors throughout this food facility.

Maintain all floors and all kitchen equipment in a clean and sanitary manner at all times.

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))

48. FOOD HANDLER CERTIFICATION

POINTS	Compliance date not specified Not In Compliance Violation Reference - SBCC - 33.0409
3	

Inspector Comments: Observed one (1) food handler(s) without current, valid San Bernardino County food handler card(s).

Provide a valid San Bernardino County Food Handler Card for each of these workers within two (2) weeks. A missing food handler card information and verification sheet was provided to fill out and fax and return to San Bernardino County Environmental Health Services department. Fax to (909) 387-4323 or send to sbcfoodworker@gmail.com. Failure to do so will result in unannounced billable re-inspections to verify compliance.

Violation Description: This facility is currently in violation with the food handler certification requirement for San Bernardino County, which states all food handlers must obtain a valid food handler certificate within fourteen (14) days of employment (33.0410, 33.044). Failure to provide proof of food handler 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 Handler' form provided by the inspector and email an electronic copy (scans or photos are ok as long as they are readable) to sbcfoodworker@gmail.com

More Information: http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food_worker_training.aspx



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CV. COVID-19 OBSERVATIONS

POINTS
0

Compliance date not specified
Not In Compliance
Violation Reference - **SBC Policy** -
No Reference Number Specified

Inspector Comments: In Compliance:

- Disinfection Protocols: The employee stated all surfaces and high touch contact points were cleaned and sanitized every hour. Observed the quaternary ammonium sanitizer buckets at preparation area.

- Physical Distancing Guidelines: Observed social distancing (at least 6 feet) between employees and customers at the time of this inspection. Observed 6 feet marks on the floor.

- Training/Employee Health - Observed employees were trained on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them, and no implemented individual control measures and screenings at the time of this inspection.

-Control Measures - Observe clear plan for entering and exiting the building. All employees were wearing masks at the time of this inspection. However, Inspector was not screened upon enter the facility. Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment.

Out of Compliance:

- Risk Assessment and Site-Specific Protection Plan - Observed no detailed risk assessment and implement a site-specific protection plan.

Violation Description: Observations regarding COVID-19 associated changes to practices are recorded here.

IMPORTANT: Risk Based Inspection Frequency

Food facilities that pose a higher risk level for causing foodborne illness will be subject to an additional inspection, to be billed at the hourly rate as provided in the San Bernardino County Code [Schedule of Fees](#). Facilities that received one or more of the following will be elevated to a high risk tier:

- A score letter of "C" or lower on one of the last two graded inspections,
- A score letter of "B" on two of the last three graded inspections,
- Repeated "four (4) point violation Risk Factor" (critical violation codes 1-23) on the last two inspections, or
- Four (4) or more critical violations (codes 1-23) noted during an inspection, or
- A permit suspension (closure) on your last graded inspection.

Food Establishment Donor Survey

Will you please take a few moments of your time to complete our [Food Establishment Donor Survey](#)? The purpose of this survey is to learn about current food recovery and food waste reduction efforts and struggles throughout San Bernardino County.

The feedback from the survey will help us identify barriers and opportunities, and connect you with nearby charitable feeding organizations so you can donate your surplus food. Once you complete the survey, you can view your entry and connect with other donor food establishments and charitable feeding organizations in the following [Live Web Map](#).

Overall Inspection Comments

The Notice of Closure sign was posted at the wall in front of the espresso machine. **DO NOT REMOVE, RELOCATE OR MOVE CLOSURE SIGN.**

- A Food Facility Risk Based Inspection Frequency handout was provided.
- A Re-Score form was provided.
- A Pep Talk was presented to the manager.
- A Top 5 CDC Risk Factors handout was provided.
- A Missing Food Handler Cards - Inspectors handout was provided.

FREE Classes to L.E.A.R.N!

Liaison Education And Risk Network (L.E.A.R.N.) is a FREE class based on the fundamentals of Active Managerial Control and the Centers for Disease Control and Prevention's five risk factors that lead to foodborne illnesses. Find out when the next L.E.A.R.N. class is by checking our [calendar](#).



Public Health
Environmental Health Services

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Signature(s) of Acknowledgement

No SIG

NAME: Carlos Callejas
TITLE: Manager