



**CAL CODE OFFICIAL INSPECTION REPORT**

FACILITY NAME <b>HIEP THANH SUPERMARKET INC</b>		DATE 8/4/2020	REINSPECTION DATE 8/18/2020	PERMIT EXPIRATION 3/31/2021
LOCATION 822 N WATERMAN AV, SAN BERNARDINO, CA 92410			INSPECTOR Mechelle Rouse	
MAILING ADDRESS 822 N WATERMAN AV, SAN BERNARDINO, CA 92410			IDENTIFIER: Deli	
TIME IN 4:06 PM	TIME OUT 4:46 PM	FACILITY ID FA0000673	RELATED ID PR0013015	PE 1620
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 03 - Reinspection Required	

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 82**

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			2
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			2
TIME AND TEMPERATURE RELATIONSHIPS					
In	N/O	N/A	+	⊗	2
In	N/O	N/A	+	4	⊗
In	N/O	N/A	+	⊗	2
○ In	N/O	N/A		4	
○ In	N/O	N/A		4	
PROTECTION FROM CONTAMINATION					
○ In	N/O	N/A			2
○ In				4	2
○ In	N/O	N/A		4	2

FOOD FROM APPROVED SOURCES			COS	MAJ	OUT
○ In		15. Food obtained from approved source		4	
In	N/O	⊗ N/A			2
In	N/O	⊗ N/A			2
CONFORMANCE WITH APPROVED PROCEDURES					
In		⊗ N/A			2
CONSUMER ADVISORY					
In	N/O	⊗ N/A			2
HIGHLY SUSCEPTIBLE POPULATIONS					
In		⊗ N/A		4	
WATER/HOT WATER					
○ In				4	2
LIQUID WASTE DISPOSAL					
In			+	4	⊗
VERMIN					
In		23. No rodents, insects, birds, or animals		⊗	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	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	⊗
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	1
46. No unapproved private homes/living or sleeping qu	1
SIGNS REQUIREMENTS	
47. Signs posted; last inspection report available	1
48. Food handler cards	3
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	
53. Impoundment	
54. Permit Suspension	



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**7. PROPER HOT AND COLD HOLDING TEMPERATURES**  MAJOR

<b>POINTS</b> <b>4</b>	<p>Compliance date not specified Complied on 8/4/2020 Violation Reference - HSC - 113996, 113998, 114037</p>	<p><b>Inspector Comments:</b> 1.)Observed the following product out of temperature within 58-66F in the True two door refrigeration unit: - Eggs-56F - appx 10-15</p> <p>Note: Unit observed to not hold cold products properly, a follow up will be conducted on this. Discontinue placing items in here until repairs have been made.</p> <p>Corrected on site. Product VC&amp;D see below for detail.</p>
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**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/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Food\\_Danger\\_Zone.pdf](http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Food_Danger_Zone.pdf)

**9. PROPER COOLING METHODS**  MAJOR

<b>POINTS</b> <b>4</b>	<p>Compliance date not specified Complied on 8/4/2020 Violation Reference - HSC - 114000</p>	<p><b>Inspector Comments:</b> Observed the following food items out of temperature, after investigating it was noted that these items had not been properly cooled thus are in violation:</p> <p>1.) Stainless steel container of cooked pork, chicken, tofu , beef were all observed holding at or above 65-70F at the time of inspection in the cold prep unit located adjacent to front register area.</p> <p>2.) Observed a bag of cooked pork with an internal temperature of 90F in the ColdTech refrigeration unit across from three compartment sink. Upon questioning, cook stated that this item was just cooked an hour ago.</p> <p>Cook was questioned on cooling process and he stated that after he cooks it, he placed it directly in the prep unit.</p> <p>Discontinue this practice.</p> <p>Ensure potentially hazardous foods are cooled rapidly from 135°F to 70°F within two hours and then cooled from 70°F to 41°F or below for a total of six hours using approved cooling methods. Approved cooling methods include;</p> <ol style="list-style-type: none"> <li>1. Placing the food in shallow, heat-conductive pans.</li> <li>2. Separating the food into smaller or thinner portions.</li> <li>3. Using rapid cooling equipment such as chill blasters.</li> <li>4. Adding ice as an ingredient.</li> <li>5. Using ice paddles.</li> <li>6. Placing containers in an ice bath, stirring food frequently.</li> <li>7. In accordance to an approved HACCP Plan.</li> </ol> <p>Corrected on site. Product was voluntarily discarded and condemned due to improper cooling methods.</p>
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**Violation Description:** All potentially hazardous food shall be RAPIDLY cooled from 135F to 70F, within 2 hours, and then from 70F to 41 F, within 4 hours. Cooling shall be by one or more of the following methods: in shallow containers; separating food into smaller portions; adding ice as an ingredient; using an ice bath; stirring frequently; using rapid cooling equipment; or, using containers that facilitate heat transfer. PHF is to be cooled within 4 hours to 41F if prepared from ingredients at ambient temperature. Deliveries of PHF is to be cooled to below 41F within 4 hours if received between 41F to 45F.

**More Information:** [http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/cooling\\_hot\\_food\\_safely.pdf](http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/cooling_hot_food_safely.pdf)



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

<b>POINTS</b> <b>4</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114259.1, 114259.4, 11425	<b>Inspector Comments:</b> Observed approximately 7-10 house flies roaming around in main kitchen. Upon observation, front door was not closing properly and rear door was propped open. Air curtain was turned on mid inspection.  Ensure that vermin such as flies remain out of the facility.  A follow up will be conducted to ensure compliance.
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**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)

**8. TIME AS A PUBLIC HEALTH CONTROL; PROCEDURES & RECORDS**

<b>POINTS</b> <b>2</b>	Compliance date not specified Complied on 8/4/2020 Violation Reference - HSC - 114000	<b>Inspector Comments:</b> Observed a container of boba (potentially hazardous) sitting out in room temperature without time or temperature control. Upon investigating, person in charge stated that they use time as temperature control however, there were no indication of that. Person in charge stated that item was placed less than four hours ago.  If time only is used as the public health control for potentially hazardous foods, the following shall occur: 1. The food shall be marked to indicate the time when it shall be discarded. Food is allowed to remain out of temperature control for up to 4 hours. 2. The food shall be cooked and served or discarded within four hours from the point in time when the food is removed from the temperature control. 3. Food that is not marked properly or that has exceeded a four hour limit shall be discarded. 4. Written procedures shall be maintained in the food facility and made available to San Bernardino County Environmental Health Services upon request when time is used as public Health Control.  Corrected on site. Time stamp placed.
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**Violation Description:** When time only, rather than time and temperature, is used as a public health control; food must be marked or otherwise identified as to what time the food was removed from temperature control. (114000) Food items shall not exceed the time marked. (114000)

**22. SEWAGE AND WASTEWATER PROPERLY DISPOSED**

<b>POINTS</b> <b>2</b>	Compliance date not specified Complied on 8/4/2020 Violation Reference - HSC - 114197	<b>Inspector Comments:</b> Upon inspection, observed all floor sinks to have standing water and not draining properly. Person in charge stated that approximately every 3-4 months their drains get clogged to where they need to "snake" it or contact professional service. Observed two restrooms to have a sign "non-operable" One employee restroom available.  Corrected on site. Maintenance was able to clear the piping prior to the end of inspection.  A follow up will be conducted to ensure compliance.
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**Violation Description:** All liquid waste must drain to an approved fully functioning sewage disposal system. (114197) Toilet facilities must be operable.

**33. NONFOOD-CONTACT SURFACES CLEAN**

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114115 (c)	<b>Inspector Comments:</b> Observed area on left side of hood to be heavily dusty.  Clean and maintain hoods in good condition.
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**Violation Description:** All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))



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

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed missing ventilation cover on ice maker.  Replace in good condition.
	Not In Compliance Violation Reference - HSC - 114130, 114130.1, 114130	

**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)

**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**



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Letter grade "B" was posted on this day.

A re-score grade inspection may be requested by a food facility that receives a "B" grade after the completion of an official routine, re-score or elevated risk inspection. This request is optional on the part that the facility which may wish to attempt to improve their score or letter grade. A health Official will complete the rescore inspection with ten (10 ) county days of the food Facility submitting a request for a re-score inspection.

Do NOT remove or relocate grade card.

Non- compliance will result in a charged follow up inspection at an hourly rate of \$245.

PEP talk and Five (5) CDC risk factors handout was provided on this day.

The top five CDC risk factors handout was provided on this date. Video was shown to manager due to the following issue(s):

- Received a letter score of 89 or below
- Cited for any 4 point critical violation (violations 1-23)

Handouts Provided:

- Five (5) CDC risk factors
- Foodborne Illness-Causing Organisms in the U.S
- Request for a Re-Score Inspection

Note: For a more efficient inspection, ensure to compile updated food handler cards and maintain in a binder with employee names in chronological order and a copy of the latest active employee roster.

Official Inspection Reports are made public on San Bernardino County Environmental Health Web page- Click on: Restaurant Grades- View All Inspections-Type the name or address of facility and print report.

Do NOT remove or relocate grade card.

Non- compliance will result in a charged inspection at an hourly rate of \$245.

**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](#).

**Signature(s) of Acknowledgement**

NAME:  
TITLE: