



CAL CODE OFFICIAL INSPECTION REPORT

| | | | | |
|---|----------------------|--------------------------|--|---------------------------------|
| FACILITY NAME HELLO SUSHI JAPANESE RESTAURANT | | DATE 11/27/2019 | REINSPECTION DATE 12/11/2019 | PERMIT EXPIRATION 12/31/2019 |
| LOCATION 1630 W REDLANDS BL G, REDLANDS, CA 92373 | | | INSPECTOR Virginia McDonald | |
| MAILING ADDRESS 1630 W REDLANDS BL UNIT G, REDLANDS CA 92373 | | | IDENTIFIER: None | |
| TIME IN 10:50 AM | TIME OUT 12:45 PM | FACILITY ID FA0005326 | RELATED ID PR0003234 | PE 1621 |
| | | | 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 84

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 | + | ⊘ | 2 |
| 5. Hands clean and properly washed; gloves used prop | | | | |
| In | | | | ⊘ |
| 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 | 2 |
| 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 | | | 4 | 2 |
| 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 | ⊘ |
| 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 | ⊘ |
| 38. Adequate ventilation and lighting; designated area | 1 |
| 39. Thermometers provided and accurate | ⊘ |
| 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 | ⊘ |
| 48. Food handler cards | 3 |
| COMPLIANCE & ENFORCEMENT | |
| 49. Permits Available | ⊘ |
| 50. Restrooms Required | |
| 51. Plan Review | |
| 52. VC&D | |
| 53. Impoundment | |
| 54. Permit Suspension | |



CAL CODE OFFICIAL INSPECTION REPORT

| | |
|--|--------------------------------|
| FACILITY NAME HELLO SUSHI JAPANESE RESTAURANT | DATE 11/27/2019 |
| LOCATION 1630 W REDLANDS BL G, REDLANDS, CA 92373 | INSPECTOR Virginia McDonald |

5. HANDS CLEAN AND PROPERLY WASHED; GLOVES USED PROPERLY **MAJOR**

| | | |
|---------------------------|--|---|
| POINTS 4 | Compliance date not specified Complied on 11/27/2019 Violation Reference - | Inspector Comments: Observed cook repeatedly touch his apron while walking around the kitchen and then walk back to reach-in refrigerator and pull out food, without washing his hands. 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. Corrected on site: Cook instructed to wash hands and avoid touching his apron. |
|---------------------------|--|---|

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/EHSDocuments/HandwashingDoneRight.pdf>

1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION

| | | |
|---------------------------|--|---|
| POINTS 2 | Compliance date not specified Not In Compliance Violation Reference - HSC - 113947-113947.1 | Inspector Comments: Upon interview, food workers unable to state the following: -- minimum temperature of soapy water in compartment 1 of 3-compartment sink -- minimum soaking temperature for bleach sanitizer in compartment 3 of 3-compartment sink -- cook unable to state cooking temperature for beef The person in charge and all food employees shall have adequate knowledge of, and shall be properly trained in, food safety as it relates to their assigned duties. |
|---------------------------|--|---|

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

| | | |
|---------------------------|---|---|
| POINTS 2 | Compliance date not specified Not In Compliance Violation Reference - | Inspector Comments: 1. Observed no hand soap at either hand wash sink in the kitchen. Handwashing sinks shall be fully supplied with soap and paper towels in permanently installed dispensers. 2. Observed mop bucket blocking the hand wash sink in the kitchen. Handwashing sinks shall not be obstructed, inaccessible, used improperly, or kept unclean. |
|---------------------------|---|---|

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)

27. FOOD SEPARATED AND PROTECTED

| | | |
|---------------------------|---|---|
| POINTS 1 | Compliance date not specified Not In Compliance Violation Reference - HSC - 113984 (a, b, c, d, f) | Inspector Comments: Observed raw fish stored above ready-to-eat food in the walk-in refrigerator. Store all raw foods beneath all ready to eat foods to avoid possible cross contamination. |
|---------------------------|---|---|

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.



CAL CODE OFFICIAL INSPECTION REPORT

| | |
|--|--------------------------------|
| FACILITY NAME HELLO SUSHI JAPANESE RESTAURANT | DATE 11/27/2019 |
| LOCATION 1630 W REDLANDS BL G, REDLANDS, CA 92373 | INSPECTOR Virginia McDonald |

33. NONFOOD-CONTACT SURFACES CLEAN

| | | |
|---------------------------|---|---|
| POINTS 1 | Compliance date not specified Not In Compliance Violation Reference - HSC - 114115 (c) | Inspector Comments: Observed heavy grime build-up on stand-up refrigerators and freezers in the kitchen. Clean the doors and handles of the refrigerators and freezers. |
|---------------------------|---|---|

Violation Description: All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))

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

| | | |
|---------------------------|---|---|
| POINTS 1 | Compliance date not specified Not In Compliance Violation Reference - HSC - 114130, 114130.1, 114130 | Inspector Comments: Observed a mini Rockstar cooler being used to hold sushi, a potentially hazardous product. Data plate specifically states the unit is intended for non-potentially hazardous food items only. Discontinue using this unit to cool potentially hazardous product. A reinspection will be conducted in one week to ensure removal of this equipment and storage of PHF in commercially approved equipment. |
|---------------------------|---|---|

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)

36. EQUIPMENT, UTENSILS AND LINENS: STORAGE AND USE

| | | |
|---------------------------|---|---|
| POINTS 1 | Compliance date not specified Not In Compliance Violation Reference - HSC - 114074, 114081, 114119 | Inspector Comments: 1. Observed clean knives stored between a cold-holding table and a prep table, with knives contacting extremely dirty side of cold-holding table. Ensure equipment stored is clean and kept in good condition. 2. Observed ice scoop stored in a dirty metal container next to the ice machine. Store ice scoop in a manner that prevents contamination of the scoop. |
|---------------------------|---|---|

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)

39. THERMOMETERS PROVIDED AND ACCURATE

| | | |
|---------------------------|---|--|
| POINTS 1 | Compliance date not specified Not In Compliance Violation Reference - HSC - 114157, 114159 | Inspector Comments: Observed no thermometers in the cold-holding units at the sushi bar. Provide working thermometers for each hot and cold holding unit of potentially hazardous foods. |
|---------------------------|---|--|

Violation Description: An accurate easily readable metal probe thermometer suitable for measuring temperature of food shall be available to the food handler. A thermometer +/- 2 F shall be provided for each hot and cold holding unit of potentially hazardous foods and high temperature warewashing machines. (114157, 114159)

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

40. WIPING CLOTHS: PROPERLY USED AND STORED

| | | |
|---------------------------|---|--|
| POINTS 1 | Compliance date not specified Not In Compliance Violation Reference - HSC - 114135, 114185.1 | Inspector Comments: Observed wet wiping cloths on counters throughout the kitchen. Ensure wet wiping towels are returned to sanitizer bucket after each 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)



CAL CODE OFFICIAL INSPECTION REPORT

| | |
|--|--------------------------------|
| FACILITY NAME HELLO SUSHI JAPANESE RESTAURANT | DATE 11/27/2019 |
| LOCATION 1630 W REDLANDS BL G, REDLANDS, CA 92373 | INSPECTOR Virginia McDonald |

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

| | | |
|---------------------------|---|--|
| POINTS 1 | Compliance date not specified Not In Compliance Violation Reference - HSC - 114143 (d), 114266 | Inspector Comments: Observed heavy grime build-up and food debris/trash on the floors at the cook's line as well as under equipment throughout the kitchen. Clean the floors. |
|---------------------------|---|--|

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))

47. SIGNS POSTED; LAST INSPECTION REPORT AVAILABLE

| | | |
|---------------------------|---|--|
| POINTS 1 | Compliance date not specified Not In Compliance Violation Reference - HSC - 113725.1, 113953.5 | Inspector Comments: Observed last inspection report missing at time of inspection. Provide a copy of last inspection report at facility to be available upon request. |
|---------------------------|---|--|

Violation Description: Handwashing signs shall be posted in each toilet room, directing attention to the need to thoroughly wash hands after using the restroom (113953.5) (b) No smoking signs shall be posted in food preparation, food storage, warewashing, and utensil storage areas (113978). (c) Consumers shall be notified that clean tableware is to be used when they return to self-service areas such as salad bars and buffets. (d) Any food facility constructed before January 1, 2004 without public toilet facilities, shall prominently post a sign within the food facility in a public area stating that toilet facilities are not provided (113725.1, 114381 (e)). A sign shall be posted stating that a copy of the most recent routine inspection report is available upon request. (113725.1) Permit shall be posted in conspicuous location. (114381(e)) Letter Grade Placecard shall be properly posted. SBCC 33.1406

49. PERMITS AVAILABLE

| | | |
|---------------------------|---|--|
| POINTS 0 | Comply by 11/28/2019 Not In Compliance Violation Reference - HSC - 114067(b, c), 114381 (a) | Inspector Comments: Observed expired permit posted at facility. All food facilities open for business must have a valid health permit posted. |
|---------------------------|---|--|

Violation Description: A food facility shall not be open for business without a valid permit. A permit shall be valid only for the specified permittee, location, and type of food sales or distribution activity. No food facility shall conduct activities that are inconsistent with the permit(s) issued by the enforcement agency. (114067(b) & (c), 114381 (a), 114381.2, 114387)

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.

Overall Inspection Comments

"B" grade posted.

The following forms were left with the management:

- Rescore form
- Top 5 CDC Risk Factors
- Active Managerial Control



Public Health
Environmental Health Services

www.SBCounty.gov
www.SBCounty.gov/dph/dehs

CAL CODE OFFICIAL INSPECTION REPORT

| | |
|---|---|
| <small>FACILITY NAME</small> HELLO SUSHI JAPANESE RESTAURANT | <small>DATE</small> 11/27/2019 |
| <small>LOCATION</small> 1630 W REDLANDS BL G, REDLANDS, CA 92373 | <small>INSPECTOR</small> Virginia McDonald |

Signature(s) of Acknowledgement

NAME: Ted Park
TITLE: Owner