



CAL CODE OFFICIAL INSPECTION REPORT

Table with inspection details: FACILITY NAME (HEROES RESTAURANT & BREWHOUSE), DATE (3/2/2022), REINSPECTION DATE (3/16/2022), PERMIT EXPIRATION (7/31/2022), LOCATION (950 N ONTARIO MILLS DR, ONTARIO, CA 91764), INSPECTOR (Tirza Tetteh), MAILING ADDRESS (950 ONTARIO MILLS DR, ONTARIO CA 91764), IDENTIFIER (None), SERVICE (001 - Inspection - Routine), RESULT (05 - Corrective Action / Follow up Required), ACTION (03 - Reinspection Required), TIME IN (12:15 PM), TIME OUT (4:25 PM), FACILITY ID (FA0000371), RELATED ID (PR0012751), PE (1622)

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 80

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.

- Legend: In = In compliance, COS = Corrected on-site, N/O = Not observed, MAJ = Major violation, N/A = Not applicable, OUT = Out of compliance

Table with 4 columns: In, N/O, COS, MAJ, OUT. Rows include DEMONSTRATION OF KNOWLEDGE, EMPLOYEE HEALTH & HYGIENIC PRACTICES, PREVENTING CONTAMINATION BY HANDS, TIME AND TEMPERATURE RELATIONSHIPS, PROTECTION FROM CONTAMINATION.

Table with 4 columns: In, N/O, COS, MAJ, OUT. Rows include FOOD FROM APPROVED SOURCES, CONFORMANCE WITH APPROVED PROCEDURES, CONSUMER ADVISORY, HIGHLY SUSCEPTIBLE POPULATIONS, WATER/HOT WATER, LIQUID WASTE DISPOSAL, VERMIN.

Table with 2 columns: Description, OUT. Rows include SUPERVISION (Person in charge present), PERSONAL CLEANLINESS (Personal cleanliness and hair restraints), GENERAL FOOD SAFETY REQUIREMENTS (Approved thawing methods, Food separated and protected, etc.), FOOD STORAGE/DISPLAY/SERVICE (Food storage, Consumer self-service, Food properly labeled).

Table with 2 columns: Description, OUT. Rows include EQUIPMENT/UTENSILS/LINENS (Nonfood contact surfaces clean, Warewashing facilities, etc.), PHYSICAL FACILITIES (Plumbing: proper backflow devices, Garbage and refuse properly disposed, etc.).

Table with 2 columns: Description, OUT. Rows include PERMANENT FOOD FACILITIES (Floor, walls, ceilings; No unapproved private homes), SIGNS REQUIREMENTS (Signs posted; Food handler cards), COMPLIANCE & ENFORCEMENT (Permits Available, Restrooms Required, etc.).



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LOCATION <b>950 N ONTARIO MILLS DR, ONTARIO, CA 91764</b>	INSPECTOR <b>Tirza Tetteh</b>

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

**POINTS**  
**4**

Compliance date not specified  
Complied on 3/2/2022  
Violation Reference -

**Inspector Comments:** 1. Observed an employee use gloved hands to place a raw piece of salmon on the grill the continue to conduct food prep with cooked foods.

2. Observed an employee using a dry, soiled cloth to clean gloves while conducting food preparation.

Ensure that employees wash their hands in all of the following instances:

- 1) Immediately before engaging in food preparation, including working with non-prepackaged food, clean equipment and utensils, and unwrapped single-use food containers and utensils.
- 2) After touching bare human body parts other than clean hands and clean, exposed portions of arms.
- 3) After using the toilet room.
- 4) After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking. 5) After handling soiled equipment or utensils.
- 6) During food preparation, as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks.
- 7) When switching between working with raw food and working with ready-to-eat food.
- 8) Before donning gloves for working with food.
- 9) Before dispensing or serving food or handling clean tableware and serving utensils in the food service area.
- 10) After handling money.
- 11) After engaging in other activities that contaminate the hands.

Ensure that single-use gloves are discarded when damaged or soiled, or when interruptions in the food handling occur.

Corrected: Cook removed gloves and washed hands in both times.

**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:** <https://youtu.be/NznA3hqlcss>

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

**POINTS**  
**4**

Compliance date not specified  
Complied on 3/2/2022  
Violation Reference - HSC -  
113996, 113998, 114037

**Inspector Comments:** 1. Observed two (2) large containers of cooked, soft bacon with internal temperatures between 87F - 89F without any means of temperature control. Cook stated bacon was cooked then stored at bottom shelf of grill 1.5 hours prior to inspection.

2. Measured the following potentially hazardous foods (PHFs) intended for cold holding in separate cold drawers at the cooks line:

- brisket 48F
- mozzarella cheese 45.9F

Cooks stated all food prep was conducted 1.5 hours prior to inspection then stored in drawers at cooks line.

Maintain all PHFs intended for cold holding at or below 41F at all times.

Corrected: Cook placed mentioned food items inside the walk-in cooler to be cooled down to 41F. Observed mentioned foods inside walk-in cooler cooling down.

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

**More Information:** <https://youtu.be/Rl6w5DtEs7w>



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**13. FOOD IN GOOD CONDITION, SAFE AND UNADULTERATED** ⚠ MAJOR ⚠

<b>POINTS</b> <b>4</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113967, 113976,	<b>Inspector Comments:</b> Observed an appearance of pink and brown slime surrounding the upper chute of ice machine. Observed condensation drip over slime and directly onto ice inside the machine. Per operator, machine is cleaned every two (2) weeks.  Immediately discontinue use of ice inside machine, turn machine off, and clean and sanitize prior to reuse. Maintain food in good condition and free of adulteration and/or spoilage at all times.  Note: While typing inspection report, observed an employee refill ice at bar sink using contaminated ice. Observed machine has not been cleaned.  A reinspection will be conducted on 3/3/2022 to verify compliance. Failure to comply will result in an additional billable reinspection with a 30-minute minimum charge of \$122.50.
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**Violation Description:** All food shall be manufactured, produces, prepared, compounded, packed, transported, kept for sale, and served so as to be pure and free from adulteration and spoilage. Any food is adulterated if it bears or contains any poisonous or deleterious substance that may render it impure or injurious to health. (113967, 113976, 113980, 113988, 113990, 114035, 114254(c), 114254.3)

**More Information:** <https://youtu.be/JrRQVxqDXy4>

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

<b>POINTS</b> <b>2</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114259.1, 114259.4, 11425	<b>Inspector Comments:</b> Observed one (1) dead cockroach in space under stairs located in chemical storage area. Operator was able to provide pest control reports for 01/2022 and 02/2022 which indicated no active infestation inside the facility.  Clean and sanitize area and monitor any vermin activity. Maintain facility free of vermin at all times.
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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)

**More Information:** [https://youtu.be/1yuxW\\_p9Bxs](https://youtu.be/1yuxW_p9Bxs)

**27. FOOD SEPARATED AND PROTECTED**

<b>POINTS</b> <b>1</b>	Compliance date not specified Complied on 3/2/2022 Violation Reference - HSC - 113984 (a, b, c, d, f)	<b>Inspector Comments:</b> Observed the following canned food items with dents along side and bottom seams: - 4.6 lb tuna - 6 lbs. 12 oz. beans  Ensure all canned foods are free of severe dents and/or swelling on the seam. Any affected cans should be separated and removed to prevent usage.  Corrected: Cook removed cans from shelves to receive credit from vendor.
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**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.

**29. TOXIC SUBSTANCES PROPERLY IDENTIFIED, STORED, USED**

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114254, 114254.1	<b>Inspector Comments:</b> 1. Observed one (1) unlabeled spray bottle at bar counter. Employee identified liquid as quaternary ammonia sanitizer.  2. Observed one (1) unlabeled spray bottle in upstairs bar area. Operator was unable to identify liquid.  Provide and maintain labels on all chemical containers as to their contents.
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**Violation Description:** All poisonous substances, detergents, bleaches, and cleaning compounds shall be stored separate from food, utensils, packing material and food-contact surfaces. (114254, 114254.1, 114254.2) An insecticide, rodenticide, or other pesticide must be used in accordance with the manufacturer's instructions.



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**36. EQUIPMENT, UTENSILS AND LINENS: STORAGE AND USE**

POINTS <b>1</b>	Compliance date not specified Complied on 3/2/2022 Violation Reference - HSC - 114074, 114081, 114119	Inspector Comments: 1. Observed two (2) large containers of utensils at food prep sink to have an accumulation of dust and food debris.  2. Observed piercing blade stored in holder with an accumulation of dried food debris.  Ensure all utensils are store utensils clean when not in use.  Corrected: Cook placed utensils and can opener in dishwashing area to be cleaned.
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**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)

**38. ADEQUATE VENTILATION AND LIGHTING; DESIGNATED AREA**

POINTS <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114149, 114149.1	Inspector Comments: Observed one (1) missing light bulb inside the downstairs mens restrooms.  Provide adequate lighting in mens restrooms to facilitate proper cleaning and inspection.
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**Violation Description:** Exhaust hoods shall be provided to remove toxic gases, heat, grease, vapors and smoke and be approved by the local building department. Canopy-type hoods shall extend 6" beyond all cooking equipment. All areas shall have sufficient ventilation to facilitate proper food storage. Toilet rooms shall be vented to the outside air by a screened openable window, an air shaft, or a light-switch activated exhaust fan, consistent with local building codes. (114149, 114149.1) Adequate lighting shall be provided in all areas to facilitate cleaning and inspection. Light fixtures in areas where open food is stored, served, prepared, and where utensils are washed shall be of shatterproof construction or protected with light shields. (114149.2, 114149.3, 114252, 114252.1)

**41. PLUMBING; PROPER BACKFLOW DEVICES**

POINTS <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114171, 114189.1	Inspector Comments: Observed an unapproved hose sprayer at 3-compartment sink. Observed hose attached to a part of the pipe located under the 3-compartment sink without any backflow prevention device. Operator stated hose sprayer is used to pre-rinse dishes at the 3-compartment sink.  Immediately discontinue use of hose sprayer and ensure all plumbing and plumbing fixtures are installed in compliance with local plumbing ordinances.
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**Violation Description:** The potable water supply shall be protected with a backflow or back siphonage protection device, as required by applicable plumbing codes. (114192) All plumbing and plumbing fixtures shall be installed in compliance with local plumbing ordinances, shall be maintained so as to prevent any contamination, and shall be kept clean, fully operative, and in good repair. Any hose used for conveying potable water shall be of approved materials, labeled, properly stored, and used for no other purpose. (114171, 114189.1, 114190, 114193, 114193.1, 114199, 114201, 114269)

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

POINTS <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114143 (d), 114266	Inspector Comments: Observed openings in ceiling around tubing for boxed soda syrups located in the dry storage room.  Seal all openings at ceiling to prevent vermin harborage at the facility.
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**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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#### 51. PLAN REVIEW

**POINTS**  
**0**

Compliance date not specified  
Not In Compliance  
Violation Reference - HSC -  
114380

**Inspector Comments:** 1. Upon questioning, employee stated patio restrooms were being remodeled at time of inspection. Upon further questioning, operator stated patio restrooms were newly constructed and were awaiting a final inspection from the city.

Any additions to facility must be approved by EHS prior to construction.

Ensure to submit plans to EHS Plan Check Program. Plans may be emailed to [ehs.customerservice@dph.sbcounty.gov](mailto:ehs.customerservice@dph.sbcounty.gov).

2. Observed a condensate line from keg refrigerator draining to condensate pump.

Use of condensate pump is not approved. Condensate must drain via gravity to a floor sink.

A follow-up inspection will be conducted within 30 days to verify. Failure to comply will result in an additional billable reinspection with a 30-minute minimum charge of \$122.50.

**Violation Description:** A person proposing to build or remodel a food facility shall submit plans for approval before starting any new construction or remodeling of any facility for use as a retail food facility. (114380)

#### 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



Public Health  
Environmental Health Services

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Grade 'B' posted.

Do not remove, relocate or obscure letter grade card. Failure to comply will result in an additional billable reinspection with a 30-minute minimum charge of \$122.50.

PEP talk video will be emailed to operator.

The following handouts/forms were provided:

- Request for a re-score inspection
- Food facility risk based inspection frequency
- Top 5 CDC risk factors
- Handwashing Decal (3)
- Cooking temperature decal (1)
- Hot holding (2) and Cold holding (2) decals

Note: For a B grade (Score of 80 to 89): A re-score 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 of the facility which may wish to attempt to improve their score or letter grade. A Health Official will complete the re-score inspection within ten (10) County business days of the food facility submitting a request for a re-score inspection.

**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: Christopher Duran  
TITLE: Shift Leader