



**CAL CODE OFFICIAL INSPECTION REPORT**

FACILITY NAME CRESTLINE CAFE		DATE 10/20/2021	REINSPECTION DATE 11/03/2021	PERMIT EXPIRATION 3/31/2022
LOCATION 23941 LAKE DR, CRESTLINE, CA 92325			INSPECTOR Bernadette Agrazal	
MAILING ADDRESS 1915 PATTIZ AV, LONG BEACH CA 90815			IDENTIFIER: None	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 03 - Reinspection Required	
TIME IN 11:50 AM	TIME OUT 2:00 PM	FACILITY ID FA0008352	RELATED ID PR0004897	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 81**

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				⊗
6. Adequate handwashing facilities supplied & accessib				
TIME AND TEMPERATURE RELATIONSHIPS				
In	N/O	N/A	+	⊗
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	⊗
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			4	⊗
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	⊗
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	1
35. Equipment/Utensils approved; installed; clean; good repa	1
36. Equipment, utensils and linens: storage and use	⊗
38. Adequate ventilation and lighting; designated area	⊗
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	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	⊗
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 10/20/2021 Violation Reference - HSC - 113996, 113998, 114037</p>	<p><b>Inspector Comments:</b> 1. Measured the temperature for ranch dressing and blue cheese dressing being stored at the flip top cold holding unit at the salad bar line to range between 51F -53F. Upon questioning, operator stated that the dressings have been at the flip top since yesterday.</p> <p>2. Measured the temperature for diced tomatoes stored on the flip top cold holding unit directly across the stove to be 53F.</p> <p>3. Measured the temperature for sliced tomatoes at the salad bar service line to be 53F.</p> <p>4. Measured the temperature for bulk containers for horse radish dressing and thousand island dressing by the salad bar line to be 45F - 47F. Upon questioning, operator indicated that the dressings have been stored overnight inside the reach in cooler.</p> <p>Ensure all potentially hazardous foods (PHF) are held at 41F for cold holding or above 135F for hot holding.</p> <p>Corrected on site: Operator voluntarily discarded the items listed above. See VC&amp;D.</p> <p>5. Measured the temperature for bulk ground beef stored directly on the counter without intervention to be 58F. Upon questioning, operator indicated that the ground beef was placed onto the counter approximately one (1) hour prior to the inspection.</p> <p>Ensure all potentially hazardous foods (PHF) are held at 41F for cold holding or above 135F for hot holding.</p> <p>Corrected on site: Operator placed the ground beef inside the cooler to rapidly cool.</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:** <https://youtu.be/Rl6w5DtEs7w>

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

<b>POINTS</b> <b>2</b>	<p>Compliance date not specified Not In Compliance Violation Reference - HSC - 113947-113947.1</p>	<p><b>Inspector Comments:</b> Observed the mechanical warewashing machine to contain 0 ppm of chlorine sanitizer. Upon questioning, operator indicated that they use quaternary ammonium tablets inside the container that supplies sanitizer for the mechanical warewashing machine.</p> <p>Immediately discontinue this practice. Ensure to follow the data plate provided on the mechanical warewashing machine.</p> <p>Corrected on site: Operator added chlorine sanitizer to the supply line; mechanical warewashing machine reached 50 ppm as indicated on the data plate.</p>
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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>

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

<b>POINTS</b> <b>2</b>	<p>Compliance date not specified Not In Compliance Violation Reference -</p>	<p><b>Inspector Comments:</b> Observed the back handwashing sink to contain paper towels that were stored on top of the permanent dispenser.</p> <p>Provide paper towels inside the permanent dispenser at all times.</p>
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**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)



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#### 9. PROPER COOLING METHODS

POINTS <b>2</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114000	<b>Inspector Comments:</b> Observed two (2) packages of hamburger meat being defrosted on the counter without any intervention. Upon questioning, operator indicated he had the meat out for one (1) hour.  Ensure to use a type of intervention such as cold water to remove particles or defrost inside the refrigerator.
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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: <https://youtu.be/hiOEyNgDIQ>

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

POINTS <b>2</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114259.1, 114259.4, 11425	<b>Inspector Comments:</b> 1. Observed old rodent droppings inside the cabinet below the soda dispenser at the beverage line. 2. Observed old rodent droppings on the floors in the dry storage at the back of the facility. 3. Observed old rodent droppings on clean plates being stored inside the dry storage area. Note: Plates are not in use. 4. Observed old rodent droppings on top of cans located inside the dry storage area.  After a thorough inspection of the facility, no active infestation was observed.  Clean and sanitize the affected areas. Maintain and keep the facility free of vermin including Rodents.  A re-inspection will be conducted to verify that the areas have been cleaned and sanitized.
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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)

#### 30. FOOD STORAGE; FOOD STORAGE CONTAINERS IDENTIFIED

POINTS <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114074, 114049, 114051	<b>Inspector Comments:</b> 1. Observed various seasonings at the back beverage service line without a label. 2. Observed bulk containers of flour and what appears to be sugar near the stove to be missing a label.  Ensure that working containers of food ingredients that are removed from original packages are labeled with the common name of the food, except when food can be easily recognizable such as pasta, rice, beans.
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**Violation Description:** Food shall be stored in approved containers and labeled as to contents. Food shall be stored at least 6" above the floor on approved shelving in an approved location to prevent possible contamination. (114047, 114049, 114051, 114053, 114055, 114067(h), 14069 (b))

More Information: [https://youtu.be/km4FCy\\_IQ44](https://youtu.be/km4FCy_IQ44)

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

POINTS <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114074, 114081, 114119	<b>Inspector Comments:</b> 1. Observed a bowl being used as a scoop inside the bulk container of rice. 2. Observed a bowl inside the bulk flour being used as a scoop.  Discontinue this practice. Ensure all food scoops contain handles. Ensure handles are out of the food at all times to prevent contamination of foods
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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)



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

POINTS

1

Compliance date not specified  
Not In Compliance  
Violation Reference - HSC -  
114149, 114149.1

**Inspector Comments:** 1. Observed the stove lighting to be non-operational.  
2. Observed the light inside the reach in refrigerator to be non-operational.

Provide lighting to the areas listed above to facilitate proper cleaning.

**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)

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

POINTS

1

Compliance date not specified  
Not In Compliance  
Violation Reference - HSC -  
114135, 114185.1

**Inspector Comments:** 1. Observed wet wiping cloth located next to service station not submerged in sanitizer.  
2. Observed wet wiping cloth located next to cook's preparation line not submerged in sanitizer.

Educated employee on correct sanitation procedures. Ensure all wet wiping cloths are stored in sanitizer buckets with correct sanitizer level at all times.

- 100ppm for chlorine  
- 200ppm for quaternary ammonia

**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)

**More Information:** <https://youtu.be/QGKUN9MDxig>

### 48. FOOD HANDLER CERTIFICATION

POINTS

3

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

**Inspector Comments:** Observed five (5) 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, date: 11/03/2021.

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 reinspections 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](http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food_worker_training.aspx)



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**52. VC & D**

**POINTS**  
**0**

Compliance date not specified  
Not In Compliance  
Violation Reference - HSC - 113980

**Inspector Comments:** Operator has voluntarily consented to the condemnation and destruction of food listed below of being unfit for human consumption. The following items were discarded:

- ranch dressing - approximately 5 lbs
- blue cheese dressing - approximately 5 lbs
- diced tomatoes - approximately 5 lbs
- sliced tomatoes - approximately 5 lbs

**Violation Description:** Operator has voluntarily consented to the condemnation and destruction of food as said material being unfit for human consumption or otherwise in violation of California Health and Safety Code, Division 104, Part 5, Chapter 1 through 8, the disposition of which is provided for by Chapter 8, Article 3, Section 111895.

"I (We) hereby voluntarily agree to the condemnation and destruction of the following material(s) listed in violation number 52. By signing this Official Inspection Report (OIR), I (We) hereby release the County of San Bernardino and its agent from any and all liability."

**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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"B" grade placard has been posted.

DO NOT REMOVE, RELOCATE OR MOVE GRADE CARD.

Non-compliance will result in a charged follow-up inspection at an hourly rate of \$245. Due to this facility receiving a score between 89 and 80, this facility may request an optional re-score to improve their score of letter grade. The 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. The deadline to submit the Missing Food Handler Card form and all missing food handler cards is 11/03/2021.

PEP talk given.

The following documents were provided to the operator:

- Top 5 CDC Risk Factors
- Missing Food Handler – Inspector worksheet
- Temperature Log for Cooling
- Rescore form

Note:

Simplify Your Next Health Inspection!

Store Compliance lets you track food handler certificates using your mobile device! Store Compliance is an online tool that allows you to electronically share your food establishment's food handler cards with San Bernardino Health Department. Make your next health inspection faster by signing up today!

Store employee food handler cards digitally by scanning the QR code on each card or entering certificate numbers

- Manage employee certificates from your phone and more
- See the status of employees' food handler cards in real time

Updated certificates are automatically visible to your health inspector the inspection

Make your free account on desktop or mobile at: [cm.statefoodsafety.com](http://cm.statefoodsafety.com)

#### 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: Roxanna Juarez  
TITLE: Waitress