

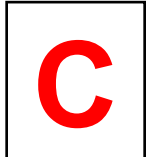


CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME HOLLAND BURGER CAFE		DATE 3/1/2019	REINSPECTION DATE 3/15/2019	PERMIT EXPIRATION 6/30/2019
LOCATION 17143 D ST, VICTORVILLE, CA 92394			INSPECTOR Kelly Eredia	
MAILING ADDRESS 17143 D ST, VICTORVILLE CA 92394			IDENTIFIER: None	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 03 - Reinspection Required	
TIME IN 9:20 AM	TIME OUT 12:34 PM	FACILITY ID FA0009175	RELATED ID PR0005816	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 77

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		⊗ MAJ	2
○ In	6. Adequate handwashing facilities supplied & accessib			2
TIME AND TEMPERATURE RELATIONSHIPS				
○ In	N/O N/A 7. Proper hot and cold holding temperatures		4	⊗ MAJ
○ In	N/O ○ N/A 8. Time as a public health control; procedures & record		4	2
○ In	○ N/O N/A 9. Proper cooling methods		4	2
○ In	N/O N/A 10. Proper cooking time & temperatures		4	
○ In	○ N/O N/A 11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION				
○ In	N/O N/A 12. Returned and reserve of food			2
○ In	13. Food in good condition, safe and unadulterated		⊗ MAJ	2
○ In	N/O N/A 14. Food contact surfaces: clean and sanitized		4	2

FOOD FROM APPROVED SOURCES		COS	MAJ	OUT
○ In	15. Food obtained from approved source		4	
○ In	N/O ○ N/A 16. Compliance with shell stock tags, condition, display			2
○ In	N/O ○ N/A 17. Compliance with Gulf Oyster Regulations			2
CONFORMANCE WITH APPROVED PROCEDURES				
○ In	○ N/A 18. Compliance with variance, specialized process, and HACCP Plan			2
CONSUMER ADVISORY				
○ In	N/O ○ N/A 19. Consumer advisory provided for raw or undercooked foods			2
HIGHLY SUSCEPTIBLE POPULATIONS				
○ In	○ N/A 20. Licensed health care facilities/public and private schools; prohibited foods not offered		4	
WATER/HOT WATER				
○ In	21. Hot and cold water available		4	2
LIQUID WASTE DISPOSAL				
○ In	22. Sewage and wastewater properly disposed		4	2
VERMIN				
○ In	23. No rodents, insects, birds, or animals		4	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	⊗ MAJ
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	⊗ MAJ
31. Consumer self-service	1
32. Food properly labeled & honestly presented	1

EQUIPMENT/UTENSILS/LINENS	OUT
33. Nonfood contact surfaces clean	⊗ MAJ
34. Warewashing facilities: installed, maintained, used	1
35. Equipment/Utensils approved; installed; clean; good repa	⊗ MAJ
36. Equipment, utensils and linens: storage and use	⊗ MAJ
38. Adequate ventilation and lighting; designated area	1
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	⊗ MAJ
PHYSICAL FACILITIES	
41. Plumbing: proper backflow devices	⊗ MAJ
42. Garbage and refuse properly disposed; facilities m	1
43. Toilet facilities: properly constructed, supplied, clea	⊗ MAJ
44. Premises; personal/cleaning items; vermin-proofin	⊗ MAJ

PERMANENT FOOD FACILITIES	OUT
45. Floor, walls, ceilings: built, maintained, and clean	⊗ MAJ
46. No unapproved private homes/living or sleeping qu	1
SIGNS REQUIREMENTS	
47. Signs posted; last inspection report available	1
48. Food handler cards	⊗ MAJ
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	⊗ MAJ
53. Impoundment	
54. Permit Suspension	



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

POINTS 4	Compliance date not specified Not In Compliance Violation Reference -	Inspector Comments: Observed owner handle money from customers without first washing hands and before distributing plates of open food to customers, and scooping mashed potatoes into bowl for service. When inspector questioned owner regarding handwashing policy, owner stated hands are "washed when dirty." Ensure to properly wash hands after handling money, in between switching tasks, upon re-entry of kitchen, prior to donning gloves, etc.
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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>

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

POINTS 4	Compliance date not specified Not In Compliance Violation Reference - HSC - 113967, 113976,	Inspector Comments: Observed severely dented Ortega Whole Green Chiles can. Ensure all food is in good condition, and cans free of dents. Can discarded at time of inspection.
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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: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/TransFatFlyer22012.pdf>

7. PROPER HOT AND COLD HOLDING TEMPERATURES

POINTS 2	Compliance date not specified Not In Compliance Violation Reference - HSC - 113996, 113998, 114037	Inspector Comments: Observed container of Kraft parmesan cheese that states "refrigerate after opening" stored on dry storage shelf at 74.3F. Ensure to maintain all cold potentially hazardous foods at 41F or below. Approximately 1/4 container of parmesan cheese discarded at time of inspection.
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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

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 plate stored on bin containing ready-to-eat lettuce in cold holding unit, with bottom of plate in direct contact with lettuce. Ziplock bag of bacon pieces observed stored in bin in direct contact with ready-to-eat jalepenos. Discontinue storing food containers within other food containers to prevent contamination.
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Observed container of cooked bacon and container of raw bacon stored uncovered in reach-in stand-up cooler. Open bag of Sea Harvest fry batter and open box of dry Irish oatmeal observed stored on storage shelves. Ensure food is stored covered, protected from 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.

30. FOOD STORAGE; FOOD STORAGE CONTAINERS IDENTIFIED

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114047, 114049, 114051	Inspector Comments: Observed container of water at cook line and containers of oatmeal, brown sugar, parmesan cheese, and white seasoning not labeled. Ensure to label all containers based on their contents.
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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))



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33. NONFOOD-CONTACT SURFACES CLEAN

POINTS 1	Compliance date not specified	Inspector Comments: Observed food debris in gaskets of reach-in-cooler at cook line. Dust observed on ansel system in cook line in rear of facility. Observed excessive mineral build-up exterior nozzle of water supply. Grease and slight food debris observed beneath equipment. Maintain all nonfood-contact surfaces clean.
	Not In Compliance	
	Violation Reference - HSC - 114115 (c)	

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	Inspector Comments: Observed household food processor stored in storage area of facility. Discontinue using household equipment and obtain approved, commercial equipment.
	Not In Compliance	
	Violation Reference - HSC - 114130, 114130.1, 114130	Cardboard observed used as shelf liner in reach-in-freezer. Discontinue using cardboard as shelf liner, and obtain approved, nonporous, easy to clean and sanitize shelf liner.

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	Inspector Comments: Observed forks, knives, and spoons stored in bin (located at breakfast counter) with slight food debris. Container of spoons observed stored on ice machine in bin containing debris/dust. Ensure all utensils are stored in clean area to prevent contamination.
	Not In Compliance	
	Violation Reference - HSC - 114074, 114081, 114119	Observed juice cups stacked and stored with standing water on shelves containing dust. Ensure to air dry utensils completely prior to storage.
		Observed cracked salsa lid on container in reach-in-cooler, and chipped plates (with sharp edges) stored on counter for use. Ensure utensils and equipment are in good repair at all times.
		Meat slicer observed with food debris on both food and nonfood-contact portions of unit. Ensure to properly clean equipment after use and prior to storage.
		Observed spoons and juice cup used as scoops for bulk seasonings. Handles of spoons observed in direct contact with food. Obtain approved scoops and store with handles upright, not in contact with food.

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)

40. WIPING CLOTHS: PROPERLY USED AND STORED

POINTS 1	Compliance date not specified	Inspector Comments: Observed wiping cloth draped over sanitizer bucket located in cook area. Ensure wiping cloths are stored in bucket completely immersed in sanitizer solution in between uses. Inspector placed wiping cloth in solution. Corrected on site.
	Complied on 3/1/2019	
	Violation Reference - HSC - 114135, 114185.1	

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)



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41. PLUMBING; PROPER BACKFLOW DEVICES

POINTS
1

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114171, 114189.1

Inspector Comments: Observed air gap missing from draining pipe of 3-compartment sink into floor sink. Provide at least 1 inch air gap for all pipes draining into floor sinks.

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)

43. TOILET FACILITIES: PROPERLY CONSTRUCTED, SUPPLIED, CLEANED

POINTS
1

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114250, 114276

Inspector Comments: (REPEAT) Employee restroom door observed lacking a self-closing device so door is able to close when released. Provide a self-closing device.

Violation Description: Toilet facilities shall be maintained clean, sanitary and in good repair for use by employees and patrons. Toilet rooms shall be separated by a well-fitting, self-closing door. Toilet tissue shall be provided in a permanently installed dispenser at each toilet. Location of toilet facilities used by patrons shall not be located to pass through food preparation, food storage, or utensil washing areas. (114250, 114250.1, 114276)

44. PREMISES; PERSONAL/CLEANING ITEMS; VERMIN-PROOFING

POINTS
1

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114067 (j), 114123

Inspector Comments: Observed fly swatter hanging on wall in kitchen. Remove fly swatter from facility and obtain approved vermin-proofing methods.

Observed containers of medication/vitamins stored on shelf with seasonings. Cell phone observed on counter adjacent to clean plates. Ensure to store personal items and medications in area designated for employee items separate from food intended for customer consumption.

Violation Description: The premises of each food facility shall be kept clean and free of litter and rubbish; all clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces; the facility shall be kept vermin proof. (114067 (j), 114123, 114143 (a) & (b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282) Food preparation sinks, handwashing sinks and warewashing equipment shall not be used for the cleaning of maintenance tools, the holding of maintenance materials, or the disposal of liquid wastes. (114123) Open-air barbecue and/or outdoor wood burning oven must operate on the same premises, in conjunction with a permanent food facility and not in an area that may pose as a fire hazard. (114143(a) (b)) Janitorial sink or approved curbed cleaning facility (exemption for restricted food service facilities Section 114279 (b)) shall be provided. (114279(a)) First aid supplies must have a legible manufacturer's label and stored in a kit or container that is located to prevent contamination. (114256.4) Insect electrocution devices are not allowed in food or utensil handling areas. (114259.3)

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 food debris on floor beneath cooking equipment. Clean and maintain 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))



Public Health
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48. FOOD HANDLER CERTIFICATION

POINTS

3

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

Inspector Comments: Observed one expired food handler card. Fax (909-387-4323) or email (sbcfoodworker@gmail.com) missing food handler card form with valid food handler card within 14 days, by 3/15/19, to avoid a future charged follow-up inspection at an hourly rate of \$245 with a 30 minute minimum. Note: Food handler cards MUST be issued by San Bernardino County to be valid. Missing food handler card form provided.

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

52. VC & D

POINTS

0

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

Inspector Comments: Approximately 1/4 container of parmesan cheese and 1 can Ortega whole green chiles

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.

Overall Inspection Comments

"A" grade placard removed; "C" grade placard posted. Do not remove or relocated grade card. Doing so will result in a billed reinspection.

Re-score form provided. Submit re-score form within 30 days from date of routine inspection.

PEP talk offered and declined.

Top 5 CDC risk factor and Active Managerial Control flyer provided.

Signature(s) of Acknowledgement



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A handwritten signature in blue ink, appearing to read "Shawna Gentry".

NAME: Shawna Gentry
TITLE: Owner