



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME MCDONALD'S #14975		DATE 11/15/2018	REINSPECTION DATE Next Routine	PERMIT EXPIRATION 12/31/2018
LOCATION 1796 E LUGONIA AV, REDLANDS, CA 92374			INSPECTOR Danica Leon	
MAILING ADDRESS PO BOX 13490, PALM DESERT CA 92255			IDENTIFIER: None	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 03 - Corrective Action / No Follow up Required	
			ACTION: 01 - No Further Action Required	
TIME IN 1:05 PM	TIME OUT 3:00 PM	FACILITY ID FA0001652	RELATED ID PR0010703	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 75

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		⊗
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	⊗
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	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	1
36. Equipment, utensils and linens: storage and use	⊗
38. Adequate ventilation and lighting; designated area	1
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	⊗
PHYSICAL FACILITIES	
41. Plumbing: proper backflow devices	⊗
42. Garbage and refuse properly disposed; facilities m	1
43. Toilet facilities: properly constructed, supplied, clea	1
44. Premises; personal/cleaning items; vermin-proofin	⊗

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	1
48. Food handler cards	⊗
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	
53. Impoundment	
54. Permit Suspension	



Public Health
Environmental Health Services

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

POINTS 4	Compliance date not specified Complied on 11/15/2018 Violation Reference -	Inspector Comments: Observed cook donn new gloves without first washing hands. Cook then proceeded to prepare orders at grill. Ensure employees are washing hands with soap and warm water for at least 10-15 seconds when changing tasks and before donning clean gloves. Corrected on site: Employee was educated regarding adequate hand washing procedure. Instructed cook to wash hands at this time.
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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>

7. PROPER HOT AND COLD HOLDING TEMPERATURES ⚠ MAJOR ⚠

POINTS 4	Compliance date not specified Not In Compliance Violation Reference - HSC - 113996, 113998, 114037	Inspector Comments: Observed the following: - Approximately 10 raw shelled eggs measuring at 78.4 degrees , left out on preparation surface below egg grill - Liquid egg white carton measuring at 78.2 degrees F, stored on rack above grill As per employee facility's normal practice is to cook egg products to order then place such items back into an appropriate cold holding unit. Such items above were voluntarily removed and discarded at this time. See VC&D. Ensure potentially hazardous foods are held at 41 degrees F or below when cold holding or 135 degrees F or above when hot holding.
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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

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 cook could not demonstrate adequate knowledge of proper cooking time and temperature relationships. Proper cooking time and temperature relationships are as follows: - Single pieces of beef, fish, or eggs served for immediate service shall be heated to 145°F for 15 seconds. - Comminuted meat (ground beef/hamburger/ground pork), injected meats, and raw shell eggs not cooked per request for immediate service shall be heated to 155°F for 15 seconds. - Poultry, comminuted poultry (ground turkey/ground chicken)/ meat / poultry shall be heated to 165°F for 15 seconds. Ensure all food employees have adequate knowledge of and be trained in food safety as it relates to their assigned duties. Provide regular trainings to employees on proper food handling procedures.
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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>



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6. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE

POINTS 2	Compliance date not specified	Inspector Comments: Observed the following: - No paper towels provided in dispensing unit located near hand wash station of the back of kitchen, closest to bakery oven. - Paper towel dispenser to be in disrepair located near front service area/ register
	Not In Compliance	
	Violation Reference -	Ensure all handwash facilities are maintained and adequately supplied with hand soap and paper towels (or a drying device) in each appropriate dispenser.

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)

14. FOOD CONTACT SURFACES: CLEAN AND SANITIZED

POINTS 2	Compliance date not specified	Inspector Comments: Observed ice chute of bulk-ice machine to have black/brown debris accumulation. Thoroughly clean and sanitize unit.
	Not In Compliance	
	Violation Reference - HSC - 113984(e), 114097, 114099	Ensure all food contact surfaces or those surfaces potentially in contact with food product are maintained, cleaned and sanitized.

Violation Description: All food contact surfaces of utensils and equipment shall be clean and sanitized. (113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101 (b-d), 114105, 114109, 114111, 114113, 114115 (a, b, d), 114117, 114125(b), 114135, 114141)

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

23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS

POINTS 2	Compliance date not specified	Inspector Comments: The following was observed: - One (1) fly in the food handling area near burger preparation line - Several ants on wall near water heater - Several fruit flies near floor sink below McCafe machine
	Not In Compliance	
	Violation Reference - HSC - 114259.1, 114259.4, 11425	Take necessary measures to remove all insects and vermin from facility.
		Ensure to maintain facility free of vermin and insets at all times.

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)

33. NONFOOD-CONTACT SURFACES CLEAN

POINTS 1	Compliance date not specified	Inspector Comments: Observed the following: - Handles of pastry oven with excessive grime build-up and debris accumulation - Handles of pastry freezer doors with grime build up
	Not In Compliance	
	Violation Reference - HSC - 114115 (c)	Clean and maintain affected areas.
		Ensure all non-food contact surface of e

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



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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: Observed ice scoop stored directly in ice product intended for patron consumption located at ice machine near rear drive through window. Discontinue this practice. Ensure to store all scoops in a manner that prevents possible contamination to food product.
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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)

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 soiled wiping cloths in the following areas: - Bread rack near dry storage area - Above french fry fryer at cooks line - Active food preparation line - Drink preparation area of McCafe unit Discontinue this practice. Ensure all wet wiping cloths are returned to sanitizer bucket after each use and completely submerged in sanitizing solution.
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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)

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 between a draining condensate waste lines and floor sink located near drive through closest to the drink serving station where juices, smoothies and coffee is prepared. Ensure all pipes draining into a floor sink have an air gap of at least one inch or twice the diameter of the inlet.
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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)



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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 employee drink stored above active food preparation areas. Discontinue this practice. Provide designated space for employee's personal items separate from customer food and food contact surfaces.

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 ceiling panels above carbon dioxide tanks to be peeling and deteriorating. Repair/replace ceiling panels.

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))

48. FOOD HANDLER CERTIFICATION

POINTS 3	Compliance date not specified Not In Compliance Violation Reference - SBCC - 33.0409	Inspector Comments: Observed twelve (12) food handler(s) without current, valid San Bernardino County food handler card(s). Ensure that food handler(s) maintain current, valid San Bernardino County food handler card(s). Provided operator with information on how to obtain San Bernardino County food handler cards, and provided the Missing Food Handler Card. Facility must provide current, valid food handler card information within 14 calendar days of today's date. If current, valid food handler card information is not faxed to the Division of Environmental Health Services at 909-387-4272 or e-mailed at sbccfoodworker@gmail.com on or before November 29, 2018, there will be a re-inspection charge of \$4.08 per 1 minute with a minimum time of 30 minutes, and a minimum charge of \$122.50.

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 sbccfoodworker@gmail.com

More Information: http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food_worker_training.aspx



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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

"C" grade card posted. Do NOT- Obscure, obstruct, remove or relocate posted grade.

PEP talk video demonstrated at this time.
Food facility risk based inspection frequency information sheet provided
Top 5 CDC risk factor information sheet provided.
Active managerial control form provided.
Missing Food handler form provided.
Re-score form provided.

Signature(s) of Acknowledgement

NAME: Lorina Sanchez
TITLE: Assistant Manager