



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME HERO MARKET		DATE 10/20/2020	REINSPECTION DATE 11/03/2020	PERMIT EXPIRATION 10/31/2020
LOCATION 1160 OLD WOMAN SPRINGS RD C, YUCCA VALLEY, CA 92284			INSPECTOR Rubi Guido	
MAILING ADDRESS 1160 OLD WOMAN SPRING RD C, YUCCA VALLEY CA 92284			IDENTIFIER: Kitchen & Grill & Deli	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 13 - Permit Suspended / Facility Closed	
TIME IN 10:58 AM	TIME OUT 1:30 PM	FACILITY ID FA0001201	RELATED ID PR0012065	PE 1620

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 86

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				2
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	
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	⊗
21. Hot and cold water available				
LIQUID WASTE DISPOSAL				
In			4	2
22. Sewage and wastewater properly disposed				
VERMIN				
In				⊗
23. No rodents, insects, birds, or animals				

SUPERVISION	OUT
24. Person in charge present and performs duties	⊗
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	1
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	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	⊗

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	3
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	⊗
52. VC&D	
53. Impoundment	
54. Permit Suspension	



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

POINTS
4

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114259.1, 114259.4, 11425

Inspector Comments: Observed the following:
- One (1) live nymph cockroach at the hand sink.
- One (1) dead cockroach under the sandwich make line cooler.
- Several live cockroaches on the glue traps located by the doorway into the back storage room.
- Old rodent droppings on the bottom shelf of the dry storage rack that is located in the back storage room.
The manager/owner was unable to provide pest control service reports for rodents and cockroaches.

Eliminate all dead and/or live cockroaches/vermin and all evidence of cockroaches and rodents from the facility. The food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies.

Note: The facility has been closed due to evidence of an active cockroach infestation. Take the necessary steps to eliminate all evidence of cockroaches from the facility. Clean and sanitize all affected areas. The violations observed pose an immediate threat to public health and safety and the health permit to operate is hereby suspended. The facility is ordered closed until the listed violation(s) have been corrected and verified by San Bernardino County Public Health Department Environmental Health Services. The facility is to remain closed until permission from DEHS has been given. A "Notice of closure" sign was posted; do not hide, remove, or relocate the sign. Ensure that the facility has eliminated all evidence of a cockroach infestation prior to contacting San Bernardino County Environmental Health Services for a re-opening.

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)

1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION

POINTS
2

Compliance date not specified
Complied on 10/20/2020
Violation Reference - HSC -
113947-113947.1

Inspector Comments: A) Upon questioning, the employee was unable to demonstrate adequate knowledge in the proper cooking and holding temperatures. The employee stated that the internal cooking temperature of raw beef patties is 145F and that she did not know the cold holding temperature of potentially hazardous foods.

Ensure all employees are able to demonstrate knowledge of and are properly trained in food safety.

Note: The employee was educated at the time of inspection. Corrected onsite.

B) Upon questioning, the employee stated that some customers are allowed to enter the kitchen to grab their own cups, lids, and/or straws, stored on the table that is located inside the kitchen, near the doorway.

Ensure all employees are able to demonstrate knowledge of and are properly trained in food safety.

Note: The employee was educated at the time of inspection. Corrected onsite.

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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21. HOT AND COLD WATER AVAILABLE

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">2</div>	Compliance date not specified Complied on 10/20/2020 Violation Reference - HSC - 113953(c), 114099.2(b)	Inspector Comments: A) Observed no hot or cold water at the hand sink. The employee stated that the water was turned off due to a leak from the faucet. Ensure all handwashing sinks are equipped with cold water, hot water (120F minimum measured from the faucet), and hand soap and paper towels in dispensers. Note: The employee provided hot and cold water at the time of inspection. Corrected onsite. B) Measured the maximum water temperature at 81F from the faucet at the hand sink located in the women's restroom. Ensure all handwashing sinks are equipped with cold water, hot water (120F minimum measured from the faucet), and hand soap and paper towels in dispensers. Note: A follow-up inspection will be conducted on 10/26/20 to determine compliance. If compliance is not met upon reinspection, then a billable re-inspection will follow.
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Violation Description: An adequate, protected, pressurized, potable supply of hot water and cold water shall be provided at all times. (113953(c), 114099.2(b) 114101(a), 114189, 114192, 114192.1, 114195)

24. PERSON IN CHARGE PRESENT AND PERFORMS DUTIES

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113945-113945.1, 113984.1	Inspector Comments: Observed the employee allow a customer into the kitchen and grab the fountain drink lids, stored on the table that is located inside the kitchen, near the doorway. People unnecessary to the food facility operation shall not be allowed in the kitchen, food preparation, storage, or warewashing areas.
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Violation Description: A person in charge shall be present at the food facility during all hours of operation. (113945-113945.1, 113984.1, 114075) Customers are not allowed access through the food preparation area unless the customer's route is separated from raw or undercooked foods by at least three feet of clearly delineated space or the route of access is not separated by a rail or wall at least three feet high. (113984.1) Consumers must be notified that they must use clean tableware when returning to self-service areas, such as salad bars and buffets. (113945.1(b), 114075) A restaurant that sells a children's meal that includes a beverage must make the default beverage water, unflavored milk or other approved beverage. (114379-114379.60) A full service restaurant shall not provide a single-use plastic straw to a consumer unless requested by the consumer. (PRC 42270)

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Top5CDCRiskFactorsContributingFoodborneIllness.pdf>

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

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114130, 114130.1, 114130	Inspector Comments: Observed a water leak from the faucet at the hand sink (when not in use). Repair the hand sink. Eliminate all water leaks. All utensils and equipment shall be fully operative and in good repair.
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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)



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36. EQUIPMENT, UTENSILS AND LINENS: STORAGE AND USE

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold; color: red;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114074, 114081, 114119	<p>Inspector Comments: A) Observed the hand sink being used to store a gallon of hand soap.</p> <p>Discontinue this practice. Equipment/sinks shall only be used for the intended use.</p> <p>B) Observed a food container stored in the janitorial sink.</p> <p>Discontinue this practice. Equipment/sinks shall only be used for the intended use. Utensils and equipment shall be handled and stored so as to protect food from possible contamination.</p> <p>C) Observed dry food debris on plates stored on the shelf above the preparation table and dry food debris on lids stored on the rack located across from the 3-compartment sink. The employee stated that these locations are for the storage of clean and ready-to-use plates and equipment.</p> <p>All food-contact surfaces of utensils and equipment shall be properly cleaned and sanitized prior to storage.</p> <p>Note: The employee removed these items at the time of inspection. Corrected onsite.</p> <p>D) Observed foam cups stored in containers with pancake mix and flour.</p> <p>Discontinue the use of this equipment. Ensure all scoops have a designated hand contact surface (handle) and that the handle is stored out of direct contact with the food to prevent potential contamination of the food.</p>
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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 <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold; color: red;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114135, 114185.1	<p>Inspector Comments: A) Measured the solution in the sanitizer bucket at 0ppm chlorine and 0ppm quaternary ammonium. The cook stated that the solution is chlorine sanitizer.</p> <p>Ensure sanitizer solution (chlorine) measures a minimum of 100 ppm. All food-contact surfaces of utensils and equipment shall be properly cleaned and sanitized.</p> <p>B) Observed wet wiping towels stored on preparation tables throughout the kitchen.</p> <p>Discontinue this practice. Ensure, after every use, wet wiping cloths are returned to the sanitizer solution and are completely submerged in the sanitizing solution.</p>
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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)



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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 two (2) drinks stored on a table (located to the right of the sandwich make line unit) with equipment and utensils intended for customers, and the employee actively using this station. The employee stated that the cups belong to employees.

Discontinue this practice. Provide a designated area for employee's personal items that is separate from customer food and food contact surfaces.

Note: The employee removed the cups at the time of inspection. Corrected onsite.

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 cove base tile installed incorrectly (on top of existing floor tile, creating a 90 degree angle) below the 3-compartment sink.

Floor surfaces shall be coved at the juncture of the floor and wall with approved 3/8 inch minimum radius coving and shall extend up the wall at least 4 inches.

Note: Contact San Bernardino County, Division of Environmental Health Services - Plan Check Department for any changes/remodeling inquiries at - 1-(800)-442-2283.

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))

51. PLAN REVIEW

POINTS
0

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

Inspector Comments: Observed cove base tile installed incorrectly (on top of existing floor tile, creating a 90 degree angle) below the 3-compartment sink.

Floor surfaces shall be coved at the juncture of the floor and wall with approved 3/8 inch minimum radius coving and shall extend up the wall at least 4 inches.

Note: Contact San Bernardino County, Division of Environmental Health Services - Plan Check Department for any changes/remodeling inquiries at - 1-(800)-442-2283.

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.



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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

A "Notice of Closure" sign was posted on this date. The closure sign will be replaced with a "B" letter grade card when the facility is re-opened by EHS.

DO NOT REMOVE, OBSTRUCT IN ANY WAY, OR RELOCATE THE "NOTICE OF CLOSURE" SIGN.

Non-compliance will result in a charged follow-up inspection at an hourly rate of \$245.

When ready for re-inspection, submit a re-score inspection application.

PEP Talk given.

The following documents were provided:

- Re-score form
- Top 5 CDC Risk Factors
- Active Managerial Control handout
- Risk Based Inspection Frequency handout

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: Armando Vanegas
TITLE: Person in Charge