



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME ORIENTAL EXPRESS LLC		DATE 7/31/2020	REINSPECTION DATE 8/14/2020	PERMIT EXPIRATION 5/31/2070
LOCATION 26529 HIGHLAND AV, HIGHLAND, CA 92346			INSPECTOR Amanda Tieu	
MAILING ADDRESS 23709 DECORAH RD, DIAMOND BAR CA 91765			IDENTIFIER: None	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 03 - Reinspection Required	
TIME IN 12:40 PM	TIME OUT 3:50 PM	FACILITY ID FA0002781	RELATED ID PR0009499	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 84

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	+	⊘	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 2
○ 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			4 2
○ In	N/O N/A 14. Food contact surfaces: clean and sanitized			4 ⊘

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	⊘
28. Washing fruits and vegetables	1
29. Toxic substances properly identified, stored, use	⊘
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	⊘
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	⊘
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	⊘
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	⊘
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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5. HANDS CLEAN AND PROPERLY WASHED; GLOVES USED PROPERLY **MAJOR**

POINTS 4	Compliance date not specified Complied on 7/31/2020 Violation Reference -	Inspector Comments: Observed employee handle cash with customer and then serve food without washing his/her hands. Observed employee's gloves to be torn upon questioning. Employees are required to change gloves when changing tasks and when gloves become worn, damaged or soiled. Each time new gloves are donned, employees are required to wash and dry hands prior to donning gloves. Corrected on site: Directed employee to wash hands and change gloves immediately.
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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>

14. FOOD CONTACT SURFACES: CLEAN AND SANITIZED

POINTS 2	Compliance date not specified Not In Compliance Violation Reference - HSC - 113984(e), 114097, 114099	Inspector Comments: Observed sanitized water nesting in washed equipment, stacked within one another stored above the 3-compartment. Discontinue this practice. Ensure to allow all equipment and utensils to adequately drain and air-dry before reuse and storage.
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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>

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: 1) Observed the following food items to be uncovered and unprotected: -Pot of pooled eggs in the preparation table cold holding unit located next to the cooks line -Bucket of raw chicken in the walk-in refrigerator by the noodle rack All food shall be stored, prepared, displayed, or held so that it is protected from contamination.
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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

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114254, 114254.1	Inspector Comments: Observed an unlabeled bottle of equipment lubricant located under the kitchen preparation table. Label all bottles as to their contents once removed from their original packaging.
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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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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 (3) containers of flour stored on the floor of the food preparation area. Maintain all food items and equipment stored at least six (6) inches off the floor on round metal legs.
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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))

33. NONFOOD-CONTACT SURFACES CLEAN

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114115 (c)	Inspector Comments: Observed meat juice and debris accumulation on the meat storage racks within the walk-in refrigerator. Clean and remove meat debris from the storage rack and ensure all nonfood contact surfaces of utensils and equipment shall be clean.
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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 Not In Compliance Violation Reference - HSC - 114130, 114130.1, 114130	Inspector Comments: Observed a green and red cutting board heavily scored. Discard cutting boards and ensure all equipment and utensils are in good repair. REPEAT VIOLATION.
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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)

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 the following scoop handles in direct contact with the items stored in a container: 1) Flour 2) Sugar 3) Rice Store scoops with handles upright so that the scoop handles do not come in contact with the item to prevent contamination.
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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 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114149, 114149.1	Inspector Comments: Observed (2) unprotected lights located above the food preparation table. Provide light shields to protect the food preparation area below from shattered glass. REPEAT VIOLATION.
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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)



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40. WIPING CLOTHS: PROPERLY USED AND STORED

POINTS 1	Compliance date not specified Not In Compliance	Inspector Comments: Observed one wet wiping cloth stored on the self located at the cooks line. Ensure that wet wiping cloths are returned to a sanitized solution or a soiled linen bin after use.
	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)

42. GARBAGE AND REFUSE PROPERLY DISPOSED; FACILITIES MAINTAINED

POINTS 1	Compliance date not specified Complied on 7/31/2020	Inspector Comments: Observed a bucket full of varying meats stored within the walk-in refrigerator on the storage rack left of the entrance. Bucket was observed to be stored on top of customer food. Upon questioning, the employee stated that the contents of the bucket were trash. Remove bucket and ensure all food waste is removed and disposed of properly to prevent attraction of vermin and adulteration of food. Corrected on site: Employee discarded the bucket.
	Violation Reference - HSC - 114244, 114245	

Violation Description: All food waste and rubbish shall be kept in leak proof and rodent proof containers. Containers shall be covered at all times. All waste must be removed and disposed of as frequently as necessary to prevent a nuisance. The exterior premises of each food facility shall be kept clean and free of litter and rubbish. (114244, 114245, 114245.1, 114245.2, 114245.3, 114245.4, 114245.5, 114245.6, 114245.7, 114245.8)

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

POINTS 1	Compliance date not specified Not In Compliance	Inspector Comments: Observed grease and dirt accumulation within the following areas: 1). Floors under the cook line stove and fryers 2). Ceiling located above the the cook's line 3). Floors under the sugar, flour, and rice containers Clean and maintain all floors, ceilings, and all kitchen equipment in a clean and sanitary manner at all times.
	Violation Reference - HSC - 114143 (d), 114266	

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))

CV. COVID-19 OBSERVATIONS

POINTS 0	Compliance date not specified Not In Compliance	Inspector Comments: Observed no COVID-19 precautions, guidelines, or social distancing markers posted within the facility. Observed no COVID-19 site specific plan in place. Per facility manager, no health screening or temperature checks are conducted for COVID-19 precautions.
	Violation Reference - SBC Policy - No Reference Number Specified	

Violation Description: Observations regarding COVID-19 associated changes to practices are recorded here.

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

“B” grade card was posted on this day.

PEP talk given.

The following documents were provided to the operator:

- 1.) Top 5 CDC Risk Factors
- 2.) Rescore form
- 3.) Handwashing Done Right
- 4.) Health Education Liaison Program
- 5.) Food Facility Risk Based Inspection Frequency

NOTE:

DO NOT REMOVE, RELOCATE OR MOVE GRADE CARD. Non-compliance will result in a charged follow-up inspection of \$122.50 per half hour.

When ready for re-inspection, contact 800-442-2283.

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: Signature Not Available

TITLE: