

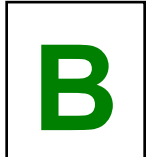


CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME CHARLEY'S PHILLY STEAKS		DATE 10/14/2022	REINSPECTION 10/18/2022	PERMIT 3/31/2023
LOCATION 12434 N MAINSTREET 116, RANCHO CUCAMONGA, CA 91763			INSPECTOR Antoinette Saunchez	
MAILING ADDRESS 2389 CALVERT ST, CORONA CA 92881			IDENTIFIER: None	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 03 - Reinspection Required	
TIME IN 3:18 PM	TIME OUT 4:45 PM	FACILITY ID FA0013415	RELATED ID PR0017763	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 82

Reduce food loss, and feed those in need by donating your surplus food. [Learn more about donating surplus food.](#)

- 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 & ex				
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 pro				
In				⊘
6. Adequate handwashing facilities supplied & accessi				
TIME AND TEMPERATURE RELATIONSHIPS				
In	N/O	N/A	+	⊘
7. Proper hot and cold holding temperatures				
In	N/O	N/A		2
8. Time as a public health control; procedures & record				
In	N/O	N/A		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		⊘
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, displa				
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	2
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, u	1
FOOD STORAGE/DISPLAY/SERVICE	
30. Food storage; food storage containers identify	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, use	1
35. Equipment/Utensils approved; installed; clean; good repair, c	1
36. Equipment, utensils and linens: storage and use	1
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	⊘
42. Garbage and refuse properly disposed; facilities	1
43. Toilet facilities: properly constructed, supplied, c	1
44. Premises; personal/cleaning items; vermin-proof	1

PERMANENT FOOD FACILITIES	OUT
45. Floor, walls, ceilings: built, maintained, and clean	⊘
46. No unapproved private homes/living or sleeping	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

POINTS

4

Compliance date not specified
Complied on 10/14/2022
Violation Reference - HSC -
113996, 113998, 114037

Inspector Comments:

1. Measured sliced tomatoes at 53 F - 59 F stored inside of three (3) containers inside of the reach-in cooler and inside of two (2) of the cold top inserts located at the front food service line.

The person in charge (PIC) stated that the food items had been held for over four (4) hours.

Establish practices which assure that cold held foods are maintained at or below 41 degrees F. Ensure all potentially hazardous foods are held at or below 41 F or at or above 135 F.

Corrective Action Taken: The person in charge voluntarily discarded the food items. See VC & D.

2. Repair/Adjust the reach-in cooler with a cold top at the front food service line so that the potentially hazardous foods are maintained at or below 41F.

Observed the ambient temperature of this cooler at 46 F, per the display thermometer stored inside of the refrigeration unit.

The person in charge was directed to not hold any potentially hazardous foods in this refrigeration unit until a member of this Agency verifies that it is able to hold potentially hazardous foods at or below 41 F.

Note: Sliced tomatoes were the only potentially hazardous foods being stored inside of this refrigeration unit.

A reinspection has been scheduled on or after October 18, 2022 for this violation.

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

POINTS

2

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
113947-113947.1

Inspector Comments:

Observed the Certified Food Manager's Certificate to belong to a previous employee. The person in charge stated that it has been more than 60 days since department of the employee.

Obtain at least one food manager certificate from one of the below accredited organizations that has been certified by the American National Standards Institute (ANSI):

1. 360training.com, Inc.- Learn2Serve® Food Protection Manager Certification Program
2. National Registry of Food Safety Professionals- Food Protection Manager Certification Program
3. National Restaurant Association-ServSafe® Food Protection Manager Certification Program
4. Prometric Inc.- Food Protection Manager Certification Program
5. AboveTraining/StateFoodSafety.com

Provide manager's certificate at facility within 60 days. Non-compliance will result in a future charged inspection at an hourly rate of \$245.

Note: Original certificate must be available at facility in order to be valid.

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
Not In Compliance
Violation Reference -

Inspector Comments:

Observed the paper towels stored on top of the paper towel dispenser at the handwashing station located next to the food preparation sink.
No paper towels were observed inside of the paper towel dispenser.

Ensure that paper towels are stored and provided in a sanitary manner, such as a paper towel 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
Not In Compliance
Violation Reference - HSC - 113984(e), 114097, 114099

Inspector Comments:

1. Observed beginning formations of mold-like growth on the interior upper panel of the ice machine. Mold-like substance was not observed to be dripping or coming into contact with ice inside of the ice machine.

Remove, clean and sanitize mold-like growth on interior upper panel of ice machine and ensure ice machine is maintained clean and free of any growth or accumulation.

2. Low sanitizer (below 200 ppm quaternary ammonium) was detected inside of the sanitizer solution at the three (3) compartment warewashing sink.
No active warewashing was observed at the time of measurement.

Provide and maintain sanitizer at an approved concentration of a minimum of 100 ppm chlorine or 200 ppm quaternary ammonium.

Corrected on site: The person in charge washed out the sink, and used an approved sanitizer solution concentration of 100 ppm chlorine.

3. Observed several to-go styrofoam containers to be soiled with a brown residue stored in cabinets located in the front food preparation area.

Maintain all food contact surfaces clean 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: <https://youtu.be/Gz6zPqZtv2s>



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33. NONFOOD-CONTACT SURFACES CLEAN

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114115 (c)	Inspector Comments: 1. Observed the janitorial/mop sink to have an accumulation of dirt, dust, and debris. Clean the janitorial sink to remove all accumulations. 2. Observed a heavy accumulation of grease and debris on the wheels of the fryers. Clean the wheels on equipment to remove all accumulations. 3. Observed the shelving in the following areas to have an accumulation of dirt, dust, debris, and residue: - soda syrup storage - below the soda machine 4. Observed the beige/tan food cart to have an accumulation of debris and food residue. <u>All nonfood-contact surfaces of utensils and equipment shall be clean.</u>
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Violation Description: All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))

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 one (1) light bulb above the flat grill to be inoperable and unable to provide sufficient lighting. <u>Ensure adequate lighting is provided to all areas to facilitate cleaning and inspection.</u>
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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)

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 towels stored outside of a sanitizer bucket. Note: Wiping towels not observed in use. Ensure that all wet wiping cloths are returned to a sanitizer bucket after each use and are completely submerged in adequate sanitizing solution. 2. Observed wet wiping towels not fully immersed in sanitizer solution. <u>Ensure wet wiping cloths are fully submerged in sanitizing solution.</u>
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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)

More Information: <https://youtu.be/QGKUN9MDxjg>



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Table with 2 columns: Facility Name (CHARLEY'S PHILLY STEAKS), Date (10/14/2022), Location (12434 N MAINSTREET 116, RANCHO CUCAMONGA, CA 91763), Inspector (Antoinette Sanchez)

41. PLUMBING; PROPER BACKFLOW DEVICES

POINTS: 1
Compliance date not specified
Not In Compliance
Violation Reference - HSC - 114171, 114189.1

Inspector Comments:
1. Observed a heavy leak below the three (3) compartment warewashing sink in two areas. Two containers were observed on the floor below the sink to catch the leaks.
All 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.
2. Observed a leak at the faucet of the handwashing sink located in the front food preparation area.
All 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.

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)

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:
1. Observed gaps in the base coving located next to the left side of the three (3) compartment warewashing sink.
Repair/replace the base coving so that the floors and walls are durable, smooth, nonabsorbent, and cleanable.
Maintain all food facilities clean and in good repair.
2. Observed the floor sink below the lemonade machines to have an accumulation of debris and residues.
Clean the floor sink to remove all accumulations.
3. Clean the floors below the three (3) door "True Freezer" to remove the heavy accumulation of dirt, dust, and debris.
Clean the floors to remove all accumulations.

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))



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48. FOOD HANDLER CERTIFICATION

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">3</div>	Compliance date not specified Not In Compliance Violation Reference - SBCC - 33.0409	Inspector Comments: Observed two (2) missing and/or invalid San Bernardino County food handler card(s). Food worker cards SHALL be issued by San Bernardino County to be valid. All food handlers must obtain a valid food handler certificate issued by San Bernardino County within fourteen (14) days of employment. Failure to provide proof of food handler certification within fourteen (14) days will result in unannounced billable reinspection to verify compliance. These reinspections will be charged at \$245 per hour with a 30-minute minimum. This facility operator must complete the "Missing Food Handler" form provided by the inspector and fax to 909-387-4323 or email it to sbcfoodworker@gmail.com .
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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: <https://wp.sbcounty.gov/dph/wp-content/uploads/sites/7/2022/04/SB-Flyer-2019-completed-English-Spanish.pdf>

52. VC & D

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">0</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113980	Inspector Comments: Approximately twelve (12) pounds of sliced tomatoes were voluntarily discarded.
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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

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



Public Health
Environmental Health Services

www.SBCounty.gov
www.SBCounty.gov/dph/dehs

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Overall Inspection Comments

A letter "B" grade card posted.

NOTE:

DO NOT REMOVE, RELOCATE, OR OBSTRUCT IN ANY WAY THE LETTER GRADE CARD.

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

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

PEP Talk was e-mailed to the PIC on this date.

The following documents were provided at the time of this inspection:

- Request for a Re-score Inspection form
- Top 5 CDC Risk Factors (English and Spanish)
- Active Managerial Control
- Protecting Public Health One Minute at a Time
- Missing Food Handler Cards - Inspector Handout
- San Bernardino County Food Handlers Card handout
- Customer Service Portal
- Cold Holding Sticker

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

NO SIG

NAME: Christina Jackson
TITLE: Shift Lead