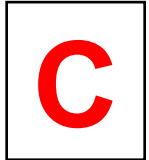




CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME PAPAYA BAY		DATE 11/17/2016	REINSPECTION DATE 12/01/2016	PERMIT EXPIRATION 10/31/2016
LOCATION 345 W PEARL AV 140, REDLANDS, CA 92374			INSPECTOR Lourdes Laninovich	
MAILING ADDRESS 345 W PEARL AV STE 140, REDLANDS CA 92374			IDENTIFIER: None	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 13 - Permit Suspended / Facility Closed	
TIME IN 1:09 PM	TIME OUT 4:43 PM	FACILITY ID FA0015017	RELATED ID PR0019868	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](#).



SCORE 70

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.

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
○ 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		⊗	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 ⊗
LIQUID WASTE DISPOSAL				
○ In	22. Sewage and wastewater properly disposed			4 2
VERMIN				
○ In	23. No rodents, insects, birds, or animals		⊗	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	⊗
27. Food separated and protected	⊗
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	⊗
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	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	⊗
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	



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME PAPAYA BAY	DATE 11/17/2016
LOCATION 345 W PEARL AV 140, REDLANDS, CA 92374	INSPECTOR Lourdes Laninovich

5. HANDS CLEAN AND PROPERLY WASHED; GLOVES USED PROPERLY **⚠ CRITICAL ⚠**

POINTS 4	Compliance date not specified Complied on 11/17/2016 Violation Reference -	Inspector Comments: Observed employee washing hands while still wearing gloves. Employee was instructed to remove gloves, wash hands and use new gloves. Discontinue washing gloves as they are for single use only. Ensure employees wash hands in between tasks and before using clean gloves.
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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/FormsPublications/Handwashing_done_right_Final_11_29_11.pdf

14. FOOD CONTACT SURFACES: CLEAN AND SANITIZED **⚠ CRITICAL ⚠**

POINTS 4	Compliance date not specified Not In Compliance Violation Reference - HSC - 113984(e), 114097, 114099	Inspector Comments: Observed automatic warewash machine dispensing chlorine at 10 ppm. Discontinue using machine until it is repaired and dispensing chlorine at 50 ppm. Wash, rinse and sanitize dishes in 3-compartment sink until warewash machine is repaired. Reinspection for warewash machine will be conducted in one week to ensure proper sanitizer level.
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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/Towel_Sanitizing_solution_Eng_Spn_final_11_30_11.pdf

23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS **⚠ CRITICAL ⚠**

POINTS 4	Compliance date not specified Not In Compliance Violation Reference - HSC - 114259.1, 114259.4, 11425	Inspector Comments: Observed one (1) live cockroach crawling on chest freezer near warewash machine, six (6) live cockroaches on wall below prep sink, eight (8) dead cockroaches in soda syrup storage room and one (1) live cockroach in women's restroom. Observed a couple of flies in kitchen area. Pest control technician was contacted by owner and treatment process began before end of inspection. Immediately abate cockroach infestation. The following steps must be taken before facility may reopen for business: - treat facility and abate cockroach infestation - clean and sanitize all affected areas - seal any gaps/ holes in ceiling or walls - thoroughly clean floors below and behind all cooking equipment, below storage shelving, in warewash area, and in room where soda syrups are stored - properly seal wall behind prep sink above cove base to eliminate gap
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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)

7. PROPER HOT AND COLD HOLDING TEMPERATURES

POINTS 2	Compliance date not specified Complied on 11/17/2016 Violation Reference - HSC - 113996, 113998, 114037	Inspector Comments: Observed a container of sprouts on prep table holding at 62F. Per employee, sprouts were kept on prep table all day. Employee discarded sprouts and container was refilled with fresh sprouts and placed on ice. Maintain all cold holding potentially hazardous foods at or below 41F.
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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/510012_how_to_keep_food_out_of_danger_zone.pdf



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME PAPAYA BAY	DATE 11/17/2016
LOCATION 345 W PEARL AV 140, REDLANDS, CA 92374	INSPECTOR Lourdes Laninovich

21. HOT AND COLD WATER AVAILABLE

POINTS 2	Compliance date not specified Not In Compliance Violation Reference - HSC - 113953(c), 114099.2(b)	Inspector Comments: Observed maximum water temperature in facility at 113F. Ensure hot water at 120F is available at all times.
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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)

26. APPROVED THAWING METHODS USED, FROZEN FOOD

POINTS 1	Compliance date not specified Complied on 11/17/2016 Violation Reference - HSC - 114018, 114020, 114020.1	Inspector Comments: Observed frozen shrimp thawing in a colander on the prep sink drainboard. Instructed employee to place shrimp in a bowl under cool running water to thaw. Ensure foods are thawed via the following methods: under refrigeration, completely submerged in cold (no higher than 70F), running water for less than 2 hours, in microwave, or during the cooking process.
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Violation Description: Food shall be thawed under refrigeration; completely submerged under cold running water (less than 70F) of sufficient velocity to flush loose particles for less than 2 hours; in microwave oven; or during the cooking process. (114018, 114020, 114020.1)

More Information: http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Proper_Defrosting_Eng_Spn_11_29_11.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 a container of cucumber, onion and tomato stored directly on top of uncovered containers of carrots and onions in top portion of reach-in refrigeration unit. Discontinue stacking containers on top of open containers of food to prevent possible contamination. - Observed a rice cooker in use on a cart directly adjacent to warewash drainboard. Observed a tray of sauces and spices directly adjacent to hand sink at cook line. Relocate cart and tray so that items are not susceptible to splashing from the sinks. - Observed several uncovered containers of food in reach-in refrigeration unit at prep line. Cover all foods to prevent possible contamination. - Observed a fan on the drainboard of the prep sink. Discontinue storing fan on drainboard.
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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.

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 open cans of coconut cream in reach-in refrigeration unit at prep line. Discontinue storing food in open cans, transfer product to an approved food-grade container once opened.
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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 heavy grease and dust build-up on ventilation hood filters. Clean and maintain filters.
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Violation Description: All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME PAPAYA BAY	DATE 11/17/2016
LOCATION 345 W PEARL AV 140, REDLANDS, CA 92374	INSPECTOR Lourdes Laninovich

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

POINTS 1	Compliance date not specified	Inspector Comments: Observed cups being used as scoops in bulk rice and sugar containers. Discontinue using cups as scoops and use only scoops with handles.
	Not In Compliance Violation Reference - HSC - 114130, 114130.1, 114130	

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 one unsecured CO2 tank in bar area. Ensure CO2 tanks are securely fastened to a rigid structure at all times in order to prevent a tipping hazard.
	Not In Compliance Violation Reference - HSC - 114074, 114081, 114119	

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 cloths stored in buckets with 10 ppm chlorine throughout facility. Store wiping cloths in 100-200 ppm chlorine when not in use.
	Not In Compliance 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)

41. PLUMBING; PROPER BACKFLOW DEVICES

POINTS 1	Compliance date not specified	Inspector Comments: Observed water is turned off at 3-compartment sink in bar area. Corrected on site. Repair sink so that hot and cold water are available at all times.
	Complied on 11/17/2016 Violation Reference - HSC - 114171, 114189.1	

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	Inspector Comments: Observed urinal in men's room is out of order. Repair urinal. NOTE: This is a repeat violation.
	Not In Compliance Violation Reference - HSC - 114250, 114276	

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)



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME PAPAYA BAY	DATE 11/17/2016
LOCATION 345 W PEARL AV 140, REDLANDS, CA 92374	INSPECTOR Lourdes Laninovich

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

POINTS 1	Compliance date not specified	Inspector Comments: Observed front door to facility propped open at time of inspection. Keep door closed at all times to prevent entry of vermin.
	Not In Compliance Violation Reference - HSC - 114067 (j), 114123	

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	Inspector Comments: - Observed several gaps in between ceiling tiles and three damaged ceiling tiles adjacent to walk-in refrigerator. Observed a gap in the ceiling around the water heater pipes. Seal all gaps in ceiling and replace damaged ceiling tiles. - Observed wall panel missing above walk-in refrigerator. Replace missing wall panel so that wall is completely enclosed. - Observed heavy dust build-up on ceiling vent above ice machine. Clean and maintain. - Observed heavy grease and food debris build-up on floors at cook line, in ware wash area and in room storing soda syrups. Thoroughly clean and maintain floors throughout facility.
	Not In Compliance 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))

48. FOOD HANDLER CERTIFICATION

POINTS 3	Compliance date not specified	Inspector Comments: Observed one expired food handler card and one food handler card from Riverside County. Ensure employees obtain a valid San Bernardino County food handler card within 14 days of this inspection. Fax completed Missing Food Handler Card form to this department on or before 12/1/16. Failure to comply will result in a billed reinspection at a rate of \$245 per hour, half hour minimum.
	Not In Compliance Violation Reference - SBCC - 33.0409	

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 fax to 909-387-4272.

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



CAL CODE OFFICIAL INSPECTION REPORT

Table with 2 columns: Facility Name (PAPAYA BAY), Location (345 W PEARL AV 140, REDLANDS, CA 92374), Date (11/17/2016), Inspector (Lourdes Laninovich)

49. PERMITS AVAILABLE

Table with 3 columns: Points (0), Compliance status (Not In Compliance), Violation Reference (114067(b, c), 114381(a)), Inspector Comments (Observed posted permit is expired. Ensure current health permit is posted on site.)

Violation Description: A food facility shall not be open for business without a valid permit. (114067(b) & (c), 114381 (a), 114381.2, 114387)

52. VC & D

Table with 3 columns: Points (0), Compliance status (Not In Compliance), Violation Reference (113980), Inspector Comments (approximately 6 cups of sprouts)

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 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
- More than three (3) critical violations (codes 1-23) noted during an inspection.

Overall Inspection Comments

This facility is closed due to a cockroach infestation. Closed sign posted. Do not remove sign. Facility is to remain closed until infestation is abated.

A hearing has been scheduled for 11/18/16 at 9:30 am at the office of Environmental Health Services at 385 N. Arrowhead Ave. 2nd floor, San Bernardino. Contact this department at 800-442-2283 with any questions.

A grade of C (70) was given at this time. Re-score form given to owner.

Signature(s) of Acknowledgement

Handwritten signature in blue ink

NAME: Pooh
TITLE: