



Public Health
Environmental Health Services

385 N Arrowhead Ave, San Bernardino, CA 92415 | Phone: 800.442.2283 Fax: 909.387.4323

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

CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME EL RANCHERO FANTASTIC MEXICAN FOOD		DATE 5/7/2021	REINSPECTION DATE 5/21/2021	PERMIT EXPIRATION 1/31/2070
LOCATION 9260 HAVEN AV, RANCHO CUCAMONGA, CA 91730		INSPECTOR Tirza Tetteh		
MAILING ADDRESS 9260 HAVEN AV, RANCHO CUCAMONGA CA 91730		IDENTIFIER: None SERVICE: 001 - Inspection - Routine RESULT: 05 - Corrective Action / Follow up Required ACTION: 03 - Reinspection Required		
TIME IN 3:34 PM	TIME OUT 7:07 PM	FACILITY ID FA0016744	RELATED ID PR0022358	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.

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
+ COS = Corrected on-site

○ N/O = Not observed
⊗ MAJ = Major violation

○ N/A = Not applicable
⊗ OUT = Out of compliance

B

SCORE 80

DEMONSTRATION OF KNOWLEDGE		COS	MAJ	OUT
In	N/O	1. Demonstration of knowledge; food safety certification		⊗
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	4	2
In		6. Adequate handwashing facilities supplied & accessib		⊗
TIME AND TEMPERATURE RELATIONSHIPS				
In	N/O	N/A	7. Proper hot and cold holding temperatures	+ ⊗ 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	⊗	2
In	N/O	N/A	14. Food contact surfaces: clean and sanitized	4 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	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	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	1
36. Equipment, utensils and linens: storage and use	⊗
38. Adequate ventilation and lighting; designated area	1
39. Thermometers provided and accurate	⊗
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	1

PERMANENT FOOD FACILITIES	OUT
45. Floor, walls, ceilings: built, maintained, and clean	1
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	

Public Health
Environmental Health Services

CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME EL RANCHERO FANTASTIC MEXICAN FOOD	DATE 5/7/2021
LOCATION 9260 HAVEN AV, RANCHO CUCAMONGA, CA 91730	INSPECTOR Tirza Tetteh

7. PROPER HOT AND COLD HOLDING TEMPERATURES



MAJOR

POINTS

4

Compliance date not specified
Complied on 5/7/2021
Violation Reference - HSC -
113996, 113998, 114037

Inspector Comments: 1. Observed the following potentially hazardous foods stored inside the walk-in cooler with temperatures measured between 49F - 67.7F:

- 12 lbs cooked chunky beef
- 188 lbs cooked carne asada
- 5 lbs chile verde pork
- 14 lbs shredded chicken

Cook stated these items were cooked over 24 hours prior to inspection, cooled, covered and placed inside the walk-in freezer to cool down to 41F. Cook stated the temperatures are not taken or checked. These PHFs are removed from the walk-in freezer and placed inside the walk-in cooler to defrost prior to use. Measured ambient air temperature inside the walk-in cooler at 51.6F. Employee state walk-in refrigerator was recently repaired due to not holding temperature correctly.

2. Observed 45 lbs of raw chorizo (pork sausage) stored inside walk-in cooler with an internal temperature of 46.2F. Employee stated chorizo is delivered frozen on Thursdays, one day prior to inspection, and stored inside the walk-in cooler.

3. Observed nine (9) containers of red and green salsa and one (1) container of cilantro dressing stored inside the walk-in cooler with internal temperatures measured between 47.6F - 49.8F. Employee stated salsas were prepared from cold items stored inside the walk-in cooler more than 24 hours prior to inspection.

4. Observed 1,296 raw shell eggs stored inside the walk-in cooler with internal temperatures measured between 47F - 49F. Employee stated eggs were received more than 6 hours prior to inspection and stored inside the walk-in cooler. The temperature was not taken at the time of delivery.

5. Observed 30 lbs cooked sausage link with internal temperatures between 57F - 59F. Observed these boxes of sausage to have not been opened yet and the ambient air temperature of walk-in cooler measured at 51.6F.

6. Observed the following stored inside the walk-in cooler with internal temperatures measured between 56F - 58F:

- 1/2 container diced tomatoes
- 1.25 containers sliced tomatoes.

Employee stated tomatoes were prepared more than 6 hours prior to inspection.

Maintain all PHFs intended for cold holding at or below 41F at all times.

Note: Observed walk-in cooler is unable to maintain the ambient air temperature at 41F or below. All previously mentioned PHFs were VC&D. See #52. Facility removed remaining PHFs to cold holding units at cooks line. Do not store any PHFs inside the walk-in cooler until the ambient air temperature is measured to at least 41F.

A reinspection will be conducted on 05/10/2021 to verify compliance. Failure to comply will result in an additional billable reinspection with a 30-minute minimum charge of \$122.50

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

Public Health
Environmental Health Services

CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME EL RANCHERO FANTASTIC MEXICAN FOOD	DATE 5/7/2021
LOCATION 9260 HAVEN AV, RANCHO CUCAMONGA, CA 91730	INSPECTOR Tirza Tetteh

13. FOOD IN GOOD CONDITION, SAFE AND UNADULTERATED

MAJOR

POINTS

4

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
113967, 113976,**Inspector Comments:** Observed an accumulation of pink slime and black mold along deflector of ice machine. Observed water drip directly over pink slime and black mold onto the ice.

Immediately discontinue use of ice inside machine. Clean and sanitize ice deflector prior to reuse. Maintain all food in good condition and free of adulteration at all times.

Note: Facility has another ice machine and was not able to clean and sanitize deflector during inspection.

A reinspection will be conducted on 05/10/2021 to verify compliance. Failure to comply will result in an additional billable reinspection with a 30-minute minimum charge of \$122.50.

Violation Description: All food shall be manufactured, produces, prepared, compounded, packed, transported, kept for sale, and served so as to be pure and free from adulteration and spoilage. Any food is adulterated if it bears or contains any poisonous or deleterious substance that may render it impure or injurious to health. (113967, 113976, 113980, 113988, 113990, 114035, 114254(c), 114254.3)**More Information:** <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/TransFatFlyer22012.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 questioning, cook was unable to provide the hot holding temperature for sauces stored on the gas stove.

Educated cook of proper hot holding temperature for potentially hazardous foods to be 135F.

Ensure that all food employees shall have adequate knowledge of, and are properly trained in food safety as it relates to their assigned duties.

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>

6. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE

POINTS

2

Compliance date not specified
Not In Compliance
Violation Reference -**Inspector Comments:** Observed an employee filling a green bucket with water at rear handwash sink located next to 3-compartment sink.

Discontinue using handwash sink for other tasks other than handwashing.

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)

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 hot water not available at the left handwash sinks in both mens and womens restrooms.

Provide and maintain hot water measured at 100F at handwash sinks.

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)



Public Health
Environmental Health Services

CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME EL RANCHERO FANTASTIC MEXICAN FOOD	DATE 5/7/2021
LOCATION 9260 HAVEN AV, RANCHO CUCAMONGA, CA 91730	INSPECTOR Tirza Tetteh

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 several boxes of eggs stored above containers of diced and sliced tomatoes. No active contamination observed.

Ensure raw food is not stored above ready-to-eat foods to prevent any contamination.

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.

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: 1. Observed two (2) knives and two (2) spatulas stored on shelf holding microwave to have an excess accumulation of dried food debris.

Store utensils clean when not in use.

2. Observed a styrofoam bowl used as a scoop inside bulk container of salt.

Discontinue using bowls for scoops, and obtain approved scoop with handle, and ensure scoop is stored with handle upright, out of food.

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)

39. THERMOMETERS PROVIDED AND ACCURATE

POINTS**1**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114157, 114159

Inspector Comments: Observed cook metal probe thermometer to not be reading accurately. Attempted to calibrate thermometer using ice water and observed thermometer to read 0 F.

Ensure an accurate easily readable metal probe thermometer shall be available in the facility.

Violation Description: An accurate easily readable metal probe thermometer suitable for measuring temperature of food shall be available to the food handler. A thermometer +/- 2 F shall be provided for each hot and cold holding unit of potentially hazardous foods and high temperature warewashing machines. (114157, 114159)

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

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 several wiping cloths stored on counters and food preparation tables. Observed sanitizer buckets prepared and available.

Maintain wiping cloths stored in sanitizing buckets fully submerged when not in use or in between uses.

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)

**Public Health**
Environmental Health Services**CAL CODE OFFICIAL INSPECTION REPORT**

FACILITY NAME EL RANCHERO FANTASTIC MEXICAN FOOD	DATE 5/7/2021
LOCATION 9260 HAVEN AV, RANCHO CUCAMONGA, CA 91730	INSPECTOR Tirza Tetteh

41. PLUMBING; PROPER BACKFLOW DEVICES**POINTS****1**

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

Inspector Comments: 1. Observed backflow/back siphonage device missing at mop sink.

Ensure potable water supply shall be protected by backflow or back siphonage protection.

2. Observed air gap missing for draining pipe of 3-compartment sink.

Provide at least a one inch air gap or twice the diameter of the pipe between floor sinks and water supply.

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
Not In Compliance
Violation Reference - HSC -
114250, 114276

Inspector Comments: Observed toilet paper to be stored on top of handrail inside mens restroom. Observed dispenser missing inside mens restrooms.

Provide and maintain toilet paper stored inside dispenser at all times.

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)

52. VC & D**POINTS****0**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
113980

Inspector Comments: Operator has voluntarily consented to the condemnation and destruction of:

- 12 lbs cooked chunky beef
- 188 lbs cooked carne asada
- 5 lbs chile verde pork
- 14 lbs shredded chicken
- 45 lbs of raw chorizo (pork sausage)
- nine (9) containers of red and green salsa
- one (1) container of cilantro dressing
- 30 lbs cooked sausage link
- 1,296 raw shell eggs
- 1/2 container diced tomatoes
- 1.25 containers sliced tomatoes.

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."

**Public Health**
Environmental Health Services**CAL CODE OFFICIAL INSPECTION REPORT**

FACILITY NAME EL RANCHERO FANTASTIC MEXICAN FOOD	DATE 5/7/2021
LOCATION 9260 HAVEN AV, RANCHO CUCAMONGA, CA 91730	INSPECTOR Tirza Tetteh

CV. COVID-19 OBSERVATIONS**POINTS****0**

Compliance date not specified
Not In Compliance
Violation Reference - SBC Policy -
No Reference Number Specified

Inspector Comments: Observed the following in compliance:

- Disinfecting Protocols
- Physical Distancing Guidelines
- Training/Employee Health

Observed the following out of compliance:

- Control Measures- The facility does not have signage posted at the entrance of the facility. Signs are available at the following website:
<http://wp.sbcounty.gov/dph/wp-content/uploads/sites/7/2020/05/SB-Safe-Dining-Posters.pdf> Print and post
- Control Measures: The facility is still allowing the use of self-service beverage dispensing machine by customers. Discontinue use of self-service beverage machines. Self-service areas are prohibited and not to be used by customers.
- Risk Assessment and Site Specific Protection Plan - The facility does not have a site-specific protection plan. Provide a written plan containing the following information:
 - who is going to implement the plan,
 - a site specific risk assessment and the measures to take to prevent the spread,
 - training and communication plan with employees & partners (Public Health),
 - a plan for screening and control measures,
 - a process to verify compliance and correct deficiencies as needed,
 - cleaning and disinfection protocols,
 - guidelines to provide physical distancing.

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.

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



Public Health
Environmental Health Services

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

CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME EL RANCHERO FANTASTIC MEXICAN FOOD	DATE 5/7/2021
LOCATION 9260 HAVEN AV, RANCHO CUCAMONGA, CA 91730	INSPECTOR Tirza Tetteh

'A' grade removed.

Grade 'B' posted.

Do not remove, relocate or obscure letter grade card. Failure to comply will result in an additional billable reinspection with a 30-minute minimum charge of \$122.50.

A PEP talk was given.

The following forms/handouts were provided:

- Request for a re-score inspection
- Food safety practices overview
- Top 5 CDC risk factors
- Handling and storing chicken safely
- Proper handling of raw and cooked beef
- Cold storage
- Food facility risk based inspection frequency
- The importance of properly defrosting

A reinspection will be conducted on 05/10/2021 to verify compliance regarding walk-in cooler and ice machine. Failure to comply will result in an additional billable reinspection with a 30-minute minimum charge of \$122.50.

Note: For a B grade (Score of 80 to 89): A re-score inspection may be requested by a food facility that receives a "B" grade after the completion of an official routine, re-score, or elevated risk inspection. This request is optional on the part of the facility which may wish to attempt to improve their score or letter grade. A Health Official will complete the re-score inspection within ten (10) County business days of the food facility submitting a request for a re-score inspection.

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: Yesenia Hernandez
TITLE: Owner