



**RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT**

FACILITY NAME <b>HATE BURGER</b>				REINSPECTION DATE <b>Not Specified</b>	INSPECTOR <b>Virginia McDonald</b>	DATE <b>3/24/2020</b>
LOCATION <b>7 N 5TH ST, REDLANDS, CA 92373</b>				PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN <b>4:45 PM</b>	TIME OUT <b>5:30 PM</b>	FACILITY ID <b>FA0027779</b>	RELATED ID <b>CO0069645</b>	PE <b>1620</b>	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 01 - CORRECTIVE ACTION NOT REQUIRED ACTION: 01 - NO FURTHER ACTION REQUIRED	

**RETAIL FOOD PROTECTION - Public Eating PI (0-24 Seats)**

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.

See the following pages for the code sections and general requirements that correspond to each violation listed below.

**16K999 Complaint Inspection**

**Compliance Date:** Not Specified

**Inspector Comments:** ALLEGATIONS:

This is an investigation into the following allegations made by complainant:

Ate at Hate Burger 3/20 at around 8pm (picked up food to go and took it home due to COVID-19 situation). I bit into a massive staple inside the burger, which cut my mouth before I spit it out. Opened the burger to find a second staple. This is unacceptable; I tried to contact Hate Burger management by several means before submitting this complaint because I was seeking a refund from them. No contact or customer support available.

This complaint was received by the Division of Environmental Health on 3/22/20.

**FINDINGS:**

An investigation into the aforementioned allegations was conducted on this date at approximately 4:00 PM. The manager was interviewed and did not have knowledge of the complaint.

Facility serves ground beef and vegan hamburgers. The ground beef is received fresh, preformed into patties and vacuum sealed with six patties per pack. The supplier is US Foods. The vegan burgers are received frozen in 5 lb blocks, thawed overnight in the refrigerator and then opened and formed into patties. The supplier is Impossible Burgers. The patties are then stored in the cold-holding unit across from the grill. The burgers are only made to order. There is no hot-holding of food items.

No pieces of metal were observed in the burger patties on this date.

**RESULTS:**

Allegations could not be substantiated on this date.

A routine inspection was conducted on this date. Please see that report for further details.

Complaint will be closed.

**Description:** A complaint report has been received by Environmental Health.

**16K054 Permit Suspension** **⚠ CRITICAL ⚠**

**Compliance Date:** Not Specified

**Not In Compliance**

**Violation Reference** - HSC - 114409, 114405

**Inspector Comments:** Observed no hot water in the facility. The hot water temperatures measured 62 F at the prep sink, 3-compartment sink, handwash sink, restroom hand wash sink. By the end of the inspection, water temperatures had risen to 80 F. The mop sink was supplied by a different water heater and reached 120 F. Facility's current health permit is hereby suspended. A notice of closure sign has been posted at the front entrance of this facility.

An adequate, protected, pressurized, potable supply of hot water and cold water shall be provided at all times. If there is no water, no hot water, or the water supply is unapproved/contaminated, a food facility shall immediately cease preparation of food. The food facility shall close or EHS may allow for the continued sale of packaged foods provided potable water is available for hand washing in toilet rooms.

When ready for re-inspection please contact this department at (800)442-2283.

**Violation Description:** If an imminent health hazard is found, an enforcement officer may temporarily suspend the permit and order the food facility immediately closed. (114409, 114405)



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### 16C005 Hands clean and properly washed; gloves used properly

Compliance Date: Not Specified

Not In Compliance

Violation Reference -

**Inspector Comments:** Observed three food workers wash their hands in water measuring 62 F. There is no hot water in the facility.

Ensure hands are washed in water measuring at least 100°F.

**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))

### 16C014 Food contact surfaces: clean and sanitized

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 113984(e), 114097, 114099

**Inspector Comments:** Observed active warewashing with water temperature in compartment 1 measuring 62 F. The facility has no hot water.

Ensure that all food contact surfaces are properly washed/rinse/sanitized and air dried. Ensure the following method is utilized:

1. In the first sink: Wash items in warm water (100°F) and detergent.
2. In the second sink: Rinse in clear water.
3. In the third sink: Sanitize items in sanitizing solution: 100 ppm chlorine solution for at least 30 seconds, 200 ppm quaternary ammonium solution for at least one minute, OR 25 ppm iodine solution for at least one minute.
4. Finally, air dry all items on the drain board closest to the sink used for sanitizing.

**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)

### 16C021 Hot and cold water available

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 113953(c), 114099.2(b)

**Inspector Comments:** Observed no hot water in the facility. The hot water temperatures measured 62 F at the prep sink, 3-compartment sink, handwash sink, restroom hand wash sink and the mop sink.

An adequate, protected, pressurized, potable supply of hot water and cold water shall be provided at all times. If there is no water, no hot water, or the water supply is unapproved/contaminated, a food facility shall immediately cease preparation of food. The food facility shall close or EHS may allow for the continued sale of packaged foods provided potable water is available for hand washing in toilet rooms.

**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)

### Overall Inspection Comments

Ensure the following hot water temperatures are maintained in the facility:

Ensure the following hot water temperatures are maintained:

Hand wash sinks must reach a minimum of 100 F

Warewash sinks must reach a minimum of 100 F

Mop sinks 120 F

Prep sinks 120 F

### 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: Carol Avalos

TITLE: Manager



**Public Health**  
Environmental Health Services

[www.SBCounty.gov](http://www.SBCounty.gov)  
[www.SBCounty.gov/dph/dehs](http://www.SBCounty.gov/dph/dehs)

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Total # of Images: 0