



Public Health
Environmental Health Services

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RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME MCDONALD'S #4756				REINSPECTION DATE Not Specified	INSPECTOR Virginia McDonald	DATE 8/7/2020
LOCATION 1620 W REDLANDS BL, REDLANDS, CA 92373				PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 1:45 PM	TIME OUT 3:00 PM	FACILITY ID FA0009305	RELATED ID CO0071887	PE 1622	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 05 - CORRECTIVE ACTION / FOLLOW UP REQU ACTION: 03 - REINSPECTION REQUIRED	

RETAIL FOOD PROTECTION - Public Eating PI (100-Up 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.



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16K999 Complaint Inspection

Compliance Date: Not Specified

Inspector Comments: ALLEGATIONS:

Reference - HSC

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

1. On at least four occasions Mcdonald's employees continually refuse to properly wear face masks.
2. One employee in particular repeatedly wearing mask around her chin.
3. As recently as today, 8/4/20, same employee observed not properly wearing a mask.
4. First drive through window employee's mask not covering the nose.
5. Concern voiced over pressurized air coming out of drive through window, directed at customer. If employee is not wearing mask properly, infected employees could infect customers.
6. Complainant spoke to manager, Estella, on several occasions; however, no enforcement is evident.

This complaint was received by the Division of Environmental Health on 8/7/20.

FINDINGS:

An investigation into the aforementioned allegations was conducted on this date at approximately 2:00 PM. The manager was interviewed and did not have knowledge of the complaint.

The following observations were noted regarding the above allegations:

Observed one employee near the second drive through window (near the front of the store) with the mask pulled down, covering only her mouth.
All other employees at the facility had the masks covering both the nose and mouth.

Observed inadequate social distancing in the kitchen, on one side of the prep table. Manager directed one employee to move to the other side of the prep table. After observing for several minutes, it was observed that no employees stayed within six feet of each other for more than one minute.

Observed the following COVID-19 protective measures in place at this facility:

1. A Risk Assessment and Site-Specific Protection Plan
2. Training/Employee Health
 - a. A COVID-19 fact sheet is present in the Site-Specific Protection Plan noted above, but not posted at the facility.
 - b. Screening questions are asked automatically when the employees check in.
 - c. The thermal scanner was noted to be inoperable at this time. The current manager did not know when it stopped working as no log is maintained.
3. Control Measures: The facility has no dine-in or pick-up at this time. The lobby is closed to the public. Only the drive-through is open.
4. Disinfecting protocols: One person in the morning and one person in the evening are assigned to disinfect/sanitize all the high contact touch points in the kitchen. In the AM, one employee disinfects the lobby and the restrooms. A timer sounds every 30 minutes for employees to stop and wash their hands.
5. Physical Distancing: Observed one instance of inadequate physical distancing at the prep table in the kitchen. Manager corrected this on site and directed one employee to move to the other side of the prep table.

RESULTS:

Allegations substantiated on this date for one employee wearing a mask that did not cover her nose and inadequate social distancing in the kitchen. In addition, the thermal scanner could not initially be located. When located, it was inoperable. Current manager stated she did not know when it stopped working. No log is kept of temperatures, so it is unknown when employee temperatures were last checked.

A COVID-19 survey was conducted on this date. Please see that report for further details.

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

Overall Inspection Comments

No summary comments have been made for this inspection.



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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

SNA

NAME: Signature Not Available

TITLE:

Total # of Images: 0