



Public Health
Environmental Health Services

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RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME DAIRY QUEEN				REINSPECTION DATE Not Specified	INSPECTOR Amanda Tieu	DATE 3/24/2021
LOCATION 9694 BASELINE RD, RANCHO CUCAMONGA, CA 91701				PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 12:47 PM	TIME OUT 2:55 PM	FACILITY ID FA0007823	RELATED ID CO0077676	PE 1621	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 05 - CORRECTIVE ACTION / FOLLOW UP REQU ACTION: 13 - PERMIT SUSPENDED / FACILITY CLOSED	

RETAIL FOOD PROTECTION - Public Eating PI (25-99 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: PURPOSE:

Reference - HSC

A compliant inspection was conducted on this date in response to complaint number CO0077676.

NATURE OF COMPLAINT:

The complainant alleged that the facility is cockroach infested. The complainant stated they observed a cockroach at the cash register area.

OBSERVATION:

1) On this date, the manager was interviewed. Manager was not aware of this complaint. The manager stated the following:

- Facility conducts pest control inspections every 2 weeks. The most recent pest control inspection was conducted today, 3/24/2021 before the start of the complaint inspection.
- Employees are required to inspect the facility for vermin prior to the facility opening to the public
- Facility conducted a vermin fumigation on 3/4/2021 and is scheduled for another fumigation next Wednesday, 3/31/2021
- Facility is in the process of scheduling a sealant constructor to seal any holes or gaps within the facility to prevent the entry of vermin.

2) After thorough search throughout the facility the following cockroaches were observed.

- Observed (1) live brown banded nymph cockroach located beneath the syrup station across the cash register
- Observed (3) live brown banded juvenile cockroaches located beneath the far left and middle shelving beneath the cash register
- Observed (1) live and (1) dead brown banded nymph cockroach located under the two-door refrigerator unit located left of the back delivery door
- Observed (1) live insect within the customer's restroom. Observed restroom closed for public use.

For more details please refer to violation, 16C023.

3) The following items were observed at the time of inspection:

- Observed microgen fumigation report conducted on 3/4/2021.
- Observed vermin bait found throughout the facility
- Observed multiple household can of roach killer found within the facility's office. Please refer to violation 16C029 for more details.
- Observed Supervisor Compliance Review agreement with the facility. Per agreement, any future inspections related to any cockroach infestation will be a billable inspection at a hourly rate of \$245.00/hour.
- Per manager, the facility will email the county any recent and past pest control reports at a later time.

OUTCOME:

The health permit for the facility is hereby suspended at this time due to a live cockroach infestation within the facility.

A Notice of Closure sign was posted at the facility's window, do not defaced, marred, camouflaged, relocated, hidden, or remove sign.

Do not reopen without the approval of San Bernardino County Environmental Health Services. Per Supervisor Compliance Review agreement with the facility, any future inspections related to any cockroach infestation will be a billable inspection at a hourly rate of \$245.00/hour. A billable re-inspection is required prior to re-opening, call 1-800-442-2283 to schedule a billable reinspection.

If the facility is found to be non-compliant upon the billable reinspection, a billable re-inspection is required.

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



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16C023 No rodents, insects, birds, or animals

⚠ CRITICAL ⚠

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114259.1, 114259.4, 11425

Inspector Comments: After thorough search throughout the facility the following vermin were observed at the time of inspection:

- Observed (1) live brown banded nymph cockroach located beneath the syrup station across the cash register
- Observed (3) live brown banded juvenile cockroaches located beneath the far left and middle shelving beneath the cash register
- Observed (1) live and (1) dead brown banded nymph cockroach located under the two-door refrigerator unit located left of the back delivery door
- Observed (1) live insect within the customer's restroom. Observed restroom closed for public use.

Ensure to take appropriate pest control measures to eliminate all evidence of past or current vermin from this facility including but not limited to cockroaches. Clean and sanitize affected area in an approved manner.

Ensure to enclose all cracks, crevices, holes, and gaps in this food facility.

Corrected on site: The facility was instructed to lock and close the facility at the time of inspection. Observed facility manager, lock the customer front door entrance and post the closed sign.

At this time, the facility will remain closed and health permit suspended due to active cockroach infestation.

A Notice of Closure sign was posted at the facility's window, do not defaced, marred, camouflaged, relocated, hidden, or remove sign.

Do not reopen without the approval of San Bernardino County Environmental Health Services. Per Supervisor Compliance Review agreement with the facility, any future inspections related to any cockroach infestation will be a billable inspection at a hourly rate of \$245.00/hour. A billable re-inspection is required prior to re-opening, call 1-800-442-2283 to schedule a billable reinspection.

If the facility is found to be non-compliant upon the billable reinspection, a billable re-inspection is required.

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)

16K054 Permit Suspension

⚠ CRITICAL ⚠

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114409, 114405

Inspector Comments: The health permit for the facility is hereby suspended at this time due to a live cockroach infestation within the facility.

A billable reinspection is required to reinstate the health permit and reopen the facility. If the facility is found to be non-compliant upon reinspection, a billable re-inspection is required.

Contact San Bernardino County Environmental Health Services at 1-800-442-2283 to schedule a billable re-inspection.

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)

16C029 Toxic substances properly identified, stored, used

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114254, 114254.1

Inspector Comments: Multiple household / noncommercial can of roach killer was observed within a plastic crate within the facility's office.

Discontinue use of household insecticide in this facility. Utilize only commercially approved insecticide in this facility, which are dispensed in an approved manner.

Violation Description: All poisonous substances, detergents, bleaches, and cleaning compounds shall be stored separate from food, utensils, packing material and food-contact surfaces. (114254, 114254.1, 114254.2) An insecticide, rodenticide, or other pesticide must be used in accordance with the manufacturer's instructions.

Overall Inspection Comments



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On this date, a "Notice of Closure" sign was posted. A "Notice of Closure" sign was posted at the facility's window = do not defaced, marred, camouflaged, relocated, hidden, or remove sign.

Do not reopen without the approval of San Bernardino County Environmental Health Services. A billable re-inspection is required prior to re-opening, call 1-800-442-2283 to schedule an reinspection.

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

A handwritten signature in blue ink, appearing to be "S/Hirani".

NAME: Seema Hirani
TITLE: Owner

Total # of Images: 0