



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME HELLO SUSHI JAPANESE RESTAURANT		DATE 10/7/2020	REINSPECTION DATE 10/21/2020	PERMIT EXPIRATION 12/31/2070
LOCATION 1630 W REDLANDS BL G, REDLANDS, CA 92373			INSPECTOR Virginia McDonald	
MAILING ADDRESS 1630 W REDLANDS BL UNIT G, REDLANDS CA 92373			IDENTIFIER: None	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 03 - Reinspection Required	
TIME IN 12:44 PM	TIME OUT 3:41 PM	FACILITY ID FA0005326	RELATED ID PR0003234	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](#).

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.



SCORE 80

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
- 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 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	+	⊘	
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			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			⊘
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 2
LIQUID WASTE DISPOSAL				
○ In	22. Sewage and wastewater properly disposed	+		4 ⊘
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	⊘
34. Warewashing facilities: installed, maintained, used	1
35. Equipment/Utensils approved; installed; clean; good repa	⊘
36. Equipment, utensils and linens: storage and use	1
38. Adequate ventilation and lighting; designated area	1
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	1
PHYSICAL FACILITIES	
41. Plumbing: proper backflow devices	⊘
42. Garbage and refuse properly disposed; facilities m	1
43. Toilet facilities: properly constructed, supplied, clea	1
44. Premises; personal/cleaning items; vermin-proofin	1

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	



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5. HANDS CLEAN AND PROPERLY WASHED; GLOVES USED PROPERLY ⚠ MAJOR ⚠

POINTS
4

Compliance date not specified
Complied on 10/7/2020
Violation Reference -

Inspector Comments: Observed food worker adjust his face mask, check his cell phone, then proceed to work with food at the cook's line, without washing his hands.

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.

Corrected on site: Food worker directed to stop and wash his hands.

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/EHSDocuments/HandwashingDoneRight.pdf>

11. PROPER REHEATING PROCEDURES FOR HOT HOLDING ⚠ MAJOR ⚠

POINTS
4

Compliance date not specified
Complied on 10/7/2020
Violation Reference - HSC -
114014, 114016

Inspector Comments: Observed rice cooked the previous day reheating in a microwave. Temperature measured 91 F. Food worker stated rice had finished reheating for five minutes and he places the reheated rice onto the new rice in the rice warmer. Food worker stated he did not know the reheating temperature. Food worker does not rotate or stir rice after reheating.

Ensure all potentially hazardous foods reheated for hot holding are heated to at least 165F for 15 seconds. Potentially hazardous food reheated in a microwave to 165°F for 15 seconds must be rotated or stirred, covered, and allowed to stand covered for two minutes after reheating.

Corrected on site: Rice was placed back in the microwave for reheating to 165 F for 15 seconds.

Violation Description: Any potentially hazardous foods cooked, cooled and subsequently reheated for hot holding or serving must be brought to an internal temperature of 165F for 15 seconds within 2 hours. (114014, 114016) PHF's reheated in a microwave to 165 F for 15 seconds must be rotated or stirred, covered, and allowed to stand covered for two minutes after reheating.

18. COMPLIANCE WITH VARIANCE, SPECIALIZED PROCESS, & HACCP PLAN

POINTS
2

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114057

Inspector Comments: 1. Could not verify that facility has an approved HACCP plan for sushi rice.

Provide an approved HACCP plan for making sushi rice. A Hazard Analysis Critical Control Point (HACCP) plan is a written document that delineates the formal procedures developed for safe food handling approved by the National Advisory Committee on Microbiological Criteria for Foods. A written document approving a deviation from standard health code requirements shall be maintained at the food facility. Food facility operator must submit for an HACCP approval or follow an approved HACCP plan.

2. Current time and pH were not logged for the sushi rice made this day.

Ensure to log sushi rice pH each day.

3. Food worker could not locate the pH meter or strips used to measure pH of sushi rice.

Provide pH meter or pH strips to measure pH.

Corrected on site: pH strips and a pH meter were located during this inspection.

Violation Description: HACCP Plan is a written document that delineates the formal procedures developed for safe food handling approved by the National Advisory Committee on Microbiological Criteria for Foods (114419). A written document approving a deviation from standard health code requirements shall be maintained at the food facility (114057, 114057.1). Food facility operator must submit for an HACCP approval or follow an approved HACCP plan.



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22. SEWAGE AND WASTEWATER PROPERLY DISPOSED

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">2</div>	Compliance date not specified Complied on 10/7/2020 Violation Reference - HSC - 114197	Inspector Comments: Observed one floor sink with standing water under the drainage line from the walk-in cooler. The remaining floor sinks in the kitchen area were clear. The manager stated this floor sink is not functional. There is a plastic tray that fits into the floor sink and when it fills up, they empty the plastic tray. All liquid waste must drain to an approved fully functioning sewage disposal system. Corrected on site: The tray in the floor sink was cleared of standing water. The nonfunctional floor sink will be taken under advisement.
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Violation Description: All liquid waste must drain to an approved fully functioning sewage disposal system. (114197) Toilet facilities must be operable.

27. FOOD SEPARATED AND PROTECTED

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113984 (a, b, c, d, f)	Inspector Comments: 1. Observed raw food stored above ready-to-eat food in the walk-in cooler. Store all raw foods beneath all ready to eat foods to avoid possible cross contamination. 2. Observed uncovered potentially hazardous food in the cold table across from the stove as well as in the walk-in cooler. Ensure food is stored, prepared, displayed or held so that it is protected from cross contamination (i.e. sneeze guards, lids, display cases, dispensers, labeled containers)
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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.

33. NONFOOD-CONTACT SURFACES CLEAN

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114115 (c)	Inspector Comments: Observed heavy grime build-up on doors and handles of refrigerators, freezers and microwave in the kitchen. Clean the doors and handles of the equipment in the kitchen and maintain clean.
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Violation Description: All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))

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

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114130, 114130.1, 114130	Inspector Comments: 1. Observed the automatic dishwasher, not in use, not dispensing chlorine sanitizer when run. Ensure the automatic dishwasher dispenses chlorine sanitizer at 50 ppm. A reinspection will be done in three days to verify automatic dishwasher has been repaired. Until the dishwasher is repaired, ensure the following method is utilized at the 3-compartment sink: - In the first sink: Wash items in warm water (100°F) and detergent. - In the second sink: Rinse in clear water. - 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. - Finally, air dry all items on the drain board closest to the sink used for sanitizing. 2. Observed ventilation panels under the ventilation hood to have heavy build-up of grease. Clean the ventilation panels.
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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)



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41. PLUMBING; PROPER BACKFLOW DEVICES

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114171, 114189.1	Inspector Comments: An insufficient air gap was observed between the automatic dishwasher and the floor sink, and between the 3-compartment sink and the floor sink. Provide an approved air gap that is twice the diameter of the pipe and a minimum of one (1) inch.
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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)

45. FLOORS, WALLS AND CEILINGS: BUILT, MAINTAINED, AND CLEAN

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114143 (d), 114266	Inspector Comments: Observed heavy grime build-up and food debris on the floors at the cook's line, the sushi bar as well as under equipment throughout the kitchen. Clean the floors.
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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 Not In Compliance Violation Reference - SBCC - 33.0409	Inspector Comments: Observed six (6) missing and one (1) expired San Bernardino County food handler cards. Provide valid San Bernardino County Food Handler Card(s) within 14 days to avoid a billable re-inspection with a minimum charge of \$122.50. A "Missing Food Handler Cards" form was provided at the time of inspection. Fax/Mail/Email this completed form to this department within 14 days.
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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 email an electronic copy (scans or photos are ok as long as they are readable to sbcfoodworker@gmail.com

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

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](#).



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Overall Inspection Comments

“B” grade posted.

Do not obscure, relocate, or remove grade card. Failure to comply may result in a billable grade card reposting follow-up at a rate of \$245.00 per hour, with a minimum of 30 minutes.

The following forms were left with the management:

- Missing food handler form
- Food handler training online flyer
- Rescore form

No signature obtained due to COVID precautions. Inspection report discussed with the manager.

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: Billy Hoh
TITLE: