



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 NATURAL SISTERS CAFE THE		DATE 9/9/2020	REINSPECTION DATE 9/23/2020	PERMIT EXPIRATION 6/30/2070
LOCATION 61695 TWENTYNINE PALMS HWY B, JOSHUA TREE, CA 92252		INSPECTOR Rubi Guido		
MAILING ADDRESS 61695 TWENTYNINE PALMS HWY UNIT B, JOSHUA TREE CA 92252		IDENTIFIER: None SERVICE: 001 - Inspection - Routine RESULT: 05 - Corrective Action / Follow up Required ACTION: 03 - Reinspection Required		
TIME IN 10:55 AM	TIME OUT 2:00 PM	FACILITY ID FA0008210	RELATED ID PR0005979	PE 1620

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.

B

SCORE 84

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

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	+	⊗
○ In		6. Adequate handwashing facilities supplied & accessib		2
TIME AND TEMPERATURE RELATIONSHIPS				
In	N/O	7. Proper hot and cold holding temperatures	+	⊗
In	N/O	8. Time as a public health control; procedures & record	4	2
In	N/O	9. Proper cooling methods	4	2
○ In	N/O	10. Proper cooking time & temperatures	4	
In	N/O	11. Proper reheating procedures for hot holding	4	
PROTECTION FROM CONTAMINATION				
In	N/O	12. Returned and reserve of food		2
○ In		13. Food in good condition, safe and unadulterated	4	2
○ In	N/O	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	16. Compliance with shell stock tags, condition, display		2
In	N/O	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	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	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		1
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		⊗
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		⊗
36. Equipment, utensils and linens: storage and use		⊗
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		1
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		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		⊗
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 9/9/2020  
Violation Reference -**Inspector Comments:** Observed the manager wash and dry his hands properly, grab his face covering, and then grab a quinoa patty for a customer.

Ensure employees wash hands with hand soap and water (measuring a minimum of 100F) immediately before engaging in food preparation, after changing tasks, and any time contamination may occur.

Note: The manager was instructed to wash his hands. The manager voluntarily discarded the patty and bun. See VC&amp;D for details. Corrected onsite.

**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>

**7. PROPER HOT AND COLD HOLDING TEMPERATURES****MAJOR****POINTS****4**Compliance date not specified  
Complied on 9/9/2020  
Violation Reference - HSC -  
113996, 113998, 114037**Inspector Comments:** Measured the internal temperature of creamherb sauce (52F, prepared with buttermilk) stored with two other sauces (not potentially hazardous) to the left of the make line without any intervention of temperature control. The employee stated that the sauces were placed there from the make line cooler approximately 10 minutes prior to questioning, and that the sauces are not normally stored there.

Ensure all potentially hazardous foods are held at 41F or below for cold holding and 135F or above for hot holding.

Note: The employee placed the sauce in the reach-in cooler at the time of inspection. Corrected onsite.

**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](http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Food_Danger_Zone.pdf)

**1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION****POINTS****2**Compliance date not specified  
Complied on 9/9/2020  
Violation Reference - HSC -  
113947-113947.1**Inspector Comments:** Upon questioning, the manager was unable to demonstrate adequate knowledge in the proper warewashing procedures. The manager stated that the washed and sanitized dishes are place on a rack to dry and the excess water is wiped off with a towel.

Ensure all employees are able to demonstrate knowledge of and are properly trained in food safety.

Note: The manager was educated at the time of inspection. corrected onsite.

**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>

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**30. FOOD STORAGE; FOOD STORAGE CONTAINERS IDENTIFIED****POINTS****1**

Compliance date not specified  
Not In Compliance  
Violation Reference - HSC -  
114047, 114049, 114051

**Inspector Comments:** Observed missing labels for the following not easily identifiable powders:

- Vegetable protein
- Hemp protein
- Whey protein
- Spirulina powder

Provide correct labels for containers of food or ingredients that have been removed from original packages and are not easily recognizable.

**Violation Description:** Food shall be stored in approved containers and labeled as to contents. Food shall be stored at least 6" above the floor on approved shelving in an approved location to prevent possible contamination. (114047, 114049, 114051, 114053, 114055, 114067(h), 14069 (b))

**35. EQUIPMENT/UTENSILS - APPROVED; INSTALLED; CLEAN; GOOD REPAIR, CAPACITY****POINTS****1**

Compliance date not specified  
Not In Compliance  
Violation Reference - HSC -  
114130, 114130.1, 114130

**Inspector Comments:** Observed two (2) unapproved Maytag chest freezers for the storage of food intended for customers. One unit stored in the outdoor storage room and the other stored in the extended portion of the facility.

Discontinue the use of this equipment. Obtain approved, food-grade equipment for proper food storage/preparation that is NSF approved/ANSI certified, or equivalent, and that is smooth, durable, and made of nonabsorbent material that is easily cleanable.

**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)

**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:** A) Observed to unfastened pressurized cylinders stored in the outdoor storage room.

Pressurized cylinders must be securely fastened to a rigid structure.

B) Observed one (1) Green World cooler (not in use) stored in the employee restroom. The manger stated that the unit is not in disrepair, but it is also not in use.

Remove the unit from the restroom and/or from the facility if not in use. Equipment meant for preparation and/or storage of food items shall not be stored in the restroom.

**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)

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**48. FOOD HANDLER CERTIFICATION****POINTS****3**

Compliance date not specified  
Not In Compliance  
Violation Reference - SBCC -  
33.0409

**Inspector Comments:** Observed one (1) employee(s) without a valid and/or current San Bernardino County food worker card.

Provide current valid San Bernardino County food worker cards for these employees within 14 days.

A Missing Food Handler Cards- Inspector Handout was explained and left with the person in charge during the time of this inspection. Complete and return the completed handout and copies of all cards/certifications to San Bernardino County Environmental Health Services by email to [sbcfoodworker@gmail.com](mailto:sbcfoodworker@gmail.com) or via mail or fax to 909-387-4323.

Fail to comply 100% will result in a charged inspection of \$122.50 minimum to verify compliance.

After this date, if these employees might no longer be working at this facility, person in charge shall clearly indicate the dates of termination onto the Missing Food Handler Cards- Inspector Handouts.

**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](mailto:sbcfoodworker@gmail.com)

**More Information:** [http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food\\_worker\\_training.aspx](http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food_worker_training.aspx)

**49. PERMITS AVAILABLE****POINTS****0**

Comply by 9/10/2020  
Not In Compliance  
Violation Reference - HSC -  
114067( b, c), 114381 (a)

**Inspector Comments:** Observed the facility operating outside of the scope of the permit. The facility prepares omelets with raw eggs on hot plates (6 hot plates at the facility) and muffins with raw eggs (baked at the facility). The manager stated that the facility has been cooking/preparing raw eggs for approximately 10 years.

The facility does not have the proper, approved cooking equipment for the preparation of the above food items. Discontinue the preparation of the food items mentioned above. The facility shall not conduct activities that are inconsistent with the health permit. Remove all raw shell eggs and hot plates from the facility. A follow-up inspection will be conducted on 9/16/20 to determine compliance. If compliance is not met upon reinspection, then a billable re-inspection will follow.

**Violation Description:** A food facility shall not be open for business without a valid permit. A permit shall be valid only for the specified permittee, location, and type of food sales or distribution activity. No food facility shall conduct activities that are inconsistent with the permit(s) issued by the enforcement agency. (114067(b) & (c), 114381 (a), 114381.2, 114387)

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**51. PLAN REVIEW****POINTS****0**

Compliance date not specified  
Not In Compliance  
Violation Reference - HSC -  
114380

**Inspector Comments:** Observed the facility to be extended into the facility to the right. The equipment stored in the room (room that was added to the facility) include the following:

- One (1) Maytag freezer with fruits meant for customers.
- One (1) True merchandiser cooler.
- One (1) bakery display cooler (unknown manufacturer).
- One (1) Sharp microwave.
- One (1) coffee grinder.
- One (1) rack and one (1) basket with chips
- One (1) cooling rack

The manager stated that the owner extended the facility in October of 2019. The facility did not submit plan to EHS Plan Check prior to any construction/remodeling of the facility.

Discontinue the use of this equipment (bakery display cooler) and remove the equipment mentioned above from the facility. A follow-up inspection will be conducted on 9/16/20 to determine compliance. If compliance is not met upon reinspection, then a billable re-inspection will follow.

**Note:**

- A person proposing to build or remodel a food facility shall submit plans for approval before starting any new construction or remodeling of any facility for use as a retail food facility. Contact San Bernardino County, Division of Environmental Health Services - Plan Check Department for remodeling inquiries at - 1-(800)-442-2283.
- Plans shall be submitted to and must be approved by Environmental Health Services before facility may begin construction/renovations.
- Please refer to the Retail Food Facility Construction Guide.
- The facility has 30 days to submit plans to EHS Plan Check. After 30 days, a follow-up inspection will be conducted to determine compliance. If compliance is not met upon reinspection, then a billable re-inspection will follow.

**Violation Description:** A person proposing to build or remodel a food facility shall submit plans for approval before starting any new construction or remodeling of any facility for use as a retail food facility. (114380)

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

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

**Inspector Comments:** The manager consented to the condemnation and destruction of approximately one (1) Quinoa patty and one (1) bun.

**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."

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

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

**Inspector Comments:** Observed several complimentary items stored in the customer area and available to customers.

Discontinue this practice. Ensure to follow state guidelines.

**Violation Description:** Observations regarding COVID-19 associated changes to practices are recorded here.



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#### 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

"B" grade card posted on this date.

The following documents were provided:

- Missing Food Handler Cards– Inspector handout
- Food Handler Training handout
- Re-score form
- Top 5 CDC Risk Factors
- Active Managerial Control handout
- Risk Based Inspection Frequency handout

NOTE:

DO NOT REMOVE, OBSTRUCT IN ANY WAY, OR RELOCATE THE LETTER GRADE CARD.

Non-compliance will result in a charged follow-up inspection at an hourly rate of \$245.

When ready for re-inspection, submit a re-score inspection application.

#### 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: Christa Jenkins  
TITLE: Shift Supervisor