



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME LUCY'S BAKERY & DELI		DATE 8/19/2020	REINSPECTION DATE 9/02/2020	PERMIT EXPIRATION 1/31/2021
LOCATION 25227 REDLANDS BL A, LOMA LINDA, CA 92354			INSPECTOR Virginia McDonald	
MAILING ADDRESS 25227 REDLANDS BL STE A, LOMA LINDA CA 92354		<input type="checkbox"/> FACILITY <input type="checkbox"/> OWNER <input checked="" type="checkbox"/> ACCOUNT IDENTIFIER: None SERVICE: 001 - Inspection - Routine RESULT: 05 - Corrective Action / Follow up Required ACTION: 03 - Reinspection Required		
TIME IN 3:15 PM	TIME OUT 5:30 PM	FACILITY ID FA0003611	RELATED ID PR0004980	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.



SCORE 79

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				
EMPLOYEE HEALTH & HYGIENIC PRACTICES				
In			4	
2. Communicable disease; reporting, restrictions & excl				
In	N/O			2
3. No discharge from eyes, nose, and mouth				
In	N/O			2
4. Proper eating, tasting, drinking or tobacco use				
PREVENTING CONTAMINATION BY HANDS				
In	N/O		4	2
5. Hands clean and properly washed; gloves used prop				
In				⊗
6. Adequate handwashing facilities supplied & accessib				
TIME AND TEMPERATURE RELATIONSHIPS				
In	N/O	N/A	+	⊗
7. Proper hot and cold holding temperatures				
In	N/O	N/A	4	2
8. Time as a public health control; procedures & record				
In	N/O	N/A	+	⊗
9. Proper cooling methods				
In	N/O	N/A	4	
10. Proper cooking time & temperatures				
In	N/O	N/A	4	
11. Proper reheating procedures for hot holding				
PROTECTION FROM CONTAMINATION				
In	N/O	N/A		2
12. Returned and reserve of food				
In			4	2
13. Food in good condition, safe and unadulterated				
In	N/O	N/A	4	
14. Food contact surfaces: clean and sanitized				

FOOD FROM APPROVED SOURCES		COS	MAJ	OUT
In			4	
15. Food obtained from approved source				
In	N/O	N/A		2
16. Compliance with shell stock tags, condition, display				
In	N/O	N/A		2
17. Compliance with Gulf Oyster Regulations				
CONFORMANCE WITH APPROVED PROCEDURES				
In		N/A		2
18. Compliance with variance, specialized process, and HACCP Plan				
CONSUMER ADVISORY				
In	N/O	N/A		2
19. Consumer advisory provided for raw or undercooked foods				
HIGHLY SUSCEPTIBLE POPULATIONS				
In		N/A	4	
20. Licensed health care facilities/public and private schools; prohibited foods not offered				
WATER/HOT WATER				
In			4	⊗
21. Hot and cold water available				
LIQUID WASTE DISPOSAL				
In			4	2
22. Sewage and wastewater properly disposed				
VERMIN				
In			4	2
23. No rodents, insects, birds, or animals				

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	1
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	⊗
35. Equipment/Utensils approved; installed; clean; good repa	1
36. Equipment, utensils and linens: storage and use	1
38. Adequate ventilation and lighting; designated area	1
39. Thermometers provided and accurate	⊗
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	⊗

PERMANENT FOOD FACILITIES	OUT
45. Floor, walls, ceilings: built, maintained, and clean	1
46. No unapproved private homes/living or sleeping qu	⊗
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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7. PROPER HOT AND COLD HOLDING TEMPERATURES **MAJOR**

POINTS 4	<p>Compliance date not specified Complied on 8/19/2020 Violation Reference - HSC - 113996, 113998, 114037</p>	<p>Inspector Comments: The following foods were observed out of temperature at the hot-holding unit:</p> <ul style="list-style-type: none"> - chopped cooked beef measuring 117 F - chopped cooked pork measuring 105 F - chopped cooked chicken measuring 120 F <p>All the above items were placed in the hot-holding unit 2 hours previous.</p> <p>Maintain all potentially hazardous foods in hot holding at 135 F.</p> <p>Corrected on site: The food worker reheated all of the above food items to 165 F for 15 sec. The hot-holding unit was turned up.</p>
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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

9. PROPER COOLING METHODS **MAJOR**

POINTS 4	<p>Compliance date not specified Complied on 8/19/2020 Violation Reference - HSC - 114000</p>	<p>Inspector Comments: Observed the following foods improperly cooled, located on a prep table in the kitchen:</p> <ul style="list-style-type: none"> - Green salsa, measuring 99 F, placed there 3 hrs previous - Red salsa, measuring 92 F, placed there 3 hrs previous <p>Ensure potentially hazardous foods are cooled rapidly from 135°F to 70°F within two hours and then cooled from 70°F to 41°F or below for a total of six hours using approved cooling methods.</p> <p>Approved cooling methods include:</p> <ol style="list-style-type: none"> 1. Placing the food in shallow, heat-conductive pans. 2. Separating the food into smaller or thinner portions. 3. Using rapid cooling equipment such as chill blasters. 4. Adding ice as an ingredient. 5. Using ice paddles. 6. Placing containers in an ice bath, stirring food frequently. 7. In accordance with an approved HACCP Plan. <p>When placing food in the refrigerator to cool, containers should be loosely covered, or uncovered if protected from overhead contamination, to facilitate heat transfer from the surface of the food.</p> <p>Corrected on site: The above food items were voluntarily discarded. See violation #52.</p>
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Violation Description: All potentially hazardous food shall be RAPIDLY cooled from 135F to 70F, within 2 hours, and then from 70F to 41 F, within 4 hours. Cooling shall be by one or more of the following methods: in shallow containers; separating food into smaller portions; adding ice as an ingredient; using an ice bath; stirring frequently; using rapid cooling equipment; or, using containers that facilitate heat transfer. PHF is to be cooled within 4 hours to 41F if prepared from ingredients at ambient temperature. Deliveries of PHF is to be cooled to below 41F within 4 hours if received between 41F to 45F.

More Information: http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/cooling_hot_food_safely.pdf



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1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION

POINTS
2

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
113947-113947.1

Inspector Comments: 1. A Food Manager Certificate was not observed at the facility.

Provide a valid Food Manager Certificate from one of the below accredited organization that has been certified by the American National Standards Institute (ANSI):

- 360training.com, Inc. - Learn2Serve® Food Protection Manager Certification Program
- AboveTraining/StateFoodSafety.com - Certified Food Protection Manager (CFPM) Exam
- National Registry of Food Safety Professionals - Food Protection Manager Certification Program
- National Restaurant Association - ServSafe® Food Protection Manager Certification Program
- Prometric Inc. - Food Protection Manager Certification Program
- The Always Food Safe Company, LLC - Food Protection Manager Certification

Provide a valid Food Manager Certificate within 60 days to avoid a billable re-inspection with a minimum charge of \$122.50. Original certificate must be provided.

2. Upon interview, food worker unable to state the following:

- minimum hot water temperature for compartment 1 at the 3-compartment sink (100 F)
- minimum chlorine sanitizer concentration for compartment 3 at the 3-compartment sink (100 ppm)
- minimum soaking time for chlorine in compartment 3 at the 3-compartment sink (30 sec)
- temperatures and times for rapid cooling of potentially hazardous foods (see handout)
- reheating temperature and time for potentially hazardous foods (165 F/15 sec)

The person in charge and all food employees shall have adequate knowledge of, and shall be properly trained in, food safety as it relates to their assigned duties.

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>

6. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE

POINTS
2

Compliance date not specified
Not In Compliance
Violation Reference -

Inspector Comments: 1. Observed hand wash sink in the kitchen to have no paper towels or soap.

Ensure hand wash sink is fully supplied with soap and paper towels in dispensers.

2. Observed hand wash sink in the kitchen to be blocked.

Handwashing sinks shall not be obstructed, inaccessible, used improperly, or kept unclean.

Violation Description: Handwashing soap and towels or drying device shall be provided in dispensers; dispensers shall be maintained in good repair. (113953.2) Adequate facilities shall be provided for hand washing. (113953, 113953.1, 114067(f)). Handwashing sink is not separated from a warewashing sink by a 6 inch high metal splashguard or 24 inch separation. (113953) Handwashing sinks shall not be obstructed, inaccessible, used improperly or kept unclean. (113953.1)



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21. HOT AND COLD WATER AVAILABLE

POINTS 2	Compliance date not specified Not In Compliance Violation Reference - HSC - 113953(c), 114099.2(b)	<p>Inspector Comments: Observed the following hot water temperatures in the facility:</p> <ul style="list-style-type: none"> - prep sink 108 F - mop sink 108 F - 3-compartment sink 108 F - hand wash sink above 100 F - restroom hand sink above 100 F <p>Ensure a minimum temperature of 120 F at the mop sink and prep sink.</p> <p>A reinspection will be conducted in three days to verify facility is meeting hot water temperatures at the mop sink and prep sink.</p>
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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)

34. WAREWASHING FACILITIES: INSTALLED, MAINTAINED, USED; TEST STRIPS

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114067(f,g), 114099	<p>Inspector Comments: Chlorine sanitizer test strips were not observed at the facility.</p> <p>Provide chlorine sanitizer test strips to check sanitizer concentrations.</p>
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Violation Description: Food facilities that prepare food shall be equipped with warewashing facilities. Testing equipment and materials shall be provided to measure the applicable sanitization method. (114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125) A thermometer must be readily available to monitor the temperature of the water at the warewashing sink. A warewashing sink used to wash wiping cloths, wash produce, or thaw food must be cleaned and sanitized before and after each use.

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/ThreeCompartmentSink.pdf>

39. THERMOMETERS PROVIDED AND ACCURATE

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114157, 114159	<p>Inspector Comments: 1. Observed no display thermometer in the Everest stand-up refrigerator on the right side of the kitchen.</p> <p>Provide a working thermometer for each hot and cold holding unit of potentially hazardous foods.</p> <p>2. Observed no probe thermometer in facility.</p> <p>Provide a probe thermometer at facility. Ensure probe thermometer is accurate and easily readable.</p>
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Violation Description: An accurate easily readable metal probe thermometer suitable for measuring temperature of food shall be available to the food handler. A thermometer +/- 2 F shall be provided for each hot and cold holding unit of potentially hazardous foods and high temperature warewashing machines. (114157, 114159)

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/CalibratingThermometer.pdf>

44. PREMISES; PERSONAL/CLEANING ITEMS; VERMIN-PROOFING

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114067 (j), 114123	<p>Inspector Comments: Observed employee's personal food stored among food items intended for customers.</p> <p>Provide designated space for employee's personal items separate from customer food and food contact surfaces.</p>
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Violation Description: The premises of each food facility shall be kept clean and free of litter and rubbish; all clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces; the facility shall be kept vermin proof. (114067 (j), 114123, 114143 (a) & (b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282) Food preparation sinks, handwashing sinks and warewashing equipment shall not be used for the cleaning of maintenance tools, the holding of maintenance materials, or the disposal of liquid wastes. (114123) Open-air barbecue and/or outdoor wood burning oven must operate on the same premises, in conjunction with a permanent food facility and not in an area that may pose as a fire hazard. (114143(a) (b)) Janitorial sink or approved curbed cleaning facility (exemption for restricted food service facilities Section 114279 (b)) shall be provided. (114279(a)) First aid supplies must have a legible manufacturer's label and stored in a kit or container that is located to prevent contamination. (114256.4) Insect electrocution devices are not allowed in food or utensil handling areas. (114259.3)



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46. NO UNAPPROVED PRIVATE HOMES / LIVING OR SLEEPING QUARTERS

POINTS 1	Compliance date not specified	Inspector Comments: Observed a person sleeping on the floor in a back room. No sleeping accommodations shall be in any room where food is prepared, stored or sold. A private home, a room used as living or sleeping quarters, or an area directly opening into a room used as living or sleeping quarters shall not be used for conducting food facility operations.
	Not In Compliance Violation Reference - HSC - 114285, 114286	

Violation Description: No sleeping accommodations shall be in any room where food is prepared, stored or sold. (114285, 114286) A private home, a room used as living or sleeping quarters, or an area directly opening into a room used as living or sleeping quarters shall not be used for conducting food facility operations. (114285)

48. FOOD HANDLER CERTIFICATION

POINTS 3	Compliance date not specified	Inspector Comments: No food handler cards were available for review at the facility. 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.
	Not In Compliance Violation Reference - SBCC - 33.0409	

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

51. PLAN REVIEW

POINTS 0	Compliance date not specified	Inspector Comments: This facility is changing its menu and is transitioning from a bakery to selling street tacos and hot dogs. At this time the current owner is the same. Food workers present stated no new equipment had been added since the menu change. Ensure to notify San Bernardino County Plan Check (1-800-442-2283) before the addition or replacement of any kitchen equipment. If there is a change of ownership, ensure a Transfer of Ownership form is submitted to San Bernardino County Environmental Health Services.
	Not In Compliance Violation Reference - HSC - 114380	

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	Inspector Comments: The following items were voluntarily condemned and discarded: - Green salsa, measuring 99 F, about 1 gallon - Red salsa, measuring 92 F, about 1 quart
	Not In Compliance Violation Reference - HSC - 113980	

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."



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CV. COVID-19 OBSERVATIONS

POINTS
0

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

Inspector Comments: The manager was informed of the Statewide Industry Guidance to Reduce Risk states, before reopening, all facilities must:

1. Perform a detailed risk assessment and implement a site-specific protection plan
2. Train employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them
3. Implement individual control measures and screenings
4. Implement disinfecting protocols
5. Implement physical distancing guidelines

The facility's indoor dining is currently closed to the public at this time, however, the facility's lobby is open for pick-up of food.

Facility is OUT OF COMPLIANCE for the following guideline:

- No detailed risk assessment and site-specific protection plan was observed at the facility.
- No COVID-19 Fact Sheet was available for employees to review.
- No signage was posted on the front door regarding mask usage or maintaining social distance of 6 ft.
- The facility has not implemented measures to maintain at least six feet social distance between separate customers in the lobby area.

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

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



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"C" 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.

Facilities scoring 79 points or below on a graded inspection are required to submit a Request for Rescore Inspection form within 30 days of the graded inspection.

- Failure to request a rescore inspection will result in permit suspension and facility closure.
- Failure to achieve a score of 80 points or higher after three rescors will result in an Administrative Hearing.

The following forms were left with the management:

- Missing food handler form
- Food handler training online flyer
- Rescore form
- Cooling hot food safely flyer
- COVID-Compliant Business Partnership Program
- Guidance for Reopening During COVID-19 Recovery, Resources for July 1 Order
- Guidance for Operating During COVID-19 Recovery, Food Facilities Readiness Survey

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: Erick Manjarrez
TITLE: Manager