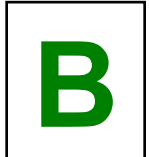




**CAL CODE OFFICIAL INSPECTION REPORT**

FACILITY NAME <b>CAFE NHO</b>		DATE 3/30/2018	REINSPECTION DATE 4/13/2018	PERMIT EXPIRATION 10/31/2018
LOCATION 4380 HOLT AV J, MONTCLAIR, CA 91763			INSPECTOR Eduardo Ramirez	
MAILING ADDRESS 4380 HOLT AV J, MONTCLAIR, CA 91763			IDENTIFIER: Coffee Shop	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 13 - Permit Suspended / Facility Closed	
TIME IN 12:40 PM	TIME OUT 3:15 PM	FACILITY ID FA0000586	RELATED ID PR0000669	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](#).



**SCORE 86**

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.

- 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				2
6. Adequate handwashing facilities supplied & accessib				
TIME AND TEMPERATURE RELATIONSHIPS				
In	N/O	N/A	4	2
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	4	2
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	2
21. Hot and cold water available				
LIQUID WASTE DISPOSAL				
In			4	⊗
22. Sewage and wastewater properly disposed				
VERMIN				
In				⊗
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	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	⊗

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	⊗
48. Food handler cards	3
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	
53. Impoundment	
54. Permit Suspension	⊗



### CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME CAFE NHO	DATE 3/30/2018
LOCATION 4380 HOLT AV J, MONTCLAIR, CA 91763	INSPECTOR Eduardo Ramirez

#### 54. PERMIT SUSPENSION

<b>POINTS</b> <b>0</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114409, 114405
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**Inspector Comments:** The health permit to this facility was suspended this date due to a live cockroach infestation that was observed in the kitchen facility.  
Numerous live adult and nymph cockroaches were observed in throughout the kitchen/ bar area. A supervisory review is scheduled on 4/2/2018 at 9:00 am at the Rancho Cucamonga office located on 8575 Haven avenue, suite 130 Rancho Cucamonga. Provide any professional exterminator receipts showing pest control service was conducted in this facility to the Supervisory Review.  
Call this office when you are ready to re-open and re-inspection will be conducted to determine compliance. This facility must remain closed for business until a re-inspection is conducted and the health permit to operate this facility is reinstated by a representative of this agency.

**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)

#### 23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS



<b>POINTS</b> <b>4</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114259.1, 114259.4, 11425
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**Inspector Comments:** Numerous live cockroaches of all life stages were observed throughout the kitchen/ bar area in the following locations:  
1) Observed live cockroaches on the floors and walls behind the two reach-in refrigerators.  
2) Observed live cockroaches behind the microwave and oven in the cabinet/ electrical panels.  
3) Observed live cockroaches behind the ice machine and underneath the three compartment sink  
4) Observed live cockroaches on the walls above the hand sink.  
5) Observed live cockroaches in the back dry storage room where the heater is located.  
6) Observed one dead cockroach in the employee restroom.

Eliminate all vermin and evidence of vermin from this facility including but not limited to cockroaches.  
Note-The Health Permit was suspended this date due to the cockroach infestation in this food facility.

**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)

#### 1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION

<b>POINTS</b> <b>2</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113947-113947.1
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**Inspector Comments:** Observed no staff member with a Managers Certificate.  
The food facility must have at least one worker who has passed an approved and accredited [ANSI] food safety certification examination within 60 days from this date. A follow up inspection will be conducted within 60 days to ensure compliance has been met with the Food Manager Certification. Ensure compliance has been met to avoid a billable reinspection.

**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>

#### 14. FOOD CONTACT SURFACES: CLEAN AND SANITIZED

<b>POINTS</b> <b>2</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113984(e), 114097, 114099
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**Inspector Comments:** Observed slime build up in the ice machine. Ensure food contact surfaces are cleaned and sanitized at the frequency required.

**Violation Description:** All food contact surfaces of utensils and equipment shall be clean and sanitized. (113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101 (b-d), 114105, 114109, 114111, 114113, 114115 (a, b, d), 114117, 114125(b), 114135, 114141)

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



**CAL CODE OFFICIAL INSPECTION REPORT**

FACILITY NAME CAFE NHO	DATE 3/30/2018
LOCATION 4380 HOLT AV J, MONTCLAIR, CA 91763	INSPECTOR Eduardo Ramirez

**22. SEWAGE AND WASTEWATER PROPERLY DISPOSED**

<b>POINTS</b> <b>2</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed the maximum hot water in the employee/ customer restroom that is located in the pool area measured at 82F. Ensure hot water at 100F+ is available from this hand sink.
	Not In Compliance Violation Reference - HSC - 114197	

**Violation Description:** All liquid waste must drain to an approved fully functioning sewage disposal system. (114197) Toilet facilities must be operable.

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

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Sanitizer test strips were not observed in this facility. Provide test strips as a means to measure the applicable sanitizer levels at the three compartment sink and wiping cloth sanitizer
	Not In Compliance Violation Reference - HSC - 114067(f,g), 114099	

**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>

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

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> The front door to this facility was observed to be propped open. Discontinue this practice. Maintain the front door closed during business hours to prevent the entrance of vermin.
	Not In Compliance Violation Reference - HSC - 114067 (j), 114123	

**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)

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

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> 1). Clean the floors under the three compartment sink of trash and debris build-up 2). Clean the kitchen floors under the ice machine of dirt and debris build-up. 3). Repair/ replace the missing cove base tiles in the kitchen/ bar preparation area. 4). Repair/ replace the broken cove base tiles behind the reach-in refrigerator. 5). Seal all holes observed on the wall behind the drinks reach-in refrigerator in the kitchen/ bar area.
	Not In Compliance Violation Reference - HSC - 114143 (d), 114266	

Seal all openings that can harbor vermin. Maintain all floors, walls and ceilings to be in a clean and sanitary manner at all times.

**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))



Public Health  
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### CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME CAFE NHO	DATE 3/30/2018
LOCATION 4380 HOLT AV J, MONTCLAIR, CA 91763	INSPECTOR Eduardo Ramirez

#### 47. SIGNS POSTED; LAST INSPECTION REPORT AVAILABLE

POINTS <b>1</b>	Compliance date not specified	Inspector Comments: A copy of the last San Bernardino County Health Department inspection report was not available this date. Maintain a copy of the last inspection report to be available upon request.
	Not In Compliance Violation Reference - HSC - 113725.1, 113953.5	

**Violation Description:** Handwashing signs shall be posted in each toilet room, directing attention to the need to thoroughly wash hands after using the restroom (113953.5) (b) No smoking signs shall be posted in food preparation, food storage, warewashing, and utensil storage areas (113978). (c) Consumers shall be notified that clean tableware is to be used when they return to self-service areas such as salad bars and buffets. (d) Any food facility constructed before January 1, 2004 without public toilet facilities, shall prominently post a sign within the food facility in a public area stating that toilet facilities are not provided (113725.1, 114381 (e)). A sign shall be posted stating that a copy of the most recent routine inspection report is available upon request. (113725.1) Permit shall be posted in conspicuous location. (114381(e)) Letter Grade Placecard shall be properly posted. SBCC 33.1406

#### 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.

#### Overall Inspection Comments

The health permit for this facility was suspended on this date and a Notice of Closure sign was posted.

#### Signature(s) of Acknowledgement

NAME: Duong Nguyen  
TITLE: Owner