



County of Riverside
DEPARTMENT OF ENVIRONMENTAL HEALTH
www.rivcoeh.org

FOOD ESTABLISHMENT INSPECTION FORM

FACILITY NAME Birdies Norco				DATE 6/3/2021		TIME IN 10:45 AM		TIME OUT 2:45 PM	
ADDRESS 1845 Hamner Ave Ste.A, Norco, CA 92860				FACILITY DESCRIPTION Not Applicable					
PERMIT HOLDER James Bae				EMAIL birdiesnorco@gmail.com				Major Violations 3	
PERMIT # PR0003243	EXPIRATION DATE 07/31/2023	SERVICE Routine inspection	REINSPECTION DATE 6/10/2021	FACILITY PHONE # (951)479-5543	PE 2620	DISTRICT 0054	INSPECTOR NAME Jillian Van Stockum		Points Deducted 27

The conditions listed below correspond to violations of the California Health and Safety Code and/or Riverside County Ordinances and must be corrected as indicated by the enforcement officer. The Department of Environmental Health appreciates your cooperation.

Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional reinspection at a charge determined by Riverside County Ordinance 640.

Major / Minor Violations: Major Violations are those that pose an imminent risk to public health and warrant immediate closure of the food facility or immediate correction. Minor Violations are those violations that do not pose an imminent public health risk, but do warrant correction.
GRADE REPRESENTS THE FOLLOWING RANGES: A = 100-90 Passed inspection / meets minimum health standards. B = 89-80 Did not pass inspection / does not meet minimum health standards. C = 79-0 Failed inspection / conditions exist which may pose a potential or actual threat to public health and safety. The facility is required to display a grade card in a conspicuous place selected by the Enforcement Officer. The grade card shall not be concealed and can only be removed or relocated by the Enforcement Officer per County Ordinance 492 / County Code Section 8.40.020

**FACILITY
CLOSED**
CA HEALTH &
SAFETY CODE
SECTION 113960

☒ In = In compliance ☒ COS = Corrected on-site ☐ N/O = Not observed ☐ N/A = Not applicable ☐ OUT = Out of compliance

DEMONSTRATION OF KNOWLEDGE			COS	MAJ	OUT
In	N/A	1. Food safety certification			2
EMPLOYEE HEALTH AND HYGIENIC PRACTICES					
<input checked="" type="radio"/> In		2. Communicable disease; reporting, restrictions and exclusions		4	
<input checked="" type="radio"/> In	N/O	3. No persistent discharge from eyes, nose, and mouth			2
<input checked="" type="radio"/> In	N/O	4. Proper eating, tasting, drinking or tobacco use			2
PREVENTING CONTAMINATION BY HANDS					
<input checked="" type="radio"/> In	N/O	5. Hands clean and properly washed; gloves used properly		4	2
In		6. Adequate handwashing facilities supplied and accessible			2
TIME AND TEMPERATURE RELATIONSHIPS					
In	N/O	7. Proper hot and cold holding temperatures		4	2
In	N/O	8. Time as a public health control; procedures and records		4	2
In	N/O	9. Proper cooling methods		4	2
<input checked="" type="radio"/> In	N/O	10. Proper cooking time and temperature		4	2
<input checked="" type="radio"/> In	N/O	11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION					
In	N/O	12. Returned and re-service of food			2
In		13. Food: unadulterated, no spoilage, no contamination	+	4	2
In	N/O	14. Food contact surfaces: clean and sanitized		4	2
0 ppm chlorine / 81.5 F					

FOOD FROM APPROVED SOURCES			COS	MAJ	OUT
<input checked="" type="radio"/> In		15. Food obtained from approved sources		4	2
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/A	19. Written disclosure and reminder statements provided for raw or undercooked foods			1
SCHOOL AND HEALTHCARE PROHIBITED FOODS					
In	N/A	20. Licensed health care facilities / public and private schools; prohibited foods not offered		4	2
WATER / HOT WATER					
<input checked="" type="radio"/> In		21. Hot and cold water available		4	2
Water Temperature above 120 F°F					
LIQUID WASTE DISPOSAL					
<input checked="" type="radio"/> In		22. Sewage and wastewater properly disposed		4	2
VERMIN					
<input checked="" type="radio"/> In		23. No rodents, insects, birds, or animals		4	2
In	N/A	24. Vermin proofing, air curtains, self-closing doors			1

SUPERVISION / PERSONAL CLEANLINESS		OUT
25. Person in charge present and performs duties, demonstration of knowledge		2
26. Personal cleanliness and hair restraints		1
GENERAL FOOD SAFETY REQUIREMENTS		
27. Approved thawing methods, frozen food storage		1
28. Food separated and protected from contamination		2
29. Washing fruits and vegetables		1
30. Toxic substances properly identified, stored, used		1
FOOD STORAGE / DISPLAY / SERVICE		
31. Adequate food storage; food storage containers identified		1
32. Consumer self-service		1
33. Food properly labeled; honestly presented; menu labeling		1

EQUIPMENT / UTENSILS / LINENS		OUT
34. Utensils and equipment approved, good repair		1
35. Warewashing: installed, maintained, proper use, test materials		1
36. Equipment / utensils: installed, clean, adequate capacity		1
37. Equipment, utensils, and linens: storage and use		1
38. Adequate ventilation and lighting; designated areas, use		1
39. Thermometers provided and accurate		1
40. Wiping cloths: properly used and stored		1
PHYSICAL FACILITIES		
41. Plumbing: properly installed, good repair		1
42. Refuse properly disposed; facilities maintained		1
43. Toilet facilities: properly constructed, supplied, cleaned		1
44. Premises; personal item storage and cleaning item storage		1

PERMANENT FOOD FACILITIES		OUT
45. Floors, walls, ceilings: good repair / fully enclosed		1
46. Floors, walls, and ceilings: clean		1
47. No unapproved private homes / living or sleeping quarters		1
SIGNS / REQUIREMENTS		
48. Last inspection report available		1
49. Food Handler certifications available, current, and complete		1
50. Grade card and signs posted, visible		
COMPLIANCE AND ENFORCEMENT		
51. Plans approved / submitted		
52. Permit available / current		
53. Permit suspended / revoked		1
54. Voluntary condemnation		1
55. Impound		1



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1. FOOD SAFETY CERTIFICATION

POINTS

0

Inspector Comments:

NOTE: A valid Food Safety Manager Certificate was not available for review at the time of inspection. The person in charge (PIC) advised the former certified manager left the facility 4 days prior. Food facilities that prepare, handle or serve unpackaged potentially hazardous food, shall have an employee who has passed an approved food safety certification examination. Maintain at least one valid food manager certification on-site. Ensure an active employee obtains a certificate within 60 days of the previous certified manager leaving.

Violation Description: 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. Food safety certificate must be maintained at the food facility and made available for inspection. (113947.1 - 113947.5)

6. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE

POINTS

2

Inspector Comments:

1) Observed the rear handwash station to be obstructed by improper storage of bulk food items as well as opened bulk bags (located in front of the basin, rendering the splash guards unable to protect from contamination) and a stool with a box of equipment stored on top as well as the handwash station to not have paper towels. Maintain all handwash stations easily accessible and fully stocked with soap, paper towels, and warm water (minimum 100 F) at all times during operation. Relocate and ensure all equipment, utensils, and food preparation and storage is at least 24 inches from a handwash station.

*NOTE: This is a repeat violation.

2) Observed the front handwash station to be wobbly and unsecured. Make the necessary repairs in an approved manner to secure and stabilize the handwash station. Maintain in good repair.

Violation Description: Adequate facilities exclusively for handwashing shall be provided in food preparation areas and within toilet rooms. Handwashing soap, and towels or drying device, shall be provided in dispensers. Handwashing facilities shall be clean, unobstructed, and accessible at all times for employee use. (113953, 113953.1, 113953.2, 114067(f), 114143 (e))



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FACILITY NAME
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DATE
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PERMIT #
PR0003243

7. PROPER HOT & COLD HOLDING TEMPERATURES

⚠ CRITICAL ⚠

POINTS

4

Inspector Comments:

1) Observed potentially hazardous pastries (i.e. Oreo's cookie and cream donuts, strawberry shortcake donuts, and bacon donuts) stored at ambient temperature in a pastry display case. PIC advised the pastries were made at their Los Angeles location in the morning and transported to this store. Discontinue storing potentially hazardous foods outside of temperature control. Ensure potentially hazardous foods made in an approved, permitted off-site location are transported less than 30 minutes or transported under mechanical refrigeration. As advised on 08/26/2021, ensure all cold-held foods are held at or below 41 F. PIC voluntarily condemned and discarded (VC&D) the donuts (see violation 54).

*NOTE: This is a repeat violation.

2) Observed the 2-door "Alamo" cold-top prep cooler to hold potentially hazardous foods with internal food temperatures measuring 55 - 58 F and the external display thermometer to read 55 F. PIC advised the foods were held inside the cooler for greater than 4 hours and up to several days. Employees advised they were aware the cooler unit was not holding in proper temperature ranges. PIC voluntarily condemned and discarded (VC&D) the foods (see violation 54). The unit is hereby impounded (see violation 55) and a red impound tag was posted. Do not resume use of this unit until the unit has been repaired, an employee of this Department has verified the repairs, and written approval to resume use of the unit has been provided. Failure to comply will result in further enforcement action, including but not limited to Administrative Citation. Provide an accurate display thermometer in all refrigeration units that is affixed to be readily visible and to indicate the air temperature in the warmest part of the unit.

3) Observed the 3-door "M3 Turbo Air" cooler to hold potentially hazardous foods with internal food temperatures measuring 48 - 52 F and the external display thermometer to read 46 F. PIC advised the foods were held inside the cooler for greater than 24 hours and up to several days. Employees advised they were aware the cooler unit was not holding in proper temperature ranges. PIC voluntarily condemned and discarded (VC&D) the foods (see violation 54). The unit is hereby impounded (see violation 55) and a red impound tag was posted. Do not resume use of this unit until the unit has been repaired, an employee of this Department has verified the repairs, and written approval to resume use of the unit has been provided. Failure to comply will result in further enforcement action, including but not limited to Administrative Citation. Provide an accurate display thermometer in all refrigeration units that is affixed to be readily visible and to indicate the air temperature in the warmest part of the unit. (NOTE: After removing all potentially hazardous foods from the cooler, the external display thermometer was observed to read 38 F. Internal temperatures of non-potentially hazardous foods were taken and observed to range 43 - 51 F.)

4) Cooked chicken in the hot holding unit at the cooks line were as well as potentially hazardous foods in the 2-door "M3 Turbo Air" reach-in cooler at the front service counter (measuring 38 F) were discarded at this time due to the foods being held in the above listed cooler units prior to preparation today. PIC voluntarily condemned and discarded (VC&D) the foods (see violation 54).

Violation Description: Potentially hazardous food shall be held at or below 41°F / 45°F or at or above 135°F. Potentially hazardous food removed from proper holding temperature during preparation must be returned to proper temperature within 2 hours. Potentially hazardous food shall be received at proper temperature without evidence of temperature abuse. (113996, 113998, 114037)

13. FOOD: UNADULTERATED, NO SPOILAGE, NO CONTAMINATION

⚠ CRITICAL ⚠

POINTS

4

Inspector Comments:

Observed encrusted bins of flour with visible contamination of raw chicken stored uncovered at the cooks line. PIC advised the facility practice is to sift the "clumps" out of the flour once every day or other day and to add more flour indefinitely and maintained in an unprotected manner outside of temperature control. Immediately discontinue this practice. PIC voluntarily condemned and discarded (VC&D) the foods (see violation 54). Ingredients used in contact with potentially hazardous foods must be held below 41 F, above 135 F, or discarded after 4 hours.

Violation Description: All food shall be manufactured, produced, prepared, compounded, packed, stored, transported, kept for sale, and served to be pure and free from adulteration, spoilage, and contamination. Food shall be fully fit for human consumption. (113967, 113976, 113980, 113982, 113988, 113990, 114035, 114254.3)



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PERMIT #
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14. FOOD CONTACT SURFACES; CLEAN AND SANITIZED

⚠ CRITICAL ⚠

POINTS

4

Inspector Comments:

1) Observed the designated dish washer to wash soiled dishes in the following manner: turbid soapy water measuring 81.5 F in a small bucket, spraying with hot water measuring 116 F, and stacking to air dry, no sanitizing step is conducted. Facility has quaternary ammonium on site for sanitizing food contact surfaces. PIC advised the facility practice is to pour one cap-full of chlorine into the turbid soapy water bucket to combine the washing and sanitizing step. Immediately discontinue this practice. Handwash multi-use utensils in the following manner:

- wash fully submerged in warm soapy water (minimum 100°F at dish level)
- rinse fully submerged in clear water
- fully submerge in a warm final sanitizing solution of 200 ppm quaternary ammonium for a minimum of 1 minute or 100 ppm chlorine for a minimum of 30 seconds
- allow utensils to air dry

2) Observed the faucet to have been removed from the 3-compartment warewash station and only a spray nozzle to be installed, rendering the facility unable to fill the sink basins for proper warewashing. Upon inquiry on how the facility fully submerges for sanitizing equipment and utensils, the PIC advised the facility does not currently sanitize which is why they put chlorine in the soapy water. Immediately install an approved faucet at the 3-compartment warewash station which reaches all 3 basins.

3) Observed equipment with heavily soiled food contact portions (i.e. mixer heads, trays, etc.) stored as clean and ready for use. All equipment and utensils must be clean to sight and touch prior to being stored as clean.

4) Observed the 3-compartment warewash station to be loose from the wall and gapping. Make the necessary repairs in an approved manner to secure the warewash station and eliminate gapping to provide a surface which is smooth, durable, nonabsorbent, easily cleanable, and resistant to vermin harborage.

5) Observed the facility to have one drain plug. Provide 3- functional drain plugs for the warewash station.

Violation Description: All food contact surfaces of utensils and equipment shall be properly cleaned and sanitized. Food contact surfaces shall be clean to the sight and touch, no accumulation of dust, dirt, food residue, and other debris. (114097, 114099.1, 114099.2, 114099.4, 114099.6, 114099.7, 114101(b-d), 114105, 114109, 114111, 114113, 114115, 114117, 114118, 114123, 114125(b), 114130.2, 114130.5, 114141)

24. VERMIN PROOFING, AIR CURTAINS, SELF-CLOSING DOORS

POINTS

1

Inspector Comments:

Observed the air curtain above the exterior door to be inoperable and numerous flies throughout the facility. Eliminate the activity of flies from the food facility by using only approved methods. Remove all evidence of activity and thoroughly clean and sanitize all affected surfaces. Exterior doors shall be self-closing, without gaps or openings, and maintained closed when not actively in use to prevent vermin entry. Air curtains shall operate in conjunction with the microswitch to turn on when the door is open and turn off when the door closes.

*NOTE: This is a repeat violation.

Violation Description: Each food facility shall be constructed, equipped, maintained, and operated to prevent the entrance and harborage of animals, including birds and vermin. (114259, 114259.2, 114259.3)

28. FOOD SEPARATED AND PROTECTED FROM CONTAMINATION

POINTS

2

Inspector Comments:

1) Observed opened, soiled bulk bags stored on soiled milk crate shelving with the top edges of the bag scrunched together to minimize openings of the bag. After the food product has been opened, transfer the product into durable, washable, and cleanable working containers with lids.

*NOTE: This is a repeat violation.

2) Observed numerous containers of food items throughout the facility to be stored without lids or protective coverings. Ensure all food items are stored in approved, smooth, easily-cleanable containers covered with tight fitting lids or protective coverings at all times except when in immediate use to prevent potential contamination.

Violation Description: All food shall be separated and protected from contamination. (113984, 113986, 114060, 114067(a, d, e), 114069(a, d), 114073, 114077, 114089.1(c), 114143(c))



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PERMIT #
PR0003243

31. ADEQUATE FOOD STORAGE; FOOD STORAGE CONTAINERS IDENTIFIED

POINTS

0

Inspector Comments:

NOTE: Observed unlabeled containers of foods as well as spray bottles throughout the facility. Working containers used for storing food items shall be clearly and individually identified with the common name of the food product.

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. (114047, 114049, 114051, 114053, 114055, 114067(h), 114069(b))

34. UTENSILS AND EQUIPMENT APPROVED, GOOD REPAIR

POINTS

1

Inspector Comments:

1) Observed the left cover of the cold-top prep cooler to be broken as well as the right cover to be wrapped in plastic wrap and the unit to be leaking. Repair/replace the cover to ensure the lid can be propped open and so that the lid does not have to be fully removed when the unit is opened.

2) Observed the cooler door gaskets throughout the facility to be in disrepair, torn and/or peeling from the cooler doors. Repair/replace the gaskets and maintain in good repair.

*NOTE: The above listed are chronically repeated violations.

3) Observed soiled, unapproved milk crates used as shelving by the dough prep station. Discontinue re-using unapproved containers, (i.e. single-use cans, styrofoam cups, crates, cardboard boxes, plastic grocery bags). Equipment surfaces must be smooth, non-absorbent, durable, and easily cleanable. (i.e. raw wood, surfaces with gaps or crevices, etc.)

4) Install an approved splash guard (minimum 12 inches high) between the deep fryer and the open flame range.

5) Observed an unapproved domestic "KitchenAid" table-top mixer at the dough prep station. Replace with an approved, commercial-grade mixer. Equipment and utensils must be commercial grade and approved by ANSI, or another testing company certified by American National Standards Institute or by this Agency. Equipment surfaces must be smooth, non-absorbent, durable, and easily cleanable. (i.e. raw wood, surfaces with gaps or crevices, etc.)

*NOTE: The above listed are repeat violations.

6) Observed an unapproved, heavily soiled raw wood palette with a plastic tarp to be stored under the large mixer. Discontinue using unapproved materials. Equipment and utensils must be commercial grade and approved by ANSI, or another testing company certified by American National Standards Institute or by this Agency. Equipment surfaces must be smooth, non-absorbent, durable, and easily cleanable. (i.e. raw wood, surfaces with gaps or crevices, etc.)

7) Observed the food processor food contact basin to be broken. Discontinue using this utensil. All utensils and equipment shall be approved, properly installed, and in good repair. When utensils and equipment are no longer in good repair, remove from food service use to prevent potential contamination.

Violation Description: All utensils and equipment shall be approved and in good repair. (114130, 114130.1-114130.6, 114132, 114133, 114137, 114175, 114177, 114257)

36. EQUIPMENT / UTENSILS PROPERLY INSTALLED, CLEAN; ADEQUATE CAPACITY

POINTS

1

Inspector Comments:

1) Observed the bulk powdered sugar scoop to be severely encrusted with food debris. Ensure all food contact surfaces shall be properly washed, rinsed, sanitized, and air dried at the required frequencies. Food equipment used with potentially hazardous foods held outside of temperature control must be warewashed at least once every 4 hours. Food equipment used with non-potentially hazardous foods shall be warewashed at least once every 24 hours.

2) Observed excessive accumulation of liquids and food debris on the bottom shelving of cooler units throughout the facility, visibly soaking into the exterior of cardboard food boxes stored on the bottom shelves. All equipment and utensils shall be kept clean and free of an accumulation of dust, dirt, food residue, and other debris.

3) Observed bulk bins, trays, shelves, storage racks, and sides of equipment throughout the facility to be excessively soiled with grease, dust, and encrusted food debris. All equipment and utensils shall be kept clean and free of an accumulation of dust, dirt, food residue, and other debris.

Violation Description: All utensils and equipment shall be clean and installed in an approved manner. Equipment type and quantity shall be adequate for the operation. (114115, 114130.3, 114139, 114153, 114163, 114165, 114167, 114169, 114175, 114180, 114182, 114257)



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FACILITY NAME Birdies Norco	DATE 6/3/2021	PERMIT # PR0003243
--------------------------------	------------------	-----------------------

37. EQUIPMENT, UTENSILS, LINENS: STORAGE AND USE

POINTS

1

Inspector Comments:

1) Observed trays and cutting boards wedged between the faucet handles and wall at the food prep sink. Discontinue storing equipment in unsanitary manners. Relocate to an approved storage location to prevent potential contamination.

2) Observed the bulk sugar scoop stored with the handle in contact with the sugar. Ensure scoops are stored either inside the food containers in a manner where the handle is not in contact with the food or in a separate sanitary container. Clean scoops regularly.

Violation Description: Utensils and equipment shall be handled and stored in an approved manner, protected from contamination. All clean and soiled linen shall be properly stored. (114067(h), 114074, 114081, 114083, 114119, 114121, 114143(a-b), 114161, 114172, 114178, 114179, 114185, 114185.2, 114185.3, 114185.4, 114185.5)

38. ADEQUATE VENTILATION & LIGHTING: DESIGNATED AREAS; USE

POINTS

1

Inspector Comments:

1) Observed insufficient lighting with several light fixtures inoperable in the rear dough prep and storage area. Provide lighting in good repair, which is adequate (at least 20 foot candles), and of shatterproof construction or protected with shatterproof shields in all areas where unpackaged foods are handled, stored or in which utensils are cleaned or stored.

2) Observed the hood ventilation to be low as well as excessive accumulation of grease in the hood canopy and on the walls, ceiling tiles, equipment, and shelving throughout the facility. Ensure the ventilation system is providing adequate ventilation, as required in the California Mechanical Code.

*NOTE: The above listed are repeat violations.

Violation Description: Mechanical exhaust ventilation shall be provided to remove toxic gases, heat, grease, vapors, and smoke. All areas of a food facility shall have sufficient ventilation to facilitate proper food storage and provide a reasonable condition of comfort for each employee. Toilet rooms shall be vented to the outside air by a screened openable window, an air shaft, or a light-switch activated exhaust fan. Adequate lighting shall be provided in all areas to facilitate cleaning and inspection. Light fixtures in areas where open food is stored, served, prepared, and where utensils are washed shall be of shatterproof construction or protected with light shields. (114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1)

40. WIPING CLOTHS: PROPERLY USED AND STORED

POINTS

1

Inspector Comments:

Observed soiled, damp multi-use wiping cloths stored on the prep tables and equipment throughout the facility as well as directly on top of dough on the prep table and on top of packaged food items in the freezer. Never allow multi-use wiping cloths to come into contact with food items. Store wiping cloths fully submerged in an approved sanitizer solution (e.g., 100 ppm chlorine or 200 ppm quaternary ammonium) between uses, or provide a clean cloth for each use.

*NOTE: This is a repeat violation.

Violation Description: Wiping cloths used to clean food spills shall be used only once, unless stored in an approved concentration of sanitizer solution and laundered daily. (114135, 114185.1, 114185.3(d-e))

41. PLUMBING: PROPERLY INSTALLED, GOOD REPAIR

POINTS

1

Inspector Comments:

1) Observed inadequate air gaps between the drainage pipes and floor sinks throughout the facility. Provide an air gap of at least twice the diameter of the pipe or a minimum of 1 inch between the base of the drainage pipe and the top of the flood rim of the floor sink basin.

2) Observed the hot water to be disconnected from the food prep sink. Immediately provide hot water to the preparation sink and ensure the food preparation station is accessible at all times for food preparation needs (i.e. washing fruits and vegetables, straining foods, etc.).

Violation Description: All plumbing 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. All food-related equipment drain lines must discharge through an approved indirect connection. Any hose used for conveying potable water shall be made from approved material and used for no other purpose. (114171, 114189.1, 114190, 114192(b,c), 114193, 114193.1, 114199, 114201, 114269)



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FACILITY NAME
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PERMIT #
PR0003243

43. TOILET FACILITIES: PROPERLY CONSTRUCTED, SUPPLIED, CLEANED

POINTS

1

Inspector Comments:

Observed the following regarding the employee restroom:

- 1) door to not fully self-close, creating consistent gapping from the restroom into the kitchen. Toilet rooms shall be separated by a well-fitting self-closing door. Make the necessary repairs in an approved manner to ensure the door is fully self-closing and well-fitting.
- 2) toilet paper and paper towels to be stored outside of the wall-mounted dispenser. Toilet tissue shall be provided in a permanently installed dispenser at each toilet. Ensure paper towels are stored in a sanitary, protected manner.

*NOTE: The above listed are repeat violations.

Violation Description: Toilet facilities shall be maintained clean, sanitary, and in good repair. Toilet rooms shall be separated by a well-fitting self-closing door. Toilet tissue shall be provided in a permanently installed dispenser at each toilet. Toilet facilities shall be provided for patrons in establishments with more than 20,000 sq. ft. and in establishments offering on-site consumption. (114250, 114250.1, 114276)

44. PREMISES; PERSONAL ITEM STORAGE AND CLEANING ITEM STORAGE

POINTS

1

Inspector Comments:

- 1) Observed employee beverages and personal items stored on shelving, prep tables, equipment, and packaged food items throughout the facility. Discontinue storing personal food/belongings in multiple locations mixed with facility food/equipment. Only store in a designated employee area away from facility food and equipment preparation, washing, or storage areas.

- 2) Observed the mop stored mop head downwards in the mop bucket, filled with soiled mop water and stored in front of the ice machine. PIC advised the facility mops the floors at the end of the night and the soiled mop water had been sitting since the night prior. Store mop hung in a manner to facilitate rapid and thorough air drying. Ensure soiled mop water is discarded in an approved manner. Do not store soiled mop water and janitorial items in front of the ice machine.

Violation Description: Lockers or another approved area for personal belongings shall be provided. The premises of each food facility shall be kept clean and free of litter and items that are unnecessary to the operation or maintenance of the facility. At least one janitorial sink with hot and cold running water shall be provided. Cleaning supplies and equipment shall be stored separate from food and food-related areas. Mops shall be stored in such a way that allows air-drying. (114123, 114256, 114256.1, 114256.2, 114256.4, 114257.1, 114279, 114281, 114282)

45. FLOORS, WALLS, CEILING: GOOD REPAIR / FULLY ENCLOSED

POINTS

1

Inspector Comments:

- 1) Observed the flooring surface to be excessively deteriorated, exposing raw concrete throughout the facility which was encrusted with accumulated buildup under equipment and storage shelving. Repair the flooring in an approved manner. The floors, walls, ceilings of a food facility shall be an approved type, have durable, smooth, nonabsorbent, and washable surfaces, and shall be maintained in good repair. Maintain floors clean and free of accumulation.

- 2) Observed a ceiling tile above the janitorial sink to be missing as well as gapping between the ceiling tiles and ventilation hood canopy to the right of the cooks line and the outlet cover to be missing on the wall above the passage door between the front service area and kitchen. Repair/replace the ceiling tiles and outlet cover to provide surfaces of an approved type, with durable, smooth, nonabsorbent, and washable surfaces, and maintained in good repair.

*NOTE: The above listed are repeat violations.

- 3) Observed the floor sink at the front service area to be soiled with excessive accumulation of food, debris, and biofilm. Maintain clean and free of accumulation.

Violation Description: The floors, walls, ceilings finishes must be of an approved material, durable, smooth, nonabsorbent, and easily cleanable. Food facilities shall be fully enclosed. (114143 (d), 114257, 114266, 114268, 114271, 114272)

48. LAST INSPECTION REPORT AVAILABLE

POINTS

0

Inspector Comments:

Last inspection report was not available for review at the time of inspection. A copy of the last routine inspection report shall be kept on-site and be made available upon request.

*NOTE: This is a repeat violation.

Violation Description: A copy of the most recent routine inspection report shall be made available upon request. (113725.1)



County of Riverside
DEPARTMENT OF ENVIRONMENTAL HEALTH
www.rivcoeh.org

FOOD ESTABLISHMENT INSPECTION FORM

FACILITY NAME Birdies Norco	DATE 6/3/2021	PERMIT # PR0003243
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49. FOOD HANDLER CERTIFICATIONS AVAILABLE, CURRENT, COMPLETE

POINTS

1

Inspector Comments:

Valid Food Handler Certificates were not available for review during this inspection. All employees who handle food, utensils, or food equipment shall have a valid Riverside County Food Handler Certificate within one week of commencing work. Food Handler Certificates for all food employees shall be onsite or otherwise made available for inspection. (Certified Food Managers are exempted from this requirement)

Violation Description: County of Riverside Environmental Health Food Handler Certification(s) are available and current for all employees who prepare, store, or serve exposed food. (Riverside County Ordinance 567)

53. PERMIT SUSPENDED / REVOKED

POINTS

0

Inspector Comments:

Inadequate refrigeration and inability to properly warewash

Violation Description: If an imminent health hazard is observed, an enforcement officer may temporarily suspend the permit and order the food facility immediately closed. (114405, 114409)



County of Riverside
DEPARTMENT OF ENVIRONMENTAL HEALTH
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FOOD ESTABLISHMENT INSPECTION FORM

FACILITY NAME
Birdies Norco

DATE
6/3/2021

PERMIT #
PR0003243

54. VOLUNTARY CONDEMNATION

POINTS

0

Inspector Comments:

The following were discarded:

- 1) front display case:
 - 3 Oreo's cookies and cream donuts
 - 3 Strawberry shortcake donuts
- 2) 2-door "Alamo" cold-top prep cooler:
 - 10 lbs. potato salad
 - 2 gal. milk
 - 1 gal. buttermilk
 - 15 lbs. shredded cheese
 - 1/2 gal. ranch dressing
 - 2 c. mayonnaise
 - 1/2 gal. ghost sauce
 - 2 c. caramelized onions
 - 14 raw shell eggs
- 3) 3-door "M3 Turbo Air" cooler:
 - 7 gal. milk
 - 5 gal. non-dairy whipped topping
 - 4 c. cooked strawberries
 - 3 gal. buttermilk
 - 1/4 gal. heavy whipping cream
 - 1/2 gal. horchata
 - 1/2 gal. half and half creamer
 - 1/2 gal. soy milk
 - 2 c. dijon mustard
 - 6 lbs. cream cheese
 - 330 raw shell eggs
 - 5 lbs. smoked ham
 - 30 lbs. sour cream
 - 1 gal. sweet relish
 - 40 lbs. raw chicken tenders
 - 10 c. vinaigrette
 - 45 lbs. shredded cheese
 - 84 assorted portioned sauce cups
 - 5 lbs. whipped topping
 - 6 c. marinade
 - 1 gal. sweet asian sauce
 - 6 c. mayonnaise
 - 160 lbs. raw chicken breast
 - 10 lbs. marinated wings
 - 15 lbs. raw uncured bacon
 - 120 lbs. raw chicken tenderloins
- 4) hot holding unit:
 - 30 pieces cooked breaded chicken
- 5) 2-door "M3 Turbo Air" reach-in cooler:
 - 1 gal. milk
 - 1/4 gal. half and half creamer
 - 1/4 gal. soy milk
 - 6 c. assorted sauces in squeeze bottles
 - 40 assorted portioned sauce cups
- 6) cooks line:
 - 20 lbs. flour

Violation Description: I, as the person in charge, hereby voluntarily agree to the condemnation and destruction of the food(s) listed in this report, said food(s) being alleged unfit for human consumption and in violation of California Health and Safety Code, Section 113980. I hereby release the County of Riverside, Department of Environmental Health and authorized agents from any and all responsibility.



County of Riverside
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FOOD ESTABLISHMENT INSPECTION FORM

FACILITY NAME Birdies Norco	DATE 6/3/2021	PERMIT # PR0003243
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55. IMPOUND

POINTS

0

Inspector Comments:

You are hereby notified that the 2-door "Alamo" cold-top prep cooler as well as the 3-door "M3 Turbo Air" cooler have been determined to be in disrepair, and therefore, are impounded on 06/03/2021 under the provisions of the California Health and Safety Code, Division 104, Chapter 6, Article 1, Section 114130. The impounded items may be released by correcting the violation and contacting this office for verification of compliance. If the impounded items were removed from your food facilities by a representative of Environmental Health, failure to contact this office within thirty days from the date of this notice (07/02/2021), will be deemed a waiver of your interest in the impounded items and they may be discarded without further notice (See Violation 7).

Violation Description: Use impounded equipment or food may result in legal action. Removal of the impound tag is an interference with the performance of an Enforcement Officer's duties and an unlawful act per California Health and Safety Code, Section 114393.

56. COVID 19 - FOLLOWING STATE OF CALIFORNIA GUIDELINES

POINTS

0

Inspector Comments:

Observed in compliance with Industry Guidance.

Overall Inspection Comments

At this time, this facility has failed to meet the minimum requirements of the California Health and Safety Code (73 = C) and is closed due to inadequate refrigeration and inability to properly warewash (see Violation 7 and 14). A reinspection will be set for one week (06/10/2021). Ensure violations listed on this report are corrected by this date in order to be re-scored. "Facility Closed" sign posted. "C" card posted. "A" card removed. "C" card and "Facility Closed" must remain posted until removed by an employee of this Department. Contact J. Van Stockum with any questions at (951)273-9140 and/or JVanStockum@rivcoeh.org.

Did you know that effective January 1, 2018, the California Health and Safety Code was amended to make it easier for food facilities to donate food? Please consider donating your excess food product to a local food bank, pantry, or soup kitchen. As a good faith food donor, you are protected from civil and criminal liability if the food product later causes harm to its recipient, unless the injury is a direct result of gross negligence or intentional misconduct in the preparation or handling of the donated food. See Section 171425 of the Civil Code and Sections 114432 to 114434 inclusive of the Health and Safety Code. For more information visit our website at www.rivcoeh.org.

Signature

Joshua Leavell
Person in Charge
06/03/2021

Jillian Van Stockum
Environmental Health Specialist
06/03/2021

REASONS FOR IMMEDIATE CLOSURE OF A FOOD FACILITY

Per California Health and Safety Code Section 114409 (a):

"If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility immediately closed."

A food facility may be closed for any of the following reasons:

- Overflowing sewage (inside or outside the facility)
- No potable water
- No hot water
- No electricity
- Rodent or insect infestation
- Any other conditions at the facility that may create an imminent public health risk

In addition to the reasons above, Per California Health and Safety Code Section 114411:

"The enforcement agency may, after providing opportunity for a hearing, modify, suspend, or revoke a permit for serious or repeated violations of any requirement of this part or for interference in the performance of the duty of the enforcement officer."

No foil or cardboard
on shelves!



PROPER FOOD STORAGE IN REFRIGERATORS AND FREEZERS

Ready-to-Eat
Food

Cooked
Food

Raw Meat,
Raw Eggs

Store cooked and ready-to-eat food above raw food to avoid cross-contamination.
Keep all food covered to prevent contamination

MANUAL SANITIZING OF EQUIPMENT AND UTENSILS USING A THREE COMPARTMENT SINK

1. **SCRAPE**, clean, or soak items as necessary before washing.
2. **WASH** items in detergent and hot water of at least 100°F in the first sink.
3. **RINSE** items in clear water in the second sink.
4. **SANITIZE** by submerging each item in a sanitizing solution in the third sink. Use one of the following sanitizing methods:
 - 100ppm of a chlorine based sanitizer for a minimum of 30 seconds in the solution
 - 200ppm of a quaternary ammonium based sanitizer for a minimum of 60 seconds in the solution
 - 25ppm of an iodine based sanitizer for a minimum of 60 seconds in the solution
 - Water at a temperature of 171°F for a minimum of 30 seconds in solution
5. **AIR DRY** all items on the drain board.



PROPER COOLING OF FOOD IN YOUR FACILITY

Potentially hazardous foods should always be rapidly cooled.

TIME IS THE KEY FACTOR IN PROPER COOLING

- Foods must cool from 135°F to 70°F in 2 hours or less
- Foods must cool from 70°F to 41°F in 4 hours or less

Use one of the following methods to cool food properly:

- Break large foods down into smaller portions and place in shallow pans no more than 4 inches deep. Metal pans cool better than glass or plastic pans.
- Add ice as an ingredient to replace water used in the recipe.
- Place foods within an ice bath and frequently stir the foods to speed the cooling process.
- Loosely cover foods so that heat and steam can escape during cooling.
- Arrange containers within a refrigeration unit so that air can flow properly around containers.
- Use special equipment like chill paddles or blast chillers to rapidly bring down food temperature.

Use an accurate thermometer to verify the food is being cooled within proper timeframes.

PROPER FOOD THAWING METHODS



1. Under refrigeration
2. In a microwave oven on "defrost"
3. Submerged under cold running water in an approved preparation sink for no longer than 2 hours
4. As part of the cooking process



INTERNAL COOKING TEMPERATURES

Use a probe thermometer to take internal cooking temperatures

135°F for 15 seconds	145°F for 15 seconds	145°F for 15 seconds	145°F for 15 seconds	155°F for 15 seconds	155°F for 15 seconds	165°F for 15 seconds	165°F for 15 seconds

Food temperature cannot be felt - use your probe thermometer!



FOR QUESTIONS OR COMMENTS CONTACT YOUR LOCAL AREA OFFICE

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Fax 760-921-5085

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Corona, CA 92882
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Hemet, CA 92545
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Indio, CA 92201
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Murrieta, CA 92563
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Riverside, CA 92503
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