



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

FOOD ESTABLISHMENT INSPECTION FORM

FACILITY NAME The Fountains at the Carlotta-Main				DATE 5/25/2022		TIME IN 9:15 AM		TIME OUT 10:35 AM	
ADDRESS 41505 Carlotta Dr, Palm Desert, CA 92211				FACILITY DESCRIPTION Not Applicable					
PERMIT HOLDER WaterMark Carlotta LLC				EMAIL lhollinger@watermarkcommuni				Major Violations 1	
PERMIT # PR0053208	EXPIRATION DATE 12/31/2022	SERVICE Routine inspection	REINSPECTION DATE 9/25/2022	FACILITY PHONE # (760)346-5420	PE 3621	DISTRICT 0033	INSPECTOR NAME Dana Covos	Points Deducted 17	

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

B
SCORE 83

☒ 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	
<input checked="" type="radio"/> In	N/A	1. Food safety certification ServSafe: Rebecca Hill exp. 03/19/2024			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	
<input checked="" type="radio"/> In		6. Adequate handwashing facilities supplied and accessible			2	
TIME AND TEMPERATURE RELATIONSHIPS						
In	N/O	N/A	7. Proper hot and cold holding temperatures	+	4	2
In	N/O	N/A	8. Time as a public health control; procedures and records		4	2
In	N/O	N/A	9. Proper cooling methods		4	2
In	N/O	N/A	10. Proper cooking time and temperature		4	2
In	N/O	N/A	11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION						
In	N/O	N/A	12. Returned and re-service of food			2
<input checked="" type="radio"/> In		13. Food: unadulterated, no spoilage, no contamination		4	2	
<input checked="" type="radio"/> In	N/O	N/A	14. Food contact surfaces: clean and sanitized 50ppm Chlorine-Dishwasher/200ppm Quaternary Ammonia /		4	2

FOOD FROM APPROVED SOURCES			COS	MAJ	OUT	
<input checked="" type="radio"/> In		15. Food obtained from approved sources		4	2	
In	N/O	N/A	16. Compliance with shell stock tags, condition, display		2	
In	N/O	N/A	17. Compliance with Gulf Oyster regulations		2	
CONFORMANCE WITH APPROVED PROCEDURES						
In		N/A	18. Compliance with variance, specialized process, and HACCP plan		2	
CONSUMER ADVISORY						
In		N/A	19. Written disclosure and reminder statements provided for raw or undercooked foods		1	
SCHOOL AND HEALTHCARE PROHIBITED FOODS						
<input checked="" type="radio"/> In		N/A	20. Licensed health care facilities / public and private schools; prohibited foods not offered		4	2
WATER / HOT WATER						
In			21. Hot and cold water available	+	4	2
			Water Temperature 105.9°F			
LIQUID WASTE DISPOSAL						
In			22. Sewage and wastewater properly disposed		4	2
VERMIN						
In			23. No rodents, insects, birds, or animals		4	2
<input checked="" type="radio"/> 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		
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		
54. Voluntary condemnation		
55. Impound		



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7. PROPER HOT & COLD HOLDING TEMPERATURES

POINTS

2

Inspector Comments: A container of mixed fruit with melon was measured with an internal temperature of 56°F. The label on the container showed that it was prepared the day before (5/24/22). An employee removed the product and voluntarily discarded the fruit.

Ensure potentially hazardous food is maintained at 41°F or below.

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)

21. HOT AND COLD WATER AVAILABLE

POINTS

2

Inspector Comments: Measured the hot water at the 3 compartment sink to only reach 105.9°F. The person in charge had maintenance come during the inspection to make adjustments.

Re-measured the hot water to be 120°F after adjustments were made. Ensure that the 3 compartment sink and prep sink provide hot water at a minimum of 120°F at all times.

Violation Description: An adequate, protected, pressurized, potable supply of hot water and cold water shall be provided at all times. Hot water of at least 120°F must be provided for facilities with unpackaged food or packaged potentially hazardous food. Handwashing facilities shall be equipped to provide warm water for at least 15 seconds. (113953(c), 114189, 114192 (a,d), 114192.1, 114195)

23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS

⚠ CRITICAL ⚠

POINTS

4

Inspector Comments: Observed the following:

- Live cockroaches under the mechanical dishwasher moving in and out of the metal pest control trap.
- A rolling rack of cups were moved on the wall across from the dishwasher and numerous cockroaches were swarming at the FRP and cove base going in and out the area.
- Live and dead cockroaches were observed under the 3 compartment sink.
- At the cookline, live cockroaches were observed in several areas under equipment and behind equipment.

Observed no cockroach activity on top of any of the counters, equipment or refrigerators.

The person in charge was directed to call pest control immediately as well as provide pest control records. There is a cafe on the premises that was not being used by management. Cooking will be re-directed to the cafe (Inspection was conducted today also with no activity of rodents or insects observed).

Pest control:

- The last pest control report maintained in the record book was from March 29th, 2022
- Per the Executive Chef, there was a deep spray and cleaning for cockroaches 2-3 months ago.
- Per the conversation (in person) with the pest control company, they come 3 days a week on Monday, Wednesday and Friday. They will look internally as to why the facility has a large issue even with service happening so often.
- This facility has a sign in sheet showing that the pest control service person is signing in; however the facility has not followed up to receive and maintain these records on file.

An office hearing has been scheduled for 5/26/22 at 9am. The Director of Dining Services is aware that they must bring the missing pest control reports for the last two months.

Violation Description: Each food facility shall be kept free of vermin. Only approved animals, such as service animals or decorative fish in aquariums, are permitted inside a food facility. (114259.1, 114259.4, 114259.5)

28. FOOD SEPARATED AND PROTECTED FROM CONTAMINATION

POINTS

2

Inspector Comments: Observed a box of potatoes with a cutting board being stored and used on the 3 compartment sink drainboard. Ensure all food prep and cleaning is done only of the approved prep sink and counters.

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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30. TOXIC SUBSTANCES PROPERLY IDENTIFIED, STORED, USED

POINTS

1

Inspector Comments: Observed chemical spray bottles stored on the shelf with clean platters and plates. Remove the spray bottles from this area.
All chemicals and poisonous substances shall be stored separate from food and food-related items.

Violation Description: All poisonous substances, detergents, bleaches, and cleaning compounds shall be stored in an approved manner which prevents contamination of food or food-contact surfaces. All poisonous or toxic substances shall be properly labeled. (114254, 114254.1, 114254.2)

34. UTENSILS AND EQUIPMENT APPROVED, GOOD REPAIR

POINTS

1

Inspector Comments: - Repair or replace the torn gasket on the "True" reach-in freezer that is used for ice cream.
- Measured the temperature in a refrigerator at the independent service line to be 50.6F All of the food inside was recently placed in there. All food was removed and placed in different refrigerators and the walk-in cooler. Repair/adjust the unit so that it will maintain food at 41F or below.
- The walk-in freezer door was observed not self-close and self-latch. Adjust or repair the door so that it will self-close and self-latch.
- Observed a piece of plastic tied to the anseal system in the hood canopy. Per the person in charge, it is used to keep the lid of the tilt skillet open. Discontinue using this procedure and repair or adjust the lid so that it will stay open when needed.

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: Clean and maintain the following areas:
- Inside the walk-in freezer there is accumulation of ice dust and icicles on the ceiling and walls.
- The hood filters were covered in dust. Ensure they are cleaned regularly as they are directly over cooking surfaces.
- Clean the pan under the grill top. Observed accumulated burned crumbs.

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)

37. EQUIPMENT, UTENSILS, LINENS: STORAGE AND USE

POINTS

1

Inspector Comments: Observed a food scraper stored between the FRP and the back of the 3 compartment sink. There was also a screwdriver stored in one of the holes of the same sink.

Discontinue storing equipment in unapproved places.
Utensils and equipment shall be handled and stored in an approved manner and protected from contamination.

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)

44. PREMISES; PERSONAL ITEM STORAGE AND CLEANING ITEM STORAGE

POINTS

1

Inspector Comments: Observed an employee's phone on the cookline shelf with equipment. Store all personal items in lockers or other approved designated area.

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: 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.

- Observed several areas throughout the facility with broken cove base or gaps in the cove base. Repair and close the gaps and broken cove in an approved manner.
- Seal the FRP behind the 3 compartment sink. Observed gaps between the FRP edge and the sink edge.

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)



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46. FLOORS, WALLS, AND CEILINGS: CLEAN

POINTS

1

Inspector Comments: Clean the walls leading in and out of the independent service line. Observed the walls black at the bottom with grime and scuffs.

Violation Description: Floors, walls, and ceilings shall be maintained clean. (114257, 114268.1)

Overall Inspection Comments

At this time, this facility has failed to meet the minimum requirements of the California Health and Safety Code (83=B). A reinspection will be set for one week (6/1/2022). Ensure violations listed on this report are corrected by this date in order to be re-scored. "B" card posted. "A" card removed. "B" card must remain posted until removed by an employee of this Department. Contact Dana Covos with any questions at 760-863-8287 or DCovos@rivcoeh.org.

An office hearing has been scheduled for 5/26/2022 at 9:00 am. at the Indio office provided. A hearing notice form was given to the Director of Dining Services at the time of inspection. Provide additional pest control records that were obtained from the pest company. The last pest control record provided was March 29, 2022.

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

Emailed

Jose Gonzalez
Person in Charge
05/25/2022

Dana Covos

Dana Covos
Environmental Health Specialist
05/25/2022

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

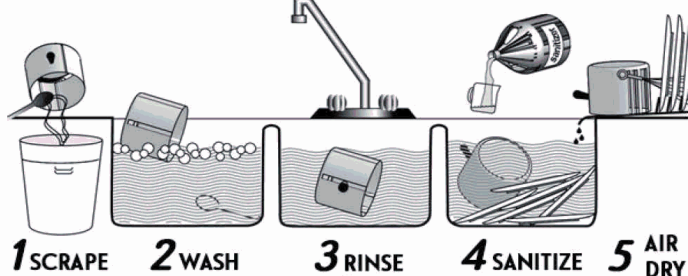
Cooked
Food

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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