



FOOD FACILITY ROUTINE INSPECTION REPORT

Environmental Health Division

2120 Diamond Boulevard, Suite 100, Concord, CA 94520
(925) 608-5500 FAX (925) 608-5502 (www.cchealth.org/eh)



DBA/Name: MONA'S BURGERS	Risk Category: 2	Date: 06/20/2023
Address: 785 OAK GROVE RD STE 4	City/Zip: CONCORD, 94518-3502	Program Record #: PR0011334
Owner/Operator: MONAS OAK GROVE LLC	Person in Charge: Isabella Name & Franz Aragon	Phone #: 9258496441
Current Health Permit: [*]Yes []No	Program Element: 0605	Service: 002
	Time In: 11:10 am	Time Out: 2:30 pm
Food Safety Certified Person: Johnny Aragon	Exam Provider: ServSafe	Cert #: 15976581
		Date Expired: 1/8/2023

A \$ 199/hr (1hr minimum) fee may be charged for verified complaints, to reopen facilities ordered closed, re-placard inspections or when violations noted during an inspection are not corrected prior to the re-inspection date. Any or all violations may be posted on the Contra Costa Environmental Health Website.

CLOSURE

Violation Comments

06. Adequate hand washing facilities: supplied and accessible

Minor

Observations: A) Observed buildup of black debris and no paper towels provided at employee restroom hand sink.

-Clean hand sink.

-Provide paper towels so employees can properly wash hands after using the toilet.

Corrective Action:

Adequate facilities shall be provided for hand washing with soap & towels or drying device provided in dispensers; dispensers shall be maintained in good repair (113953, 113953.1, 113953.2).

07. Proper hot and cold holding temperatures

Major

Observations: A) Observed ~4 cups of cooked onions and mushrooms at 72F stored on shelf opposite cook line. Employee stated this food was prepared yesterday.

-Properly store perishable foods at/above 135F or at/below 41F or properly dispose if no longer planning to use.

Corrected on-site: Employee disposed these foods into the garbage.

B) Observed sprouts at 48F and sliced cheese at 44F stored in plastic hotel pan inserts in left, 3-door prep unit.

-Properly store cold perishable foods at/below 41F.

C) Observed milk at 43F stored in open container inside the Coke reach-in refrigerator.

-Properly store cold perishable foods at/below 41F.

Corrective Action:

Potentially hazardous foods shall be held at/below 41°F or at/above 135°F. Raw shell eggs, live unshucked shellfish, sealed pasteurized milk products, salad bars & serving lines held for 12 hours or less shall be held at/below 45°F (113982a3, 113996, 113998, 114035c, 114037).

14. Food contact surfaces: clean and sanitized

Major

Observations: Observed buildup of debris on white baffle panel dripping onto the beverage ice inside the ice machine.

-Properly clean/sanitize the interior of the ice machines on a routine basis to prevent buildup:

Step #1: Remove/dispose ice

Step #2: Wash interior of ice machine with at/above 100F soapy water to remove buildup

Step #3: Rinse off soap with hot water

Step #4: Wipe down with at/above 100 PPM chlorine sanitizer OR at/above 200 PPM quaternary ammonium (do not rinse)

Step #5: Air-dry interior of ice machine before making more ice



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Corrective Action:

All food contact surfaces of utensils & equipment shall be clean & sanitized. Utensils must be washed with cleaning agent (100°F or as per manufacturer specifications), rinsed in clear water, then immersed in sanitizing solution (113984d, 114097, 114099.1-114099.4, 114099.6, 114099.7, 114101, 114105, 114109, 114111, 114113, 114115, 114117, 114125b).

22. No insects, rodents, birds or animals present

Major

Observations: A) Observed multiple live and dead cockroaches at various life stages in facility today (see below). Employee stated was not able to locate routine pest control reports and owner called during inspection and stated facility does not receive routine pest control services inside the facility.

Observed 1 live juvenile cockroach crawl on wall above food preparation sink.

Observed 1 live adult cockroach crawling on floor to the left of the food preparation sink and 1 live adult roach on floor in front service area by dining room.

Observed cockroach debris on wall between wall shelving located above the food preparation sink.

Observed 1 dead cockroach on floor under hand sink in employee restroom and 1 on floor next to the hot water heater.

Live and dead cockroaches in multiple life stages were observed during the inspection (See Observation #22). Facility is hereby ordered to Close and remain Closed until this Division conducts a re-inspection to confirm the cockroach infestation has been eliminated (correct violations listed in this report and review Closure directives at the end of this report):

-Facility is hereby ordered to CEASE AND DESIST all food preparation and eliminate the cockroach infestation including correcting violations listed in this report and completion of the following:

1. Clean up any cockroaches and associated debris and sanitize the affected area.
2. Eradicate any live cockroaches.
3. Eliminate cockroach harborage.
4. Eliminate food and water sources (e.g., clean the facility; repair all plumbing leaks and clogged floor drains).
5. Properly store items in the business (e.g., store food and supplies at least 6 inches above floor in sealed containers on approved dunnage racks or other approved shelving; do not re-use cardboard boxes or milk crates to store supplies and foods).
6. Properly store and dispose of wastes and contaminated foods.
7. Hire the services of a licensed pest control operator to inspect and service this facility for vermin. Provide a report from a licensed pest control company to confirm the infestation has been eliminated. Email report to amy.leech@cchealth.org and have this report(s) available at the re-inspection appointment.
8. After the cockroach infestation has been eliminated, thoroughly clean and sanitize all food contact surfaces prior to contacting this Office for a re-inspection appointment.

A Red Placard (Closed) was posted with tamper proof tape adjacent to front door of business -- penalties will be charged if the placard is tampered with or removed.

B) ~20 live fruit flies observed near janitorial sink and dirty linen container and near service station hand sink adjoining dining room.

-Eliminate fruit flies from facility.

Corrective Action:

Each food facility shall be kept free of vermin: rodents (rats, mice), cockroaches & flies. No live animal shall be kept or allowed in a food facility with the exception of a patrol/service animal & animals for consumption (114259.1, 114259.4, 114259.5).



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23. Food safety certification and food handler cards: valid, available for review

Observations: A) No food safety certificate is available.

-Provide a current Food Safety Manager Certificate at facility for person in charge of food safety management/training for this business.

B) Multiple employees have expired or missing food handler cards on file.

-Provide current Food Handler Card for employee working for the business within 30 days.

Corrective Action:

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. An individual involved in the preparation, storage or service of food in a food facility must obtain a food handler card (113790, 113947.1, 113948).

29. Toxic substances properly identified, stored and used

Observations: Observed residential roach bait stations installed in back kitchen.

-Remove all residential pest control chemicals from this facility.

-Hire services of a licensed pest control operator to inspect and service facility for vermin.

Corrective Action:

Only those insecticides, rodenticides, & other pesticides that are necessary & specifically approved for use in a food facility may be used. All poisonous substances, detergents, bleaches, & cleaning compounds shall be stored separate from food, utensils, packing material, & food contact surfaces(114141, 114254-114254.3).

35. Equipment/utensils-approved; installed; clean; good repair; capacity (prep sinks, refrigerators)

Observations: A) Observed broken refrigeration door gasket on refrigerator doors associated with the Coke reach-in and 3-door prep refrigerators located opposite the cook line.

-Replace broken refrigeration door gaskets on all refrigerators.

B) Observed foods stored above 41F inside the Coke reach-in refrigerator and the left 3-door prep refrigerator located the cook line.

-Adjust/repair these refrigerators so that all perishable foods are maintained at/below 41F.

-Provide NSF approved metal hotel pan inserts with lids as required to store cold perishable foods at/below 41F.

C) Observed buildup of grease and/or debris on equipment in kitchen including:

1. Stove/inside oven
2. Deep fat fryers
3. Buildup of debris under plastic mats on work tables.

-Thoroughly clean all equipment to remove grease and food debris.

D) Observed cockroach debris on wall behind metal shelving installed above food preparation sink. Gaps observed between wall and shelf.

-Remove metal shelving and properly repair wall.

-If required, properly install ANSI/NSF approved shelving in this location to eliminate all gaps between wall and shelving to eliminate cockroach harborage.



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Corrective Action:

All utensils & equipment shall be fully operative & in good repair. All utensils & equipment shall be approved, installed properly & meet applicable standards. Food prep sink shall be provided, properly installed, kept clean & clear at all times (114130, 114130.1-114130.5, 114132, 114133, 114137, 114139, 114153, 114163-114169, 114175, 114177, 114180, 114182).

36. Equipment, utensils and linens: storage and use (CO2 tanks)

Observations: Pressurized cylinder is not secured to a rigid structure.

-Secure CO2 tanks to a rigid structure.

Corrective Action:

Utensils, equipment & linens shall be handled & stored to be protected from contamination (114074, 114081, 114083, 114119, 114121, 114161, 114178, 114179, 114185, 114185.2-114185.5).

37. Adequate ventilation and lighting; designated areas, use

Observations: Excessive grease build-up observed in ventilation hood especially on fire suppression lines and rear baffle panel bank.

-Remove grease inside hood ventilation system.

Corrective Action:

Mechanical exhaust ventilation equipment shall be provided over all cooking equipment to effectively remove cooking odors, smoke, steam, grease, heat & vapors. All areas of facility shall have sufficient ventilation to provide a reasonable condition of comfort for each employee. Toilet rooms shall be vented to the outside air by screened open window, an air shaft, or light-switch activated exhaust fan in compliance with the local building codes (114149-114149.3). Adequate lighting shall be provided in all areas to facilitate cleaning & inspection. Light fixtures in areas where open food is stored, served, prepared, & where utensils are washed shall be of shatterproof construction or protected with light shields (114252, 114252.1)

38. Thermometers provided and accurate

Observations: Inaccurate metal probe thermometer was available for measuring food temperatures.

-Properly calibrate or replace metal probe thermometer.

Recommend providing a factory calibrated, ANSI/NSF approved digital probe thermometer for use to check food and sink water temperatures.

Corrective Action:

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 & cold holding unit of potentially hazardous foods & high temperature ware-washing machines (114099.5, 114099.7, 114157, 114159).

40. Plumbing; fixtures, back flow devices, drainage

Observations: Observed hot water heater located in back kitchen is mounted directly on floor and appears to have evidence of corrosion at base of unit. Cockroaches were observed next to this unit.

-Have licensed pest control operator inspect to confirm on status of cockroach infestation and need for proper servicing of the hot water heater.

-Have a licensed plumber inspect and assess evidence of corrosion at base of hot water heater and recommend repairs/replacement if required.

Note: Hot water heaters located inside the establishment, the water heater must be placed on approved legs at least 6-inches high or a minimum 4-inch high integrally coved platform.

Corrective Action:

All plumbing & plumbing fixtures shall be installed in compliance with local plumbing codes & ordinances, shall be maintained to prevent contamination, shall be kept clean, fully operative & in good repair. Any hose used for conveying potable water shall be of approved materials, labeled, properly stored & used for no other purpose. Potable water supply shall be protected with backflow or back siphonage protection devices, &/or indirect connections/air gaps, as required by applicable plumbing codes (113715, 114190-114193.1, 114269).



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43. Premises; personal/cleaning items; vermin proofing

Observations: Observed cracks, holes, crevices on walls and floors throughout back kitchen.

-After licensed pest control operator completes inspection and approves timing of sealing up cra

Corrective Action:

The premises of each food facility shall be kept clean, vermin proof, free of litter & debris (114257, 114257.1, 114259, 114259.2, 114259.3). A separate area away from food shall be provided for the storage of cleaning equipment & supplies. A janitorial sink or mop basin shall be provided for general cleaning purposes & for the disposal of mop bucket wastes & other liquid wastes (114279-114282). A separate room, or designated area away from food, food storage, & toilet rooms shall be provided for employees to change & store clothing & personal items (114256-114256.4).

44. Floors, walls and ceiling: built, maintained and clean

Observations: A) Observed substandard residential sheet vinyl repair and missing/damaged/buckling sheet vinyl in multiple areas throughout kitchen and employee restroom. Substandard floors are contributing to the cockroach harborage inside this facility. REPEAT VIOLATION

-Have a licensed, commercial flooring contractor repair/replace with like-for-like commercial sheet vinyl that has continuous cove base OR submit plans for an alternate/approved floor and cove base material replacement to this Division for review/approval prior to construction.

-Floors shall be maintained smooth, durable, and easy-to-clean. A properly installed 4-6 inch continuous cove base is required to prevent buildup of food in cracks/crevices at the floor/wall junctures.

-Correct this violation no later than 7/24/23.

Floor requirements for food facilities: https://cchealth.org/eh/plan-review/pdf/plancheck_floor_materials.pdf

B) Observed improperly installed expansion foam installed at floor wall juncture and between the 3-compartment ware wash sink and wall.

-Remove all expansion foam and caulking that is installed on top of cracks, holes, and crevices. Render walls and floor surfaces durable, smooth, non-absorbent, and easy-to-clean.

Corrective Action:

Floors/walls/ceilings surfaces, other than customer service area, shall be constructed of durable, smooth, nonabsorbent, easily cleanable materials & shall be kept clean & in good repair. Approved base coving shall be provided in all areas, except for customer areas & areas where food is stored in its original unopened packaged or containers (114257, 114266, 114268, 114268.1, 114269, 114271, 114272).



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General Inspection Observations

Routine Inspection conducted at facility today. Facility was Closed due to a cockroach infestation.

A Red Placard (Closed) was posted with tamper proof tape adjacent to front door of business -- penalties will be charged if the placard is tampered with or removed.

Facility shall CEASE AND DESIST all food preparation.

Multiple live and dead cockroaches at various life stages were observed in facility today:

Observed 1 live juvenile cockroach crawl on wall above food preparation sink.

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5. Properly store items in the business (e.g., store food and supplies at least 6 inches above floor in sealed containers on approved dunnage racks or other approved shelving; do not re-use cardboard boxes or milk crates to store supplies and foods).
6. Properly store and dispose of wastes and contaminated foods.
7. Hire the services of a licensed pest control operator to inspect and service this facility for vermin. Provide a report from a licensed pest control company to confirm the infestation has been eliminated. Email report to amy.leech@cchealth.org and have this report(s) available at the re-inspection appointment.
8. After the cockroach infestation has been eliminated, thoroughly clean and sanitize all food contact surfaces prior to contacting this Office for a re-inspection appointment.

Contact this Office at 925-608-5500 AND Amy Leech at 925-608-5552 when violations have been corrected and to schedule a re-inspection appointment.

The Re-inspection after a Red (Closed) Placard is issued will be invoiced at \$199/hour during normal business hours and \$266/hour after normal work hours.

Please contact me via email at amy.leech@cchealth.org and/or call me at 925-608-5552 if you have questions.

Print a copy of the inspection report and keep in the facility.



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Temperature/Sanitizer Observations

No Temperature/Sanitizer Observations

Specialist: AMY LEECH Phone: (925) 608-5552

Received by:

Amy Leech

Franz

 Franz Aragon

Captured: 6/20/2023 2:26:56PM

Franz

 Franz Aragon

Captured: 6/20/2023 2:56:51PM

CLOSURE DIRECTIVE

As authorized by the California Health and Safety Code (CHSC) Sections 114405, 114409, and 114411, the above referenced food facility is hereby ordered cease and desist operation(s), effective immediately.

Violation(s) which constitute an immediate danger to public health or safety have been observed. As a result, the permit to operate is being temporarily suspended, and this facility is ordered to remain closed until written authorization to reopen and resume operations has been granted by an authorized representative of Contra Costa Environmental Health (CCEH).

As specified in CHSC Section 114405, you have the right to a hearing to show cause why the permit suspension is not warranted. If a hearing is desired, a written request for the hearing must be made by you within 15 calendar days after receipt of this notice. A failure to request a hearing within 15 days of the receipt of this notice shall be deemed a waiver of the right to a hearing. If you request a hearing, the hearing will be scheduled within 15 calendar days of CCEH's receipt of the request, and you will be notified in writing of the hearing date. When circumstances warrant, the hearing officer may order a hearing at any reasonable time within this 15-day period to expedite the permit suspension or revocation process.

Please contact your inspector (925) 608-5552 or the CCEH office at (925) 608-5500 to request a re-inspection when you feel the violation(s) necessitating abatement have been adequately addressed.



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Before requesting an Environmental Health reinspection, the following items must be completed:

1. Provide a report from a licensed pest control company that indicates the type of control measures taken and that the facility has been treated. It is highly recommend that the report indicate that no live vermin have been observed after treatment.
2. Eradicate all live rodents and insects from the facility.
3. Remove all droppings, dead insects, rodents, rodent rub marks
4. Clean and sanitize the affected area(s) and equipment.
5. Dispose of all food items that have been adulterated/contaminated.
6. Seal holes (e.g., in walls and ceilings, repair cove base) and entryways (e.g., weather-stripping around doors); keep exterior doors closed; screen openable windows.
7. Eliminate harborage inside and outside of the facility (e.g., remove junk, cast-offs, contributory vegetation, etc.).
8. Eliminate food and water sources inside and outside the facility (e.g., clean the facility and maintain a clean condition) and repair any water leaks.
9. Properly store items (e.g., at least 6 inches above floor in sealed rodent-proof/insect-proof containers; organize overly packed and disorganized storage areas).
10. Properly store and dispose of garbage and other wastes (e.g., bag wastes, keep dumpster lids closed, frequent removal).

*** Please note that pest control treatments for rodents or insects may require a sufficient amount of contact time for these to be effective. Consult with a pest control company for guidance on eliminating harborage, entryways, and food/water sources.

After all applicable corrections are completed, contact the Environmental Health Division for a reinspection appointment. Environmental Health will require verification that these items have been completed before the facility is authorized to resume business or operation. This facility is not to reopen until written authorization is provided by Environmental Health that the suspended health permit has been reinstated.



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Operator Advisory for Food Donations:

California state food law allows for the donation of surplus foods that are still fit for human consumption. Donating surplus wholesome food instead of throwing it in the trash can feed hungry people, save space in our landfills, and prevent the emission of harmful greenhouse gases. The California Good Samaritan Food Donation Act (AB 1219) and the Federal Bill Emerson Good Samaritan Food Donation Act provides liability protections for businesses that make good faith donations of surplus food. Please see the links below for more information:

California Good Samaritan Food Donation Act (AB 1219)

https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201720180AB1219

Federal Bill Emerson Good Samaritan Food Donation Act

<https://www.congress.gov/congressional-report/104th-congress/house-report/661/1>

General Food Donation Information

<https://cchealth.org/eh/food/donation.php>

Please assist us in improving our customer service by completing a short survey: <https://forms.office.com/g/tDJ77GPgQa>

