



**RETAIL FOOD FACILITY INSPECTION REPORT**

FACILITY NAME <b>HACIENDA ON THE LAKE</b>		FACILITY ADDRESS <b>27792 VISTA DEL LAGO D, MISSION VIEJO, CA 92692</b>	
MAILING ADDRESS <b>27792 VISTA DEL LAGO STE D MISSION VIEJO, CA 92692</b>			IDENTIFIER <b>None</b>
C/O - OWNER <b>JENNY SEGURA/ALEJANDRO MONTES</b>			RESULT <b>CLOSED</b>
FACILITY ID <b>FA0003198</b>	RELATED ID <b>PR0003198</b>	SERVICE: <b>A10 - ON-SITE INSPECTION ACTIVITY</b>	INSPECTION DATE <b>8/7/2019</b>
PROGRAM DESCRIPTION <b>0136 - RESTAURANT 201+ PERSONS - COMPLEX</b>		FOOD MANAGER CERTIFICATE / EXPIRATION DATE <b>J. Barajas 5/31/24</b>	REINSPECTION DATE: <b>N/A</b>

**Items noted below were observed during the course of this inspection. Any violations observed must be corrected. Failure to correct the listed violation(s) prior to the designated compliance date may necessitate a reinspection at an additional fee.**

**OPENING COMMENTS**

An epidemiological investigation for an alleged foodborne illness complaint (CO0071346) was conducted on this date. Refer to the foodborne illness investigation report details. A routine inspection was conducted on this date. The Health Permit has been suspended, please review all violations in detail and the permit suspension directions in GRP 50.

**8. PROPER HOT AND COLD HOLDING TEMPERATURES - MINOR**

Inspector Comments: The following foods were measured at the respective temperatures: blue cheese dressing (48F), cilantro dressing (47F), chicken tacos (51F), beef tacos (46F), breaded shrimp (48F)- main cook's line cold-top and drawers  
The person in charge stated that the food had been held for 40 minutes.  
The food was moved to the walk-in cooler.  
The unit was repaired and rechecked and was working by the end of the inspection.  
Violation Description: Potentially hazardous foods shall be held at or below 41°F or at or above 135°F. (113996, 113998, 114037, 114343(a), 114004)

**15. FOOD CONTACT SURFACES: CLEAN AND SANITIZED - MINOR**

Inspector Comments: Observed the can opener blade, which was not in use, to be coated with old food residues.  
Violation Description: All food contact surfaces of utensils and equipment shall be clean and sanitized. (113984(d), 114097, 114099.1, 114099.4, 114099.6, 114101(b-d), 114105, 114109, 114111, 114113, 114115(a, b, d), 114117, 114125(b), 114141)

**22. HOT AND COLD WATER AVAILABLE - MINOR**

Inspector Comments: Measured the water in the customer restrooms at 70F and 75F.  
Violation Description: An adequate, protected, pressurized, potable supply of hot water and cold water shall be provided at all times. (113941, 113953c, 114099.2b, 114163, 114189, 114192, 114192.1, 114195)

**24. NO RODENTS, INSECTS, BIRDS, OR ANIMALS - MAJOR**

Inspector Comments: Observed one live adult cockroach on the underside of the dishmachine drainboard. Observed one live nymph in the space above the trash can at the cook's line. Observed an egg casing in the corner of the stairs. Observed numerous dead roaches behind the white refrigeration unit and in the cabinets of the main bar. Observed one dead adult cockroach under the shelving in the chemical storage room.  
Eliminate the infestation, remove all the live and dead roaches, and wash, rinse, and sanitize all affected areas.  
Violation Description: Each food facility shall be kept free of insects, birds, animals, or vermin: rodents (rats, mice), cockroaches, flies. (114259, 114259.1, 114259.4, 114259.5)

**31. FOOD STORAGE; FOOD STORAGE CONTAINERS IDENTIFIED - OUT OF COMPLIANCE**

Inspector Comments: Observed reused sour cream buckets being used to store agave and other food products. Discontinue this practice.  
Violation Description: Food shall be stored in approved containers and labeled as to its contents. Food shall be stored at least 6" above the floor on approved shelving and in an approved area. (114047, 114049, 114051, 114053, 114055, 114067(h), 114069 [b])

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#### 34. NONFOOD-CONTACT SURFACES CLEAN - OUT OF COMPLIANCE

Inspector Comments: Observed the undersides of the prep tables, the fryer, below the dishmachine area, and cabinets to contain old food residues.

Violation Description: All nonfood-contact surfaces of utensils and equipment shall be clean. (114115 [c])

#### 36. EQUIPMENT/UTENSILS - APPROVED; INSTALLED; GOOD REPAIR; CAPACITY - OUT OF COMPLIANCE

Inspector Comments:

1)) Observed some storage shelving in the walk-in cooler to be rusty.

2) Observed a bowl being used as a scoop in the chip barrel.

Violation Description: All utensils and equipment shall be fully operative and in good repair. All utensils and equipment shall be approved, installed properly, and meet applicable standards. (114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114130.6, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182)

#### 37. EQUIPMENT, UTENSILS AND LINENS: STORAGE AND USE - OUT OF COMPLIANCE

Inspector Comments:

1) Observed multiple cutting boards, pans, and fryer baskets to be stored directly on the floor of the dishwashing area.

2) Observed the CO2 tanks not to be fastened to a rigid structure.

Violation Description: All clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces. Utensils and equipment shall be handled and stored so as to be protected from contamination. (114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5)

#### 40. WIPING CLOTHS: PROPERLY USED AND STORED - OUT OF COMPLIANCE

Inspector Comments: Although sanitizer buckets were set up, multi-use wiping cloths were observed stored outside of the bucket. Discontinue holding multi-use wiping cloths outside of the sanitizer solution between uses. Store wiping cloths in an approved sanitizer solution (e.g., 100 ppm chlorine, 200 ppm quaternary ammonium or 25 ppm iodine) between uses, or provide a clean cloth for each use.

Violation Description: Wiping cloths used to wipe service counters, scales, or other surfaces that may come into contact with food shall be used only once unless kept in clean water with sanitizer; separate sanitizing containers shall be provided for wiping cloths used with raw animal foods. (114135, 114185.1 114185.3 [d-e])

#### 43. TOILET FACILITIES: PROPERLY CONSTRUCTED, SUPPLIED, CLEANED - OUT OF COMPLIANCE

Inspector Comments: Observed the toilet paper not to be installed in the dispenser in the employee restroom.

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. The number of toilet facilities shall be in accordance with local building and plumbing ordinances. Toilet facilities shall be provided for patrons: in establishments where there is onsite consumption of food; with more than 20,000 sq ft.; establishments offering on-site liquor consumption. (114250, 114250.1, 114276)

#### 44. PREMISES: PERSONAL/CLEANING ITEMS; VERMIN-PROOFING - OUT OF COMPLIANCE

Inspector Comments:

1) Observed personal items on the dry storage shelf.

2) Observed open drinks stored above closed containers in the bar walk-in cooler.

3) Seal the gaps in the walls at the cook's line and behind the shelf braces in the taco bar.

Violation Description: The premises of each food facility shall be kept clean and free of litter and rubbish; non-food items shall be stored and displayed separate from food and food-contact surfaces; the facility shall be kept vermin proof; open-air barbecues shall be operated in an approved manner. (114067(j)), 114123, 114143(a)&(b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282)



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**45. FLOORS, WALLS AND CEILINGS: BUILT, MAINTAINED, AND CLEAN - OUT OF COMPLIANCE**

Inspector Comments:

- 1) Observed many floor tiles in the walk-in cooler to be cracked.
- 2) Clean the heavy dust accumulation from the ceiling exhaust fan in the employee restroom.

Violation Description: The walls / ceilings shall have durable, smooth, nonabsorbent, light-colored, 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), 114266, 114268, 114268.1, 114271, 114272)



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**50. PERMIT SUSPENSION - IMMINENT HEALTH HAZARD**

Inspector Comments: ABSOLUTELY NO FOOD/BEVERAGE PREP OR SALES MAY OCCUR IN THIS FACILITY WITHOUT PRIOR WRITTEN APPROVAL FROM THIS AGENCY.

Prior to calling for a reinspection all of the violations listed on this report must be corrected, including, but not limited to, the following:

- 1) Eliminate all live and dead cockroaches using approved pest control methods (refer to #24).
- 2) Remove all excess clutter and cardboard from the facility, as well as personal belongings, to allow for effective pest control service and to prevent future harborage of cockroaches and other vermin. (refer to GRP44)
- 3) Clean and sanitize all equipment surfaces, food containers, shelves, walls and floors to eliminate all cockroach and pesticide contamination particularly all areas where live or dead cockroaches or cockroach spotting were observed, including, but not limited to, those areas listed in #24.
- 4) Properly eliminate/seal all cracks and crevices to prevent vermin harborage, including, but not limited to, those listed in #44 & #45.
- 5) Have your pest control receipt available for review by the Environmental Health Specialist responding to your request for reinspection. Without proof that it is safe for the Specialist to enter your facility the reinspection will not occur. Enter your facility only after it is safe to do so.
- 6.) Please review the provided cockroach information bulletin provided via email

NOTE: Violations number(s) 8, 15, 24,34, 37, 40, and 44\_ must be corrected prior to the reinspection that will be scheduled after this facility has been reopened.

**IMMEDIATE HEALTH PERMIT SUSPENSION AND CLOSURE**

The permit to operate the above named food facility is hereby temporarily suspended, and the facility is ordered immediately closed under the authority of Sections 114405 and 114409 of Division 104, Part 7, Chapter 13, Article 3 of the California Health and Safety Code. The attached Inspection Report specifies the conditions that warrant this closure and the Sections of the law that are being violated.

Any food facility for which the permit has been temporarily suspended shall cease all food handling, close and remain closed until all conditions warranting the closure are corrected and your permit has been reinstated by a representative of Environmental Health.

You are hereby notified that you have the right to request a hearing, within 15 calendar days after service of this Notice to show cause why the permit suspension is not warranted. Your failure to request a hearing within 15 calendar days shall be deemed a waiver of your right to a hearing.

An owner, manager or operator who fails to comply with this Closure Notice may be found guilty of a misdemeanor, with a possible fine of \$1,000.00 and/or imprisonment for not more than six months for each offense.

This Health Permit Suspension and Closure Notice is issued to you under the authority of the California Health and Safety Code, Division 104, Part 7, Chapter 13, Article 3. Copies of the Code Sections referred to herein may be reviewed at most public libraries, the Internet, or at Environmental Health.

Contact this office at the number noted on this report, during normal days of business to request a re-inspection, or if you have any questions.

If you are calling after 5:00 pm or on weekends, leave a message at (714) 433-6418 and an inspector/on call staff will call you back at their earliest convenience. Please make after hour request calls before 8:00 pm. The afterhours overtime rate through June 30, 2020 is \$45.75 per quarter hour, or fraction thereof; time charged includes all travel time.

The CLOSED notification seal was issued this date.

REASON FOR CLOSURE: cockroach infestation

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)

**SIGNATURE(S) OF ACKNOWLEDGEMENT**

It was agreed that a copy of this report will be sent to the e-mail address provided. The person in charge was directed to call this office if the report is not received within 2 business days. Additional information can be found at <http://www.ochealthinfo.com/eh/>.



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Alex Montes

NAME: A. Montes  
TITLE: owner

Signing for the receipt of the above report is not an admission of the facts of the violations set forth herein.

INSPECTOR:

L MOREAU, REHS  
ENVIRONMENTAL HEALTH SPEC III  
(714) 656-7198  
lmoreau@ochca.com

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 your gross negligence or intentional misconduct in the preparation or handling of the donated food. See Section 1714.25 of the Civil Code and Sections 114432 to 114434, inclusive, of the Health and Safety Code. For more information, please visit [ocfoodinfo.com](http://ocfoodinfo.com) or [wastenotoc.org](http://wastenotoc.org).