

County of Santa Clara

Department of Environmental Health

Consumer Protection Division

1555 Berger Drive, Suite 300, San Jose, CA 95112-2716

Phone (408) 918-3400 www.ehinfo.org



OFFICIAL INSPECTION REPORT

Facility FA0205043 - WHOLE FOODS MARKET		Site Address 774 EMERSON ST, PALO ALTO, CA 94301		Inspection Date 11/12/2024		Placard Color & Score YELLOW 80		
Program PR0304214 - NO FOOD PREP > 20,000 SQ FT - FP08			Owner Name WHOLE FOODS MARKET CA		Inspection Time 11:30 - 14:00			
Inspected By TRAVIS KETCHU		Inspection Type ROUTINE INSPECTION		Consent By RICHARD HERNANDEZ				FSC Exempt

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification	X						
K02	Communicable disease; reporting/restriction/exclusion	X						S
K03	No discharge from eyes, nose, mouth	X						
K04	Proper eating, tasting, drinking, tobacco use	X						
K05	Hands clean, properly washed; gloves used properly	X						
K06	Adequate handwash facilities supplied, accessible		X					
K07	Proper hot and cold holding temperatures	X						S
K08	Time as a public health control; procedures & records						X	
K09	Proper cooling methods						X	
K10	Proper cooking time & temperatures						X	
K11	Proper reheating procedures for hot holding						X	
K12	Returned and reservice of food	X						
K13	Food in good condition, safe, unadulterated	X						
K14	Food contact surfaces clean, sanitized	X						
K15	Food obtained from approved source	X						
K16	Compliance with shell stock tags, condition, display	X						
K17	Compliance with Gulf Oyster Regulations	X						
K18	Compliance with variance/ROP/HACCP Plan						X	
K19	Consumer advisory for raw or undercooked foods						X	
K20	Licensed health care facilities/schools: prohibited foods not being offered						X	
K21	Hot and cold water available	X						
K22	Sewage and wastewater properly disposed	X						
K23	No rodents, insects, birds, or animals		X					

GOOD RETAIL PRACTICES		OUT	COS
K24	Person in charge present and performing duties		
K25	Proper personal cleanliness and hair restraints		
K26	Approved thawing methods used; frozen food		
K27	Food separated and protected		
K28	Fruits and vegetables washed		
K29	Toxic substances properly identified, stored, used		
K30	Food storage: food storage containers identified		
K31	Consumer self service does prevent contamination		
K32	Food properly labeled and honestly presented		
K33	Nonfood contact surfaces clean		X
K34	Warewash facilities: installed/maintained; test strips		
K35	Equipment, utensils: Approved, in good repair, adequate capacity		
K36	Equipment, utensils, linens: Proper storage and use		
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use		
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored		
K41	Plumbing approved, installed, in good repair; proper backflow devices		
K42	Garbage & refuse properly disposed; facilities maintained		
K43	Toilet facilities: properly constructed, supplied, cleaned		
K44	Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing		X
K45	Floor, walls, ceilings: built, maintained, clean		
K46	No unapproved private home/living/sleeping quarters		
K47	Signs posted; last inspection report available		

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K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: *The only hand wash station within the seafood department lacked a supply of paper towels.*

[CA] *Single-use sanitary towels shall be provided in dispensers at all times.*

[COS] *Paper towels provided.*

Follow-up By
11/14/2024

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: *Observed rodent droppings in the following areas:*

- 1. On the floor behind the display freezers.*
- 2. On shelving behind boxes of rice and sauce packets.*
- 3. Under assorted self service nut dispensers.*
- 4. On the floor within the grease disposal room.*

No evidence of contamination of food observed at the time of inspection.

[CA] *The premises of each food facility shall be kept free of vermin.*

All contaminated surfaces shall be cleaned and sanitized; and contributing factors such as cleaning, repairs, and the elimination of harborage shall be resolved.

[COS] *Affected areas were cleaned and sanitized at the time of inspection.*

Follow-up By
11/14/2024

A follow-up inspection will be conducted on 11/14/2024.

If evidence of vermin is observed during the follow-up inspection, further enforcement actions may be forthcoming.

Minor Violations

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations: *Observed the build-up of dirt and debris under equipment at the following areas:*

- 1. Behind display freezers at the north east side of the store.*
- 2. Below counters/ equipment within the cheese cutting area.*
- 3. On the ground of the grease disposal room.*

[CA] *Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.*

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Inspector Observations: *Observed gaps of greater than 1/4 inch below the front entry door to the facility.*

[CA] *Eliminate gap greater than 1/4" to prevent the entrance and harborage of vermin.*

Observed clutter and unused equipment within the downstairs miscellaneous storage room area.

[CA] *The premises of a food facility shall be free of litter and items that are unnecessary to the operation or maintenance of the facility, such as equipment that is nonfunctional or no longer used.*

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

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Measured Observations

Item	Location	Measurement	Comments
pork	display fridge	39.00 Fahrenheit	
fish	walk in fridge	40.00 Fahrenheit	
ground beef	walk in fridge	36.00 Fahrenheit	
cut melon	display fridge	40.00 Fahrenheit	
pizza	display fridge	37.00 Fahrenheit	
warm water	hand wash sink	100.00 Fahrenheit	
hot water	3 comp sink	120.00 Fahrenheit	
quat sanitizer	3 comp sink	200.00 PPM	
melon	produce walk in fridge	39.00 Fahrenheit	
milk	dairy walk in display fridge	40.00 Fahrenheit	
cheese	cheese display fridge	38.00 Fahrenheit	
fish	display fridge	38.00 Fahrenheit	
sausage	meat department	37.00 Fahrenheit	

Overall Comments:

A follow up inspection will be conducted on 11/14/2024.

The first follow-up inspection is free of charge. Subsequent follow up inspections after first follow up shall be billed \$298/hr during business hours and \$645/hr during non business hours upon availability.

Failure to comply may result in enforcement action.

When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than **11/26/2024**. Any major change in menu or any change in ownership must have prior approval by this Department. This may require structural and/or equipment changes or remodeling to accommodate new operations.

Legend:

[CA]	Corrective Action
[COS]	Corrected on Site
[N]	Needs Improvement
[NA]	Not Applicable
[NO]	Not Observed
[PBI]	Performance-based Inspection
[PHF]	Potentially Hazardous Food
[PIC]	Person in Charge
[PPM]	Part per Million
[S]	Satisfactory
[SA]	Suitable Alternative
[TPHC]	Time as a Public Health Control



Received By: Richard Hernandez
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Signed On: November 12, 2024