

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 FA0285214 - HEARTLAND SOCIETY OF NORTHERN CALIFOR		Site Address 1344 RIDDER PARK DR, SAN JOSE, CA 95131		Inspection Date 01/06/2025		Placard Color & Score GREEN 69		
Program PR0427777 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name HEARTLAND SOCIETY OF N		Inspection Time 12:10 - 13:20			
Inspected By MINDY NGUYEN		Inspection Type ROUTINE INSPECTION		Consent By JILL				FSC HSINWEN LIU 12/10/2028

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						
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				N
K06	Adequate handwash facilities supplied, accessible			X				
K07	Proper hot and cold holding temperatures		X		X			N
K08	Time as a public health control; procedures & records					X		
K09	Proper cooling methods			X				N
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						S
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		
K34	Warewash facilities: installed/maintained; test strips		X
K35	Equipment, utensils: Approved, in good repair, adequate capacity		X
K36	Equipment, utensils, linens: Proper storage and use		X
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use		
K39	Thermometers provided, accurate		X
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		
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

K07 - 8 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: 1) Inside the glass display refrigerator at the front counter: measured internal temperature of soup and rice to be 49 - 50F. Employees stated food had been held since Jan. 3 (3 days prior). The ambient temperature of the refrigerator fluctuated between 45-52F while a probe thermometer was left inside with the door closed for 30 minutes.

[CA] Keep potentially hazardous foods at 41F and below or 135F and above.

[COS] Foods were discarded. See VC&D form.

2) In a steam table next to the cooking area: measured internal temperature of cooked cabbage to be 120 - 133F. Employee stated cabbage had been cooked one hour prior, and heating it up higher would make it too soggy. He stated the cabbage is usually finished/served to customers within an hour.

[CA] Keep potentially hazardous foods at 135F and above or 41F and below.

[SA] Foods were time-labeled to be discarded within the next 3 hours. Discussed TPHC form.

Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

Inspector Observations: One employee's food handler card was expired.

[CA] Obtain a valid food handler card.

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: Observed employees washed hands at the 3-compartment sink without using soap or paper towels.

[CA] Handwashing shall be done only at the handwash sink, with soap and use of paper towels.

K06 - 3 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: In the back kitchen: observed a pipe/hose was stored inside the handwash sink.

[CA] Do not store items inside the handwash sink. Handwash sinks must be easily accessible at all times.

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: Inside the front glass display refrigerator: observed noodles were cooling inside small closed plastic containers.

[CA] Foods must be cooled RAPIDLY in uncovered shallow containers, in ice, etc. Do not cover foods with lids until they have been cooled rapidly to 41F.

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations: Measured warm water at the front handwash sink to be 73F.

[CA] Provide warm water (100F) at the handwash sink.

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

Inspector Observations: Sanitizer test strips were not available.

[CA] Keep sanitizer test strips at the facility to measure sanitizer concentrations.

K35 - 2 Points - Equipment, utensils - Unapproved, unclean, not in good repair, inadequate capacity; 114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182

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Inspector Observations: 1) The front glass display refrigerator was not able to keep foods at 41F and below (see violation K07 above).

[CA] Repair/adjust refrigerator.

2) The ambient temperature of the small reach-down refrigerator adjacent to the ice machine measured 48F. No potentially hazardous foods were stored inside.

[CA] Repair refrigerator so that it can keep foods at 41F and below.

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

Inspector Observations: Observed flour scoops were stored with handles submerged in the flour.

[CA] Store scoops so that the handles are not in contact with the food to prevent contamination.

K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

Inspector Observations: A metal probe thermometer was not available.

[CA] Obtain a metal probe thermometer to measure internal food temperatures.

Performance-Based Inspection Questions

Needs Improvement - Proper cooling methods.

Needs Improvement - Hands clean/properly washed/gloves used properly.

Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
HOT WATER	3-COMPARTMENT SINK, PREP SINK	120.00 Fahrenheit	
DRESSINGS	REACH-DOWN REFRIGERATOR, ACROSS FROM FRONT HANDWASH SINK	40.00 Fahrenheit	
NOODLES	FRONT GLASS DISPLAY REFRIGERATOR	73.00 Fahrenheit	COOLING, COOKED EARLIER TODAY
TOFU	PREP INSERT	40.00 Fahrenheit	
SOUP, RICE	FRONT GLASS DISPLAY REFRIGERATOR	50.00 Fahrenheit	HELD FOR 3 DAYS
COOKED CABBAGE	HOT HOLDING UNIT	120.00 Fahrenheit	120 - 133F
CHLORINE	DISHWASHER	50.00 PPM	
AMBIENT REFRIGERATOR TEMPERATURE	REACH-DOWN REFRIGERATOR, NEXT TO ICE MACHINE	48.00 Fahrenheit	NO PHFS STORED INSIDE
WARM WATER	FRONT HANDWASH SINK	73.00 Fahrenheit	

Overall Comments:

Heartland Society - Joyheart Cafe routine inspection.

Note: Observed facility has a separate beverage preparation area that is currently going through the Plan Check process (it is not being used to prepare foods for customers yet). A pre-final inspection report from DEH was available for review.

Provided and discussed TPHC form for cooked cabbage. Provided warewashing sticker.

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 **1/20/2025**. 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.

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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: Shin Liu
Manager

Signed On: January 06, 2025