



COMPLAINT INVESTIGATION 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: ROCKIN JUMP CONCORD | | Date: 08/25/2023 | |
| Address: 1631 CHALLENGE DR | | City/Zip: CONCORD, 94520 | Record ID #: CO0061160 |
| Owner/Operator: CHALLENGER ENTERPRISES, INC | Person in Charge: Vince Hodges | Phone #: 9256825867 | |
| Current Health Permit: [*]Yes []No | Program Element: 0601 | Service: 004 | Time In: 1:55 pm Time Out: 3:35 pm Comply-by Date: |
| Food Safety Certified Person: | Exam Provider: | Cert #: | Date Expired: |

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

Violation Comments

22. No insects, rodents, birds or animals present

Observations: Observed cockroaches in the following locations:

1. 3 live nymph cockroaches on wall above 3 compartment sink. Corrected on site (COS). Employee abated cockroaches.
 2. 3 live nymph cockroaches on wall behind food prep sink and ice machine. COS. Employee abated cockroaches.
 3. 1 live adult cockroach below food prep sink.
- Obtain pest control services from a certified pest control service company. Clean and sanitize all affected areas.
 - Closure is hereby ordered due to the presence of live cockroaches inside kitchen of facility. Cease and desist all food preparations.
 - Contact Contra Costa Health Services when ready for a chargeable re-opening inspection.

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).

29. Toxic substances properly identified, stored and used

Observations: Domestic pest control spray observed on site.
 - Discontinue use of domestic pest control methods.

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: Build up on dispensers on wall at 3 compartment sink.
 - Clean and maintain dispensers.

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).

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

Observations: Build up on walls and floors surrounding dish area.
 - Clean and maintain floors and walls.

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).

General Inspection Observations



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Complainant stated ants were observed on the floor and on structures.

Upon arrival, spoke with Person in Charge, Vince, who was unaware of the complaint. Vince stated facility conducts exterior pest control methods once every 3-6 months and interior pest control once a month. He stated if an employee sees ants, they tell a Shift Lead and the Shift Lead with address the issue using a can of ant spray. He also stated shift leads conduct an inspection of the indoor park at opening, closing, and at the change of their shifts. Per Vince, the entire park is cleaned every night and deep cleaned on Tuesday or Wednesday every week.

During complaint investigation inspection, observed multiple live cockroaches inside kitchen of facility (see Violation #22.) Observed domestic pesticide spray on site (see Violation #29). Also observed build up on walls above and below 3 compartment sink and on mounted dispensers at 3 compartment sink (see Violation #35). Inspected interior of entire park and did not observe ants at the time of inspection or cockroaches at any other location inside facility.

Closure is hereby ordered due to the presence of live cockroaches inside kitchen of facility. Cease and desist all food preparations.

Obtain pest control services from a certified pest control service company. Clean and sanitize all affected areas. Contact Contra Costa Health Services when ready for a chargeable re-opening inspection.

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) 608-5529 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.

The posted placard is property of Contra Costa Environmental Health (CCEH) and shall not be removed, copied, defaced, or otherwise altered in any way. Tampering or hiding of the placard is strictly prohibited. If the placard is removed, defaced, or otherwise altered in any way, the owner/PIC shall immediately (within 24 hours) inform CCEH to request a new placard. The current hourly fee will be invoiced for 2 or more required placard replacements in a permit year.

Temperature/Sanitizer Observations

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| No Temperature/Sanitizer Observations | | |
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Please assist us in improving our customer service by completing a short survey: <https://forms.office.com/g/tDJ77GPgQa>



Specialist: SARAH GLORIA Phone: (925) 608-5529

Received by:

Vince Hodges

8/25/2023 3:30:13PM
Person in Charge