



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME THAI PLACE LLC				REINSPECTION DATE Not Specified	INSPECTOR Rubi Guido	DATE 9/15/2020
LOCATION 1689 KENDALL DR K1, SAN BERNARDINO, CA 92407				PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 1:48 PM	TIME OUT 3:40 PM	FACILITY ID FA0003440	RELATED ID CO0072284	PE 1621	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 03 - CORRECTIVE ACTION / NO FOLLOW UP RE ACTION: 01 - NO FURTHER ACTION REQUIRED	

RETAIL FOOD PROTECTION - Public Eating PI (25-99 Seats)

Based on an inspection this day, the items marked below identify the violation(s) in operation or facilities which must be corrected. Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional inspection to be billed at the hourly rate as provided in the San Bernardino County Code, [Schedule of Fees](#).

Administrative Order to Show Cause (OSC): The Permittee has the right to a hearing if requested in writing within 15 calendar days of receipt of this notice, to show cause why the permit to operate should not be suspended or revoked; otherwise the right to a hearing shall be deemed waived.

See the following pages for the code sections and general requirements that correspond to each violation listed below.



Public Health
Environmental Health Services

www.SBCounty.gov
www.SBCounty.gov/dph/dehs

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16K997 Foodborne Illness Complaint Inspection



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Compliance Date: Not Specified

Inspector Comments: The purpose of this visit was to conduct a Food Bourne Illness Investigation.

Reference - HSC

FBI INVESTIGATION:

This summary epidemiological investigation is being conducted as a result of an alleged food borne illness complaint, #CO0072284, wherein one individual reported illness.

AS PER COMPLAINANT:

Number of sick persons: 1

- 1) TYPE OF FOOD(S) EATEN AT FACILITY: Chicken Pad Thai, soda water
- 2) DAY, DATE AND TIME COMPLAINANT ATE AT FACILITY: Tuesday, 8/25/20, at 5:10
- 3) DAY, DATE AND TIME SYMPTOMS BEGAN: Tuesday, 8/25/20, at 6:00pm
- 4) SYMPTOMS COMPLAINANT EXPERIENCED: Diarrhea, nausea, dehydration
- 5) STILL EXPERIENCING SYMPTOMS? No
- IF NO, WHEN SYMPTOMS ENDED? N/A
- 6) MEDICAL ATTENTION SOUGHT? No
- IF YES, WHEN AND WHERE MEDICAL ATTENTION WAS SOUGHT: N/A
- 7) OTHER PEOPLE ASSOCIATED WITH COMPLAINANT (FAMILY, FRIENDS, CO-WORKERS, ETC.) SICK / HAVE SIMILAR SYMPTOMS AFTER EATING AT SAME FACILITY? No
- IF YES, NUMBER OF PEOPLE SICK AND WHAT THEY ATE: N/A

The food facility manager was interviewed and the following information was provided and /or observed:

FACILITY INFORMATION:

- Facility aware of this complaint: Yes, according to the manager
- Other food borne illness complaints received by this facility: No

HEALTH/HABITS OF EMPLOYEE(S) PREPARING FOOD:

- Employee(s) ill recently: No, according to the owner
- Employees with sores/boils/cuts or abrasions: Not Observed
- Signs of employee's eating/drinking: Not Observed
- Tobacco usage: Not Observed
- Dirty outer garments: Not Observed

NOTE: The Person-In-Charge shall notify this Agency when he or she is aware that two or more food employees are concurrently experiencing symptoms associated with an acute gastrointestinal illness (California Retail Food Code, Section 113949.5).

HAND WASHING:

- Hand washing sinks/supplies: Hand soap, paper towels, and hot water (123F maximum)
- Employee/customer restroom hand washing sinks/supplies: Hand soap, paper towels, and hot water at 134F (women) and 133F (men).
- Adequate hand washing practices observed: No

OTHER SINKS/EQUIPMENT:

- 3-compartment sink: Chlorine sanitizer (100 ppm) and hot water (132F maximum)
- Preparation sink: Hot water (131F maximum)
- Sink to the right of the warewashing machine: Hot water (132F maximum)
- Janitorial sink: Hot water (133F maximum)

SANITIZING PROCEDURES & CHEMICAL STORAGE:

- Wiping towels sanitizer level: 100 chlorine sanitizer
- Warewashing machine: 50 ppm chlorine sanitizer
- Chemicals stored separate from food and/or food contact surfaces: No

FOOD STORAGE & UTENSILS/EQUIPMENT:

- Food stored properly: Yes
- Approved equipment/utensils used: No
- Holding temperature(s) of suspect food(s):
Reach-in cooler (ambient temperature at 52F):
- Squid at 45F
- Raw fish at 45F
- Raw pork at 45F
- Raw beef at 48F-55F
- Raw chicken at 46F-52F
- Cooked potatoes at 45F
- Raw shell eggs at 70F-77F
- Tofu at 48F
- Cooked shell eggs at 45F



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- Cooked beef at 53F
- Cooked pork at 52F
- Cooked baby corn at 52F
- Rice noodles in water at 50F
- Cooked bamboo at 55F
- Raw shrimp at 45F-48F
- cooked vegetables at 57F
- Pad Thai noodles in water at 75F
- Upright refrigerator (ambient temperature at 41F):
- Half & Half at 38F
- Raw chicken at 37F
- Raw shrimp at 41F
- Raw beef at 39F
- Upright freezer (ambient temperature at 34F)
- All potentially hazardous foods measured 34F or below

FOOD PREPARATION DETAILS:

According to the owner:

Meat supplier: Sysco and S.J. Distributors Inc.

Meat/Fish: OPS Foodservice

Dairy: OPS Food service

Dry goods: OPS Food service

Produce: OPS Food service

Chicken Pad Thai:

- Chicken is received raw and frozen at the facility.
- Before COVID-19, the facility would take home the raw chicken for preparation and slicing. Now, because there is no one at home to prepare the chicken, the facility prepares and slices the chicken at the facility.
- Discontinued the preparation and slicing of chicken at home in February, 2020.
- Frozen chicken is thawed in the reach-in cooler prior to preparation.
- Chicken is stored in the upright freezer after preparation.
- Chicken is cooked (not to order) to an internal temperature of 165F+.
- Pad Thai noodles are soaked in water for 0.5-1 hour without any intervention of temperature control.
- Noodles are cooked to order and cooked with chicken (reheated to an internal temperature of 165F+), raw bean sprouts, raw green onion, Pad Thai sauce (prepared at the facility with cooked peanuts and not available at this time), and other sauces that are nonpotentially hazardous.

Soda water:

- Sparkling water mixed with cream soda flavored syrup and half & half.
- Half & Half is stored in the upright refrigerator to hold at 41F or below.
- Prepared to order.

FINDINGS:

THE MANAGER WAS INTERVIEWED AND STATED THE FOLLOWING:

- No new employees have recently been hired in the last couple of weeks.
- No employees have recently reported sick and, to her knowledge, no employees were sick the day of this complaint.
- The main food distribution company for this facility has not recently changed at this facility.
- There has not been any recent loss of power at the facility.
- There has not been any recent loss of hot water at this facility.
- A list of employees that worked the day of this complaint may be available upon request.
- It is the policy of this facility that any employee that is sick is immediately sent home or do not come in to work if they show outward signs of illness.
- It is the policy of this facility that employees are required to wash hands before donning gloves, when changing tasks, and anytime hands become contaminated.

RESULT(S):

A routine inspection was conducted on this date. Follow-up inspections will be conducted after this date.
Complaint closed on this date.

Description: A foodborne illness complaint report has been received by Environmental Health.



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16C005 Hands clean and properly washed; gloves used properly

Compliance Date: Not Specified
Not In Compliance
Violation Reference -

Inspector Comments: A) Observed employee wash her hands with hand soap and cold water, dry hands, and then proceed to don gloves.

Ensure employees wash hands with hand soap and water (measuring a minimum of 100F) immediately before engaging in food preparation, after changing tasks, and any time contamination may occur.

Note: The employee was immediately instructed to properly wash hands. Corrected onsite.

B) Observed the cook touch her pants and grab her glasses with gloved hands, and then proceed to the cooking station.

Ensure employees wash hands with hand soap and water (measuring a minimum of 100F) immediately before engaging in food preparation, after changing tasks, and any time contamination may occur.

Note: The cook was immediately instructed to wash hands. Corrected onsite.

C) Observed a second cook touch his mask with gloved hands and then proceed to reach for containers with food at the cold holding unit located across from the cook line.

Ensure employees wash hands with hand soap and water (measuring a minimum of 100F) immediately before engaging in food preparation, after changing tasks, and any time contamination may occur.

Note: The cook was immediately instructed to wash hands. Corrected onsite.

Violation Description: Employees are required to wash their hands: before beginning work; before handling food / equipment / utensils; as often as necessary, during food preparation, to remove soil and contamination; when switching from working with raw to ready to eat foods, after touching body parts; after using toilet room; or any time when contamination may occur. Gloves shall be worn if an employee has cuts, wounds, fake nails, nail polish, and/or rashes. Gloves are to be used for no more than one task. Employees are not to wrap or package leftover food using bare hands or unclean utensils. Hand sanitizers may be used after proper hand washing. Employees handling food must have fingernails that are trimmed, cleanable, and smooth. (113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f))



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16C007 Proper hot and cold holding temperatures

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 113996, 113998, 114037

Inspector Comments: A) Measured the following potentially hazardous foods (PHFs) stored in the reach-in cooler (ambient temperature at 52F) located across from the cook line:

- Squid at 45F
- Raw fish at 45F
- Raw pork at 45F
- Raw beef at 48F-55F
- Raw chicken at 46F-52F
- Cooked potatoes at 45F
- Raw shell eggs at 70F-77F
- Tofu at 48F
- Cooked shell eggs at 45F
- Cooked beef at 53F
- Cooked pork at 52F
- Cooked baby corn at 52F
- Rice noodles in water at 50F

The cook stated that these items were placed in the unit on 9/14/20.

Ensure all potentially hazardous foods are held at 41F or below for cold holding and 135F or above for hot holding.

Note: The owner voluntarily discarded these PHFs. See VC&D for details. Corrected onsite.

B) Measured the internal temperature of the following PHFs stored in the reach-in cooler (ambient temperature at 52F) located across from the cook line:

- Cooked bamboo at 55F
- Raw shrimp at 45F-48F
- cooked vegetables at 57F
- Pad Thai noodles in water at 75F

The owner stated that these items were placed in the unit at 10:30am-11am, approximately 1-1.75 hours prior to questioning.

Ensure all potentially hazardous foods are held at 41F or below for cold holding and 135F or above for hot holding.

Note: The owner relocated these items to the upright refrigerator at the time of inspection. Corrected onsite.

Violation Description: Potentially hazardous foods shall be held at or below 41F or at or above 135F. (113996, 113998, 114037, 114343(a))

16C026 Approved thawing methods used, frozen food

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114018, 114020, 114020.1

Inspector Comments: Observed a package with raw chicken (measured 37F) and a box with raw shrimp (measured 39F) stored in the 3-compartment sink without any intervention of temperature control. The owner stated that these items were placed in the sink to thaw.

Food shall be thawed under refrigeration; completely submerged under cold running water (less than 70°F) of sufficient velocity for less than 2 hours at the preparation sink; in microwave oven; or during the cooking process.

Note: The owner relocated these items to the upright refrigerator at the time of inspection. Corrected onsite.

Violation Description: Food shall be thawed under refrigeration; completely submerged under cold running water (less than 70F) of sufficient velocity to flush loose particles for less than 2 hours; in microwave oven; or during the cooking process. (114018, 114020, 114020.1)



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16C027 Food separated and protected

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 113984 (a, b, c, d, f)

Inspector Comments: A) Observed raw chicken stored above raw vegetables (uncovered) in the upright refrigerator.

All food shall be stored, prepared, displayed, or held so that it is protected from contamination.

B) Observed containers with food without lids/covers, stored in the reach-in cooler located across from the cook line.

All food shall be stored, prepared, displayed, or held so that it is protected from contamination.

Violation Description: All food shall be separated and protected from contamination. (113984 (a, b, c, d, f), 113986, 114060, 114067(a, d, e, j), 114069(a, b), 114077, 114089.1 (c), 114143 (c)) All food shall be stored, prepared, displayed or held so that it is protected from contamination.

16C029 Toxic substances properly identified, stored, used

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114254, 114254.1

Inspector Comments: Observed a container with hand soap to be stored next to trays/containers on the bottom shelf of the table located across from the warewashing area. The owner stated that the trays/containers are used for food.

All poisonous, toxic, and cleaning substances shall be stored separate from food, utensils, and food-contact surfaces.

Violation Description: All poisonous substances, detergents, bleaches, and cleaning compounds shall be stored separate from food, utensils, packing material and food-contact surfaces. (114254, 114254.1, 114254.2) An insecticide, rodenticide, or other pesticide must be used in accordance with the manufacturer's instructions.

16C030 Food storage; food storage containers identified

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114047, 114049, 114051

Inspector Comments: Observed a strainer with cabbage stored in the janitorial sink. The owner stated that the cabbage was being strained before discarding it. The owner also stated that the janitorial sink is used to strain food that will be discarded.

Food shall be stored in approved containers, equipment, and locations, and in approved manners to prevent possible contamination.

Note: The employee discarded the cabbage at the time of inspection. Corrected onsite.

Violation Description: Food shall be stored in approved containers and labeled as to contents. Food shall be stored at least 6" above the floor on approved shelving in an approved location to prevent possible contamination. (114047, 114049, 114051, 114053, 114055, 114067(h), 14069 (b))

16C035 Equipment/Utensils - approved; installed; clean; good repair, capacity

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114130, 114130.1, 114130

Inspector Comments: A) Observed an unapproved Kenmore microwave (labeled as "household microwave oven") in use and located across from the fryers.

Discontinue the use of this equipment. Obtain approved, food-grade equipment for proper food storage/preparation that is NSF approved/ANSI certified, or equivalent, and that is smooth, durable, and made of nonabsorbent material that is easily cleanable.

B) Measured the ambient temperature of the reach-in cooler (52F) located across from the cook line to be holding potentially hazardous foods (PHFs). Observed several water leaks inside the unit. Observed no containers with food stored below the leaks at this time.

Discontinue the use of this equipment for the storage of potentially hazardous foods. Repair/replace the refrigeration unit. All utensils and equipment shall be fully operative and in good repair. Ensure the ambient temperature of this unit measures 41F or below and is capable of holding and maintaining the internal temperature of potentially hazardous foods at 41F or below.

Note: The owner removed all PHFs from the unit at the time of inspection. The owner stated that the unit will no longer be used to store PHFs. The owner stated that she will propose a new refrigeration unit to EHS Plan Check by 9/24/20 and will not install any units until approval has been given. The unit shall be approved by EHS Plan Check before beginning construction/renovations/installations. A follow-up inspection will be conducted on 9/24/20 to determine compliance. If compliance is not met upon reinspection, the a billable re-inspection will follow.

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



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16C036 Equipment, utensils and linens: storage and use

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114074, 114081, 114119

Inspector Comments: A) Observed the janitorial sink (located to the left of the preparation sink) being used to store and strain food. The owner stated that the janitorial sink is used to strain food that will be discarded.

Discontinue this practice. Equipment/sinks shall be used only for the intended use.

B) Observed a pair of tongs (unprotected from possible contamination) stored on the oven handle.

Utensils and equipment shall be handled and stored so as to protect food from possible contamination.

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. (114185.3 - 114185.4) Utensils and equipment shall be handled and stored so as to be protected from contamination. (114074 - 114075, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.5) Pressurized cylinders must be securely fastened to a rigid structure. (114172)

16C043 Toilet facilities: properly constructed, supplied, cleaned

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114250, 114276

Inspector Comments: Observed toilet paper to be stored outside of the dispenser in the men's restroom, and paper towels to be stored outside of the dispenser in both the men's and women's restroom.

Ensure all handwashing sinks are stocked with hand soap and paper towels in dispensers, cold water, and hot water measuring a minimum temperature of 120F (measured from the faucet) at all times.

Violation Description: Toilet facilities shall be maintained clean, sanitary and in good repair for use by employees and patrons. 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. Location of toilet facilities used by patrons shall not be located to pass through food preparation, food storage, or utensil washing areas. (114250, 114250.1, 114276)

16C044 Premises; personal/cleaning items; vermin-proofing

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114067 (j), 114123

Inspector Comments: A) Measured the temperature of food stored with customer food in the reach-in cooler that is located across from the cook line. The owner stated that the food belonged to employees.

Discontinue this practice. Provide a designated area for employee's personal items that is separate from customer food and food contact surfaces.

Note: The owner removed the food items from the reach-in cooler at the time of inspection. Corrected onsite.

B) Observed keys and a mask stored next to customer food/seasonings on the table across from the cook line. The cook stated that these items belonged to an employee.

Discontinue this practice. Provide a designated area for employee's personal items that is separate from customer food and food contact surfaces.

Note: The cook removed these items at the time of inspection. Corrected onsite.

Violation Description: The premises of each food facility shall be kept clean and free of litter and rubbish; all clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces; the facility shall be kept vermin proof. (114067 (j), 114123, 114143 (a) & (b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282) Food preparation sinks, handwashing sinks and warewashing equipment shall not be used for the cleaning of maintenance tools, the holding of maintenance materials, or the disposal of liquid wastes. (114123) Open-air barbecue and/or outdoor wood burning oven must operate on the same premises, in conjunction with a permanent food facility and not in an area that may pose as a fire hazard. (114143(a) (b)) Janitorial sink or approved curbed cleaning facility (exemption for restricted food service facilities Section 114279 (b)) shall be provided. (114279(a)) First aid supplies must have a legible manufacturer's label and stored in a kit or container that is located to prevent contamination. (114256.4) Insect electrocution devices are not allowed in food or utensil handling areas. (114259.3)



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16K052 VC & D

Compliance Date: Not Specified

Reference - HSC - 113980

Inspector Comments: The owner consented to the condemnation and destruction of the following items

- (weight in approximation):
- Squid (2 lb)
 - Raw fish (2 lb)
 - Raw pork (5 lb)
 - Raw beef (7 lb)
 - Raw chicken (8 lb)
 - Cooked potatoes (5 lb)
 - Raw shell eggs (26 items)
 - Tofu (1 container)
 - Cooked shell eggs (2 items)
 - Cooked beef (5 lb)
 - Cooked pork (5 lb)
 - Cooked baby corn (1 can)
 - Rice noodles in water (2 lb)

Description: Operator has voluntarily consented to the condemnation and destruction of food as said material being unfit for human consumption or otherwise in violation of California Health and Safety Code, Division 104, Part 5, Chapter 1 through 8, the disposition of which is provided for by Chapter 8, Article 3, Section 111895.

"I (We) hereby voluntarily agree to the condemnation and destruction of the following material(s) listed in violation number 52. By signing this Official Inspection Report (OIR), I (We) hereby release the County of San Bernardino and its agent from any and all liability."

Overall Inspection Comments

Complaint closed on this date.

FREE Classes to L.E.A.R.N!

Liaison Education And Risk Network (L.E.A.R.N.) is a FREE class based on the fundamentals of Active Managerial Control and the Centers for Disease Control and Prevention's five risk factors that lead to foodborne illnesses. Find out when the next L.E.A.R.N. class is by checking our [calendar](#).

Total # of Images: 0