



**CAL CODE OFFICIAL INSPECTION REPORT**

FACILITY NAME <b>EL POLLO LOCO</b>		DATE 10/12/2021	REINSPECTION DATE 10/26/2021	PERMIT EXPIRATION 1/31/2022
LOCATION 4200 CHINO HILLS PKWY 210, CHINO HILLS, CA 91709			INSPECTOR Amanda Tieu	
MAILING ADDRESS 146 E SHOPPERS LANE, COVINA CA 91723		<input type="checkbox"/> FACILITY <input type="checkbox"/> OWNER <input checked="" type="checkbox"/> ACCOUNT IDENTIFIER: None SERVICE: 001 - Inspection - Routine RESULT: 05 - Corrective Action / Follow up Required ACTION: 03 - Reinspection Required		
TIME IN 10:18 AM	TIME OUT 11:28 AM	FACILITY ID FA0004171	RELATED ID PR0013277	PE 1621

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.



**SCORE 90**

Reduce food loss, and feed those in need by donating your surplus food. [Learn more about donating surplus food.](#)

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

- In = In compliance
- N/O = Not observed
- N/A = Not applicable
- + COS = Corrected on-site
- ⊗ MAJ = Major violation
- ⊗ OUT = Out of compliance

DEMONSTRATION OF KNOWLEDGE		COS	MAJ	OUT
<span style="color: green;">○</span> In	N/O 1. Demonstration of knowledge; food safety certification			2
EMPLOYEE HEALTH & HYGIENIC PRACTICES				
<span style="color: green;">○</span> In	2. Communicable disease; reporting, restrictions & excl		4	
<span style="color: green;">○</span> In	N/O 3. No discharge from eyes, nose, and mouth			2
<span style="color: green;">○</span> In	N/O 4. Proper eating, tasting, drinking or tobacco use			2
PREVENTING CONTAMINATION BY HANDS				
<span style="color: green;">○</span> In	N/O 5. Hands clean and properly washed; gloves used prop		4	2
<span style="color: green;">○</span> In	6. Adequate handwashing facilities supplied & accessib			2
TIME AND TEMPERATURE RELATIONSHIPS				
<span style="color: green;">○</span> In	N/O N/A 7. Proper hot and cold holding temperatures		4	2
In	<span style="color: blue;">○</span> N/O N/A 8. Time as a public health control; procedures & record		4	2
In	<span style="color: blue;">○</span> N/O N/A 9. Proper cooling methods		4	2
In	<span style="color: blue;">○</span> N/O N/A 10. Proper cooking time & temperatures		4	
In	<span style="color: blue;">○</span> N/O N/A 11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION				
In	<span style="color: blue;">○</span> N/O N/A 12. Returned and reserve of food			2
<span style="color: green;">○</span> In	13. Food in good condition, safe and unadulterated		4	2
<span style="color: green;">○</span> In	N/O N/A 14. Food contact surfaces: clean and sanitized		4	2

FOOD FROM APPROVED SOURCES		COS	MAJ	OUT
<span style="color: green;">○</span> In	15. Food obtained from approved source		4	
In	N/O <span style="color: blue;">○</span> N/A 16. Compliance with shell stock tags, condition, display			2
In	N/O <span style="color: blue;">○</span> N/A 17. Compliance with Gulf Oyster Regulations			2
CONFORMANCE WITH APPROVED PROCEDURES				
In	<span style="color: blue;">○</span> N/A 18. Compliance with variance, specialized process, and HACCP Plan			2
CONSUMER ADVISORY				
In	N/O <span style="color: blue;">○</span> N/A 19. Consumer advisory provided for raw or undercooked foods			2
HIGHLY SUSCEPTIBLE POPULATIONS				
In	<span style="color: blue;">○</span> N/A 20. Licensed health care facilities/public and private schools; prohibited foods not offered		4	
WATER/HOT WATER				
<span style="color: green;">○</span> In	21. Hot and cold water available		4	2
LIQUID WASTE DISPOSAL				
In	22. Sewage and wastewater properly disposed		4	<span style="color: red;">⊗</span>
VERMIN				
In	23. No rodents, insects, birds, or animals		4	<span style="color: red;">⊗</span>

SUPERVISION	OUT
24. Person in charge present and performs duties	1
PERSONAL CLEANLINESS	
25. Personal cleanliness and hair restraints	1
GENERAL FOOD SAFETY REQUIREMENTS	
26. Approved thawing methods used, frozen food	1
27. Food separated and protected	1
28. Washing fruits and vegetables	1
29. Toxic substances properly identified, stored, use	1
FOOD STORAGE/DISPLAY/SERVICE	
30. Food storage; food storage containers identified	1
31. Consumer self-service	1
32. Food properly labeled & honestly presented	1

EQUIPMENT/UTENSILS/LINENS	OUT
33. Nonfood contact surfaces clean	1
34. Warewashing facilities: installed, maintained, used	1
35. Equipment/Utensils approved; installed; clean; good repa	<span style="color: red;">⊗</span>
36. Equipment, utensils and linens: storage and use	1
38. Adequate ventilation and lighting; designated area	<span style="color: red;">⊗</span>
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	1
PHYSICAL FACILITIES	
41. Plumbing: proper backflow devices	<span style="color: red;">⊗</span>
42. Garbage and refuse properly disposed; facilities m	1
43. Toilet facilities: properly constructed, supplied, clea	1
44. Premises; personal/cleaning items; vermin-proofin	1

PERMANENT FOOD FACILITIES	OUT
45. Floor, walls, ceilings: built, maintained, and clean	1
46. No unapproved private homes/living or sleeping qu	1
SIGNS REQUIREMENTS	
47. Signs posted; last inspection report available	1
48. Food handler cards	<span style="color: red;">⊗</span>
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	
53. Impoundment	
54. Permit Suspension	



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**22. SEWAGE AND WASTEWATER PROPERLY DISPOSED**

<b>POINTS</b> <b>2</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114197	<b>Inspector Comments:</b> Observed clear, standing water within the floor sink located beneath the food preparation sink. Per manager, the floor sink drains very slow. Observed no sign of sewage back up at this time. After waiting 20 minutes, observed the water remaining within the floor sink.  Repair floor sink. Ensure all liquid waste is drained to an approved fully functioning sewage disposable system.
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**Violation Description:** All liquid waste must drain to an approved fully functioning sewage disposal system. (114197) Toilet facilities must be operable.

**23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS**

<b>POINTS</b> <b>2</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114259.1, 114259.4, 11425	<b>Inspector Comments:</b> Observed (1) dead adult German cockroach on the flooring beneath the metal shelving right of the one-door freezer unit at the dry storage room. After a thorough search of the facility, observed no active infestation at this time.  Observed proof of the most recent pest control report conducted on 9/17/2021. Per manager, pest control inspections are typically inspected every 3 months or once a month.  Clean and sanitized affected area. Eliminate all vermin and evidence of vermin from this facility including but not limited to cockroaches.
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**Violation Description:** Food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies. (114259.1, 114259.4, 114259.5) Live animals are not allowed in a food facility unless, food employees with service animals may handle or care for their service animal if they wash their hands as required or persons who are licensed pursuant to Chapter 11.5 of Division 3 of the Business and Professions Code. (114259.4, 114259.5)

**More Information:** [https://youtu.be/1yuxW\\_p9Bxs](https://youtu.be/1yuxW_p9Bxs)

**35. EQUIPMENT/UTENSILS - APPROVED; INSTALLED; CLEAN; GOOD REPAIR, CAPACITY**

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114130, 114130.1, 114130	<b>Inspector Comments:</b> Observed the handle of the microwave to be loose at this time. Observed the microwave stored on the top metal shelving above the steam table.  Repair handle. Ensure all utensils and equipment are maintained fully operative and in good repair.
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**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)

**38. ADEQUATE VENTILATION AND LIGHTING; DESIGNATED AREA**

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114149, 114149.1	<b>Inspector Comments:</b> [REPEAT VIOLATION] Observed one (1) missing light bulb and one (1) non-operational light bulb located under the ventilation hood.  Immediately repair lighting. Ensure adequate lighting shall be provided in all areas to facilitate cleaning and inspection.  *NOTE:  This is a repeated violation. Failure to comply may result in future billable follow up inspections with a minimum charge of \$122.50.
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**Violation Description:** Exhaust hoods shall be provided to remove toxic gases, heat, grease, vapors and smoke and be approved by the local building department. Canopy-type hoods shall extend 6" beyond all cooking equipment. All areas shall have sufficient ventilation to facilitate proper food storage. Toilet rooms shall be vented to the outside air by a screened openable window, an air shaft, or a light-switch activated exhaust fan, consistent with local building codes. (114149, 114149.1) Adequate lighting shall be provided in all areas to facilitate cleaning and inspection. Light fixtures in areas where open food is stored, served, prepared, and where utensils are washed shall be of shatterproof construction or protected with light shields. (114149.2, 114149.3, 114252, 114252.1)



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**41. PLUMBING; PROPER BACKFLOW DEVICES**

<b>POINTS</b>  <b>1</b>	<b>Compliance date not specified</b> <b>Not In Compliance</b> <b>Violation Reference - HSC -</b> <b>114171, 114189.1</b>	<b>Inspector Comments:</b> 1) Observed insufficient air gap between the (3) drain pipes and floor sink located left of the soda machine dispenser at the drive through window.  Provide a minimum of 1 inch or twice the diameter of the drain pipe (whichever is greater) between the top of the floor sink and the bottom of the drain pipe.  2) Observed the far left base of 3 compartment sink faucet to be loose at this time.  Secure base. Ensure all plumbing and plumbing fixtures are maintained clean, fully operative, and in good repair.
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**Violation Description:** The potable water supply shall be protected with a backflow or back siphonage protection device, as required by applicable plumbing codes. (114192) All plumbing and plumbing fixtures shall be installed in compliance with local plumbing ordinances, shall be maintained so as to prevent any contamination, and shall be kept clean, fully operative, and in good repair. Any hose used for conveying potable water shall be of approved materials, labeled, properly stored, and used for no other purpose. (114171, 114189.1, 114190, 114193, 114193.1, 114199, 114201, 114269)

**48. FOOD HANDLER CERTIFICATION**

<b>POINTS</b>  <b>3</b>	<b>Compliance date not specified</b> <b>Not In Compliance</b> <b>Violation Reference - SBCC -</b> <b>33.0409</b>	<b>Inspector Comments:</b> Notes: Food worker cards SHALL be issued by San Bernardino County to be valid.  Observed (5) five employees without a valid and/or current San Bernardino County food worker card.  Provide a current valid San Bernardino County Food Worker Card for this/these employee(s) within 14 days. A Missing Food Handler Cards- Inspector Handout was explained and left with the person in charge during the time of this inspection. Complete and return the completed handout and copies of all cards/certifications to San Bernardino County Environmental Health Services department by email to sbcfoodworker@gmail.com or by mail or fax to 909-387-4323. Failure to comply 100% will result in a charged re-inspection of \$122.50 minimum to verify compliance.
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**Violation Description:** This facility is currently in violation with the food handler certification requirement for San Bernardino County, which states all food handlers must obtain a valid food handler certificate within fourteen (14) days of employment (33.0410, 33.044). Failure to provide proof of food handler certification within fourteen (14) days will result in unannounced billable (at our current hourly rate) re-inspections to verify compliance.

This facility operator must complete the 'Missing Food Handler' form provided by the inspector and email an electronic copy (scans or photos are ok as long as they are readable to sbcfoodworker@gmail.com

**More Information:** [http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food\\_worker\\_training.aspx](http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food_worker_training.aspx)

**IMPORTANT: Risk Based Inspection Frequency**

Food facilities that pose a higher risk level for causing foodborne illness will be subject to an additional inspection, to be billed at the hourly rate as provided in the San Bernardino County Code [Schedule of Fees](#). Facilities that received one or more of the following will be elevated to a high risk tier:

- A score letter of "C" or lower on one of the last two graded inspections,
- A score letter of "B" on two of the last three graded inspections,
- Repeated "four (4) point violation Risk Factor" (critical violation codes 1-23) on the last two inspections, or
- Four (4) or more critical violations (codes 1-23) noted during an inspection, or
- A permit suspension (closure) on your last graded inspection.

**Food Establishment Donor Survey**

Will you please take a few moments of your time to complete our [Food Establishment Donor Survey](#)? The purpose of this survey is to learn about current food recovery and food waste reduction efforts and struggles throughout San Bernardino County.

The feedback from the survey will help us identify barriers and opportunities, and connect you with nearby charitable feeding organizations so you can donate your surplus food. Once you complete the survey, you can view your entry and connect with other donor food establishments and charitable feeding organizations in the following [Live Web Map](#).

**Overall Inspection Comments**



Public Health  
Environmental Health Services

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On this date, a grade "A" card was posted. The following documentation was provided:

-Missing Food Handler Cards - Inspector Handout

\*No signature obtained due to COVID-19 safety measures. "No Signature." The contents of the routine inspection has been discussed with the manager\*

**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](#).

**Signature(s) of Acknowledgement**

NO SIGNATURE

NAME: Rocio Marquez  
TITLE: Manager