



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME JUAN POLLO #99		DATE 1/3/2020	REINSPECTION DATE 1/17/2020	PERMIT EXPIRATION 6/30/2020
LOCATION 1014 E HIGHLAND AV, SAN BERNARDINO, CA 92404			INSPECTOR Tirza Tetteh	
MAILING ADDRESS 1014 E HIGHLAND AV, SAN BERNARDINO, CA 92404			IDENTIFIER: None	
TIME IN 11:50 AM	TIME OUT 2:42 PM	FACILITY ID FA0010092	RELATED ID PR0013136	PE 1621
			SERVICE: 001 - Inspection - Routine RESULT: 05 - Corrective Action / Follow up Required ACTION: 13 - Permit Suspended / Facility Closed	

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 86

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

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

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	⊗
34. Warewashing facilities: installed, maintained, used	1
35. Equipment/Utensils approved; installed; clean; good repa	1
36. Equipment, utensils and linens: storage and use	1
38. Adequate ventilation and lighting; designated area	1
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	1
PHYSICAL FACILITIES	
41. Plumbing: proper backflow devices	1
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	⊗
46. No unapproved private homes/living or sleeping qu	1
SIGNS REQUIREMENTS	
47. Signs posted; last inspection report available	1
48. Food handler cards	3
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	
53. Impoundment	
54. Permit Suspension	⊗



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME JUAN POLLO #99	DATE 1/3/2020
LOCATION 1014 E HIGHLAND AV, SAN BERNARDINO, CA 92404	INSPECTOR Tirza Tetteh

54. PERMIT SUSPENSION

POINTS 0	Compliance date not specified Not In Compliance Violation Reference - HSC - 114409, 114405	Inspector Comments: Permit is suspended and facility is closed due to lack of hot water. Notice of closure is posted at this time. Supervisorial review shall be conducted prior to follow-up inspection for reopening.
---------------------------	---	--

Violation Description: If an imminent health hazard is found, an enforcement officer may temporarily suspend the permit and order the food facility immediately closed. (114409, 114405)

5. HANDS CLEAN AND PROPERLY WASHED; GLOVES USED PROPERLY **MAJOR**

POINTS 4	Compliance date not specified Complied on 1/3/2020 Violation Reference -	Inspector Comments: Observed employee wash hands in water measured at 93.8 F at handwashing sink near front counter. Corrected: Employee washed hands at rear handwashing sink. Ensure that employees wash their hands with soap and warm water at 100F.
---------------------------	--	---

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))

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/EHSDocuments/HandwashingDoneRight.pdf>

14. FOOD CONTACT SURFACES: CLEAN AND SANITIZED **MAJOR**

POINTS 4	Compliance date not specified Complied on 1/3/2020 Violation Reference - HSC - 113984(e), 114097, 114099	Inspector Comments: 1.Observed sanitizer bucket stored underneath large preparation table with 0ppm chlorine sanitizer. Corrected: Operator removed sanitizer bucket and dumped water out. Ensure chlorine sanitizer is at 100ppm when using to sanitize food contact surfaces. 2. Observed black mold-like build up appearance on deflector inside ice machine. Corrected: Operator discontinued use of ice from ice machine and cleaned and sanitized. Ensure all food-contact surfaces of utensils and equipment are clean and sanitized.
---------------------------	---	--

Violation Description: All food contact surfaces of utensils and equipment shall be clean and sanitized. (113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101 (b-d), 114105, 114109, 114111, 114113, 114115 (a, b, d), 114117, 114125(b), 114135, 114141)

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/TowelSanitizingSolution.pdf>



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME JUAN POLLO #99	DATE 1/3/2020
LOCATION 1014 E HIGHLAND AV, SAN BERNARDINO, CA 92404	INSPECTOR Tirza Tetteh

21. HOT AND COLD WATER AVAILABLE ⚠ MAJOR ⚠

POINTS 4	<p>Compliance date not specified Not In Compliance Violation Reference - HSC - 113953(c), 114099.2(b)</p>	<p>Inspector Comments: Observed no hot water at all sinks. Operator stated hot water was working this morning. Observed piping near hot water to be in repair. Measured temperatures at sinks as follows: - front handwash sink 93.8F - rear handwash sink 91F - vegetable preparation sink 90F - chicken preparation sink 89.4F - mop sink 88F - 3-compartment sink 87.5F - employee restroom handwash sink 89F - customer restroom sink 80F</p> <p>Ensure potable hot water is at 120F at prep and mop sink and 100F at 3-compartment and all handwash sinks.</p> <p>Permit is suspended and facility is closed due to lack of hot water. See violation #54.</p>
---------------------------	---	---

Violation Description: An adequate, protected, pressurized, potable supply of hot water and cold water shall be provided at all times. (113953(c), 114099.2(b) 114101(a), 114189, 114192, 114192.1, 114195)

33. NONFOOD-CONTACT SURFACES CLEAN

POINTS 1	<p>Compliance date not specified Not In Compliance Violation Reference - HSC - 114115 (c)</p>	<p>Inspector Comments: Observed dust build-up on fan guards in walk-in refrigerator. Ensure fan guards of walk-in cooler are cleaned and maintained.</p>
---------------------------	---	---

Violation Description: All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))

45. FLOORS, WALLS AND CEILINGS: BUILT, MAINTAINED, AND CLEAN

POINTS 1	<p>Compliance date not specified Not In Compliance Violation Reference - HSC - 114143 (d), 114266</p>	<p>Inspector Comments: 1. Observed large hole in wall adjacent to employee restroom door. 2. Observed large opening in wall behind water heater. Operator stated pipes in wall were in process of being repaired for the month prior to inspection. Ensure to seal all gaps/holes/cracks on walls to prevent vermin harboring.</p>
---------------------------	---	---

Violation Description: The walls / ceilings shall have durable, smooth, nonabsorbent, and washable surfaces. All floor surfaces, other than the customer service areas, shall be approved, smooth, durable and made of nonabsorbent material that is easily cleanable. Approved base coving shall be provided in all areas, except customer service areas and where food is stored in original unopened containers. Food facilities shall be fully enclosed. All food facilities shall be kept clean and in good repair. (114143 (d), 114257, 114266, 114268, 114268.1, 114271, 114272) Cleaning must be an approved dustless method. (114268.1) Mats and duckboards, if used, must be removable and easily cleanable. (114272) Open-air barbecues or wood-burning ovens floor surfaces must extend a minimum of five feet and be impervious or easily cleanable. (114143(d))

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.

Overall Inspection Comments



Public Health
Environmental Health Services

CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME JUAN POLLO #99	DATE 1/3/2020
LOCATION 1014 E HIGHLAND AV, SAN BERNARDINO, CA 92404	INSPECTOR Tirza Tetteh

'A' grade placard removed.
Notice of closure sign posted.
Do not remove, relocate or obscure sign.

PEP talk given.
Elevated risk form provided.
Self-inspection checklist form provided.
Rescore form provided.
Submit rescore form within 30 days from date of routine inspection.

Signature(s) of Acknowledgement

NAME: Sandy Salazar
TITLE: Manager