



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME EL POLLO LOCO #3669		DATE 1/5/2021	REINSPECTION DATE 1/19/2021	PERMIT EXPIRATION 1/31/2021
LOCATION 758 W HIGHLAND AV, SAN BERNARDINO, CA 92405			INSPECTOR Rubi Guido	
MAILING ADDRESS 758 W HIGHLAND AV, SAN BERNARDINO, CA 92405			<input checked="" type="checkbox"/> FACILITY <input type="checkbox"/> OWNER <input type="checkbox"/> ACCOUNT IDENTIFIER: None SERVICE: 001 - Inspection - Routine RESULT: 05 - Corrective Action / Follow up Required ACTION: 03 - Reinspection Required	
TIME IN 2:58 PM	TIME OUT 4:32 PM	FACILITY ID FA0005196	RELATED ID PR0001074	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 93

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	
○ In	N/O 3. No discharge from eyes, nose, and mouth			2
○ In	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		4	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		4	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		4	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	1
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	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	⊗ 1
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	
53. Impoundment	
54. Permit Suspension	



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6. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE

POINTS 2	Compliance date not specified Not In Compliance Violation Reference -	Inspector Comments: Observed empty hand soap and paper towel dispensers and missing hand soap and paper towels in the first employee restroom.
		Ensure all handwashing sinks are equipped with cold water, hot water (120F minimum measured from the faucet), and hand soap and paper towels in dispensers.

Violation Description: Handwashing soap and towels or drying device shall be provided in dispensers; dispensers shall be maintained in good repair. (113953.2) Adequate facilities shall be provided for hand washing. (113953, 113953.1, 114067(f)). Handwashing sink is not separated from a warewashing sink by a 6 inch high metal splashguard or 24 inch separation. (113953) Handwashing sinks shall not be obstructed, inaccessible, used improperly or kept unclean. (113953.1)

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

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114130, 114130.1, 114130	Inspector Comments: Observed a heavily scored cutting board stored in the warewashing area. Repair/replace the cutting board. All equipment shall be in good repair/condition.
		Note: The manager stated that it will be discarded and that there is a new replacement available at the facility.

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)

41. PLUMBING; PROPER BACKFLOW DEVICES

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114171, 114189.1	Inspector Comments: Observed missing air gap between the inlet of the waste water discharge pipes and the rim of the floor sinks for the soda fountain located in the dining area and the hot holding unit. Provide air gap. Ensure all liquid waste is drained into the floor sink through an air gap that is twice the diameter of the pipe or a minimum of one (1) inch, whichever measurement is greater.
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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

POINTS 3	Compliance date not specified Not In Compliance Violation Reference - SBCC - 33.0409	Inspector Comments: Observed five (5) employee(s) without a valid and/or current San Bernardino County food worker card. Provide current valid San Bernardino County food worker cards for these employees 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 by email to sbcfoodworker@gmail.com or via mail or fax to 909-387-4323. Fail to comply 100% will result in a charged inspection of \$122.50 minimum to verify compliance. After this date, if these employees might no longer be working at this facility, person in charge shall clearly indicate the dates of termination onto the Missing Food Handler Cards- Inspector Handouts.
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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



Public Health
Environmental Health Services

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

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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

"A" grade card posted on this date.

The following documents were provided:

- Missing Food Handler Cards– Inspector handout
- Food Handler Training card

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 SIG

NAME: Maria Tzec
TITLE: General Manager