



**Public Health**  
**Environmental Health Services**

**RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT**

FACILITY NAME JUAN POLLO 45		DATE 3/20/2015	REINSPECTION DATE Not Specified	PERMIT EXPIRATION
LOCATION 5460 PHILADELPHIA ST J, CHINO, CA 91710			INSPECTOR Tin Nguyen	
MAILING ADDRESS 5460 PHILADELPHIA ST J, CHINO, CA 91710			IDENTIFIER: None	
<input type="checkbox"/> FACILITY <input type="checkbox"/> OWNER <input type="checkbox"/> ACCOUNT			SERVICE: 004 - COMPLAINT - INITIAL	
TIME IN 10:45 AM	TIME OUT 3:28 PM	FACILITY ID FA0003609	RELATED ID CO0050233	PE 1620
RESULT: 03 - CORRECTIVE ACTION / NO FOLLOW UP RE				
ACTION: 01 - NO FURTHER ACTION REQUIRED				

**RETAIL FOOD PROTECTION - Public Eating PI (0-24 Seats)**

**16K997 Foodborne Illness Complaint Inspection**



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**Compliance Date: Not Specified**

**Not In Compliance**

**Reference - HSC**

**Inspector Comments:**

Complainant stated that complainant got a family pack order of chicken, rice, and potato salad that fed complainant's family of thirteen people, who all got food poisoning with symptoms, such as vomiting and diarrhea.

Complaint investigation was conducted as a joint inspection with Hanan Megalla, district 249 inspector on March 20, 2015.

Upon investigation, observed the following:

According to manager/owner at time of inspection:

1. There has been no reported food borne illness complaint from suspected foods (chicken, rice, and potato salad).
2. There has been no reported illness from employees nor have there been any symptoms of foodborne illness that were observed from employees. Operator stated that policy on sick employees are to remove sick employee from food prep area to prevent possible contamination of food products.
3. Facility has not experienced any food processing failure, such as refrigeration problems, water or power outages, hot water heater failure, and wastewater overflow within food preparation areas, nor were there any "unusual events" that occurred.
4. Facility has not changed supplier nor added any new supplier for the past twenty plus years in regards to chicken, rice, and potato.  
-Supplier for all "Juan Pollo" locations in San Bernardino County: Victor Meat LLC at 14580 Slover Avenue, Fontana, CA 92337. (909) 428-5776  
  
-Deliveries are made every two to three days, between 10:00am – 2:00pm  
  
-At time of receiving food items, chicken is received defrosted with layers of ice on top, measured at 30°F.
5. Facility has not changed or modified any ingredients to rotisserie chicken, mashed potatoes used for potato salad, and rice.
6. Facility has not recruited any new food service worker within the last six months.

Procedures on how rotisserie chicken, rice, and potato salad is cooked, cooled, held, and prepared:

**Rotisserie Chicken:**

1. Defrosted chicken is delivered and received and internal temperature of chicken is measured, usually below between 30°F - 41°F, then transferred directly into walk-in cooler for proper cold-holding
  - a. Observed walk-in cooler working properly and holding foods at 41°F and below.
2.
  - a. Chicken is marinated by adding hot and boiling water into three separate layers of raw chicken with ice added between three layers of raw chicken. According to operator, this process is to marinate and not cook chicken; however, chicken is then transferred into walk-in cooler to continue marinating overnight. Operator was unaware that this procedure requires follow-up within six hours due to the fact that chicken is gradually cooled in walk-in cooler.  
  
-All potentially hazardous foods shall be cooled rapidly from 135°F to 70°F, within 2 hours, and then from 70°F to 41°F, within 4 hours. Cooling shall be done by one or more of the following methods: shallow containers, ice bath, or separating food into smaller portions and cooled in refrigerator.

- b. Observed four large bins with raw chicken held in ice water, measured below 41°F in walk-in cooler

**Corrective action at time of inspection:**

- Instructed operator to remove layers of raw chicken in ice water in one of the four bins to measure internal temperature of chicken. The bottom layer of raw chicken was measured between 42°F - 43°F, the middle layer, and top layer of raw chicken was measured at 41°F - 42°F. Cooling method (as described by operator) and measured internal temperature of chicken indicated that proper cooling was conducted within facility.
- c. Observed employee with gloves actively deboning and shredding cooked chicken that was cooled in walk-in cooler from night before in dry storage room, as delivery door was propped open with fly fan turned "on". Per operator, shredded chicken is used with tostadas and to make burritos. Operator also stated that chicken is then returned to walk-in cooler for continued cold-holding in plastic tub (approximately five inches).
- d. All left over rotisserie chicken are held in baking trays and cooled in walk-in cooler.



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e. Observed rotisserie chicken held at 140°F in hot-holding unit across rotisserie oven.

#### Potato Salad:

1. Raw potatoes are cooked in pot, and peeled then placed on sheet pan to be cooled and held in walk-in cooler to be used for next day.

2.

a. Upon chopping potatoes, cooked potatoes are removed from walk-in cooler and chopped for approximately thirty minutes, then transferred into a plastic tub (approximately five inches thick) to properly cooled; however, upon inspection, observed one plastic tub of chopped potatoes held at 46°F in walk-in cooler, and two plastic tubs of chopped potatoes held at 44°F - 46°F in two-door reach-in refrigerator, across from rotisserie oven.

b. All plastic tubs of chopped potatoes were also observed covered with metal stainless steel trays in walk-in cooler and two-door refrigerator. Avoid covering foods during cooling process to allow hot air to be released in refrigerator, at the same time allowing cold air to cool hot foods. All potentially hazardous foods shall be cooled rapidly from 135°F to 70°F, within 2 hours, and then from 70°F to 41°F, within 4 hours. Cooling shall be done by one or more of the following methods: shallow containers, ice bath, or separating food into smaller portions and cooled in refrigerator.

#### Corrective action at time of inspection:

-Instructed operator to remove all lids covering tubs of chopped potatoes, then portioned potatoes cooling at two inches or less in tubs for proper cooling in walk-in cooler and two-door reach-in refrigerator.

4.

a. Upon preparing potato salad, chopped potatoes are mixed with mayonnaise, green onions, carrots, black olives, and salt. Preparation time takes approximately five minutes, maximum, then transferred into walk-in cooler or refrigerator for proper cold-holding.

#### Corrective action at time of inspection:

-Operator transferred all chopped potatoes from thick plastic tubs into thin stainless steel trays to be cooled in walk-in cooler and two-door reach-in refrigerator.

#### Rice

1. Rice is cooked on a daily basis and any left over at end of day is discarded.

2. Rice is cooked in rice cooker on a daily basis and held at 135°F. Measured rice in rice cooker at 140°F at front service area.

a. Owner/manager and food service staff were able to demonstrate proper knowledge of internal cooking temperatures of chicken, reheating temperatures of ready to eat foods, cold-holding and hot-holding, ware wash procedures, level of sanitizer (bleach was used), and how to calibrate probe thermometer.

#### Other related observations during investigation:

1. Observed moderate dust build-up on ceiling (near make-up air unit) and near ventilation hood. Clean and maintain ceiling of dust build-up.

2. Observed excessive dust build-up on fan guards inside two-door reach-in refrigerator, across rotisserie oven. Clean and maintain fan guards.

3. Observed severely torn and damaged gaskets on door of walk-in cooler, door of hot-holding unit (across rotisserie oven), and two doors of reach-in refrigerators. Replace gaskets for proper sealing and to prevent possible contamination of food products.

4.

a. Observed two open personal drinks held on storage shelves in dry storage area and above seal ready to eat foods.

b. Observed one open personal drink held on shelf, above food prep table at cook's area.

Ensure all personal foods are held in a designated area, away from ready to eat foods or food contact surfaces to prevent possible contamination of food products.

Employee shall not eat at any area where foods are prepared or held.

5. Observed clean knives held in between crevices on utensil holding box and wall at ware wash area. Store all cleaned utensils in a clean container to prevent possible contamination of food products.

6.



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a. Observed one fly in kitchen at cook's line and another fly at prep area in dry storage room. Per operator, pest control operator services facility on a monthly basis. Ensure proper measures are taken to mitigate fly intrusion AND protect and cover all foods to prevent possible overhead contamination.

b. Observed inside and outside facility without signs of vermin activity.

c. Clean and maintain fly fan at side delivery door. Observed excessive dust build-up on fly fan at side delivery door.

**NOTE:**

-Most recent pest control service conducted by "Bug Blasters Pest Control" at P.O. Box 9308, Alta Loma, CA 91701, (909) 820-4200 on 03-07-15.

7. Observed a one-inch air gap missing between pipes under ice machine, soda machine, and hand wash, and floor sink behind front counter Provide a one-inch air gap between floor sink and pipe from ice machine, soda machine, and hand wash to prevent possible contamination of water line during sewage back flow.

8. Observed employees with proper hair restraints and working attire that was clean and maintained.

9. Restroom was observed with hot water and cold water, supplied with hand soap, hand paper towel, and toilet paper.

10. Observed buckets of chlorine sanitizer measured at 100 ppm, supplied with chlorine sanitizer test strips.

11. Observed thermometer missing in produce refrigerator that was also holding butter in dry storage room. Provide thermometer in produce refrigerator to properly monitor food temperatures.

-Measured temperature of butter at 41°F in produce refrigerator.

12. Observed unchained CO2 tanks at two different locations, dry storage room and underneath prep table at cook's line. Chain and secure CO2 tanks to a rigid structure.

13. Observed most recent inspection report (December 2014) at time of inspection.

All five risk factors from Center for Disease Control (CDC) have been addressed with operator at time of inspection:

1. Personal hygiene
2. Foods from approved sources
3. Clean and sanitized equipment
4. Proper cooking temperatures
5. Proper cold-holding and hot-holding temperatures

**NOTE:**

-No follow-up investigation was required.

-Complaint has been addressed and is now closed.

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

### Overall Inspection Comments

Complaint has been addressed and is now closed.

### Signature(s) of Acknowledgement

NAME: Gisella Okura  
TITLE: Owner

**Photo Attachments:**

No Photo Attachments