



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME JUAN POLLO #99		REINSPECTION DATE Not Specified		INSPECTOR Tirza Tetteh	DATE 1/3/2020
LOCATION 1014 E HIGHLAND AV, SAN BERNARDINO, CA 92404				PERMIT EXPIRATION	IDENTIFIER: None
TIME IN 11:50 AM	TIME OUT 2:29 PM	FACILITY ID FA0010092	RELATED ID CO0068763	PE 1621	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 05 - CORRECTIVE ACTION / FOLLOW UP REQU ACTION: 13 - PERMIT SUSPENDED / FACILITY CLOSED

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.

16K997 Foodborne Illness Complaint Inspection

Compliance Date: Not Specified

Reference - HSC

Inspector Comments: Environmental Health receive a foodborne illness complaint on 12/22/2019 stating complainant and one (1) guest (mother) consumed the following foods: two (2) chicken legs. The time was 5:00 pm. Symptoms of stomach cramping/pain, nausea and vomiting began same night at 5:30pm on 12/22/2019. Complainant did not seek medical attention. Complainant experienced symptoms until 12/23/2019.

Discussed nature of complaint with manager on duty who was unaware of complaint.

Questioned manager if any employees have been ill or reported to work ill. Manager stated no employees reported being sick during time complainant was ill.

Facility has not had any changes in food suppliers, food processing procedures or has modified ingredients. All food is prepared and stored the same.

Manager stated chicken is cooked in rotisserie oven for 3 hours to 165F and above and hot held at 145F for less than 20 minutes. Rotisserie chicken was measured at 172F in rotisserie oven at time of investigation. Chicken being hot held was measured at 141F. Any chicken left from the day is de-boned, shredded and cooled to 40F on thin <1" thick sheet pans in walk-in cooler. Shredded chicken is only used for rice and tacos for next day. Manager stated no whole rotisserie chicken is cooled for reheating next day.

Rotisserie oven is cleaned nightly with water and soap and sanitized with 100ppm chlorine sanitizer.

Facility has experienced a closure due to lack of hot water on 1/3/2020, date of foodborne illness investigation.

Observed hot water to not exceed 93.8F throughout facility.

Observed chlorine in sanitizer bucket on bottom shelf of large preparation table at 0ppm. When questioned manager about minimum sanitizing concentration for bleach, manager stated concentration is at 100ppm. Manager discarded water in sanitizer bucket. Observed two (2) other sanitizer buckets measuring at 100ppm chlorine.

Manual warewashing is conducted on site. Manager was able to provide proper warewashing techniques, as well as proper cooking and holding temperatures, and sanitizer concentrations.

Chemicals observed stored separately from food and food contact surfaces.

Notice of closure sign was posted on date of investigation.

A routine inspection was conducted on the same day of investigation: DAAK5EAZ0.

Complaint is pending. A follow-up inspection will be conducted due to lack of hot water available.

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



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LOCATION 1014 E HIGHLAND AV, SAN BERNARDINO, CA 92404	INSPECTOR Tirza Tetteh

16K005 Hands clean and properly washed; gloves used properly

CRITICAL

Compliance Date: Not Specified

Not In Compliance

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>

16K014 Food contact surfaces: clean and sanitized

CRITICAL

Compliance Date: Not Specified

Not In Compliance

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>

16K021 Hot and cold water available

CRITICAL

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 113953(c), 114099.2(b)

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

Ensure potable hot water is at 120F at prep and mop sink and 100F at 3-compartment and all handwash sinks.

Permit is suspended and facility is closed due to lack of hot water.

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)

Overall Inspection Comments

No summary comments have been made for this inspection.

Signature(s) of Acknowledgement



Public Health
Environmental Health Services

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<small>LOCATION</small> 1014 E HIGHLAND AV, SAN BERNARDINO, CA 92404	<small>INSPECTOR</small> Tirza Tetteh

NAME: Sandy Salazar
TITLE: Manager

Total # of Images: 0