



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME PHO HA RESTAURANT				REINSPECTION 9/06/2022	INSPECTOR Jin Lee	DATE 9/2/2022
LOCATION 9319 FOOTHILL BL C & D, RANCHO CUCAMONGA, CA 91730				PERMIT	IDENTIFIER: None	
TIME IN 12:45 PM	TIME OUT 2:15 PM	FACILITY ID FA0012592	RELATED ID CO0084798	PE 1621	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 05 - CORRECTIVE ACTION / FOLLOW UP REQUIR ACTION: 03 - REINSPECTION REQUIRED	

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,

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



Public Health
Environmental Health Services

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16K997 Foodborne Illness Complaint Inspection



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Compliance Date: Not Specified

Inspector Comments: The purpose of this visit is to conduct a Food Bourne Illness Investigation.

Reference - HSC

FBI INVESTIGATION:

This summary epidemiological investigation is being conducted as a result of an alleged food borne illness, complaint #CO0062758 wherein 2 individuals reported illness after consuming a meal. As per complainant: Complainant stated he and his girlfriend had dinner last night and a couple of hours later started feeling ill. The complainant stated both had spring roll appetizers.

Number of sick persons: 2

- 1) TYPE OF FOOD(S) EATEN AT FACILITY SPRING ROLLS
- 2) DATE AND TIME COMPLAINANT ATE AT FACILITY: AUGUST 31, 8 ;30 PM
- 3) SYMPTOMS COMPLAINANT EXPERIENCED VOMITING, FATIGUE, DIARRHEA
- 4) STILL EXPERIENCING SYMPTOMS: YES
IF NO, WHEN SYMPTOMS ENDED
- 5) MEDICAL ATTENTION SOUGHT: NO
IF YES, WHEN AND WHERE MEDICAL ATTENTION WAS SOUGHT: NONE
- 6) OTHER PEOPLE ASSOCIATED WITH COMPLAINANT (FAMILY, FRIENDS, CO-WORKERS, ETC.) SICK / HAVE SIMILAR SYMPTOMS AFTER EATING AT SAME FACILITY: NO
IF YES, NUMBER OF PEOPLE SICK AND WHAT THEY ATE: 2

The food facility chef, Robert Aguirre, was interviewed and the following information was provided and/or observed:

Facility information:

- * Facility aware of this complaint: No-According to the chef
- * Other food borne illness complaints received by this facility: No-According to the chef

Health/Habits of Employee(s) Preparing Suspect Food:

- * Employee(s) ill recently: None-According to the chef
- * Employees ill this date: N/A
- * If yes, employee(s) removed from food preparation activities:
- * Employees with sores/boils/cuts or abrasions: Not Observed
- * Signs of employee's eating/drinking: Not Observed
- * Tobacco usage: Not Observed
- * Dirty outer garments: Not Observed

NOTE: The Person-In-Charge shall notify this Agency when he or she is aware that two or more food employees are concurrently experiencing symptoms associated with an acute gastrointestinal illness (California Retail Food Code, Section 113949.5).

Hand washing:

- * Hand washing sinks/supplies: Hand soap and hand towels observed at the kitchen hand sinks. Hot water temperature was measured above 100 degree F.
- * Employee Restroom hand washing sinks/supplies: Hand soap and hand towels observed. Hot water temperature was measured above 100 degree F.
- * Adequate hand washing practices observed: Yes

Sanitizing Procedures & Chemical Storage:

- * Dishwasher sanitizer level: 50-100 PPM Chlorine.
- * Wiping towels sanitizer level: 100-200 PPM Chlorine
- * Chemicals stored separate from food and/or food contact surfaces: Yes

Food Storage & Utensils/Equipment:

- * Food stored properly: Yes
- * Approved equipment/utensils used: Yes
- * Holding temperature(s) of suspect food(s): At small reach-in refrigeration units: Raw beef was measured at 45 degree F. Raw pork was measured at 49 degree F. Raw chicken was measured at 50 degree F. bean sprout was measured at 49 degree F. The chef stated the above foods were stored for about two (2) hours. All meats and any Potentially Hazardous Foods (PHFs) were removed and stored in walk-in refrigerator and



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put ices on top the PHFs.
 At walk-in refrigerator: All meats are measured at 41 degree F and 42 degree F.

FOOD PREPARATION DETAILS:

Spring Roll: According to the chef, charbroiled meat (beef, pork, and chicken), vegetables (lettuce and bean sprouts), and cooked rice noodle (dried, premade, prepackaged) on a wet the dried, prepackaged, premade rice paper with water and wrap them and serve to customers.

FINDINGS:

THE CHEF WAS INTERVIEWED AND STATED THAT FOLLOWING:

- Chef stated that no new employees have recently been hired in the last couple weeks.
- Chef stated that no employees have recently reported sick and to his knowledge no employees were sick the day of this complaint.
- Chef stated that the main food distribution company for this facility has not recently changed at this facility. The chef was not able to provide purchase receipts at that time.
- Chef stated that he was not aware of any recent power outages or any recent loss of hot water in this facility.
- Chef stated that a list of employees that worked the day of this complaint is available upon request.
- Chef stated that it is the policy of this Restaurant that any employee that is sick is not allowed to work at this facility while they are sick and are immediately sent home if they show outward signs of illness.
- Chef stated that there has not been any recent loss of hot water at this facility.
- Chef stated that maintenance for the refrigeration units is scheduled on next day.

The following observations were made during this investigation:

- Cloth sanitizer buckets at the cook's line and rear kitchen observed at 100 ppm chlorine.
- Hand wash facilities observed stocked with hand soap and hand towels throughout this facility.
- Hot water temperature at all sinks were measure above 120 degree F.
- Measured ambient temperature of three (3) small reach-in refrigeration units and one upright reach-in refrigeration unit between 48 degree F and 50 degree F. All PHFs except the minimum amount to prepare foods were removed and put ices on top of the foods. The chef stated all foods in the small reach-in units were stored about two (2) hours.
- Measured ambient temperature of walk-in refrigerator at 40 degree F and 41 degree F. Temperature of the walk-in refrigerator was adjusted to 36 degree F.

Maintain the temperature of all potentially hazardous foods at or below 41 degree F when cold holding and above 135 degree F when hot holding at all times.

A reinspection is scheduled on or after Tuesday, 09/06/2022, to determine the compliance. Non-compliance will result in a billable follow-up re-inspection at an hourly rate of \$245 with a minimum charge of \$122.50 and/or may temporarily facility closure/health permit suspension.

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



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16C001 Demonstration of knowledge; food safety certification

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 113947-113947.1

Inspector Comments: Observed the kitchen staff was not properly processing multi-use utensils. The air-dry step was not included when processing utensils. Observed this food facility is using a dishwasher.

Ensure to process all multi-use utensils using the following steps:
1). Compartment #1 - Wash / Soap - Soap and hot water (Water at least 100 F).
2). Compartment #2 - Rinse - Hot water rinse.
3). Compartment #3 - Sanitizer - Contact with chlorine at a minimum of 100 ppm-200 ppm chlorine for a minimum of 30 seconds.
4) Air Dry - Air-dry all items on the drain board closest to the sink used for sanitizing.
Ensure to air-dry all items after dishwasher completed.

Corrected on site. The kitchen staff was trained and educated as to the proper procedure.

Violation Description: All food employees shall have adequate knowledge of and be trained in food safety as it relates to their assigned duties. (113947) Food facilities that prepare, handle or serve non-prepackaged potentially hazardous food, shall have an employee who has passed an approved food safety certification examination. (113947-113947.1)

16C007 Proper hot and cold holding temperatures

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 113996, 113998, 114037

Inspector Comments: Observed the following potentially hazardous food temperatures to be stored at improper holding temperatures in small reach-in refrigeration units and upright reach-in refrigeration unit:

1. Raw shrimps were measured at 48 degree F.
2. Marinated beef was measured at 48 degree F.
3. Raw pork was measured at 49 degree F.
4. Raw chicken was measured at 50 degree F.
5. Raw sausage was measured at 48 degree F.
6. Crab meat was measured at 47 degree F.
7. Bean sprout was measured at 49 degree F.

The chef stated above Potentially Hazardous Foods (PHFs) were stored about two (2) hours.

Maintain the temperature of all potentially hazardous foods at or below 41 degree F when cold holding and above 135 degree F when hot holding at all times.

Corrected on site. The above potentially hazardous foods were removed and stored in the walk-in refrigerator. Instructed to all foods to be stored in walk-in refrigerator with minimizing to store food at the small reach-in refrigeration units with ices on top of the foods and/or utilize Time for Public Health Control (TPHC) foods use only four (4) hours.

A reinspection is scheduled on or after Tuesday, 09/06/2022, to determine the compliance. Non-compliance will result in a billable follow-up re-inspection at an hourly rate of \$245 with a minimum charge of \$122.50 and/or temporarily facility closure/health permit suspension.

Note: Ambient temperature of refrigeration units were measured between 48 degree F and 50 degree F. The chef stated that the maintenance is schedule to visit on next day.

Violation Description: Potentially hazardous foods shall be held at or below 41F or at or above 135F. (113996, 113998, 114037, 114343(a))



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16C035 Equipment/Utensils - approved; installed; clean; good repair, capacity

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114130, 114130.1, 114130

Inspector Comments: Observed reach-in refrigeration units in the kitchen not be operable. The reach-in refrigeration units were measured between 48 degree F and 50 degree F. The chef stated that the maintenance is schedule to visit on next day.

Ensure to repair or replace this refrigeration unit so that all potentially hazardous foods are held at or below 41 F at all times.

A reinspection will be conducted on or after Tuesday, 09/06/2022, to determine compliance. Non-compliance will result in a billable follow-up re-inspection at an hourly rate of \$245 with a minimum charge of \$122.50.

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)

Overall Inspection Comments

No summary comments have been made for this inspection.

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 checkina our [calendar](#).

Signature(s) of Acknowledgement

No sig

NAME: Robert Aguirre

TITLE: Chef

Total # of Images: 0