



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME VIET HUNG SEAFOOD MARKET				REINSPECTION DATE Not Specified	INSPECTOR Rubi Guido	DATE 9/17/2020
LOCATION 25374 BASELINE ST B, HIGHLAND, CA 92346				PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 2:01 PM	TIME OUT 3:10 PM	FACILITY ID FA0001032	RELATED ID CO0072309	PE 1620	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 03 - CORRECTIVE ACTION / NO FOLLOW UP RE ACTION: 01 - NO FURTHER ACTION REQUIRED	

RETAIL FOOD PROTECTION - Public Eating PI (0-24 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.



Public Health
Environmental Health Services

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

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16K997 Foodborne Illness Complaint Inspection



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Compliance Date: Not Specified

Inspector Comments: The purpose of this visit was 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, #CO0072309, wherein one individual reported illness.

AS PER COMPLAINANT:

Number of sick persons: 1

- 1) TYPE OF FOOD(S) EATEN AT FACILITY: Crab legs and shrimp
- 2) DAY, DATE AND TIME COMPLAINANT ATE AT FACILITY: Monday, 8/24/20.
- 3) DAY, DATE AND TIME SYMPTOMS BEGAN: Tuesday, 8/25/20.
- 4) SYMPTOMS COMPLAINANT EXPERIENCED: Diarrhea, tingling in hands.
- 5) STILL EXPERIENCING SYMPTOMS? Unknown
IF NO, WHEN SYMPTOMS ENDED? N/A
- 6) MEDICAL ATTENTION SOUGHT? Unknown
IF YES, WHEN AND WHERE MEDICAL ATTENTION WAS SOUGHT: N/A
- 7) OTHER PEOPLE ASSOCIATED WITH COMPLAINANT (FAMILY, FRIENDS, CO-WORKERS, ETC.) SICK / HAVE SIMILAR SYMPTOMS AFTER EATING AT SAME FACILITY? Unknown
IF YES, NUMBER OF PEOPLE SICK AND WHAT THEY ATE: N/A

The food facility manager was interviewed and the following information was provided and /or observed:

FACILITY INFORMATION:

- Facility aware of this complaint: No, according to the manager
- Other food borne illness complaints received by this facility: No

HEALTH/HABITS OF EMPLOYEE(S) PREPARING FOOD:

- Employee(s) ill recently: No, according to the manager
- 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, paper towels, and hot water (145F+).
- Employee/customer restroom hand washing sinks/supplies: Hand soap, paper towels, and no hot water. Corrected at the time of inspection. See violation.
- Adequate hand washing practices observed: No

OTHER SINKS/EQUIPMENT:

- 3-compartment sink: Quaternary ammonium sanitizer (50 ppm) and hot water (145F+). Corrected at the time of inspection. See violation.
- Preparation sink: Hot water (145F+)
- Sink located to the right of the preparation sink: Hot water (145F+)
- Janitorial area: Hot water (145F+)

SANITIZING PROCEDURES & CHEMICAL STORAGE:

- Wiping towels sanitizer level: Not available at this time.
- 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):
Walk-in cooler (ambient temperature at 39F):
- Tilapia at 34F
- Octopus at 38F
Walk-in freezer (ambient temperature at 32F):
- Peeled shrimp at 20F
- Shrimp with shell at 19F
- Crab at 21F
Fish case (ambient temperature at 41F)
- Shrimp at 41 and below
- Crab legs at 21F and below



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FOOD PREPARATION DETAILS:

According to the manager:

Crab legs and shrimp supplier: Four Seasoned Foods

Fish supplier: Sea Wins

Crab legs:

- Received precooked, prepackaged, frozen, and delivered in a refrigerated vehicle.
- Inspected upon arrival for adulteration of food and damages to the packaging.
- After inspection, immediately stored in the walk-in freezer.
- From the freezer, crab legs are placed in the fish case, without any preparation, to hold at 41F or below.
- Upon customer request, crab legs are packaged as is or deep fried. If deep fried, from the fish case to the fryers and then seasoned (optional).
- Ice is not used inside of the fish case.
- Orders are served in cardboard boxes with grocery sheets.

Shrimp:

- Received raw, prepackaged, frozen, and delivered in a refrigerated vehicle.
- Inspected upon arrival for adulteration of food and damages to the packaging.
- After inspection, immediately stored in the walk-in freezer.
- Thawed either in the walk-in cooler or at the preparation sink with cold running water.
- After thawing, shrimp is placed in the fish case to hold at 41F or below.
- Upon customer request, shrimp is packaged as is or deep fried. If deep fried, from the fish case to the fryers and then seasoned (optional).
- Ice is not used inside of the fish case.
- Orders are served in cardboard boxes with grocery sheets.

FINDINGS:

THE MANAGER WAS INTERVIEWED AND STATED THE FOLLOWING:

- No new employees have recently been hired in the last couple of weeks.
- No employees have recently reported sick and, to his knowledge, no employees were sick the day of this complaint.
- The main food distribution companies for this facility have not recently changed.
- There has not been any recent power outages at this facility.
- There has not been any recent loss of hot water at this facility.
- A list of employees that worked the day of this complaint is available upon request.
- It is the policy of this facility that any employee that is sick is immediately sent home or do not come in to work if they show outward signs of illness.
- It is the policy of this facility that employees are required to wash hands before donning gloves, when changing tasks, and anytime hands become contaminated.

RESULT(S):

A routine inspection was conducted on this date. Follow-up inspections will be conducted under the routine inspection. Complaint closed on this date.

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

16C001 Demonstration of knowledge; food safety certification

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 113947-113947.1

Inspector Comments: A) Upon questioning, the employee was unable to demonstrate adequate knowledge in the proper warewashing procedures. The employee stated that the sanitizer concentration level (chlorine) is 50ppm.

Ensure all employees are able to demonstrate knowledge of and are properly trained in food safety.

Note: The employee was educated at the time of inspection. Corrected onsite.

B) Upon questioning, the employee stated that the utensils/equipment that are used for preparing the fish/seafood are dipped in hot water after every customer's order is prepared, and that the utensils/equipment are washed, rinsed, and sanitized once at the end of the day.

Ensure all employees are able to demonstrate knowledge of and are properly trained in food safety.

Note: The employee was educated at the time of inspection. Corrected onsite.

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)



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16C005 Hands clean and properly washed; gloves used properly

Compliance Date: Not Specified

Not In Compliance

Violation Reference -

Inspector Comments: A) Observed the employee constructing cardboard boxes, put on his face covering, continue with constructing boxes, and then grab bleached grocery paper. The employee stated that the boxes are used with bleach grocery paper to serve customer food. The employee was immediately instructed to wash hands. The employee rinsed his hands with cold water at the hand sink (instructed to properly wash hands). The employee washed his hands with hand soap and cold water (instructed to properly wash his hands with hand soap and water measuring 100F minimum).

Ensure employees wash hands with hand soap and water (measuring a minimum of 100F) immediately before engaging in food preparation, after changing tasks, and any time contamination may occur.

Note: The employee was educated at the time of inspection and instructed to properly wash hands. Employee voluntarily discarded the box and grocery paper. See VC&D for details. Corrected onsite.

B) Observed other employee wash his hands with soap and cold water, dry his hands with paper towels, and then proceed to the frying station.

Ensure employees wash hands with hand soap and water (measuring a minimum of 100F) immediately before engaging in food preparation, after changing tasks, and any time contamination may occur.

Note: The employee was instructed to wash hands. Corrected onsite.

C) Observed employee leave the front service area, drink from a personal cup that was stored in the employee area, return to the front service area and don gloves (without handwashing) to attend a customer.

Employees are required to change gloves when changing tasks and when gloves become worn, damaged or soiled. Each time new gloves are donned, employees are required to wash and dry hands prior to donning gloves.

Note: The employee was instructed to wash hands. Corrected onsite.

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))

16C014 Food contact surfaces: clean and sanitized

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 113984(e), 114097, 114099

Inspector Comments: Observed the employee dip a cutting board in the water (measured at 96F) at the "wash" compartment, dip the board in water at the "rinse" compartment, dip the board in chlorine sanitizer solution (concentration at 50ppm), and then store it on the board located at the fish case.

All food-contact surfaces of utensils and equipment shall be properly cleaned and sanitized. Ensure that all clean dishes are allowed to completely air dry after the sanitizer step prior to use or storage.

Note: The employee was instructed to properly wash and sanitize the cutting board. Corrected onsite.

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)



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16C021 Hot and cold water available

Compliance Date: Not Specified

Not In Compliance

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

Inspector Comments: A) Observed no hot water at the hand sink located in the employee restroom.

Hot water shall be supplied at a minimum temperature of 120°F when measured from the faucet and cold water shall be supplied.

Note: The manager provided hot water (145F+) at the time of inspection). Corrected onsite.

B) Observed insufficient flow of hot water at the janitorial sink.

An adequate, pressurized supply of hot water shall be provided at a minimum temperature of 120°F when measured from the faucet and an adequate, pressurized supply of cold water shall be provided.

Note: A follow-up inspection will be conducted on 9/21/20 to determine compliance. If compliance is not met upon reinspection, then a billable re-inspection will follow.

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)

16C023 No rodents, insects, birds, or animals

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114259.1,
114259.4, 11425

Inspector Comments: Observed several flies in the facility. Observed no flies on food or food contact surfaces at this time.

Eliminate all dead and/or live cockroaches/vermin. The food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies.

Violation Description: Food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies. (114259.1, 114259.4, 114259.5) Live animals are not allowed in a food facility unless, food employees with service animals may handle or care for their service animal if they wash their hands as required or persons who are licensed pursuant to Chapter 11.5 of Division 3 of the Business and Professions Code. (114259.4, 114259.5)

16C026 Approved thawing methods used, frozen food

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114018, 114020,
114020.1

Inspector Comments: Observed octopus submerged in water (no running water) at the preparation sink. The employee stated that the octopus was placed in water to thaw.

Food shall be thawed under refrigeration; completely submerged under cold running water (less than 70°F) of sufficient velocity for less than 2 hours; in microwave oven; or during the cooking process.

Note: The employee placed the octopus in the walk-in cooler at the time of inspection. Corrected onsite.

Violation Description: Food shall be thawed under refrigeration; completely submerged under cold running water (less than 70F) of sufficient velocity to flush loose particles for less than 2 hours; in microwave oven; or during the cooking process. (114018, 114020, 114020.1)

16C042 Garbage and refuse properly disposed; facilities maintained

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114244, 114245

Inspector Comments: Observed excessive garbage/refuse accumulation and scattered on the ground throughout the dumpsters area.

All food waste and rubbish shall be kept in leakproof and rodentproof containers. Containers shall be covered at all times. The exterior of the facility shall be maintained free of garbage and refuse.

Note: A follow-up inspection will be conducted on 9/21/20 to determine compliance. If compliance is not met upon reinspection, then a billable re-inspection will follow.

Violation Description: All food waste and rubbish shall be kept in leak proof and rodent proof containers. Containers shall be covered at all times. All waste must be removed and disposed of as frequently as necessary to prevent a nuisance. The exterior premises of each food facility shall be kept clean and free of litter and rubbish. (114244, 114245, 114245.1, 114245.2, 114245.3, 114245.4, 114245.5, 114245.6, 114245.7, 114245.8)



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16C045 Floors, walls and ceilings: built, maintained, and clean

Compliance Date: Not Specified

Inspector Comments: A) Observed food debris accumulation on the floor throughout the walk-in freezer.

Not In Compliance

Ensure floors, walls, and ceilings are clean and in good repair.

Violation Reference - HSC - 114143 (d), 114266

B) Observed several cracked/damaged/missing floor tiles throughout the preparation area and back storage area.

Ensure floors, walls, and ceilings are clean and in good repair.

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))

16K052 VC & D

Compliance Date: Not Specified

Inspector Comments: The employee consented to the condemnation and destruction of one (1) cardboard box and one (1) sheet of bleached grocery paper.

Reference - HSC - 113980

Description: Operator has voluntarily consented to the condemnation and destruction of food as said material being unfit for human consumption or otherwise in violation of California Health and Safety Code, Division 104, Part 5, Chapter 1 through 8, the disposition of which is provided for by Chapter 8, Article 3, Section 111895.

"I (We) hereby voluntarily agree to the condemnation and destruction of the following material(s) listed in violation number 52. By signing this Official Inspection Report (OIR), I (We) hereby release the County of San Bernardino and its agent from any and all liability."

Overall Inspection Comments

Complaint closed.

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](#).

Total # of Images: 0