



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

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|---|----------------------------|---------------------------------|--------------------------------|---|---|--------------------------|
| FACILITY NAME PAPPY & HARRIETS PIONEERTOWN PALACE | | | | REINSPECTION DATE Not Specified | INSPECTOR Emmily Phan | DATE 2/22/2019 |
| LOCATION 57300 PIONEERTOWN RD, PIONEERTOWN, CA 92268 | | | | PERMIT EXPIRATION | IDENTIFIER: None | |
| TIME IN 5:00 PM | TIME OUT 7:46 PM | FACILITY ID FA0007758 | RELATED ID CO0064834 | PE 1621 | SERVICE: 004 - COMPLAINT - INITIAL RESULT: 03 - CORRECTIVE ACTION / NO FOLLOW UP RE ACTION: 01 - NO FURTHER ACTION 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, 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

Reference - HSC

Inspector Comments: FBI INVESTIGATION:

This summary epidemiological investigation is being conducted as a result of an alleged food borne illness complaint #CO0064834 wherein six (6) individuals reported illness after consuming a meal.
Note: A routine inspection has also been conducted on this date. See serial # DACHKRXVP.

AS PER THE COMPLAINANT:

1) TYPE OF FOOD(S) EATEN AT FACILITY:
MACARONI AND CHEESE

2) DAY, DATE AND TIME COMPLAINANT ATE AT FACILITY:
SUNDAY, 02/17/19

3) DAY, DATE AND TIME SYMPTOMS BEGAN:
SUNDAY, 02/17/19

4) SYMPTOMS COMPLAINANT EXPERIENCED:
VOMITING, DIARRHEA, BODY ACHES, AND CHILLS

5) STILL EXPERIENCING SYMPTOMS?
UNKNOWN

IF NO, WHEN SYMPTOMS ENDED:
UNKNOWN

6) MEDICAL ATTENTION SOUGHT?
UNKNOWN

IF YES, WHEN AND WHERE MEDICAL ATTENTION WAS SOUGHT:
UNKNOWN

7) OTHER PEOPLE ASSOCIATED WITH COMPLAINANT (FAMILY, FRIENDS, CO-WORKERS, ETC.) SICK / HAVE SIMILAR SYMPTOMS AFTER EATING AT SAME FACILITY?
IF YES, NUMBER OF PEOPLE SICK AND WHAT THEY ATE:
4 COUPLES AND A BABY-SAME MEAL AND SAME SYMPTOMS

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

*Facility aware of this complaint: No- According to the manager

*Other food borne illness complaints received by this facility: No-According to the manager

*Changes in food supplier/distributor: No- According to the manager

Receipts were provided of suppliers.

Sysco receipts provided on the dates: 1/25, 2/02, and 2/04 of the all prepackaged cheese.

US Food receipts provided on the dates: 2/04, 2/06, 2/08, and 2/11 of heavy cream, butter milk, and macaroni elbow

*Recent hot water loss, plumbing issues, or electrical outages: No- According to the manager

*Any equipment failure: No – According to the manager

*Recent refrigeration issues: No knowledge of occurrence

Preparation Details of Suspect Food(s):

*Name of food(s) and ingredients:

Mac N Cheese: Glenview Farm butter milk, Casa Solana 3 blend monterey cheese, Belgio parmesan cheese, Labella pre-cooked macaroni elbow, Glenview Farm heavy cream

*Number of meals sold containing the suspect food:

Approximately 300 meals

*Holding temperature(s) of suspect food(s):

Inside the walk-in cooler:

Glenview Farm butter milk: 41F and below

Casa Solana 3 blend monterey cheese: 41F and below

Belgio parmesan cheese: 41F and below

Note: All cheese is pre-packaged. At beginning of inspection, pre-packaged cheese was observed to be holding at temperature ranges of 44-45 with an IR gun. One hour after initial observation, cheese was observed to be measured at 41F and below. Per employee, the walk-in cooler had completed the thaw cycle during the second set of measurements. At that time, all potentially hazardous food items were observed to be held at 41F and below.

Labella pre-cooked macaroni elbow: 41F and below

Glenview Farm heavy cream: 41F and below

Prepared mac n cheese stored before cooking/baking process: At beginning of inspection, measured mac n



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cheese at temperature range of 48-49F. Per cook, the mac n cheese were still in the process of cooling and have been made in the morning approximately 5 hours prior to beginning of inspection. Potentially hazardous foods are to be cooled rapidly from 135F to 70F within two hours and then cooled from 70F to 41F or below for a total of six hours. The facility had remaining one hour to cool food products below 41F. The mac and cheese were stored inside approximately eight (8) shallow (1.5-2 inches deep) metal containers. Some containers were covered with a metal lid and some with plastic wrapping. An employee added ice baths to the mac n cheese. After ice baths, the containers of mac n cheese were observed to be at 41F and below. At beginning of inspection, a display thermometer inside the walk-in fridge was reading at 43-44F. Per employee, the walk-in door has been constantly opened and closed. The walk-in cooler may have also been observed during its thawing cycle in which ambient temperature rises. Near middle of kitchen inspection, the walk-in refrigerator was observed to be reading at 41F and below.

Inside the hot holding pot located below the microwave and at the steam table located at the kitchen island:
Ready to eat mac n cheese: 158F

Cooked inside the oven and ready to eat:
Ready to eat mac n cheese: 167-168F

*Preparation of suspect food(s):

Per cook, macaroni and cheese is prepared from ingredients stored inside the walk-in cooler. The macaroni elbow is pre-packaged and removed from packaging inside buckets. When macaroni elbow is ready to be prepared, the pasta is rinsed and blanched with hot water inside the food preparation sink. After pasta cools down in approximately 20 minutes, all ingredients are added. After addition of ingredients, the prepared mac n cheese is cooled down and stored inside shallow metal containers inside the walk-in cooler. Per cook, this process takes about 2-3 hours to cool down to 41F and below. Once the prepared macaroni n cheese is ready to be cooked, it is taken out of the walk-in fridge and placed inside the oven to bake. At time of inspection, freshly cooked macaroni n cheese was measured at 167-168F.

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

- *Employee(s) ill recently: None- According to the manager
- *Employees ill this date: N/A
- *Sick employee policy: Yes
- *If yes, employee(s) removed from food preparation activities:
- *New employees recently hired within the last month: Three (3) new employees
- *Employees with sores/boils/cuts or abrasions: Not Observed
- *Signs of employee's eating/drink: Not Observed
- *Tobacco usage: Not Observed
- *Dirty outer garments: Not Observed
- *Use of Disposable Gloves: 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 and employee restroom hand wash sinks- Water temperature: At beginning of inspection, measured temperature range between 98-99F at the kitchen hand wash sink. During middle of inspection, measured drop in water temperature at a fluctuating range of 85-90F. At end of inspection, water temperature reached 100+F. See violation #16C021.
- *Restroom hand washing sinks/supplies: Hand soap and hand towels observed- Water temperature: 100 F+ at end of inspection. See violation #16C021
- *Adequate hand washing practice observed: No; employees observed to be washing hands in temperature ranges of 85-90F. During inspection, a request has been made to have the water heater adjusted. Water temperatures were observed to reach the minimum 100F at the all hand wash sinks after adjustment.

Sanitizing Procedures & Chemical Storage:

- *Dish machine sanitizer level: 0ppm of inspection. Machine sanitizer was adjusted at this time and was measured at 100ppm chlorine.
- *Sanitizer buckets: 100ppm chlorine
- *Chemicals stored separate from food and/or food contact surfaces: Yes

No further action warranted at this time.
This complaint will be closed.

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



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16C005 Hands clean and properly washed; gloves used properly

Compliance Date: Not Specified

Not In Compliance

Violation Reference -

Inspector Comments: Employees observed to be washing hands in temperature ranges of 85-90F. During inspection, a request has been made to have the water heater adjusted. Water temperatures were observed to reach the minimum 100F at the all hand wash sinks after adjustment.

All food handler employees must thoroughly wash their hands with hand soap and warm water(100F minimum) after committing any unsanitary act and before returning to food handling activities.

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))

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 temperatures:

- Cooked chicken holding at temperature ranges of 117-120F inside the roll top chafer parallel from the cook's line.

- Tomato slices holding at 48-49f inside the top cold holding unit inside parallel from the cook's line and one container of tomato slices holding at 48-49F inside the walk-in fridge.

Per employee the chicken had been placed in about a few hours ago. The employee was instructed to reheat the chicken up to 165F.

Chicken was measured above 165F at this time and hot held at 138F near middle of inspection.

Per employee, the tomato slices were cut in the morning approximately 5 hours prior to beginning of inspection. Tomato slices were voluntarily discarded by the operator. See VC&D.

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

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

16C014 Food contact surfaces: clean and sanitized

Compliance Date: Not Specified

Not In Compliance

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

Inspector Comments: A.) Observed 0ppm chlorine inside the dish machine. The dish machine was observed to be in active use at this time. At this time, air bubbles were observed to be inside the sanitizer pipe line and the sanitizer bucket about one quarter level remaining. An employee changed the sanitizer bucket at this time and primed the machine. After running two cycles, the dish wash machine was observed to have 100 ppm chlorine. The employees were instructed to place all utensils that have been previously run through the dish machine at 0 ppm chlorine to be rerun through the dish machine after adjustment of sanitizer level.

Maintain the sanitizer concentration at the dish machine at a minimum of 50 ppm chlorine during active ware washing.

Note: This violation was corrected on site.

B.) Observed employees to be washing utensils in a temperature range of 83-84F in the wash sink. At this time, hot water was measured at a maximum of 91F at the 3 compartment sink. An order was immediately made to have the water heater readjusted. The employees were instructed to have their utensils rerun through the dish machine with minimum 50 ppm chlorine sanitizer until the water temperature could be adjusted.

Maintain the temperature of the wash water at the three compartment sink to be a minimum of 100 F when actively ware washing utensils.

Note: At the end of inspection, the water temperature was adjusted to 100+F at the ware wash sink.

C.) Observed wet wiping cloths stored on food preparation tables in active use at this time to wipe down cutting boards and the food preparation tables. After use, they were observed to be stored directly on the food preparation tables. The employees were instructed to place the wet wiping cloths inside a sanitizer bucket at the appropriate concentration. All areas that have come into contact must be re-sanitized. Observed sanitizer buckets being made at 100 ppm chlorine.

Store all wet wiping cloths completely submerged in between uses inside a sanitizer bucket containing 100 ppm chlorine or 200 ppm quaternary ammonium.

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: Observed the following temperatures:
- 98-99.1F at the kitchen hand wash sink/ two compartment food preparation sink.
Note: The food preparation sink may be used as a hand wash sink at this facility if it is washed, rinsed, and sanitized before and after use. No food preparation may be ongoing at the sink during time of hand washing.
At middle of inspection, measured 85-90F at the kitchen hand wash sink.
- 87F at the mop sink
- 90F at the 3 compartment sink
- 82F at the mens and womens restroom hand wash sinks
- 82-83F at the front bar sink
A request order was immediately made to have the water heater readjusted to the appropriate temperatures. Food handling practices are to be postponed until the water temperatures meet the minimum temperatures. Approximately 30 minutes to end of kitchen inspection, the water heater was adjusted and the following temperatures were measured:
- 122F maximum at the 3 compartment ware wash sink
- 127F maximum at the food preparation sink/ kitchen hand wash sink
- 127F maximum at the mop sink
- 100+F at the mens and womens restroom hand wash sinks
- 120+F at the at the front bar sink

Maintain the hot water within the facility at the following temperatures:
-100+F at the facility in general
-120+F at food preparation sink and mop sink
-100+F at adjustable hand wash and ware washing sink
-100F-108F at nonadjustable hand wash sinks
-100+F while hand washing
-100+F during active ware washing

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)

16C029 Toxic substances properly identified, stored, used

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114254, 114254.1

Inspector Comments: A household can of Raid was observed in the front service station room.
Discontinue use of household insecticide in this facility. Utilize only commercially approved insecticide in this facility dispensed in an approved manner.

Violation Description: All poisonous substances, detergents, bleaches, and cleaning compounds shall be stored separate from food, utensils, packing material and food-contact surfaces. (114254, 114254.1, 114254.2) An insecticide, rodenticide, or other pesticide must be used in accordance with the manufacturer's instructions.

16C030 Food storage; food storage containers identified

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114047, 114049,
114051

Inspector Comments: A.) Observed multiple containers of food items to be stored on the ground inside the walk-in cooler and multiple containers of coffee beans stored on the ground inside the front service station.

Maintain all food items at least 6 inches off the ground at all times.

B.) Observed two cartons of eggs stored at the top storage rack inside the walk-in cooler. An employee relocated the egg cartons at this time to the bottom rack.

Maintain eggs at the bottom of storage racks at all time to prevent potential cross contamination from egg breakage.

Violation Description: Food shall be stored in approved containers and labeled as to contents. Food shall be stored at least 6" above the floor on approved shelving in an approved location to prevent possible contamination. (114047, 114049, 114051, 114053, 114055, 114067(h), 14069 (b))



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16C033 Nonfood-contact surfaces clean

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114115 (c)

Inspector Comments: Observed the following:
- Heavy food debris accumulation on the corners and floors underneath the main cooking equipment, ware wash station, and food preparation tables throughout the kitchen.
- Heavy dust accumulation on the fan guards inside the walk-in cooler.

Clean and sanitize the surfaces.
Maintain all surfaces in a sanitary manner to prevent cross contamination.

Violation Description: All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))

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: A.) Observed a wet wiping towel being used as a non slip surface for a cutting board.

Discontinue using towels and only use non slip mats.

B.) Observed a bowl being used as a scoop inside a container of salsa inside the walk-in fridge.

Discontinue use of these utensils.
Use food grade approved scoops that have handles and store in a manner that prevent handles from direct contact with food.
Maintain all utensils to be of commercial quality, durable and approved for commercial use.

C.) Observed the bottom reach-in cold holding drawer at the True refrigerator located next to the rear exit to be in disrepair. The cold holding drawer is not securely attached to the side tracks and has some difficulty closing properly.

Maintain all equipment in good repair.

D.) Observed ambient temperature of a one door, 2 reach-in drawer True refrigerator to be holding at 42-43F. No potentially hazardous food items were stored inside this refrigerator. Produce was observed to be stored inside.

Note: This is a repeat violation.

Ensure that ambient temperature of refrigerator measures 41F and below.

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)

16C036 Equipment, utensils and linens: storage and use

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114074, 114081, 114119

Inspector Comments: Observed handles to be directly touching food product inside multiple food containers inside the kitchen.

Store handles upright and out of food content to prevent from cross contamination.

Violation Description: All clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces. (114185.3 - 114185.4) Utensils and equipment shall be handled and stored so as to be protected from contamination. (114074 - 114075, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.5) Pressurized cylinders must be securely fastened to a rigid structure. (114172)

16K052 VC & D

Compliance Date: Not Specified

Inspector Comments: Approximately 5 oz of tomato slices were voluntarily discarded by operator.

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



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This complaint will be closed.

A letter B grade was posted during routine inspection.

Signature(s) of Acknowledgement

NAME: Linda Krantz
TITLE: Owner

Total # of Images: 0