



**CAL CODE OFFICIAL INSPECTION REPORT**

FACILITY NAME <b>THE PHO</b>		DATE 3/2/2022	REINSPECTION DATE 3/16/2022	PERMIT EXPIRATION 5/31/2022
LOCATION 21520 BEAR VALLEY RD E, APPLE VALLEY, CA 92308			INSPECTOR Kelly Eredia	
MAILING ADDRESS 22109 SPRING CREST RD, MORENO VALLEY CA 92557			IDENTIFIER: None	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 03 - Reinspection Required	
TIME IN 2:01 PM	TIME OUT 4:42 PM	FACILITY ID FA0014117	RELATED ID PR0018663	PE 1621

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.



**SCORE 80**

Reduce food loss, and feed those in need by donating your surplus food. [Learn more about donating surplus food.](#)

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

- In = In compliance
- N/O = Not observed
- N/A = Not applicable
- + COS = Corrected on-site
- ⊗ MAJ = Major violation
- ⊗ OUT = Out of compliance

DEMONSTRATION OF KNOWLEDGE		COS	MAJ	OUT
<span style="color: green;">○</span> In	N/O 1. Demonstration of knowledge; food safety certification			2
EMPLOYEE HEALTH & HYGIENIC PRACTICES				
<span style="color: green;">○</span> In	2. Communicable disease; reporting, restrictions & excl		4	
<span style="color: green;">○</span> In	N/O 3. No discharge from eyes, nose, and mouth			2
<span style="color: green;">○</span> In	N/O 4. Proper eating, tasting, drinking or tobacco use	<span style="color: blue;">+</span>		<span style="color: red;">⊗</span>
PREVENTING CONTAMINATION BY HANDS				
<span style="color: green;">○</span> In	N/O 5. Hands clean and properly washed; gloves used prop		4	2
<span style="color: green;">○</span> In	6. Adequate handwashing facilities supplied & accessib			<span style="color: red;">⊗</span>
TIME AND TEMPERATURE RELATIONSHIPS				
<span style="color: green;">○</span> In	N/O N/A 7. Proper hot and cold holding temperatures		4	2
<span style="color: green;">○</span> In	N/O <span style="color: blue;">○</span> N/A 8. Time as a public health control; procedures & record		4	2
<span style="color: green;">○</span> In	<span style="color: blue;">○</span> N/O N/A 9. Proper cooling methods		4	2
<span style="color: green;">○</span> In	N/O N/A 10. Proper cooking time & temperatures		4	
<span style="color: green;">○</span> In	<span style="color: blue;">○</span> N/O N/A 11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION				
<span style="color: green;">○</span> In	N/O N/A 12. Returned and reserve of food			2
<span style="color: green;">○</span> In	13. Food in good condition, safe and unadulterated		4	2
<span style="color: green;">○</span> In	N/O N/A 14. Food contact surfaces: clean and sanitized		4	2

FOOD FROM APPROVED SOURCES		COS	MAJ	OUT
<span style="color: green;">○</span> In	15. Food obtained from approved source		4	
<span style="color: green;">○</span> In	N/O <span style="color: blue;">○</span> N/A 16. Compliance with shell stock tags, condition, display			2
<span style="color: green;">○</span> In	N/O <span style="color: blue;">○</span> N/A 17. Compliance with Gulf Oyster Regulations			2
CONFORMANCE WITH APPROVED PROCEDURES				
<span style="color: green;">○</span> In	<span style="color: blue;">○</span> N/A 18. Compliance with variance, specialized process, and HACCP Plan			2
CONSUMER ADVISORY				
<span style="color: green;">○</span> In	N/O <span style="color: blue;">○</span> N/A 19. Consumer advisory provided for raw or undercooked foods			2
HIGHLY SUSCEPTIBLE POPULATIONS				
<span style="color: green;">○</span> In	N/A 20. Licensed health care facilities/public and private schools; prohibited foods not offered		4	
WATER/HOT WATER				
<span style="color: green;">○</span> In	21. Hot and cold water available		4	2
LIQUID WASTE DISPOSAL				
<span style="color: green;">○</span> In	22. Sewage and wastewater properly disposed		4	2
VERMIN				
<span style="color: green;">○</span> In	23. No rodents, insects, birds, or animals			<span style="color: red;">⊗</span> 2

SUPERVISION	OUT
24. Person in charge present and performs duties	1
PERSONAL CLEANLINESS	
25. Personal cleanliness and hair restraints	1
GENERAL FOOD SAFETY REQUIREMENTS	
26. Approved thawing methods used, frozen food	<span style="color: red;">⊗</span>
27. Food separated and protected	<span style="color: red;">⊗</span>
28. Washing fruits and vegetables	1
29. Toxic substances properly identified, stored, use	1
FOOD STORAGE/DISPLAY/SERVICE	
30. Food storage; food storage containers identified	<span style="color: red;">⊗</span>
31. Consumer self-service	1
32. Food properly labeled & honestly presented	1

EQUIPMENT/UTENSILS/LINENS	OUT
33. Nonfood contact surfaces clean	<span style="color: red;">⊗</span>
34. Warewashing facilities: installed, maintained, used	1
35. Equipment/Utensils approved; installed; clean; good repa	<span style="color: red;">⊗</span>
36. Equipment, utensils and linens: storage and use	<span style="color: red;">⊗</span>
38. Adequate ventilation and lighting; designated area	1
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	<span style="color: red;">⊗</span>
PHYSICAL FACILITIES	
41. Plumbing: proper backflow devices	1
42. Garbage and refuse properly disposed; facilities m	1
43. Toilet facilities: properly constructed, supplied, clea	1
44. Premises; personal/cleaning items; vermin-proofin	<span style="color: red;">⊗</span>

PERMANENT FOOD FACILITIES	OUT
45. Floor, walls, ceilings: built, maintained, and clean	<span style="color: red;">⊗</span>
46. No unapproved private homes/living or sleeping qu	1
SIGNS REQUIREMENTS	
47. Signs posted; last inspection report available	1
48. Food handler cards	<span style="color: red;">⊗</span>
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	
53. Impoundment	
54. Permit Suspension	



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**23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS** **MAJOR**

**POINTS**  
**4**  
Compliance date not specified  
Not In Compliance  
Violation Reference - HSC -  
114259.1, 114259.4, 11425

**Inspector Comments:** Observed one (1) live adult german cockroach fall from wrench stored on shelf when strainers were moved. One (1) dead nymph german cockroach observed dead on floor beneath shelving at cook line, with two (2) other dead german cockroaches observed on floor of reach-in-freezer. No food or food contact surfaces observed contaminated at time of inspection.

Owner stated pest control services facility once per month. Invoices observed indicated facility was treated for german cockroaches on 2/23/22, 1/28/22, 12/28/21 and 11/19/21.

Obtain approved pest control methods to eliminate all live cockroaches, and remove dead cockroaches from facility. Clean all food debris on floors and equipment, as well as on utensils. Ensure all possible contaminated areas are properly cleaned and sanitized prior to reinspection. Seal all holes and gaps that could allow entry of vermin.

Reinspection required in no less than twenty-four (24) hours to ensure elimination of vermin from facility. Failure to eliminate vermin and clean and sanitize all contaminated areas will result in closure of facility.

**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)

**More Information:** [https://youtu.be/1yuxW\\_p9Bxs](https://youtu.be/1yuxW_p9Bxs)

**4. PROPER EATING, TASTING, DRINKING OR TOBACCO USE**

**POINTS**  
**2**  
Compliance date not specified  
Complied on 3/2/2022  
Violation Reference -

**Inspector Comments:** Observed employees open food and drink stored on cold holding unit during active food prep. Plate of personal meat for employee consumption observed stored on uncovered bins located at top of cold holding unit.

Discontinue eating and drinking while preparing food. Provide designated employee area away from food and food contact surfaces.

During inspection food and drink were relocated. Corrected on site.

**Violation Description:** Employees shall not eat, drink, or use tobacco in non-designated areas where contamination may result. (113977) An employee shall not use a utensil to taste food more than once without being properly washed, rinsed and sanitized between uses. (113976)

**6. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE**

**POINTS**  
**2**  
Compliance date not specified  
Not In Compliance  
Violation Reference -

**Inspector Comments:** 1) Sanitizer bucket observed stored in handwashing sink located behind front counter.

Discontinue this practice and maintain handwash sink unobstructed at all times.

2) Soap missing from dispenser of handwashing sink located in cook area.

Provide soap in dispenser at all times.

**Violation Description:** Handwashing soap and towels or drying device shall be provided in dispensers; dispensers shall be maintained in good repair. (113953.2) Adequate facilities shall be provided for hand washing. (113953, 113953.1, 114067(f)). Handwashing sink is not separated from a warewashing sink by a 6 inch high metal splashguard or 24 inch separation. (113953) Handwashing sinks shall not be obstructed, inaccessible, used improperly or kept unclean. (113953.1)



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#### 26. APPROVED THAWING METHODS USED, FROZEN FOOD

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114018, 114020, 114020.1	<b>Inspector Comments:</b> Observed six (6) individually bagged portions of frozen meat stored on shelf for thawing.  Discontinue this practice and ensure thawing is conducted using one of the following approved methods:  1) Under refrigeration 2) Completely submerged in cold (no higher than 70F), running water for less than 2 hours 3) In microwave 4) During the cooking process
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**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)

**More Information:** <https://youtu.be/WH7bgFX-T5M>

#### 27. FOOD SEPARATED AND PROTECTED

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113984 (a, b, c, d, f)	<b>Inspector Comments:</b> Observed buckets of frozen broths stored uncovered in reach-in-freezer chest.  Store bins covered to protect from contamination.
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**Violation Description:** All food shall be separated and protected from contamination. (113984 (a, b, c, d, f), 113986, 114060, 114067(a, d, e, j), 114069(a, b), 114077, 114089.1 (c), 114143 (c)) All food shall be stored, prepared, displayed or held so that it is protected from contamination.

#### 30. FOOD STORAGE; FOOD STORAGE CONTAINERS IDENTIFIED

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114047, 114049, 114051	<b>Inspector Comments:</b> Observed containers of water and container of oil unlabeled.  Label all containers based on contents.
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**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))

**More Information:** [https://youtu.be/km4FCy\\_IQ44](https://youtu.be/km4FCy_IQ44)

#### 33. NONFOOD-CONTACT SURFACES CLEAN

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114115 (c)	<b>Inspector Comments:</b> Food residue observed on floor of stand-up reach-in-cooler. Food debris and dried grease observed on wire shelving in cook area.  Maintain all nonfood-contact surfaces free from residue.
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**Violation Description:** All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))

#### 35. EQUIPMENT/UTENSILS - APPROVED; INSTALLED; CLEAN; GOOD REPAIR, CAPACITY

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114130, 114130.1, 114130	<b>Inspector Comments:</b> Observed gaskets of reach-in-coolers and reach-in-freezer torn, with gasket of right side door of freezer observed repaired with tape and right side of reach-in-cooler gasket repaired with glue.  Discontinue repairing gaskets with tape and glue, and properly repair/replace gaskets.
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**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)



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**36. EQUIPMENT, UTENSILS AND LINENS: STORAGE AND USE**

<b>POINTS</b>  <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114074, 114081, 114119	<b>Inspector Comments:</b> 1) Observed strainers containing dried grease and food debris observed stored on shelving adjacent to handwashing sink.  Ensure all utensils are stored clean and free from grease and food debris.  2) Food debris observed in large bin containing various lids, stored on rack adjacent to handwashing sink.  Store lids in clean bin.  2) Observed handle of scoop in contact with food in both corn starch and ice bins.  Store handles upright, out of food.
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**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)

**40. WIPING CLOTHS: PROPERLY USED AND STORED**

<b>POINTS</b>  <b>1</b>	Compliance date not specified Complied on 3/2/2022 Violation Reference - HSC - 114135, 114185.1	<b>Inspector Comments:</b> Observed sanitizer bucket at 100 ppm quaternary ammonium.  Maintain quaternary ammonium at a minimum of 100 ppm at all times.  During inspection, sanitizer solution was corrected to 200 ppm. Corrected on site.
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**Violation Description:** Wiping cloths used to wipe service counters, scales or other surfaces that may come into contact with food shall be used only once unless kept in clean water with sanitizer. (114135, 114185.1, 114185.3 (d-e)) Sponges shall not be used in contact with cleaned and sanitized or in-use food contact surfaces. (114135)

**More Information:** <https://youtu.be/QGKUN9MDxig>

**44. PREMISES; PERSONAL/CLEANING ITEMS; VERMIN-PROOFING**

<b>POINTS</b>  <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114067 (j), 114123	<b>Inspector Comments:</b> 1) Observed personal sweaters and hat stored on rack containing food contact surfaces.  Store personal items in designated area away from food and food contact surfaces.  2) Observed gap at left bottom corner of back delivery door.  Seal gap to prevent entry of vermin.
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**Violation Description:** The premises of each food facility shall be kept clean and free of litter and rubbish; all clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces; the facility shall be kept vermin proof. (114067 (j), 114123, 114143 (a) & (b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282) Food preparation sinks, handwashing sinks and warewashing equipment shall not be used for the cleaning of maintenance tools, the holding of maintenance materials, or the disposal of liquid wastes. (114123) Open-air barbecue and/or outdoor wood burning oven must operate on the same premises, in conjunction with a permanent food facility and not in an area that may pose as a fire hazard. (114143(a) (b)) Janitorial sink or approved curbed cleaning facility (exemption for restricted food service facilities Section 114279 (b)) shall be provided. (114279(a)) First aid supplies must have a legible manufacturer's label and stored in a kit or container that is located to prevent contamination. (114256.4) Insect electrocution devices are not allowed in food or utensil handling areas. (114259.3)



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#### 45. FLOORS, WALLS AND CEILINGS: BUILT, MAINTAINED, AND CLEAN

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114143 (d), 114266	<b>Inspector Comments:</b> 1) Dried grease, food residue and food debris observed on floor throughout kitchen, including beneath equipment. Food residue observed on walls in cook and prep areas.  Clean and maintain floors and walls free from food debris and residue to prevent attraction of vermin.  2) Observed gap surrounding piping, which enters neighboring facility, allowing access for vermin.  Seal gap and all other gaps and holes to eliminate entry points for vermin.
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**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))

#### 48. FOOD HANDLER CERTIFICATION

<b>POINTS</b> <b>3</b>	Compliance date not specified Not In Compliance Violation Reference - SBCC - 33.0409	<b>Inspector Comments:</b> Observed five (5) missing food handler card.  Fax (909-387-4323) or email (sbccfoodworker@gmail.com) missing food handler card form with valid food handler card within 14 days, by 3/16/22, to avoid a future charged follow-up inspection at an hourly rate of \$245 with a 30 minute minimum.  Note: Food handler cards MUST be issued by San Bernardino County to be valid. Missing food handler card form provided.
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**Violation Description:** This facility is currently in violation with the food handler certification requirement for San Bernardino County, which states all food handlers must obtain a valid food handler certificate within fourteen (14) days of employment (33.0410, 33.044). Failure to provide proof of food handler certification within fourteen (14) days will result in unannounced billable (at our current hourly rate) re-inspections to verify compliance.

This facility operator must complete the 'Missing Food Handler' form provided by the inspector and email an electronic copy (scans or photos are ok as long as they are readable to sbccfoodworker@gmail.com

**More Information:** [http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food\\_worker\\_training.aspx](http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food_worker_training.aspx)

#### IMPORTANT: Risk Based Inspection Frequency

Food facilities that pose a higher risk level for causing foodborne illness will be subject to an additional inspection, to be billed at the hourly rate as provided in the San Bernardino County Code [Schedule of Fees](#). Facilities that received one or more of the following will be elevated to a high risk tier:

- A score letter of "C" or lower on one of the last two graded inspections,
- A score letter of "B" on two of the last three graded inspections,
- Repeated "four (4) point violation Risk Factor" (critical violation codes 1-23) on the last two inspections, or
- Four (4) or more critical violations (codes 1-23) noted during an inspection, or
- A permit suspension (closure) on your last graded inspection.

#### Food Establishment Donor Survey

Will you please take a few moments of your time to complete our [Food Establishment Donor Survey](#)? The purpose of this survey is to learn about current food recovery and food waste reduction efforts and struggles throughout San Bernardino County.

The feedback from the survey will help us identify barriers and opportunities, and connect you with nearby charitable feeding organizations so you can donate your surplus food. Once you complete the survey, you can view your entry and connect with other donor food establishments and charitable feeding organizations in the following [Live Web Map](#).

#### Overall Inspection Comments



Public Health  
Environmental Health Services

[www.SBCounty.gov](http://www.SBCounty.gov)  
[www.SBCounty.gov/dph/dehs](http://www.SBCounty.gov/dph/dehs)

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"A" grade placard removed; "B" grade placard posted

Re-score form provided

PEP talk offered and emailed

Reinspection required in no less than twenty-four (24) hours to ensure elimination of vermin from facility. Failure to eliminate vermin and clean and sanitize all contaminated areas will result in closure of facility until compliance is met.

**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](#).

**Signature(s) of Acknowledgement**

*No Sig*

NAME: Shawn Phan  
TITLE: Owner