



County of Riverside
DEPARTMENT OF ENVIRONMENTAL HEALTH
 www.rivcoeh.org

FOOD ESTABLISHMENT INSPECTION FORM

FACILITY NAME Pho Na 92				DATE 5/11/2022	TIME IN 12:59 PM	TIME OUT 3:45 PM
ADDRESS 14220 Palm Dr, Desert Hot Springs, CA 92240				FACILITY DESCRIPTION Not Applicable		
PERMIT HOLDER Tramy N Tran Ho				EMAIL joselmorales1969@gmail.com		Major Violations 2
PERMIT # PR0067653	EXPIRATION DATE 06/30/2022	SERVICE Routine inspection	REINSPECTION DATE Next Routine	FACILITY PHONE # (760)251-1954	PE 3620	DISTRICT 0023
					INSPECTOR NAME Shakeya Rhodes	Points Deducted 25

The conditions listed below correspond to violations of the California Health and Safety Code and/or Riverside County Ordinances and must be corrected as indicated by the enforcement officer. The Department of Environmental Health appreciates your cooperation.

Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional reinspection at a charge determined by Riverside County Ordinance 640.

FACILITY
CLOSED

CA HEALTH &
SAFETY CODE
SECTION 113960

Major / Minor Violations: Major Violations are those that pose an imminent risk to public health and warrant immediate closure of the food facility or immediate correction. Minor Violations are those violations that do not pose an imminent public health risk, but do warrant correction.

GRADE REPRESENTS THE FOLLOWING RANGES: A = 100-90 Passed inspection / meets minimum health standards. B = 89-80 Did not pass inspection / does not meet minimum health standards. C = 79-0 Failed inspection / conditions exist which may pose a potential or actual threat to public health and safety. The facility is required to display a grade card in a conspicuous place selected by the Enforcement Officer. The grade card shall not be concealed and can only be removed or relocated by the Enforcement Officer per County Ordinance 492 / County Code Section 8.40.020

○ In = In compliance
+ COS = Corrected on-site
○ N/O = Not observed
○ N/A = Not applicable
○ OUT = Out of compliance

DEMONSTRATION OF KNOWLEDGE		COS	MAJ	OUT
In	N/A 1. Food safety certification CPFM- Tramy N. Ho 2/14/27			2
EMPLOYEE HEALTH AND HYGIENIC PRACTICES				
In	2. Communicable disease; reporting, restrictions and exclusions		4	
In	N/O 3. No persistent discharge from eyes, nose, and mouth			2
In	N/O 4. Proper eating, tasting, drinking or tobacco use			2
PREVENTING CONTAMINATION BY HANDS				
In	N/O 5. Hands clean and properly washed; gloves used properly		4	2
In	6. Adequate handwashing facilities supplied and accessible			2
TIME AND TEMPERATURE RELATIONSHIPS				
In	N/O N/A 7. Proper hot and cold holding temperatures		4	2
In	N/O N/A 8. Time as a public health control; procedures and records		4	2
In	N/O N/A 9. Proper cooling methods		4	2
In	N/O N/A 10. Proper cooking time and temperature		4	2
In	N/O N/A 11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION				
In	N/O N/A 12. Returned and re-service of food			2
In	13. Food: unadulterated, no spoilage, no contamination		4	2
In	N/O N/A 14. Food contact surfaces: clean and sanitized		4	2

FOOD FROM APPROVED SOURCES		COS	MAJ	OUT
In	15. Food obtained from approved sources		4	2
In	N/O N/A 16. Compliance with shell stock tags, condition, display			2
In	N/O N/A 17. Compliance with Gulf Oyster regulations			2
CONFORMANCE WITH APPROVED PROCEDURES				
In	N/A 18. Compliance with variance, specialized process, and HACCP plan			2
CONSUMER ADVISORY				
In	N/A 19. Written disclosure and reminder statements provided for raw or undercooked foods			1
SCHOOL AND HEALTHCARE PROHIBITED FOODS				
In	N/A 20. Licensed health care facilities / public and private schools; prohibited foods not offered		4	2
WATER / HOT WATER				
In	21. Hot and cold water available Water Temperature 122F at 3-compartment sink*F		4	2
LIQUID WASTE DISPOSAL				
In	22. Sewage and wastewater properly disposed		4	2
VERMIN				
In	23. No rodents, insects, birds, or animals		4	2
In	N/A 24. Vermin proofing, air curtains, self-closing doors			1

SUPERVISION / PERSONAL CLEANLINESS	OUT
25. Person in charge present and performs duties, demonstration of knowledge	2
26. Personal cleanliness and hair restraints	1
GENERAL FOOD SAFETY REQUIREMENTS	
27. Approved thawing methods, frozen food storage	1
28. Food separated and protected from contamination	2
29. Washing fruits and vegetables	1
30. Toxic substances properly identified, stored, used	1
FOOD STORAGE / DISPLAY / SERVICE	
31. Adequate food storage; food storage containers identified	1
32. Consumer self-service	1
33. Food properly labeled; honestly presented; menu labeling	1

EQUIPMENT / UTENSILS / LINENS	OUT
34. Utensils and equipment approved, good repair	1
35. Warewashing: installed, maintained, proper use, test materials	1
36. Equipment / utensils: installed, clean, adequate capacity	1
37. Equipment, utensils, and linens: storage and use	1
38. Adequate ventilation and lighting; designated areas, use	1
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	1
PHYSICAL FACILITIES	
41. Plumbing: properly installed, good repair	1
42. Refuse properly disposed; facilities maintained	1
43. Toilet facilities: properly constructed, supplied, cleaned	1
44. Premises; personal item storage and cleaning item storage	1

PERMANENT FOOD FACILITIES	OUT
45. Floors, walls, ceilings: good repair / fully enclosed	1
46. Floors, walls, and ceilings: clean	1
47. No unapproved private homes / living or sleeping quarters	1
SIGNS / REQUIREMENTS	
48. Last inspection report available	
49. Food Handler certifications available, current, and complete	1
50. Grade card and signs posted, visible	
COMPLIANCE AND ENFORCEMENT	
51. Plans approved / submitted	
52. Permit available / current	
53. Permit suspended / revoked	○
54. Voluntary condemnation	
55. Impound	



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5. HANDS CLEAN & PROPERLY WASHED; GLOVES USED PROPERLY

POINTS

2

Inspector Comments: Observed employee handle raw shrimp, then handle raw shell eggs then handle a bowl used to scoop cooked rice. Employee instructed to properly wash her hands and to use utensils to handle foods to prevent cross contamination.

Violation Description: Employees hands and exposed arms shall be kept clean, with fingernails properly trimmed. Employees are required to properly wash their hands: before handling food, equipment, or utensils; as often as necessary during food preparation, to remove soil and contamination; when switching from working with raw to ready-to-eat food; before putting on gloves and working with food; after touching body parts; after using toilet room; or any time when contamination may occur. Employees shall minimize bare hand and arm contact with non-prepackaged food that is in ready-to-eat form. Whenever gloves are worn, they shall be changed or replaced as often as handwashing is required. Approved hand sanitizer can be used in addition to proper handwashing. (113952, 113953.3, 113953.4, 113961, 113968, 113973)

6. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE

POINTS

2

Inspector Comments: Observed the following:

- 1) Empty soap dispenser at rear handwashing sink.
- 2) Empty paper towel dispensers at front and rear handwashing sinks. Paper towels were stored on cutting board of cold-top cooler near front handwashing sink.
- 3) Nonfunctional mechanical hand dryer inside customer restroom. Employee turned on breaker and hand dryer started working.

Ensure soap and paper towels are provided inside permanently installed dispensers at all times and ensure mechanical hand dryer is properly working at all times.

Violation Description: Adequate facilities exclusively for handwashing shall be provided in food preparation areas and within toilet rooms. Handwashing soap, and towels or drying device, shall be provided in dispensers. Handwashing facilities shall be clean, unobstructed, and accessible at all times for employee use. (113953, 113953.1, 113953.2, 114067(f), 114143 (e))

14. FOOD CONTACT SURFACES; CLEAN AND SANITIZED

⚠ CRITICAL ⚠

POINTS

4

Inspector Comments: Observed sanitizer compartment of 3-compartment sink filled with unclean water, a dead cockroach and food equipment. Ensure all equipment is properly washed, rinsed and sanitized. Food contact surfaces shall be properly sanitized using one of the following methods: 100ppm chlorine for 30 seconds; 200ppm quaternary ammonia for 60 seconds; or 25ppm iodine for 60 seconds.

Violation Description: All food contact surfaces of utensils and equipment shall be properly cleaned and sanitized. Food contact surfaces shall be clean to the sight and touch, no accumulation of dust, dirt, food residue, and other debris. (114097, 114099.1, 114099.2, 114099.4, 114099.6, 114099.7, 114101(b-d), 114105, 114109, 114111, 114113, 114115, 114117, 114118, 114123, 114125(b), 114130.2, 114130.5, 114141)

15. FOOD OBTAINED FROM APPROVED SOURCES

POINTS

2

Inspector Comments: Observed raw shelled eggs stored at room temperature at front counter with a label stating "Raw Eggs \$3.99). Employee stated eggs were from her sister's house. Discontinue selling eggs from an unapproved source. All food shall be obtained from an approved source.

Violation Description: All food shall be obtained from an approved source. (113980, 114021(a,b), 114023-114031, 114041)

23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS

⚠ CRITICAL ⚠

POINTS

4

Inspector Comments: Observed the following:

- 1) An accumulation of live cockroaches throughout kitchen areas.
- 2) Egg casings on 3-compartment sink.
- 3) Cockroach droppings on outlet below food preparation table near water heater.

Eliminate cockroaches and all evidence of cockroaches from facility.

Violation Description: Each food facility shall be kept free of vermin. Only approved animals, such as service animals or decorative fish in aquariums, are permitted inside a food facility. (114259.1, 114259.4, 114259.5)



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24. VERMIN PROOFING, AIR CURTAINS, SELF-CLOSING DOORS

POINTS

1

Inspector Comments: Observed gaps around front entry door. Properly seal gaps to prevent vermin entry.

Violation Description: Each food facility shall be constructed, equipped, maintained, and operated to prevent the entrance and harborage of animals, including birds and vermin. (114259, 114259.2, 114259.3)

28. FOOD SEPARATED AND PROTECTED FROM CONTAMINATION

POINTS

2

Inspector Comments: Observed the following:

- 1) An open container of chili sauce and open bottles of siracha sauce stored on front counter. Properly store all foods in a way to prevent possible contamination.
- 2) An open can of baby corn stored inside bottom portion of cold-top cooler on west end of kitchen. Transfer canned food items to an approved container with a tight-fitting lid once cans are opened.
- 3) A grocery bag used as a lid for container of lettuce stored inside water at bottom portion of cold-top cooler on south end of kitchen. Discontinue using grocery bags as food protection.
- 4) Multiple bags of raw meat and containers of various food items stored directly on the floor inside walk-in freezer and at rear storage area. Properly store all food items at least 6 inches above the ground.
- 5) Open bags of rice and sugar stored at rear storage area. Transfer bagged food items to an approved container with a tight-fitting lid to prevent contamination.
- 6) Ice scoop stored with handle in contact with ice inside ice machine. Properly store ice scoop inside a container outside ice machine or inside ice machine with handle facing upward.
- 7) Rust inside bottom portion of ice machine. Repair/replace rusted area of ice machine to prevent contamination.
- 8) Food debris inside unclean flour container stored at room temperature located at cook line. Discard contaminated flour and maintain container clean.
- 9) Bowl used to scoop rice from rice cooker. Replace bowl with an approved scooping utensil with a handle.

Violation Description: All food shall be separated and protected from contamination. (113984, 113986, 114060, 114067(a, d, e), 114069(a, d), 114073, 114077, 114089.1(c), 114143(c))

34. UTENSILS AND EQUIPMENT APPROVED, GOOD REPAIR

POINTS

1

Inspector Comments: Observed the following:

- 1) Deteriorated caulking around 3-compartment sink.
- 2) Gap between metal portions of 3-compartment sink. Properly seal gaps to prevent vermin harborage.
- 3) Leaking water sprayer. Repair leaking fixture.

Violation Description: All utensils and equipment shall be approved and in good repair. (114130, 114130.1-114130.6, 114132, 114133, 114137, 114175, 114177, 114257)



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36. EQUIPMENT / UTENSILS PROPERLY INSTALLED, CLEAN; ADEQUATE CAPACITY

POINTS

1

Inspector Comments: Observed the following:

- 1) Food debris and mold-like substances inside bottom portion of cold-top cooler on west end of kitchen.
- 2) An accumulation of food debris on inner and outer surfaces of cold-top cooler on east end of kitchen.
- 3) An accumulation of food debris inside floor sink below 3-compartment sink.
- 4) Unclean inner portion of ice machine door.
- 5) Food debris and a dead cockroach on sliding door track of 2-door cooler at front counter.
- 6) An accumulation of liquids on bottom shelving of 1-door cooler at front counter.

Maintain equipment clean.

Violation Description: All utensils and equipment shall be clean and installed in an approved manner. Equipment type and quantity shall be adequate for the operation. (114115, 114130.3, 114139, 114153, 114163, 114165, 114167, 114169, 114175, 114180, 114182, 114257)

37. EQUIPMENT, UTENSILS, LINENS: STORAGE AND USE

POINTS

1

Inspector Comments: Observed the following:

- 1) A butter knife stored inside front handwashing sink. Discontinue storing food equipment inside handwashing sink.
- 2) Tongs hung on oven door handle. Discontinue storing tongs on oven door to prevent possible contamination.

Violation Description: Utensils and equipment shall be handled and stored in an approved manner, protected from contamination. All clean and soiled linen shall be properly stored. (114067(h), 114074, 114081, 114083, 114119, 114121, 114143(a-b), 114161, 114172, 114178, 114179, 114185, 114185.2, 114185.3, 114185.4, 114185.5)

38. ADEQUATE VENTILATION & LIGHTING: DESIGNATED AREAS; USE

POINTS

1

Inspector Comments: Observed gaps between filters above cook line. Replace missing filters for proper removal of heat, vapor, gases, grease and smoke.

Observed nonfunctional light fixture inside customer restroom. Employee turned on breaker and light turned on. Maintain breaker on to ensure lights are functional during operational hours.

Violation Description: Mechanical exhaust ventilation shall be provided to remove toxic gases, heat, grease, vapors, and smoke. All areas of a food facility shall have sufficient ventilation to facilitate proper food storage and provide a reasonable condition of comfort for each employee. Toilet rooms shall be vented to the outside air by a screened openable window, an air shaft, or a light-switch activated exhaust fan. Adequate lighting shall be provided in all areas to facilitate cleaning and inspection. Light fixtures in areas where open food is stored, served, prepared, and where utensils are washed shall be of shatterproof construction or protected with light shields. (114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1)

40. WIPING CLOTHS: PROPERLY USED AND STORED

POINTS

1

Inspector Comments: Observed wiping cloths on cold-top cooler on west end of kitchen and on shelving near cook line. Properly store all wiping cloths inside bucket with approved sanitizer concentration.

Violation Description: Wiping cloths used to clean food spills shall be used only once, unless stored in an approved concentration of sanitizer solution and laundered daily. (114135, 114185.1, 114185.3(d-e))



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44. PREMISES; PERSONAL ITEM STORAGE AND CLEANING ITEM STORAGE

POINTS

1

Inspector Comments: Observed personal items stored on shelving with food and food equipment at front counter. Properly store personal items away from food and food equipment.

Observed the following:

- 1) Multiple spray bottles of alcohol stored above cold-top cooler at west end of kitchen.
- 2) An open bottle of stainless steel cleaner stored on shelving with food for customers at rear storage area.

Properly store toxic substances away from food and food equipment.

Violation Description: Lockers or another approved area for personal belongings shall be provided. The premises of each food facility shall be kept clean and free of litter and items that are unnecessary to the operation or maintenance of the facility. At least one janitorial sink with hot and cold running water shall be provided. Cleaning supplies and equipment shall be stored separate from food and food-related areas. Mops shall be stored in such a way that allows air-drying. (114123, 114256, 114256.1, 114256.2, 114256.4, 114257.1, 114279, 114281, 114282)

45. FLOORS, WALLS, CEILING: GOOD REPAIR / FULLY ENCLOSED

POINTS

1

Inspector Comments: Observed the following:

- 1) A hole in wall below rear food preparation table. Repair hole in wall in wall to prevent vermin harborage.
- 2) Missing/loose base cove tiles near nonfunctional walk-in cooler and behind cook line. Repair/replace base cove tiles.
- 3) Broken floor tiles near nonfunctional walk-in cooler. Replace broken floor tiles.

Violation Description: The floors, walls, ceilings finishes must be of an approved material, durable, smooth, nonabsorbent, and easily cleanable. Food facilities shall be fully enclosed. (114143 (d), 114257, 114266, 114268, 114271, 114272)

46. FLOORS, WALLS, AND CEILING: CLEAN

POINTS

1

Inspector Comments: Observed an accumulation of food debris, dead cockroaches and dirt on floors below equipment throughout kitchen, storage areas, nonfunctional walk-in cooler and walk-in freezer. Thoroughly clean all floors.

Violation Description: Floors, walls, and ceilings shall be maintained clean. (114257, 114268.1)

53. PERMIT SUSPENDED / REVOKED

POINTS

0

Inspector Comments: Vermin infestation

Violation Description: If an imminent health hazard is observed, an enforcement officer may temporarily suspend the permit and order the food facility immediately closed. (114405, 114409)

Overall Inspection Comments

A routine inspection was conducted in addition to a complaint investigation (complaint #CO0082931).

At this time this facility had failed to meet the minimum requirements of the California Health and Safety Code (77 = C) and facility has been closed due to vermin infestation. A re-inspection will be set for one week (5/18/22). Ensure violations listed on this report are corrected by this date in order for facility to be re-opened and re-scored. "Facility Closed" sign posted. "A" card removed. "Facility Closed" sign must remain posted until removed by an employee of this Department. Contact Shakeya Rhodes with any questions at (760) 320-1048.



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Did you know that effective January 1, 2018, the California Health and Safety Code was amended to make it easier for food facilities to donate food? Please consider donating your excess food product to a local food bank, pantry, or soup kitchen. As a good faith food donor, you are protected from civil and criminal liability if the food product later causes harm to its recipient, unless the injury is a direct result of gross negligence or intentional misconduct in the preparation or handling of the donated food. See Section 171425 of the Civil Code and Sections 114432 to 114434 inclusive of the Health and Safety Code. For more information visit our website at www.rivcoeh.org.

Signature

Signature not captured due to COVID 19 pandemic.

Tramy N. Ho
Person in Charge
05/11/2022

Shakeya Rhodes
Environmental Health Specialist
05/11/2022

REASONS FOR IMMEDIATE CLOSURE OF A FOOD FACILITY

Per California Health and Safety Code Section 114409 (a):
 "If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility immediately closed."

A food facility may be closed for any of the following reasons:

- Overflowing sewage (inside or outside the facility)
- No potable water
- No hot water
- No electricity
- Rodent or insect infestation
- Any other conditions at the facility that may create an imminent public health risk

In addition to the reasons above, Per California Health and Safety Code Section 114411:

"The enforcement agency may, after providing opportunity for a hearing, modify, suspend, or revoke a permit for serious or repeated violations of any requirement of this part or for interference in the performance of the duty of the enforcement officer."

No foil or cardboard on shelves!



PROPER FOOD STORAGE IN REFRIGERATORS AND FREEZERS

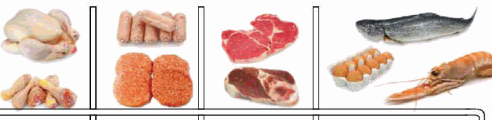
Ready-to-Eat Food



Cooked Food



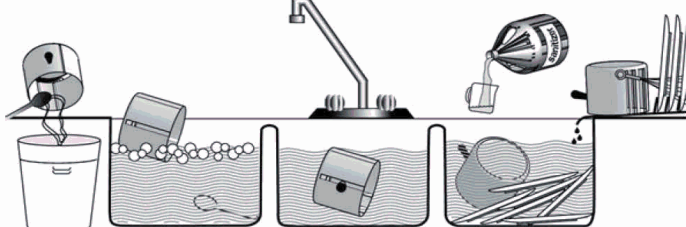
Raw Meat, Raw Eggs



Store cooked and ready-to-eat food above raw food to avoid cross-contamination.
 Keep all food covered to prevent contamination

MANUAL SANITIZING OF EQUIPMENT AND UTENSILS USING A THREE COMPARTMENT SINK

1. **SCRAPE**, clean, or soak items as necessary before washing.
2. **WASH** items in detergent and hot water of at least 100°F in the first sink.
3. **RINSE** items in clear water in the second sink.
4. **SANITIZE** by submerging each item in a sanitizing solution in the third sink. Use one of the following sanitizing methods:
 - 100ppm of a chlorine based sanitizer for a minimum of 30 seconds in the solution
 - 200ppm of a quaternary ammonium based sanitizer for a minimum of 60 seconds in the solution
 - 25ppm of an iodine based sanitizer for a minimum of 60 seconds in the solution
 - Water at a temperature of 171°F for a minimum of 30 seconds in solution
5. **AIR DRY** all items on the drain board.



1 SCRAPE 2 WASH 3 RINSE 4 SANITIZE 5 AIR DRY

PROPER COOLING OF FOOD IN YOUR FACILITY

Potentially hazardous foods should always be rapidly cooled.

TIME IS THE KEY FACTOR IN PROPER COOLING

- Foods must cool from 135°F to 70°F in 2 hours or less
- Foods must cool from 70°F to 41°F in 4 hours or less

Use one of the following methods to cool food properly:

- Break large foods down into smaller portions and place in shallow pans no more than 4 inches deep. Metal pans cool better than glass or plastic pans.
- Add ice as an ingredient to replace water used in the recipe.
- Place foods within an ice bath and frequently stir the foods to speed the cooling process.
- Loosely cover foods so that heat and steam can escape during cooling.
- Arrange containers within a refrigeration unit so that air can flow properly around containers.
- Use special equipment like chill paddles or blast chillers to rapidly bring down food temperature.

Use an accurate thermometer to verify the food is being cooled within proper timeframes.

PROPER FOOD THAWING METHODS



1. Under refrigeration
2. In a microwave oven on "defrost"
3. Submerged under cold running water in an approved preparation sink for no longer than 2 hours
4. As part of the cooking process



INTERNAL COOKING TEMPERATURES

Use a probe thermometer to take internal cooking temperatures

135°F for 15 seconds	145°F for 15 seconds	145°F for 15 seconds	145°F for 15 seconds	155°F for 15 seconds	155°F for 15 seconds	165°F for 15 seconds	165°F for 15 seconds

Food temperature cannot be felt - use your probe thermometer!



FOR QUESTIONS OR COMMENTS CONTACT YOUR LOCAL AREA OFFICE

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 Fax 760-921-5085

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 Hemet, CA 92545
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