



REGULATORY/MEDICAL HEALTH SERVICES
ENVIRONMENTAL HEALTH

RETAIL FOOD FACILITY INSPECTION REPORT

FACILITY NAME PHO OLIVIAS BISTRO		FACILITY ADDRESS 2466 E CHAPMAN AVE, FULLERTON, CA 92831	
MAILING ADDRESS 2466 E CHAPMAN AVE FULLERTON, CA 92831		IDENTIFIER None	
C/O - OWNER CFH INVESTMENTS INC		RESULT CLOSED	
FACILITY ID FA0056068	RELATED ID PR0076832	SERVICE: A01 - ROUTINE INSPECTION	INSPECTION DATE 10/28/2019
PROGRAM DESCRIPTION 0132 - RESTAURANT 31-60 PERSONS - COMPLEX		FOOD MANAGER CERTIFICATE / EXPIRATION DATE J. Nguyen 04/08/2024	REINSPECTION DATE: N/A

Based on an inspection this day, the compliance status (IN, MAJ, MIN, N/A, N/O, OUT, COS) has been identified below. Violations noted as MAJ, MIN or OUT must be corrected. Failure to correct the listed violation(s) prior to the designated compliance date may necessitate a reinspection at an additional fee. See the following page(s) for the California Health and Safety code sections and other applicable codes for the general requirements that correspond to the violation(s) noted below.

IN = In Compliance MAJ = Major MIN = Minor N/A = Not Applicable N/O = Not Observed OUT = Out of Compliance COS = Corrected on Site

CRITICAL RISK FACTORS

IN	MAJ	MIN	N/A	N/O		COS
●					EMPLOYEE KNOWLEDGE	
		●			1. Demonstration of knowledge	
					2. Food manager certification; food handler cards	
					EMPLOYEE HEALTH & HYGIENIC PRACTICES	
●					3. Communicable disease; reporting, restrictions & exclusions	
●					4. No discharge from eyes, nose, and mouth	
●					5. Proper eating, tasting, drinking or tobacco use	
					PREVENTING CONTAMINATION BY HANDS	
●					6. Hands clean and properly washed; gloves used properly	
		●			7. Adequate handwashing facilities supplied & accessible	
					TIME AND TEMPERATURE RELATIONSHIPS	
●					8. Proper hot and cold holding temperatures	
			●		9. Time as a public health control; procedures & records	
●					10. Proper cooling methods	
●					11. Proper cooking time & temperatures	
●					12. Proper reheating procedures for hot holding	

IN	MAJ	MIN	N/A	N/O		COS
●					PROTECTION FROM CONTAMINATION	
					13. Returned and reservice of food	
	●				14. Food in good condition, safe and unadulterated	●
●					15. Food contact surfaces: clean and sanitized	
					FOOD FROM APPROVED SOURCES	
●					16. Food obtained from approved source	
					17. Compliance with shell stock tags, condition, display	
			●		18. Compliance with Gulf Oyster Regulations	
					ADDITIONAL CRITICAL RISK FACTORS	
			●		19. Compliance with variance, specialized process, & HACCP Plan	
				●	20. Consumer advisory provided for raw or undercooked foods	
				●	21. Licensed health care facilities/public & private schools: prohibited foods not offered	
●					22. Hot and cold water available	
●					23. Sewage and wastewater properly disposed	
	●				24. No rodents, insects, birds, or animals	

GOOD RETAIL PRACTICES

OUT		COS
	SUPERVISION	
	25. Person in charge present and performs duties	
	26. Personal cleanliness and hair restraints	
	GENERAL FOOD SAFETY REQUIREMENTS	
●	27. Approved thawing methods used, frozen food	
	28. Food separated and protected	
	29. Washing fruits and vegetables	
	30. Toxic substances properly identified, stored, used	
	FOOD STORAGE/DISPLAY/SERVICE	
●	31. Food storage; food storage containers identified	
	32. Consumer self-service	
	33. Food properly labeled & honestly presented	

OUT		COS
	EQUIPMENT/UTENSILS/LINENS	
●	34. Nonfood contact surfaces clean	
	35. Warewashing facilities: installed, maintained, used; test strips	
	36. Equipment/Utensils approved; installed; good repair, capacity	
	37. Equipment, utensils and linens: storage and use	
	38. Adequate ventilation and lighting; designated areas, use	
	39. Thermometers provided and accurate	
●	40. Wiping cloths: properly used and stored	
	PHYSICAL FACILITIES	
	41. Plumbing: proper backflow devices	
	42. Garbage and refuse properly disposed; facilities maintained	
●	43. Toilet facilities: properly constructed, supplied, cleaned	
●	44. Premises: personal/cleaning items; vermin-proofing	

OUT		COS
	PERMANENT FOOD FACILITIES	
●	45. Floor, walls, ceilings: built, maintained, and clean	
	46. No unapproved private homes/living or sleeping quarters	
	SIGNS/REQUIREMENTS	
	47. Signs posted; last inspection report available	
	48. Plan Review	
	49. Health Permit	
	COMPLIANCE AND ENFORCEMENT	
●	50. Permit Suspension - Imminent Health Hazard	
	51. Notice of Violation - Hearing	
	52. Permit Suspension	
●	53. Voluntary Condemnation & Destruction (VC&D)	
	54. Impoundment	
	55. Sample Collected	



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OPENING COMMENTS

The purpose of this visit was to conduct a routine inspection.
The permit has been suspended due to live cockroach activity in critical areas. Refer to FM50.

2. FOOD MANAGER CERTIFICATION; FOOD HANDLER CARDS - MINOR

Inspector Comments:

The California Food Handler Card for the requested food employee was observed to be expired.
Each food handler shall maintain a valid California Food Handler Card for the duration of his or her employment as a food handler. Cards shall be valid for three years from the date of issuance, regardless of whether the food handler changes employers during that period. (Certified Food Managers are exempted from this requirement.)

Violation Description: There shall be an individual that possesses a current Food Safety Certificate for each food facility that prepares, handles, or serves nonprepackaged potentially hazardous food. Any individual who is involved in the preparation, storage, or service of food in a food facility shall obtain a food handler card within 30 days after the date of hire. (113947.1-113947.5, 113948)

7. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE - MINOR

Inspector Comments:

1. The paper towel dispenser in the women's restroom was observed to be empty at the time of the inspection.
 2. The hot air blower in the women's restroom was disconnected or in disrepair.
- Provide and maintain single-use sanitary towels in dispensers (or hot air blowers) at, or adjacent to, all handwashing facilities.

Violation Description: Handwashing facilities must be provided. Handwashing soap and single-use towels or drying device shall be provided in dispensers; dispensers shall be maintained in good repair. Handwashing facilities shall be clean, unobstructed, and accessible. (113953, 113953.1, 113953.2, 114067)

14. FOOD IN GOOD CONDITION, SAFE AND UNADULTERATED - MAJOR

Inspector Comments:

Observed several live cockroaches of different life stages inside bags of onion stored in the storage area.
Corrective Action Taken: The person in charge voluntarily discarded the onions in the dumpster. Refer to FM53.

Violation Description: Any food is adulterated if it bears or contains an unapproved food or color additive or any poisonous or deleterious substance that may render it impure or injurious to health. No food containing artificial trans fat or partially-hydrogenated oils may be stored, distributed, served, or used in the preparation of any food within a food facility. Potentially hazardous foods in reduced oxygen packaging shall not exceed the "use by" date. Unpasteurized egg products are not to be used in foods such as Caesar salad dressing or hollandaise sauce. (113967, 113976, 113980, 113982, 113988, 113990, 114035, 114041, 114094.5, 114254.3)

Corrected on site

20. CONSUMER ADVISORY PROVIDED FOR RAW OR UNDERCOOKED FOODS - MINOR

Inspector Comments:

This facility offers raw/not fully cooked animal products (i.e. beef) for consumption and no consumer advisory statement is provided.

The facility shall inform consumers of the increased risk of consuming raw or undercooked foods with a disclosure and reminder on the menu, menu board, a brochure, on the deli case menu, a label statement, table tent, placards, or other effective written means.

See our information bulletin "Food For Thought Issue 3" at www.ocfoodinfo.com for wording reference.

Violation Description: Ready-to-eat food containing undercooked food or raw egg may be served if the facility notifies the consumer by disclosure and reminder. (114012, 114093)



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24. NO RODENTS, INSECTS, BIRDS, OR ANIMALS - MAJOR

Inspector Comments:

Observed several live and dead cockroaches of different life stages in the following areas:

- live on the wall behind the cook's line cooking equipment
- live in the floor sink next to the walk-in cooler
- dead in the floor sink next to the walk-in cooler
- live on the wall behind the dishmachine
- live on the wall next to the 3-compartment sink
- live on the floor next to the 2-door freezer across from the cook's line
- live inside of multiple bags of onions located in the dry storage area
- live on the floor across from the water heater located in the dry storage area
- dead on the floor on the right side of the water heater located in the dry storage area

Eliminate the infestation/activity of cockroaches/rodents/flies/vermin from the food facility by using only approved methods. Remove all evidence of the infestation and thoroughly clean and sanitize all affected surfaces. Construct, equip, maintain and operate the food facility so as to prevent the entrance and harborage of animals, birds and vermin including, but not limited to, rodents and insects.

Violation Description: Each food facility shall be kept free of insects, birds, animals, or vermin: rodents (rats, mice), cockroaches, flies. (114259, 114259.1, 114259.4, 114259.5)

27. APPROVED THAWING METHODS USED, FROZEN FOOD - OUT OF COMPLIANCE

Inspector Comments:

Observed raw chicken to be thawing under a stream of water on top of the preparation sink's drain board.

Discontinue improperly thawing potentially hazardous foods. Thaw all frozen potentially hazardous foods by one or more of the following methods:

- a) in refrigeration units
- b) in a microwave oven if immediately followed by immediate preparation
- c) as part of the cooking process
- d) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70 F or below and with sufficient water velocity to agitate and flush off loose particles into the sink drain.

Plan ahead as different methods of thawing could take additional time and effort.

Violation Description: Food shall be thawed under refrigeration; completely submerged under cold running water of sufficient velocity to flush loose particles; in a microwave oven; during the cooking process. (114018, 114020)

31. FOOD STORAGE; FOOD STORAGE CONTAINERS IDENTIFIED - OUT OF COMPLIANCE

Inspector Comments:

1. Observed a bag of onions to be stored in a container on the floor in the dry storage room.

Discontinue storing food on the floor. See related violations FM14, FM24, and FM53.

2. Several bags of food were observed to be stored in unapproved plastic "thank you" grocery bags.

Discontinue re-using unapproved containers, (i.e. single-use cans, styrofoam cups, crates, cardboard boxes, plastic grocery bags). After the food product has been opened, transfer the product into durable, washable, and cleanable working containers with lids.

Violation Description: Food shall be stored in approved containers and labeled as to its contents. Food shall be stored at least 6" above the floor on approved shelving and in an approved area. (114047, 114049, 114051, 114053, 114055, 114067(h), 114069 [b])

34. NONFOOD-CONTACT SURFACES CLEAN - OUT OF COMPLIANCE

Inspector Comments:

Clean the ice machine panel to remove the accumulation of pink and black residue.

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



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40. WIPING CLOTHS: PROPERLY USED AND STORED - OUT OF COMPLIANCE

Inspector Comments:

Measured the sanitizer concentration in the wiping cloth container to be non-compliant (below 100 ppm chlorine).

Store wiping cloths in an approved sanitizer solution (e.g., 100 ppm chlorine, 200 ppm quaternary ammonium or 25 ppm iodine) between uses, or provide a clean cloth for each use.

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; separate sanitizing containers shall be provided for wiping cloths used with raw animal foods. (114135, 114185.1 114185.3 [d-e])

43. TOILET FACILITIES: PROPERLY CONSTRUCTED, SUPPLIED, CLEANED - OUT OF COMPLIANCE

Inspector Comments:

Observed the toilet paper in the women's restroom to be placed on top of the toilet tissue dispenser.

Provide toilet tissue in a permanently installed dispensers at each toilet.

Violation Description: Toilet facilities shall be maintained clean, sanitary, and in good repair. Toilet rooms shall be separated by a well-fitting self-closing door. Toilet tissue shall be provided in a permanently installed dispenser at each toilet. The number of toilet facilities shall be in accordance with local building and plumbing ordinances. Toilet facilities shall be provided for patrons: in establishments where there is onsite consumption of food; with more than 20,000 sq ft.; establishments offering on-site liquor consumption. (114250, 114250.1, 114276)

44. PREMISES: PERSONAL/CLEANING ITEMS; VERMIN-PROOFING - OUT OF COMPLIANCE

Inspector Comments:

1. Adjust the ceiling panels in the back storage room to eliminate the gaps in the ceiling.

2. Seal the holes in the walls around the pipes in the back room of the delivery door.

3. Observed the air curtain disconnected or in disrepair.

Repair, reconnect or install an insect exclusion device (i.e. Air curtain, Fly fan) so that it automatically activates as necessary to prevent flying pests from entering the facility.

4. The front and back doors were observed to be propped open.

Maintain the food facility fully enclosed to prevent the entrance and harborage of animals and insects at all times except during immediate passage.

Violation Description: The premises of each food facility shall be kept clean and free of litter and rubbish; non-food items shall be stored and displayed separate from food and food-contact surfaces; the facility shall be kept vermin proof; open-air barbecues shall be operated in an approved manner. (114067(j), 114123, 114143(a)&(b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282)



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45. FLOORS, WALLS AND CEILINGS: BUILT, MAINTAINED, AND CLEAN - OUT OF COMPLIANCE

Inspector Comments:

Clean and sanitize the following vermin affected surfaces:

- walls behind the cook's line cooking equipment
- floor sink next to the walk-in cooler
- walls behind the dishmachine
- walls behind the 3-compartment sink
- floors next to the 2-door freezer across from the cook's line
- floors throughout the dry storage area

2. Clean the floors and walls to remove the accumulation of dust, dirt, debris, and grease in the following areas:

- walls behind the dishmachine
- walls behind the 3-compartment sink
- walls behind the preparation sink and surrounding areas
- floors at the cook's line
- walls at the cook's line
- floors throughout the server's station
- walls throughout the server's station

Violation Description: The walls / ceilings shall have durable, smooth, nonabsorbent, light-colored, 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), 114266, 114268, 114268.1, 114271, 114272)



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50. PERMIT SUSPENSION - IMMINENT HEALTH HAZARD

Inspector Comments: IMMEDIATE HEALTH PERMIT SUSPENSION AND CLOSURE

The permit to operate the above named food facility is hereby temporarily suspended, and the facility is ordered immediately closed under the authority of Sections 114405 and 114409 of Division 104, Part 7, Chapter 13, Article 3 of the California Health and Safety Code. The attached Inspection Report specifies the conditions that warrant this closure and the Sections of the law that are being violated.

Any food facility for which the permit has been temporarily suspended shall cease all food handling, close and remain closed until all conditions warranting the closure are corrected and your permit has been reinstated by a representative of Environmental Health.

You are hereby notified that you have the right to request a hearing, within 15 calendar days after service of this Notice to show cause why the permit suspension is not warranted. Your failure to request a hearing within 15 calendar days shall be deemed a waiver of your right to a hearing.

An owner, manager or operator who fails to comply with this Closure Notice may be found guilty of a misdemeanor, with a possible fine of \$1,000.00 and/or imprisonment for not more than six months for each offense.

This Health Permit Suspension and Closure Notice is issued to you under the authority of the California Health and Safety Code, Division 104, Part 7, Chapter 13, Article 3. Copies of the Code Sections referred to herein may be reviewed at most public libraries, the Internet, or at Environmental Health.

Contact this office at the number noted on this report, during normal days of business to request a re-inspection, or if you have any questions.

If you are calling after 5:00 pm or on weekends, leave a message at (714) 433-6418 and an inspector/on call staff will call you back at their earliest convenience. Please make after hour request calls before 8:00 pm. The afterhours overtime rate through June 30, 2020 is \$45.75 per quarter hour, or fraction thereof; time charged includes all travel time.

The CLOSED notification seal was issued this date.

REASON FOR CLOSURE: Live cockroaches in critical areas.

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

53. VOLUNTARY CONDEMNATION & DESTRUCTION (VC&D)

Inspector Comments:

Approximately 25 kg of onions were voluntarily condemned and destroyed.

Violation Description: Food, equipment, or utensils that are found to be unsanitary or in disrepair may be Voluntarily Condemned and Destroyed by the person in charge. (111890, 111895)

NOTES

The following documents were provided on this date:

1. Procedures Following a Health Permit Suspension Due to Cockroach Activity Bulletin
2. Prevent Foodborne Illness Outbreaks Brochure
3. Food For Thought Issue 8 Bulletin

SIGNATURE(S) OF ACKNOWLEDGEMENT

It was agreed that a copy of this report will be sent to the e-mail address provided. The person in charge was directed to call this office if the report is not received within 2 business days. Additional information can be found at <http://www.ochealthinfo.com/eh/>.



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NAME: L. HOANG
TITLE: MANAGER

Signing for the receipt of the above report is not an admission of the facts of the violations set forth herein.

INSPECTOR:

A SAUNCHEZ
ENVIRONMENTAL HEALTH SPECIALIST
(714) 620-5367
ASAUNCHEZ@OCHCA.COM

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 your gross negligence or intentional misconduct in the preparation or handling of the donated food. See Section 1714.25 of the Civil Code and Sections 114432 to 114434, inclusive, of the Health and Safety Code. For more information, please visit ocfoodinfo.com or wastenotoc.org.