



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

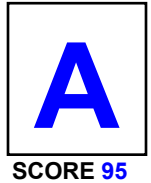
**FOOD ESTABLISHMENT INSPECTION FORM**

FACILITY NAME <b>Chick-fil-A</b>			DATE 1/8/2024	TIME IN 9:00 AM	TIME OUT 11:45 AM
ADDRESS 29847 Haun Rd, Menifee, CA 92586			FACILITY DESCRIPTION Not Applicable		
PERMIT HOLDER Shane Wilkey			EMAIL shane.wilkey@cfafranchisee.co		
PERMIT # PR0089133	EXPIRATION DATE 12/31/2024	SERVICE Routine inspection	REINSPECTION DATE Next Routine	FACILITY PHONE # (951)430-2225	PE 3621
		DISTRICT 0045	INSPECTOR NAME Kristen Burnham		Major Violations 1
					Points Deducted 5

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.

**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
<input checked="" type="radio"/>	N/A 1. Food safety certification Shane Wilkey, ServSafe, 9-2-28			2
EMPLOYEE HEALTH AND HYGIENIC PRACTICES				
<input checked="" type="radio"/>	2. Communicable disease; reporting, restrictions and exclusions		4	
<input checked="" type="radio"/>	N/O 3. No persistent discharge from eyes, nose, and mouth			2
<input checked="" type="radio"/>	N/O 4. Proper eating, tasting, drinking or tobacco use			2
PREVENTING CONTAMINATION BY HANDS				
<input checked="" type="radio"/>	N/O 5. Hands clean and properly washed; gloves used properly		4	2
<input checked="" type="radio"/>	In 6. Adequate handwashing facilities supplied and accessible			2
TIME AND TEMPERATURE RELATIONSHIPS				
<input checked="" type="radio"/>	N/O N/A 7. Proper hot and cold holding temperatures		4	2
<input checked="" type="radio"/>	N/O N/A 8. Time as a public health control; procedures and records		4	2
<input checked="" type="radio"/>	N/O N/A 9. Proper cooling methods	<input checked="" type="radio"/>	<input checked="" type="radio"/>	2
<input checked="" type="radio"/>	N/O N/A 10. Proper cooking time and temperature		4	2
<input checked="" type="radio"/>	N/O N/A 11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION				
<input checked="" type="radio"/>	N/O N/A 12. Returned and re-service of food			2
<input checked="" type="radio"/>	In 13. Food: unadulterated, no spoilage, no contamination		4	2
<input checked="" type="radio"/>	N/O N/A 14. Food contact surfaces: clean and sanitized 170.9 / HT dw		4	2

FOOD FROM APPROVED SOURCES		COS	MAJ	OUT
<input checked="" type="radio"/>	15. Food obtained from approved sources		4	2
<input checked="" type="radio"/>	N/O N/A 16. Compliance with shell stock tags, condition, display			2
<input checked="" type="radio"/>	N/O N/A 17. Compliance with Gulf Oyster regulations			2
CONFORMANCE WITH APPROVED PROCEDURES				
<input checked="" type="radio"/>	N/A 18. Compliance with variance, specialized process, and HACCP plan			2
CONSUMER ADVISORY				
<input checked="" type="radio"/>	N/A 19. Written disclosure and reminder statements provided for raw or undercooked foods			1
SCHOOL AND HEALTHCARE PROHIBITED FOODS				
<input checked="" type="radio"/>	N/A 20. Licensed health care facilities / public and private schools; prohibited foods not offered		4	2
WATER / HOT WATER				
<input checked="" type="radio"/>	21. Hot and cold water available Water Temperature 149°F		4	2
LIQUID WASTE DISPOSAL				
<input checked="" type="radio"/>	22. Sewage and wastewater properly disposed		4	2
VERMIN				
<input checked="" type="radio"/>	23. No rodents, insects, birds, or animals		4	2
<input checked="" type="radio"/>	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	<input checked="" type="radio"/>
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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**6. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE**

**POINTS**  
**0**

**Inspector Comments:**

**Note:**

--The hand sinks throughout the facility all provide water through a mix valve. All the hand sinks except for one were observed providing water within the required 100-108°F range. The water at the right hand sink in the women's restroom was observed to spike up to 116-120°F. Adjust the mix valve or otherwise repair this sink so the water provided is 100-108°F.

**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))

**9. PROPER COOLING METHODS**

**⚠ CRITICAL ⚠**

**POINTS**  
**4**

**Inspector Comments:**

--Three plastic containers of cooked chicken were observed on a counter by the hot hold units. The containers were collecting chicken that had gone passed the quality time hold of 30 minutes. This product was being collected for donation. The chicken was observed to range in temperature from 76-123°F. The time the chicken had been in the container could not be accurately determined, and the chicken was voluntarily discarded.

Staff stated the plastic containers are filled for a few hours, then moved to the walk-in refrigerator. Discontinue this practice immediately. Foods intended for future consumption must be cooled rapidly from 135°F to 70°F within 2 hours, then down to 41°F within 4 hours after that. This rapid cooling must take place in a refrigerator, blast chiller, or in a prep sink using ice. The first stage of rapid cooling (135°F to 70°F) may not place at ambient temperature. Cool the donation chicken in shallow layers in a refrigerator until it is 41°F or below.

--Cooked fillets of chicken were observed properly cooling in the walk-in refrigerator on covered metal trays. Some of the trays had been stacked directly on top of each other. The chicken was observed at 37-73°F. The warm chicken had been made less than two hours earlier. Staff rearranged the trays to allow air to circulate around each tray. Discontinue stacking containers of cooling foods.

**Violation Description:** All potentially hazardous food shall be rapidly cooled from 135°F to 70°F within 2 hours, and then from 70°F to 41°F, within 4 hours. Cooling shall be by one or more of the following methods: in shallow containers; separating food into smaller portions; adding ice as an ingredient; using an ice bath, stirring frequently; using rapid cooling equipment; or, using containers that facilitate heat transfer. (114002, 114002.1)

**34. UTENSILS AND EQUIPMENT APPROVED, GOOD REPAIR**

**POINTS**  
**0**

**Inspector Comments:**

**Notes:**

--Fill in any gaps between the cove base tiles and the walls, such as on the sides of the potato fryer.

--Discontinue using a zip tie to store the probe thermometer holder. Keep the holder in a manner that allows for regularly cleaning.

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

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

**POINTS**  
**0**

**Inspector Comments:**

**Note:**

The following require further cleaning:

- inner parts of handles on the raw chicken refrigerators and the walk-in refrigerator
- interior of French fry freezer and the other tall single door freezer (ice build-up present)

**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)



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41. PLUMBING: PROPERLY INSTALLED, GOOD REPAIR

POINTS

1

Inspector Comments:

-A copper line near the soda syrup tower was observed to have a leak when the system was in use. Repair the line to eliminate the leak.

--The reverse pressure principle device (RPP) for the carbonated water line could not be located. Plan Check will be consulted as to where the device was installed. If any further directives are issued, they will be done so in writing.

**Violation Description:** All plumbing shall be installed in compliance with local plumbing ordinances, shall be maintained so as to prevent any contamination, and shall be kept clean, fully operative, and in good repair. All food-related equipment drain lines must discharge through an approved indirect connection. Any hose used for conveying potable water shall be made from approved material and used for no other purpose. (114171, 114189.1, 114190, 114192(b,c), 114193, 114193.1, 114199, 114201, 114269)

Overall Inspection Comments

This is a joint inspection by K. Burnham and I. Fontecha.

**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](http://www.rivcoeh.org).

Signature

Nathaniel Buttel  
Person in Charge  
01/08/2024

Kristen Burnham  
Environmental Health Specialist  
01/08/2024

## 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



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

<b>135°F</b> for 15 seconds	<b>145°F</b> for 15 seconds	<b>145°F</b> for 15 seconds	<b>145°F</b> for 15 seconds	<b>155°F</b> for 15 seconds	<b>155°F</b> for 15 seconds	<b>165°F</b> for 15 seconds	<b>165°F</b> for 15 seconds

Food temperature cannot be felt - use your probe thermometer!



## FOR QUESTIONS OR COMMENTS CONTACT YOUR LOCAL AREA OFFICE

**BLYTHE**  
 260 N Broadway  
 Blythe, CA 92225  
 Self-Service Kiosk  
 Only

**CORONA**  
 2275 S Main St #204  
 Corona, CA 92882  
 Phone 951-273-9140  
 Fax 951-520-8319

**HEMET**  
 800 S Sanderson Ave #200  
 Hemet, CA 92545  
 Phone 951-766-2824  
 Fax 951-766-7874

**INDIO**  
 47-950 Arabia St #A  
 Indio, CA 92201  
 Phone 760-863-8287  
 Fax 760-863-8303

**MURRIETA**  
 30135 Technology Dr #250  
 Murrieta, CA 92563  
 Phone 951-461-0284  
 Fax 951-461-0245

**PALM SPRINGS**  
 554 S Paseo Dorotea  
 Palm Springs, CA 92264  
 Phone 760-320-1048  
 Fax 760-320-1470

**RIVERSIDE**  
 4065 County Circle Dr #104  
 Riverside, CA 92503  
 Phone 951-358-5172  
 Fax 951-358-5017