## General Complaint

**Permit #**
H1255

**Establishment Name**
ISLAND NATURALS MARKET & DELI

**Address**
1221 KILAUEA AVENUE, #170

**City**
HILO

**Zip Code**
96720

**Purpose of Inspection**
General Complaint

**Date:** 01/02/2020

**Time In:** 01:05 PM

**Time Out:** 03:10 PM

### Compliance Status

**Supervision**

1 OUT
Person in charge present, demonstrates knowledge, and performs duties

**Employee Health**

2 IN OUT
Management awareness; policy present

**Good Hygienic Practices**

3 IN OUT
Proper use of reporting, restriction & exclusion

**Preventing Contamination by Hands**

4 OUT N/O
Proper eating, tasting, drinking, or tobacco use

**Approved Source**

5 OUT N/O
No discharge from eyes, nose, and mouth

**Protection from Contamination**

6 OUT N/O
Hands clean and properly washed

**Compliance Status**

**Compliance**

**COS**
Corrected on-site during inspection

**R**
Repeat violation

### Potentially Hazardous Food (TCS food)

16 IN OUT N/A
Proper cooking time and temperatures

17 IN OUT N/A
Proper reheating procedures for hot holding

18 IN OUT N/A
Proper cooling time and temperatures

19 IN OUT N/A
Proper hot holding temperatures

20 IN OUT N/A
Proper cold holding temperatures

21 IN OUT N/A
Proper date marking and disposition

22 IN OUT N/A
Time as a public health control: procedures & records

### Consumer Advisory

23 IN OUT N/A
Consumer advisory provided for raw or undercooked foods

### Chemical

25 IN OUT N/A
Food additives: approved and properly used

26 IN OUT
Toxic substances properly identified, stored, and used

### Conformance with Approved Procedures

27 IN OUT N/A
Compliance with variance, specialized process, and HACCP plan

### Protection from Contamination

13 OUT N/A
Food separated and protected

14 OUT N/A
Food-contact surfaces: cleaned and sanitized

15 IN OUT
Proper disposition of returned, previously served, reconditioned, and unsafe food

### Safe Food and Water

28 OUT
Pasteurized eggs used where required

29 OUT
Water and ice from approved source

30 OUT
Variance obtained for specialized processing methods

### Food Temperature Control

31 OUT
Proper cooling methods used: adequate equipment for temperature control

32 OUT
Plant food properly cooked for hot holding

33 OUT
Approved thawing methods used

34 OUT
Thermometers provided and accurate

### Food Identification

35 OUT
Food properly labeled; original container

### Prevention of Food Contamination

36 OUT
Insects, rodents, and animals not present

37 OUT
Contamination prevented during food preparation, storage, and display

38 OUT
Personal cleanliness

39 OUT
Wiping cloths: properly used and stored

40 OUT
Washing fruits and vegetables

**Risk factors** are food preparation practices and employees behaviors most commonly reported to the Centers for Disease Control and Prevention as contributing factors in foodborne illness outbreaks.

**Public health interventions** are control measures to prevent foodborne illness or injury.

### GOOD RETAIL PRACTICES

Good Retail Practices are preventative measures to control the introduction of pathogens, chemicals, and physical objects into foods.

Mark “X” in box if numbered item is **not** in compliance. Mark “X” in appropriate box for: COS = corrected on-site during inspection and/or R = repeat violation.

#### Safe Food and Water

- 28 Pasteurized eggs used where required
- 29 Water and ice from approved source
- 30 Variance obtained for specialized processing methods

#### Food Temperature Control

- 31 Proper cooling methods used: adequate equipment for temperature control
- 32 Plant food properly cooked for hot holding
- 33 Approved thawing methods used
- 34 Thermometers provided and accurate

#### Food Identification

- 35 Food properly labeled; original container

#### Prevention of Food Contamination

- 36 Insects, rodents, and animals not present
- 37 Contamination prevented during food preparation, storage, and display
- 38 Personal cleanliness
- 39 Wiping cloths: properly used and stored
- 40 Washing fruits and vegetables

**Date:**
01/02/2020

**Signature of Agent/Dept. of Health:**

**Follow-up (Circle one):**
- YES
- NO

**Follow-up Date:**

01/02/2020
OBSERVATIONS

FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS

*20) - 11-50-34(f) Proper cold-holding temperatures: Observed packaged containers of salad mixes marked “keep refrigerated, perishable” being sold at ambient room temp in “bargain basket”, no indicator of time as temp control. Items marked as “keep refrigerated” and cut/prepped salad greens shall be handled as potentially hazardous food items held at 41°F or colder.

CORRECTED: Items discarded. COS

GOOD RETAIL PRACTICES

37) - 11-50-32(q) Contamination prevented during food storage: Observed boxes or bagged produced items stored on the floor of walk-in fridges and dry warehouse storage. All food items shall be stored away from potential contamination (clean, dry place, at least 6 inches above floor).

-CORRECTED: Discussed proper storage of food items in dry storage areas, foods relocated. COS

REMARKS

Complaint No.66270: Customer ordered two sandwiches 12/31/19 at 2:15PM for takeout. At home, customer was eating a sandwich when they found half a slug in the portion they were eating and the other half alive in the remaining half of the sandwich around 3:00PM.

Spoke to management regarding complaint (store manager and assistant deli/kitchen manager), establishment aware of incident and concern. Reviewed and inspected establishment's standard procedures for vegetable washing and handling.

Leafy green produce and lettuce is typically received from 'Ano 'Ano Farms (Waimea) as whole, raw agricultural commodity goods. However produce/lettuce in question used during the period reported was sourced from Johnson Family Farm (Pahoa) normally used for produce aisle as 'Ano 'Ano lettuce was not in stock.

Establishment is planning to discontinue using local leafy greens in deli items and switching to mainland sourced produce through Albert's Organics or Charlie's Produce.

Leafy greens and other vegetable items are washed in a designated food-prep sink. Leafy greens are cut once at the base, leaves are then washed individually in the food prep sink under running water. Leaves are then spun to dry and transferred to covered plastic food-grade containers for later-use.

Lettuce was previously used in sandwiches but is now substituted for sprouts instead, lettuce leaves are now only used for pre-packaged summer rolls and to supplement a pre-made salad mix for the self-service salad bar.

Establishment also receives pre-packaged salad mixes from Mother Nature's Miracle that is received pre-washed and bagged. Salad mix is used exclusively in salad bar. Recommend also washing salad mix to check for any possible contaminants.
Staff that handle vegetable washing and produce receive specific training on establishment's washing procedures. Other staff that have not been trained in vegetable prep are excluded for washing vegetables. Kitchen manager and assistant managers are DOH Food Handler Safety-certified.

Observed employees handling leafy greens, leafy greens unadulterated.

Inspected leafy greens in-stock, washed leafy greens currently being used for summer rolls, pre-made salad mix (hoshizaki fridge), containers of salad mixes and whole, uncut vegetables (walk-in fridges). Inspected self-service salad and pre-bagged salad mixes in store inventory fridge displays. No snails/slugs or other vermin observed. Leafy greens in kitchen is stored boxed under a prep table off the floor.

Gloves (vinyl) and hair-restraints in-use

Dry Storage: See note above regarding proper food storage

CRITICAL AND NON-CRITICAL VIOLATION CORRECTED, EXISTING GREEN PLACARD REMAINS POSTED.