



# QUABBIN HEALTH DISTRICT

*Serving the Communities of: Belchertown, Ware and Pelham*  
 Suite D, 126 Main Street Ware, MA 01082  
 Phone: (413) 967-9615 Fax: (413) 967-9646



## Food Establishment Inspection Report

**Insp Date:** 10/4/2023  
**Business:** New United China  
 164 West St.  
 Apt. E  
 Ware, MA 01082

**Business ID:** Q3000026

**Inspection:** Q2000023  
**Permit #:**  
**Phone:** 608-402-5327  
**Inspector:** 01 Andrea Crete  
**Reason:** 02. Re-inspection  
**Next Inspection on or near:** 1/2/2024

**Results:** Next Routine 90

**Time In / Time Out**

Date	In	Out	Insp	Travel	Total	Mileage	Notes
10/04/23	12:00 AM	02:30 PM	14:30	0:00	14:30	0	
<b>Total:</b>			14:30	0:00	14:30	0	

**Inspection Summary**

Official Order for Correction: Based on an inspection today, the items marked "OUT" indicated violations of 105 CMR 590.000 and applicable sections of the 2013 FDA Food Code. This report, when signed below by a Board of Health member or its agent constitutes an order of the Board of Health. Failure to correct violations cited in this report may result in suspension or revocation of the food establishment permit and cessation of food establishment operations. If you are subject to a notice of suspension, revocation, or non-renewal pursuant to 105 CMR 590.000 you may request a hearing before the board of health in accordance with 105 CMR 590.015(B).

PIC Name \_\_\_\_\_ Risk Category High

Certified Food Protection Manager Ting Ly CFPM Exp Date 07/09/2028

Certified Allergy Trained Name Ting Ly Allergy Exp Date 07/11/2028

Certified ChokeSaver Name \_\_\_\_\_ ChokeSaver Exp Date \_\_\_\_\_

Permit In  Out

Inspection Report In  Out

**FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS**

Compliance status: IN = in compliance OUT = not in compliance N/O = not observed N/A = not applicable

Marked in appropriate box for COS and/or R. COS = corrected on-site during inspection R = repeat violation

Risk factors are improper practices or procedures identified as the most prevalent contributing factors of foodborne illness or injury. Public Health Interventions are control measures to prevent foodborne illnesses or injury.

Supervision	IN	OUT	N/O	N/A	COS	REPEAT
1. Person-in-charge present, demonstrates knowledge, and performs duties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Certified Food Protection Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Inspector

Acknowledged Receipt : Ting Ly

## Food Establishment Inspection Report

Employee Health	IN	OUT	N/O	N/A	COS	REPEAT
3. Management, food employee and conditional employee; knowledge, responsibilities and reporting	i	⊠	i	i	..	..
4. Proper Use of Restriction & Exclusion	i	i	i	i	..	..
5. Procedures for responding to vomiting and diarrheal events	i	i	i	i	..	..
Good Hygienic Practices	IN	OUT	N/O	N/A	COS	REPEAT
6. Proper eating, tasting, drinking, or tobacco use	i	i	i	i	..	..
7. No discharge from eyes, nose, and mouth	i	i	i	i	..	..
Preventing Contamination by Hands	IN	OUT	N/O	N/A	COS	REPEAT
8. Hands clean & properly washed	i	i	i	i	..	..
9. No bare hand contact with RTE food	i	i	i	i	..	..
10. Adequate handwashing sinks properly supplied and accessible	i	i	i	i	..	..
Approved Sources	IN	OUT	N/O	N/A	COS	REPEAT
11. Food obtained from approved source	i	i	i	i	..	..
12. Food received at proper temperature	i	i	i	i	..	..
13. Food in good condition, honestly presented, safe, & unadulterated	i	i	i	i	..	..
14. Required records available: shellstock tags, parasite destruction	i	i	i	i	..	..
Protection from Contamination	IN	OUT	N/O	N/A	COS	REPEAT
15. Food separated and protected	i	⊠	i	i	..	⊐
16. Food-contact surfaces: cleaned & sanitized	i	i	i	i	..	..
17. Proper disposition of returned, previously served reconditions, & unsafe food	i	i	i	i	..	..
Time/Temperature Control for Safety	IN	OUT	N/O	N/A	COS	REPEAT
18. Proper cooking time & temperatures	i	i	i	i	..	..
19. Proper reheating procedures for hot holding	i	i	i	i	..	..
20. Proper cooling time and temperature	i	i	i	i	..	..
21. Proper hot holding temperatures	i	i	i	i	..	..
22. Proper cold holding temperatures	i	i	i	i	..	..
23. Proper date marking and disposition	i	i	i	i	..	..
24. Time as a Public Health Control	i	i	i	i	..	..
Consumer Advisory	IN	OUT	N/O	N/A	COS	REPEAT
25. Consumer advisory provided for raw / undercooked foods	i	i	i	i	..	..
Highly Susceptible Populations (HSP)	IN	OUT	N/O	N/A	COS	REPEAT
26. Pasteurized foods used; prohibited foods not offered	i	i	i	i	..	..
Food/Color Additives and Toxic Substances	IN	OUT	N/O	N/A	COS	REPEAT



Inspector

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## Food Establishment Inspection Report

Food/Color Additives and Toxic Substances	IN	OUT	N/O	N/A	COS	REPEAT
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- |   |   |   |   |   |    |    |
|---|---|---|---|---|----|----|
| 27. Food additives: approved and properly used    | i | i | i | i | .. | .. |
| 28. Toxic substances identified, stored, and used | i | i | i | i | .. | .. |

Conformance with Approved Procedures	IN	OUT	N/O	N/A	COS	REPEAT
--------------------------------------	----	-----	-----	-----	-----	--------

- |   |   |   |   |   |    |    |
|---|---|---|---|---|----|----|
| 29. Compliance with variance / specialized process / HACCP Plan | i | i | i | i | .. | .. |
|---|---|---|---|---|----|----|

GOOD RETAIL PRACTICES
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Good Retail Practices are preventative measures to control the addition of pathogens, chemicals, and physical objects into foods.

IN = In compliance    OUT = not in compliance    COS - corrected on -site during inspection    REPEAT = repeat violation

Safe Food and Water	IN	OUT	N/O	N/A	COS	REPEAT
---------------------	----	-----	-----	-----	-----	--------

- |  |   |   |   |   |    |    |
|--|---|---|---|---|----|----|
| 30. Pasteurized eggs used where required                 | i | i | i | i | .. | .. |
| 31. Water & ice from approved source                     | i | i | i | i | .. | .. |
| 32. Variance obtained for specialized processing methods | i | i | i | i | .. | .. |

Food Temperature Control	IN	OUT	N/O	N/A	COS	REPEAT
--------------------------	----	-----	-----	-----	-----	--------

- |   |   |   |   |   |    |    |
|---|---|---|---|---|----|----|
| 33. Proper cooling methods used; adequate equipment for temperature control | i | i | i | i | .. | .. |
| 34. Plant food properly cooked for hot holding                              | i | i | i | i | .. | .. |
| 35. Approved thawing methods used   | i | i | i | i | .. | .. |
| 36. Thermometers provided and accurate                                      | i | i | i | i | .. | .. |

Food Identification	IN	OUT	N/O	N/A	COS	REPEAT
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- |   |   |   |   |   |    |    |
|---|---|---|---|---|----|----|
| 37. Food properly labeled; original container | i | i | i | i | .. | .. |
|---|---|---|---|---|----|----|

Prevention of Food Contamination	IN	OUT	N/O	N/A	COS	REPEAT
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- |  |   |   |   |   |    |    |
|--|---|---|---|---|----|----|
| 38. Insects, rodents, & animals not present                              | i | i | i | i | .. | .. |
| 39. Contamination prevented during food preparation, storage and display | i | i | i | i | .. | .. |
| 40. Personal cleanliness   | i | i | i | i | .. | .. |
| 41. Wiping cloths; properly used and stored                              | i | i | i | i | .. | .. |
| 42. Washing fruits & vegetables  | i | i | i | i | .. | .. |

Proper Use of Utensils	IN	OUT	N/O	N/A	COS	REPEAT
------------------------	----	-----	-----	-----	-----	--------

- |   |   |   |   |   |    |    |
|---|---|---|---|---|----|----|
| 43. In-use utensils properly stored                                 | i | i | i | i | .. | .. |
| 44. Utensils, equipment & linens: properly stored, dried, & handled | i | i | i | i | .. | .. |
| 45. Single-use/ single service articles: properly stored and used   | i | i | i | i | .. | .. |
| 46. Gloves used properly  | i | i | i | i | .. | .. |

Utensils, Equipment and Vending	IN	OUT	N/O	N/A	OS	REPEAT
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- |   |   |   |   |   |    |    |
|---|---|---|---|---|----|----|
| 47. Food & non-food contact surfaces cleanable, properly designed, constructed & used | i | i | i | i | .. | .. |
| 48. Warewashing facilities: installed, maintained, & used; test strips                | i | i | i | i | .. | .. |



Inspector

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## Food Establishment Inspection Report

Utensils, Equipment and Vending	IN	OUT	N/O	N/A	OS	REPEAT
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49. Non-food contact surfaces clean	i	i	i	i	..	..
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Physical Facilities	IN	OUT	N/O	N/A	COS	REPEAT
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50. Hot & cold water available; adequate pressure	i	i	i	i	..	..
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51. Plumbing installed; proper backflow devices	i	i	i	i	..	..
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52. Sewage and waste water properly disposed	i	i	i	i	..	..
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53. Toilet features: properly constructed, supplied, & cleaned	i	i	i	i	..	..
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54. Garbage & refuse properly disposed; facilities maintained	i	i	i	i	..	..
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55. Physical facilities installed, maintained, & clean	i	i	i	i	..	..
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56. Adequate ventilation & lighting; designated areas used	i	x	i	i	..	p
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MASSACHUSETTS ONLY REGULATIONS
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Rules and Regulations adopted for use in Massachusetts only.

Additional Requirements listed in 105 CMR 590.011	IN	OUT	N/O	N/A	COS	REPEAT
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M1. Anti-choking procedures in food service establishment	i	i	i	i	..	..
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M2. Food allergy awareness	i	i	i	i	..	..
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Review of Retail Operations listed in 105 CMR 590.010	IN	OUT	N/O	N/A	COS	REPEAT
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M3. Caterer	i	i	i	i	..	..
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M4. Mobile Food Operation	i	i	i	i	..	..
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M5. Temporary Food Establishment	i	i	i	i	..	..
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M6. Public Market; Farmers Market	i	i	i	i	..	..
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M7. Residential Kitchen; Bed-and-Breakfast Operation	i	i	i	i	..	..
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M8. Residential Kitchen: Cottage Food Operation	i	i	i	i	..	..
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M9. School Kitchen; USDA Nutrition Program	i	i	i	i	..	..
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M10. Leased Commercial Kitchen	i	i	i	i	..	..
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M11. Innovative Operation	i	i	i	i	..	..
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Local Requirements	IN	OUT	N/O	N/A	COS	REPEAT
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L1. Local law or regulation	i	i	i	i	..	..
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L2. Other	i	i	i	i	..	..
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Discussion with Person-in-Charge
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Ting Ly / owner was informed that another inspection would be happening before the end of the year. Should continued non compliance with the food code be found during this inspection, she will be ordered to close the establishment. This level of non compliance and amount of violations related to food borne illness outbreak should not be happening as she just opened New United China in July. Upon the pre operational inspection in July, it was found that 7 violations existed that can result in food borne illness. When a re inspection was done 4 days later, the violations were all corrected and Ting was given the permit to open. However since then, the Board of Health recieved a complaint from someone claiming to have gotten sick from eating at New United China. Upon inspecting per complaint; 8 violations were found that increase the risk for food borne illness, with 4 of the violations repeated from the pre operational inspection in July. It was explained to Ting that this is unacceptable and the reason another follow up inspection will be conducted before the end of the year with the possibility of not being able to renew the permit to operate in 2024. Ting was advised to



Inspector

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Acknowledged Receipt : Ting Ly

## Food Establishment Inspection Report

(Continued from previous page...)

review these inspection reports and to go over them with her staff and husband to ensure compliance. It was also expressed that although Ting took the serv safe food protection manager training and obtained her certification in July 2023, she is not demonstrating any knowledge of food safety in her establishment and via conversation and questions she is asked during the inspections.



Inspector

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Food Establishment Inspection Report  
Fail Notes Summary

Code	Text
<b>15. Food separated and protected</b>	
3-304.11	Priority; Plastic bags being used to cover food items and to store food items. Food coming into contact with these bags. Plastic bags are used from walmart and other retail stores. Cardboard boxes used to line inside of food containers to absorb grease. Boxes used for bread crumbs cited in previous inspection were not thrown out and put back on top of refrigerator. These boxes need to be thrown out. Bread crumbs for breading must be done in an approved food grade container that can be washed, rinsed, sanitized. / Discontinue these practices.
<b>56. Adequate ventilation &amp; lighting; designated areas used</b>	
6-303.11	Core; The lighting in the dry storage room is insufficient



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