

June 11, 1997

MEMORANDUM

PIM 97-03

TO: District Directors
Environmental Health Managers
Division of Food and Environmental Services Staff

FROM: Gary L. Hagy, Director
Division of Food and Environmental Services

SUBJECT: Handling Milk and Dairy Product Complaints

Some confusion has been expressed over handling complaints involving milk and dairy products. This document sets forth the procedure for investigating such complaints. The format of the document is that which has been developed for all entries into the Division's Program Implementation Manual.

Please insert this document in your PIM manual and distribute copies to all persons in your district working in your foodservice protection program. Please note that the PIM is effective July 1, 1997.

If you have any questions, please contact me or any of the food consultants.

VDH - Division of Food and Environmental Services

Program: Foodservice Protection

Subject: **Milk and Dairy Complaints**

Objective: The goal of statewide foodservice protection services is the prevention of foodborne illness. Our effectiveness in this pursuit is dependent upon the timely response to food complaints initiated by the public.

Authority: The authority for issuing this guideline is as follows:

Code of Virginia

1. §3.1-361 through 419 Food and Drink
2. §3.1-530.1 through 530.9 Milk, Milk Products, and Dairy - Standards of Quality, Grading, Sanitary Standards, Etc.

Other

1. Memorandum of Understanding Between the Virginia Department of Agriculture and Consumer Services (VDACS) and the Virginia Department of Health (VDH).

Background: There has been some confusion as to the handling of Grade A Milk product complaints. This document standardizes procedures for investigating milk complaints.

- Procedures:**
- 1) The recipient of the complaint should follow the **PROCEDURES FOR PROCESSING DAIRY PRODUCTS COMPLAINTS**. (Attached)
 - 2) The Recipient of the complaint should refer to the enclosed list of **Health Districts with Milk Plants** to determine which district is responsible for investigating the complaint and refer the complaint to that district Environmental Health Manager or Environmental Health Milk Specialist.
 - 3) Depending on the nature of the complaint, the district receiving the complaint

shall investigate any aspect of the complaint that is under their regulatory authority. For example, if the complaint involves milk purchased from a restaurant, the local health department shall investigate the milk handling procedures of the restaurant.

4) The district that initially received the complaint will keep a record of the complaint until they receive notice of its final disposition from the investigating department.

Responsibility: The District Environmental Health Manager is responsible for the implementation of these procedures by the district foodservice protection and milk sanitation staff. Local milk environmental health specialists seniors are responsible for documenting the investigation results.

Effective Date: July 1, 1997

Approved by: _____
Director
Division of Food and Environmental Services

Endorsed by: _____
Director
Office of Environmental Health Services

Attachments: 1. Procedures For Processing Dairy Product Complaints
2. Districts with Milk Plants

ATTACHMENT 1

PROCEDURE FOR PROCESSING DAIRY PRODUCT COMPLAINTS

When a dairy product complaint is received, the standard complaint form should be completed. The form should be as complete as possible with all necessary information to perform a proper investigation. The recipient of the complaint should inform the complainant of the complaint disposition (i.e., "Your complaint will be handled by..." or "Your complaint will be forwarded to..."). Complaints involving out of state dairies should be forwarded to the Division of Food and Environmental Services.

The following information should be included on the record of complaint:

1. **Product Identification:** Complete name of product as it appears on the container, the type and size of container. (Example: 12 oz. sour cream or 6 oz. container of half & half, etc.).
2. **Container Codes:** Embossed plant code and other embossed information or a manufacturer's plant code if printed on carton (should be one or the other). Also, the expiration date, a one or two-line code embossed or stamped on the container (Example: Exp. 4-12-98). We do NOT need the Uniform Product Code (a list of numbers found below a group of various width bars).
3. **Retail Source:** Complete name and address of the retail outlet where product was purchased.
4. **Manufacturer:** The plant that actually manufactured the product, not the company which distributed the product. If this information is not readily available, get the distributor information for the product. Include the zip code as it appears on the container.
5. **Date Purchased:** The approximate date the product was purchased.
6. **Nature of Complaint:** Specifics about the product characteristics, i.e., detail exactly what the problem with the product is. If an illness is involved, how long after consuming the product before the onset of the illness, the nature of the illness (fever, pain, vomiting, diarrhea, etc.), duration of illness, etc. Was a doctor seen? (If so, who, when, address, phone number, nature of treatment, diagnosis, etc.). If hospitalized, (where, when, address, length of time, when released, etc.) If the dairy product was contaminated, indicate the nature of the contamination (color, size, and type of object, or odor, taste, etc.).

A copy of the complaint shall be sent to the health district where the processing plant is located. The health district where the processing plant is located will send a copy of the complaint to the processing plant that produced the product for investigation and resolution. In most cases, we are not interested in acquiring the remaining product. The milk processing plant producing the

PIM #97-03

Page 5

product will make arrangements to contact the complainant and collect the dairy product.

PIM #97-03

03-04-02

Attachment 2

HEALTH DISTRICTS WITH MILK PLANTS

Allegheny/Roanoke City Health Districts

Molly L. O'Dell, MD, District Director
Roanoke City Health Department
21 Academy Street
P.O. Box 220
Fincastle, Virginia 24090
Phone: 540-743-8240
Fax: 540-473-8242

Richard Tabb, Manager
Phone: 540-857-7800 Ext. 128

Michael Houchins EHS
Phone: **540-857-7800, Ext. 135**
Home: **540-772-6398**
Mhouchins@vdh.state.va.us

Milk Plant: **Valley Rich Dairy,** **51-4116**
3621 Aerial Way Drive
Roanoke, VA 24018
Phone: **540-344-5143 / 800-366-1699**
Fax: **540-344-2628**
General Mgr.: **Charlie Costigan**
Contact: **Jerry Mayhue H 540-334-1418**
QC: **Donnie Underwood H 540-387-0214**

Manufacturers of Single service Products

WESTVACO

Low Moor Converting Plant
Low Moor, VA. 24426
Contact: **Joe Cody 540-969-5676** **5105**

Central Shenandoah Health District

G. Douglas Larsen, MD, District Director
Augusta/Staunton Health Department
1414 North Augusta Street
PO Box 2126
Staunton, Virginia 24402-2126
Phone: 540-332-7830
Fax: 540-885-5214

Allen Gutshall, Manager
Phone: 540-332-7830
Jonathan Gardner
Office: **540-574-5248**
Pager: **540-801-1378**
Home: **540-801-0966**
Jgardner@vdh.state.va.us

Milk Plant: **Morningstar Foods, Inc.** **51-4114**
6364 South Valley Pike
Mt. Crawford, VA 22841
Contact: **Dean Stroble 540-434-7328 Ext: 7302 Cell: 301-606-5524**
QC: **Tina Grove**
Plant / Home / Cell: **540-434-7328 Ext. 7331 540-289-5411 540-246-7010**

Milk Plant: **Shenville Creamery, LTD.** **51-4107**

PIM #97-03

Page 6

16094 Evergreen Valley Road
Timberville, VA. 22853
Contact: QC/Manager: **Marvin Tice 540-896-6357**
Home: **540-901-9418**
Owner: **Leon Heatwole 540-896-6357**
Cell/Pager / Home: **540-476-5621 540-896-8444**

Central Virginia Health District

Joanna H. Harris, MD, District Director
Lynchburg City Health District
1900 Thompson Drive
PO Box 6056
Lynchburg, Virginia 24501
Phone: 434-947-6777
Fax: 434-947-2009

Jin Bowles, Manager
Phone: 434-947-678

Dennis Perreault, EHS Senior
Phone: **434-947-6782**
Home: **434-237-4210**
Dperreault@vdh.state.va.us

Milk Plant: **Westover 51-4140**
2801 Fort Avenue
Lynchburg, VA 24501
General Mgr.: **Robert Bailey 434-528-2560 Ext:2594**
Cell/ Pager: **434-546-0857**
Contact: **Emory Fasano 434-528-2560 Ext: 2580**
QC: **Mark Deis 434-528-2560 Ext: 2596**

Chesterfield Health District

William R. Nelson, MD.M.P.H. District Director
Chesterfield County Health Department
9501 Lucy Corr Circle
P.O. Box 100
Chesterfield, VA. 23832

Eric Crenshaw, Manager
Phone: **804-748-1697**
Ecrenshaw@vdh.state.va.us

Manufacturers of Single Service Products
Dupont Teijin Films 5109
Discovery Drive (Bermuda Hundred Road)
Chester, VA. 23831
Contact: **Curtis De Mille 804-530-9396**
QC: **Helen M. Simms 804-530-9437**
Fax: 804-530-9862

Fairfax Health District

Carol S. Sharrett, MD, District Director
Fairfax County Health District
10777 Main Street Suite 203
Fairfax, VA 22030
Phone: 703-246-2411
Fax: 703-273-0825

Dennis Hill, Manager
Phone: 703-246-2477

Martin A. Thompson, EHS, Senior
Phone: **703-246-3821**
Fax: **703-246-2201**
martin.thompson@fairfax.va.us

Milk Plant: **Shenandoah's Pride Dairy 51-4101**

PIM #97-03

Page 7

5325 Port Royal Road
Springfield, VA. 22151
Contact: **Richard Becker** 703-321-9500 Ext. 139
QC: **Denise Cavanaugh** 703-321-312

Manufacturer of Single Service Products
Shenandoah's Price Dairy 5101

Lord Fairfax Health District

Diana Helentjaris, MD. M.P.H.
Fredrick / Winchester HD
150 Commercial Street
Winchester, VA. 22601
Phone: 540-722-3480

Kelley Vanover, Manager
Phone: 540-722-3480

Fred Nates EHS
Phone: **540-722-3480**
Fax: **540-722-3479**
Pager: **540-665-7781**
Home: **540-667-5397**
Fnates@vdh.state.va.us
Christina Davenport

Milk Plant: H.P. Hood DAIRY 51-4109
160 Hood Way
Winchester, VA. 22602
Contact: **Francis V. Torgerson** 540-869-0045 Ext. 7700
QC: **Cindy Coulter** 540-868-7780

Drying Plant: **Valley Milk Products LLC** 51-4136
Condensing Plant: **Valley Milk Products LLC** 51-4137
412 East King Street
P.O. Box 271
Strasburg, VA. 22657
Contact: **Don Utz** 540-465-5113
QC: **Jennifer Funkhouser**

Valerie Payton, EHS
Phone: **540-459-3733**
Fax: **540-459-8267**
vpayton@vdh.state.va.us

Mount Rogers Health District

D. Craig Smith, MD, District Director
Washington County Community Services Bldg.
15068 Lee Highway, Suite 1000
Bristol, Virginia 24202
Phone: 276-676-5604
Fax: 276-676-0947

Scott Honaker, Manager
Phone: 276-676-5474
Dwain Mays, EH Supervisor
Bristol, VA: **276-642-7335**
Washington, VA: **276-676-5474**
Home: **276-386-7140**
Dmays@vdh.state.va.us
Bill Crockett, EHS Senior
Phone: **276-64-7345**
276-676-5474

Milk Plant: **Flav-O-Rich Dairy Inc., Bristol** 51-4111
2537 Catherine Street

PIM #97-03

Page 8

P.O. Box 1539
Bristol, VA., 24203
Phone: **800-735-3086**

Manufacturers of Single Service Products
Flav-O-Rich Dairy Inc. **4111**
Contact: **Cliff Raines, Manager 276-669-6109**
QC: **Beth Williams 276-669-3368**

Manufacturers of Single Service Products
Scholle Corporation **5110**
50 Deer valley Street
Chilhowie, VA., 24319
Contact: **Randy Poe 276-646-5558**

New River Health District

J. Henry Hershey, MD, MPH, District Director
Montgomery County Health Department
210 Pepper Street
Christiansburg, VA 24073
Phone: 540-831-5774
Fax: 540-831-6109

Victor B. Marcussen, Manager
Phone: 540-381-7114
Fax: 540-381-7117

Tommy James, EHS Senior
Tjames@vdh.state.va.us
Phone: **540-980-1490**

Milk Plant: **Virginia Tech Dairy, Blacksburg** **51-0000**
Contact:
QC:

Norfolk City Health District

Valerie Stallings, MD, MPH, District Director
Norfolk City Health Department
401 Colley Avenue
Norfolk, Virginia 23507
Phone: 757-683-2824
Fax: 757-683-8878

Pete C. Nicholas, Manager
Phone: 757-683-2712
Fax: 757-683-8878

Linda Clapp, EHS Senior
Lclapp@vdh.state.va.us
Phone: **757-683-2712** Page: **757-677-8957**
Home: **757-481-2467**

Milk Plant: **Bergey's Dairy,** **51-4120**
2221 Mt. Pleasant Rd.
Chesapeake, VA 23324
Contact: **Leonard Bergey 757-757-4711**
QC:

Milk Plant: **Pet Dairy** **51-4110**
2320 Turnpike Road
Portsmouth, VA. 23704
Contact: **Will Wright 757-397-2387** Cell: **757-342-8861**
QC: **Julie Perry** Page: **757-661-4450**

Peninsula Health District

Lawrence W. Gernon, MD, MPH, Acting District Director
Newport News City Health Department
416 J. Clyde Morris Boulevard
Newport News, Virginia 23601
Phone: 757-594-7305
Fax: 757-594-7714

Larry Nycum, Manager
Phone: 757-594-7340

H.E. "Gene" Harmon, EHS Senior
hharmon@vdh.state.va.us
Phone: 757-594-7340

Milk Plant: **MD & VA t/a Marva Maid Dairy** 51-4108
5500 Chestnut Ave.
Newport News, VA 23605
Contact: **Rick Meier, Manager 757-245-3857, ext 434**
QC: **Robert Boyer 757-245-3857, ext 440**

Manufacturers of Single Service Products
Ancor Twinpak 0004
270 Picketts Line
Newport News, VA. 23603
Contact: **Mike Antal, Manager 757-887-9434, ext290**
QC: **Levi Braxton**

Richmond City Health District

Herman M. Ellis, MD, MPH Director
Richmond City Health District
900 East Marshall Street
Richmond, Virginia 23219
Phone: 804-646-3153
Fax: 804-646-3111

Kenneth Smith, Manager
Phone: 804-646-3120

Nicole Franklyn, EHS Sr.
frankna@ci.richmond.va.us
Phone: **804-646-3120**
Home: **804-688-6766**
Page: **804-783-3054**

Milk Plant: **SUPERVALU Fluid Milk Division** 51-4162
1505 Robin Hood Road
Richmond, VA 23220
Contact: **Jan tenPas III, Manager 840-746-6792**
QC: **Todd Stuver 804-746-6206**

Manufacturers of Single Service Products:

Alcoa Flexible Packaging 5106
2001 Reymet Road
Richmond, VA 23237-3768
Contact: **Thomas R. Essig , Manager 804-743-6646**

Richmond Container 5107
1505 Robin Hood Road
Richmond, VA, 23220
Contact: **Gerald Anderson, Manager 804-257-4303**

Blue Ridge Paper Company 5108
2828 Cofer Road
Richmond, VA. 23224

PIM #97-03

Page 10

Contact: **Michael Davidson 804-230-8135**

Virginia Beach Health District

Venita Newby-Owens, MD, MPH, District Director
Virginia Beach City Health Department
4452 Corporation Center III
Virginia Beach, VA 23462
Phone: 757-518-2672
Fax: 757-518-2640

Frank J. Scanlon, Manager
Phone: 757-518-2676
Fax: 757-518-2640

Joe Musni, EHS, Senior
Jmusni@vdh.state.va.us
Phone: **757-518-2646**
Andrea Schahill

Milk Plant: **Yoders Dairy** **51-4124**
5102 Princess Ann Rd.
Virginia Beach, VA. 23462
Contact: **Ken Miller, Jr. 757-491-3518**
QC:

West Piedmont Health District

Elizabeth W. Roycroft, M.D. District Director
Danville / Martinsville Health Department
295 Commonwealth Blvd.
P.O. Box 1032
Martinsville, VA 24114
Phone: 276-638-2311
Fax: 276-638-3537

Tim baker, Manager
Phone: 540-484-0292
Fax: 540-484-0314
Home: 540-721-2566

Homestead Creamery **51-4112**
7254 Booker T. Washing Hwy
Wirtz, VA 24184
Contact: Brandon Montgomery **540-721-2045**
Fax: **540-489-1374**

John Walk EHS
Jwalk@vdh.state.va.us
Franklyn County Health Department
Phone: **540-484-0292**
Fax: **540-484-0314**
Home: **540-721-2566**

Western Tidewater Health District

Lawrence W. Gernon MD, MPH, District Director
Suffolk City Health Department
1217 North Main Street
Suffolk, Virginia 23434-1587
Phone: 757-686-4900
Fax: 757-925-2243

Calvin Jones, Manager
Phone: 757-686-4920
Fax: 757-925-2243

Kathleen McAllister-Morgan, EHS Senior
Kmcallister@vdh.state.va.us
Phone: **757-686-4924**

PIM #97-03

Page 11

Manufacturers of Single service Products

Berry Plastics

5103

1401 Progress Rd.

Suffolk, VA. 23439

Contact: **Susan Mills**, Mgr. **757-538-2000 Ext. 301**