

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

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

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**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**

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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**

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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

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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**



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**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

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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**  
5102 Princess Ann Rd.  
Virginia Beach, VA. 23462  
Contact: **Ken Miller, Jr. 757-491-3518**  
QC:

**51-4124**

**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**

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

**51-4112**

**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  
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Fax: 757-925-2243

Calvin Jones, Manager  
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Fax: 757-925-2243

**Kathleen McAllister-Morgan, EHS Senior**  
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Manufacturers of Single service Products

**Berry Plastics**

**5103**

1401 Progress Rd.

Suffolk, VA. 23439

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