



Complaint Memorandum

Assigned: 01/22/24
Business: Shop Rite # 614
1001 Route 70 West
Manchester, NJ 08759
(732)657-0700

Complaint #: 1194

If there are any questions, please contact our office at 732-341-9700 extension 7416.

Description

Non-Service dogs are being brought into Shoprite. They are being held over the salad bar. The customer found a dog hair in her food.

Narrative

Date: 01/23/24 **Time:** 02:10 pm - 03:40 pm **Entered By:** Dwight Gerdes

Dwight Gerdes, Senior REHS on site, and before I go into the establishment, complainant is called to review the complaint.

Complainant indicates:

- She understands service dogs but the store allows all kinds of dogs like Poodles and Chihuahua.
- Have seen people holding dogs up when getting food from the olive bar and salad bar.
- Open food like the olive bar and salad bar have no sneeze guards.
- Spoke with manager who said dogs and goats are allowed into the store and there is nothing I can do about it.
- Service animals should be required to wear a vest.

Upon entering the store and walking the perimeter, no animals were found but met with and reviewed the complaint with Paul the store manager. Paul indicates:

- I am aware of this complaint.
- I personally spoke with this complainant about this complaint, several days ago.
- Reviewed with the complainant that only dogs and small horses are used as service animals (not goats).
- Instead of having employees to address the service animal issue with customers, staff are directed to contact a manager who will discuss the issue with customers. For example, dogs must remain on the floor and cannot go in carts where other customers put their food.
- There is no requirement for placarding of animals.

Other findings:

- Olive bar and salad bar have sneeze guards.

This complaint is not verified. No animals found on site. No cause for further action by this agency at this time.

NO CAUSE FOR FURTHER ACTION AT THIS TIME BY THIS AGENCY

Signatures

Dwight Gerdes, Senior Registered Environmental Health Specialist, B-101909
(732)-341-9700
dgerdes@ochd.org

Inspection Official

Signature of Inspecting
Official

