



OCEAN COUNTY HEALTH DEPARTMENT

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Complaint Memorandum

Assigned: 09/11/23
Business: Town & Country Diner
660 Route 37w
Toms River, NJ 08755
(732)569-3910

Complaint #: 976

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

Description
Chemical taste in milk and chocolate milk. Tongue went numb.

Narrative
Date: 09/11/23 Time: 09:40 am - 10:20 am Entered By: Dwight Gerdes 9/11/23 0940 Dwight Gerdes, Senior REHS on site. Reviewed complaint with the hostess, Beste Samci 732-569-3910. Hostess indicates that it probably was the people in here this morning complaining about the chocolate milk who made the complaint to the Health Department. Findings related to this complaint: - Open and closed milk that is actively being used to fill orders is stored in the Pepsi refrigeration unit. Food temperatures range between 37 and 43 degrees F, probably due to the doors being opened frequently. Expiration dates on milk are 9/12/23 and 9/28/23. Milk looks and smells good today. - Sealed containers of milk in the walk-in are at 41 degrees F and dated 9/22 and 9/28 expiration dates. - Some shelves inside of the Pepsi refrigerator are rusty and/ or soiled and/ or has dark-colored, spotty mold-like growth. These shelves are over where milk is stored. - Chemicals are improperly stored directly over beverage take out cups and lids. COS Chemicals are removed to a new location where they cannot affect food or food contact equipment and supplies. Chemicals included Windex and another cleaning product; EZ off oven and grill cleaner. Cups below are dry. NOTE: Hostess tasted milk and decided that even though it was not expired, that it did not taste perfect and open milk was then voluntarily discarded all open milk. Additional findings: - Door handle on Pepsi refrigerator is broken; missing on right hand side. - Walk-in door handle is a coat hanger; in disrepair. - One server or busser found eating from a breakfast plate of food sitting over the toaster; eating where food is being prepared is not permitted. Food is removed to the dining area for the worker. COS - Kitchen hand wash station has no single use paper towels. COS Towels are staged at this time. Complainant is called to review findings. Complainant indicated that it was believed to have been a chemical in the milk that was the problem. Tongue numbness lasted a short while but it is gone and no one was sick otherwise. 9/13/23

Return for follow up to initial investigation. Reviewed issues with Taha 732-703-4924.

- Pepsi refrigerator shelving cleaned
- Work order to repair of pepsi door handle and walk -in door handle # 13vho576700
- Again looked at take out cups and lids; no cross contamination to cups or lids but recommend cleaning or repair of shelf

Although this complaint is not verified, cross contamination may have occurred from improper storage of chemicals over take out container storage. This and other problems were either remedied or actions have been taken to ensure repair.

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	
Inspection Official	Signature of Inspecting Official