



ALLEGED COMPLAINT

280 SOUTH DECATUR BLVD • LAS VEGAS, NV • 89107 • 702-759-1258 (DIRECT PLAN REVIEW) • 702-759-1110 (DIRECT FOOD OPS) • 702-759-1000 (24 HOURS)

FACILITY INFORMATION

PERMIT #	ESTABLISHMENT NAME	PHONE #	FACILITY ID	REPORT NUMBER		
CO0091590	Galleria - Dairy Queen Dairy Queen	(702) 433-1273	FA0005311	5348		
ADDRESS 1300 W Sunset RD Henderson, NV 89014-6620				RECORD ID DAQZDFTHE		
PERSON INTERVIEWED:			TELEPHONE:			
FACILITY TYPE: 1006 - RESTAURANT / TAKE OUT			CONTACT PERSON:			
CURRENT SERVICE	EHS	SERVICE	DATE	TIME IN	TIME OUT	RESULT
	EE7001385	Complaint Investigation	9/01/2021	1:55PM	2:55PM	Complaint valid with fee
SPECIAL NOTES:						

Overall Inspection Comments



ALLEGED COMPLAINT: COMPLAINANT STATES: On Monday 8/30, at approximately 6pm I was waiting for my ice cream order to be prepared when I observed a cockroach crawl up the wall from behind machinery. I then looked over the counter at the floor, and in between the equipment I saw what appeared to be rodent droppings. In addition, the containers of food/ice cream toppings stored in the small cooler/refrigerator did not all have lids and were just open and without labels.--INSPECTOR COMMENTS:

Above complaint investigated as part of a full routine inspection of the facility. See that report for more details and corrections.

Multiple, multi-generational cockroaches and rodent feces observed in facility. No live rodents observed.

Live multi-generational roaches observed in area near non-operating soft serve machine. Rodent droppings observed inside, at the base of the same soft-serve machine. Rodent droppings also observed in portions of the back preparation area of the facility including under the bag-in-box rack, under the dry storage shelving, on top of the ice machine and on the preparation table next to the small oven.

The complaint filed with the Southern Nevada Health District (SNHD) noted on this report has been found to be valid. A verified complaint fee of \$118 must be paid at the 280 S Decatur Blvd SNHD office within the next five business days or your permit may be subject to suspension. The invoice may be paid online by visiting <http://www.snhd.info/eh/payment> using the invoice number IN0281163.

Received by (signature)	Received by (printed)	EHS (signature)
	Elijah Maddickes staff	 Justin Hinsien

The Health District is working with its health care and community partners to ensure there are strong public health measures in place to respond to COVID-19 in the community. Updates about COVID-19 are also available by calling the Health District's Information Line at 702-759-INFO(4636) or 1-866-767-5038.

The public can help the response:

- Do not go to the emergency department unless it is essential. Emergency departments need to be able to serve those with the most critical needs.
 - If you have a mild cough, fever, or other respiratory symptoms, contact your doctor first.
- Practice everyday preventive actions to help prevent the spread of respiratory viruses:
 - Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
 - Avoid touching your eyes, nose, and mouth.
 - Avoid close contact with people who are sick.
 - Cover your cough and sneeze with a tissue, then throw the tissue in the trash.
 - Clean and disinfect frequently touched objects and surfaces.
- Stay home when you are sick.
- Stay informed. The COVID-19 situation is changing frequently. Up to date information is available on the Health District website at www.southernnevadahealthdistrict.org/coronavirus or the CDC website at www.cdc.gov/coronavirus/2019-ncov/index.html.