

February 18, 2022

Ms. Anne F. Morse  
Director of Environmental Health  
Talbot County Health Department  
215 Bay Street, Suite 4  
Easton, MD 21601

Subject: Complaint re. Disruptive Inspections

Dear Ms. Morse,

I am reaching out to you in hope that you can help us.

You may know the Amish Market has been serving the Easton, Maryland community for over 14 years. During that period, we have had an excellent record of food safety and service.

We are proud of our business. We work hard to provide the community with fresh, high-quality food, a sanitary facility, and low prices. We want to provide a clean, safe environment, and comply with all regulations.

My first concern is that your recent inspections have been very disruptive. Two weeks ago your inspectors were at our facility for approximately 6.5 hours between the hours of 9:30AM and 3:30PM. The time and duration of your inspections is causing our business owners a great deal of stress. We have limited hours of operation and the presence of your inspectors is very disruptive. In addition, your inspectors are causing a great deal of anxiety among our staff because while they are trying to serve customers, your inspectors are interrupting, asking questions, and alleging violations.

I believe inspections are supposed to be conducted at reasonable times. Can you arrange for inspections to be conducted outside of our peak hours? Our market is only open Thursday through Saturday. We will be happy to meet you on Wednesdays, or any time before 10AM or after 4PM Thursday-Saturday.

My second concern is that it appears you are conducting training in our facility. Ms. Gail Kelley, says she is representing Talbot County Health Department. She enters our food stands and consults with junior inspectors behind our counters. She then conducts meetings with the junior inspectors in our dining area and directs the junior inspectors to re-enter our food stands for additional inspections.

Please clarify:

1. Are you conducting training in our facility?
2. Is Ms. Kelley working for the Talbot County Health Department?
3. If so, what is Ms. Kelley's employment status with Talbot County?

My last concern is lack of communication. In the past, we have had a cordial relationship with the Health Department. We would be informed of changes or new requirements and allowed time to come into compliance.

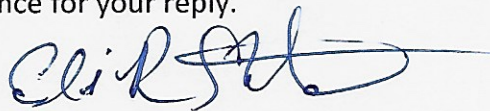
As you may know, our religious beliefs prevent us from having many of the conveniences taken for granted today, such as, online access to information, email, and facsimiles. The lack of direct communication makes it a challenge to keep up to date with changes in regulations and standard operating procedures. I believe one of the Health Department's responsibilities is to educate food service employees on safe food handling. The Talbot County Health Department has provided us no education in the last 3 years. Can your department provide education to our owners and staff on changes and new food service requirements? We would be happy to partner with the County in an annual session to learn new practices and provide feedback.

I recognize that other Maryland departments go to great lengths to accommodate individuals who have language, sight, hearing, or other communication challenges. Can the Health Department provide notification of changes via the method most appropriate to the individual recipient? For example, in English or Spanish; in writing via the U.S. Mail; electronically (i.e., text or email); by telephone; or in-person. Notification by telephone with follow up by in-person training would best meet our needs.

Finally, I'd like to say that we are all coming off an extremely difficult year in 2021. The Amish Market wants to be a safe, high quality food service in Easton for many years to come and we look forward to working with the Health Department in 2022.

Thank you in advance for your reply.

Sincerely yours,



Eli R. Stoltzfus  
Owner  
Country Cheese & Salad, LLC  
101 Marlboro Avenue  
Easton, MD 21601  
410-819-0763 or 717-278-4992

Cc: John F. Mautz IV, Maryland House of Delegates.