

**WASHOE COUNTY
HEALTH DISTRICT**
ENHANCING QUALITY OF LIFE

**WASHOE COUNTY HEALTH DISTRICT
ENVIRONMENTAL HEALTH SERVICES DIVISION**
1001 East Ninth Street • PO Box 11130 • Reno, Nevada 89520
Telephone (775) 328-2434 • Fax (775) 328-6176
www.washoecounty.us/health
health@washoecounty.us

**FOOD ESTABLISHMENT OFFICIAL
INSPECTION REPORT NOTES**

No. of Critical Risk
Factor/Intervention Violations:

N/A

Facility Status:

- ☐ Pass
☐ Conditional Pass
☐ Closed

N/A

DBA/Name: <u>Pho Kietzke</u>		Date: <u>7/2/2021</u>
Risk Category Type: <u>Pho Kietzke</u>		Permit #: <u>H19-10411001</u>
Address: <u>3004 Kietzke Ln</u>		City/Zip: <u>Reno 89502</u>
Person In Charge: <u>THE Nguyen</u>		

Observations and Corrective Actions Continued:

Office Hearing

Owner from Pho Kietzke met with WCHD for office hearing to discuss food safety issues and behavior during inspection. WCHD and Pho Kietzke discussed inspection and determined reinspection to take place at the restaurant before permit reinstatement.

In order to pass inspection facility must demonstrate proper plumbing and waste disposal. Pests issues being continuously managed and controlled. And the facility must be able to properly hold food in temperature.

If any of these conditions are not met at the reinspection, permit will not be reinstated at inspection.

During Office hearing WCHD discussed proper behavior during inspection. Pho Kietzke apologized for outburst and yelling during previous inspection.

At future inspections if WCHD is unable to conduct inspection due to any impediment, Permit to Operate will be immediately suspended. Future inspections must be able to be conducted without interference or permit to operate may be revoked.

Reinspection scheduled for after office hearing to reopen facility if all conditions met. Any additional Reinspections will be charge Reinspection fee.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after): <u>N/A</u>	Received By: <u>[Signature]</u>
Environmental Health Specialist: <u>Michael Tachy</u>	

[Signature] Charlottesville
Boston Pham

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No. of Critical Risk	Factor/Intervention Violations:
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1	2
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Facility Status:

☐ Pass

Conditional Pass

☐ Closed

DBA/Name:

Risk Category

Type: _____

Address:

2

Person in Charge:

Doc Inquiries

Date:

9/22/22

Permit #:

H/9-1011500P

Observations and Corrective Actions Continued:

Provided an enforcement letter to operator regarding appropriate behavior during health inspections. Dismissed paper behavior with operator at time of meeting.

- Discussed previously observed critical violations and possible corrections for these violations in the future.

- Discussed the Active Management Control Policy document for good safety procedures. Facilitated writing an Active Management Control Policy for Vranthioshura.

- operator actively developed a handwashing policy to implement in establishments and to use in order to train staff.

- Provided guidance documents and resources regarding good safety practices for operator to use while training staff on good safety policies.

- Discussed keeping temperature logs and conducting food safety self inspections.

- Operators must implement new standards and safety policies.

- Operator must continue to develop and self-identify policies for additional ethical violations as observed in previous inspections.

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.835)

Re-Inspection Date (on or after): 05/24/2023

Environmental Health Specialist:

Received By:

Page 1 of 1

WASHOE COUNTY HEALTH DISTRICT

ENHANCING QUALITY OF LIFE

May 23, 2023

Pho Kietzke (H19-1011FOOD)
3004 Kietzke Ln. 17240
Reno, Nevada 89502

RE: Interactions with WCHD staff during inspections

Mr. Nguyen,

On May 5, 2023, a representative from the Washoe County Health District (WCHD) conducted a reinspection at your establishment, Pho Kietzke to follow up on critical violations noted during the April 19, 2023 routine inspection. During the inspection, it was reported that you became agitated, raised your voice and were argumentative with WCHD staff and the employees working in your establishment. Critical violations were still not corrected, necessitating an additional follow up inspection. Considering this behavior, WCHD required the follow up inspection be performed with the inspector and a Senior Environmental Health Specialist. On May 19, 2023, these two WCHD representatives reported similar behavior during the reinspection including being threatened with retaliative action. Additionally, repeat critical violations were again observed and documented.

These actions are perceived as threatening and intimidating behavior. Please be advised that any action that interferes with the Health Authority's ability to perform their duties is a violation of Nevada Revised Statute (NRS) 446.885(3) (Unlawful to interfere with the Health Authority) and intimidating behavior against a public officer is a violation of NRS 199.300 (Intimidating a public employee). Additional action that is perceived as threatening, intimidating, or interferes with the Health Authority to lawfully conduct an inspection of your permitted establishment will result in immediate action taken by the WCHD, including suspension or revocation of the health permit, and/or formal charges being filed.

We appreciate and respect the challenges of operating a food establishment. As a permitted food establishment operating in Washoe County, it is imperative that you recognize our responsibility as well as yours for protecting public health in our community.

Please feel free to contact me with any questions or concerns at 775-433-4015 or aeenglish@washoecounty.gov

Respectfully,

Amber English
Environmental Health Specialist Supervisor
Washoe County Health District

cc: Olivia Alexander-Leeder, Environmental Health Specialist
Michael Touhey, Senior Environmental Health Specialist
James English, Environmental Health Specialist Supervisor/Acting Division Director

ENVIRONMENTAL HEALTH SERVICES

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Public Health
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	NORTHERN NEVADA PUBLIC HEALTH ENVIRONMENTAL HEALTH SERVICES DIVISION 1001 E Ninth Street, Bldg B, Reno, Nevada 89512 Telephone (775) 328-2434 www.nnph.org healthes@nnph.org FOOD ESTABLISHMENT OFFICIAL INSPECTION REPORT NOTES	No. of Critical Risk Factor/Intervention Violations: _____
		Facility Status ☐ Pass ☐ Conditional Pass ☐ Failed ☐ Closed

DBA/Name: Risk Category Type:		Date:
Address:	City/Zip:	Permit #:
Person In Charge:	Time In:	Time Out:

Observations and Corrective Actions Continued:

Failure to abate violation required in this notice may result in immediate suspension of the Permit to Operate. An opportunity for an appeal will be provided if a written request for a hearing is filed with the Health Authority within the period of time established in this notice for the correction of violations. (Reference: NRS 446.895)

Re-Inspection Date (on or after):	
Environmental Health Specialist:	Received By:



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INSPECTION REPORT NOTES**

No. of Critical Risk
Factor/Intervention Violations: _____

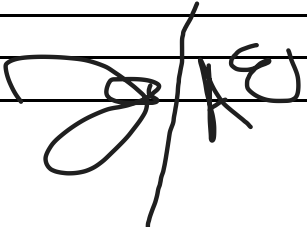
Facility Status

- ☐ Pass
☐ Conditional Pass
☐ Failed
☐ Closed

DBA/Name: Risk Category Type:		Date:
Address:	City/Zip:	Permit #:
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Environmental Health Specialist: 	Received By: 