

Memorandum

Date: April 8, 2013

To: Southern Nevada District Board of Health

From: Glenn D. Savage, R.E.H.S., Director, Environmental Health Division **(A1)**
 John Middaugh, M.D., Interim Chief Health Officer *JM*

Subject: Environmental Health Division Monthly Report–March 2013

I. FOOD OPERATIONS AND SPECIAL PROGRAMS

ACTION	Feb 2012	YTD 2012	Feb 2013	YTD 2013
Initial Inspections	2,275	4,375	2,027	4,216
Reinspections-Routine	278	606	142	295
EPI Related Inspections	60	101	2	6
Downgrades	249	479	135	301
Closures	42	102	27	49
Special Events	40	63	36	58
Temporary Food Establishments and Tasting Event Booths	438	659	405	878

2013 Audit/Risk Based Inspection Initiative-Think Risk Data Tracking

	March 2013	YTD 2013
Risk Assessment Audits Conducted	137	423
15-30 Day Post-Audit Routine Inspections	27	275
Post-Audit Inspections Passed	19	210
Post-Audit Inspections Failed	8	65
Surveys Sent	132	398
Surveys Received	44	189

SurveyMonkey response summary for February:

	PERCENTAGE
Acknowledgement of receiving "Reducing Foodborne Illness (FBI) Risk Factors" and Food Establishment Resource Library (FERL) info. (yes response)	97.86
Did inspector discuss potential risk factors for FBI that would apply to your type of operation/menu items? (yes response)	100
Did inspector help you understand those risk factors and how they relate to critical and major violations of the inspection report form? (yes response)	100

Do you feel you have a better understanding about how to control FBI risk factors in your establishment following the audit? (yes response)	98.93
Percentage of responders who visited the SNHD FERL website for additional information.	67.38
Sample comments received: <ul style="list-style-type: none"> ▪ I feel a new wave at the Health Dept. You seem like you truly care about me. Thank you. ▪ I found the audit program to be a great tool to increase further a partnership. ▪ More concentration on foodborne illness helps us to have a better understanding ▪ The inspector was very clear and detailed in all areas that pertain to my establishment. ▪ I appreciate all you are doing. 	

Plan Review Referrals

Audit-Associated Referrals

Timeframe	Unpermitted	Change of owner	Remodel	Site Evaluation	Total
March 2013	0	0	0	1	1
YTD	1	0	6	3	10

Non-Audit Referrals

Timeframe	Unpermitted	Change of owner	Remodel	Site Evaluation	Total
February 2013	9	0	7	3	19
YTD	30	1	15	18	64

A. Enforcement Actions and Investigations:

1. **El Pollo Mobile, 4104 E. Lake Mead Blvd:** Staff closed an unpermitted BBQ unit operating outside of the facility in the parking lot.
2. **Playas De Cancun, 3513 E. Charleston Blvd:** Staff closed a portable unit outside the facility found operating without its final plan review inspection.
3. **Monte’s Pizza, 5585 Simmons:** Staff closed the facility after it received 42 demerits during a routine inspection. A supervisory conference was completed and the facility reopened the next day after passing reinspection.
4. **Stateside Express Deli, 905 N. Las Vegas Blvd:** Staff closed the facility for operating without hot water. The reinspection is still pending.
5. **2013 NASCAR, Las Vegas Motor Speedway:** Staff from various offices completed 61 annual permit inspections and 146 temporary food establishment inspections over the three day event.
6. **Monta Ramen, 5030 Spring Mountain Rd:** Staff closed the facility after it received 47 demerits during a routine inspection. Critical violations included employees working in an unapproved kitchen area that was created by the owners in an adjacent mall space next door to the restaurant; no hand sink located in this area for hand washing even though employees were prepping food; other critical violations included cross contamination of food products during preparation and pest strips hanging over prep areas. The establishment was reinspected and reopened with an “A” grade.
7. **JoJo’s Jerky Processing, 3310 S. Jones:** The facility was issued a Cease and Desist Order for packaging fish jerky without an approved Southern Nevada Health District (SNHD) Hazard Analysis and Critical Control Point (HACCP) plan.
8. **Café Rio, 509 Stephanie:** Staff noted that the facility was reduce oxygen packaging raw meat without submitting the required HACCP plan and improperly hot holding bagged

sauces and soups, then cooling at the end of the day. There was also no means to review information onsite for the electronic monitoring required for special processes. A Cease and Desist Order was issued for the noted processes until proper submission and procedural corrections take place.

9. **Venetian Hotel & Casino-Butcher Shop, 3355 S. Las Vegas Blvd:** Staff issued a Cease and Desist Order for vacuum packaging partially cooked raw chicken.
10. **Hard Rock Hotel, Culinary Dropout, 4455 S. Paradise Rd:** Staff required the facility to apply for a remodel with SNHD Plan Review due to no dedicated hand washing sink in the raw bar area.
11. **Cosmopolitan Resort, 3708 S. Las Vegas Blvd:** Staff responded to a pre-planned partial water outage from midnight to 5:00 a.m. Cosmopolitan employees were following the contingency plan correctly, which included bottle service instead of mixing drinks: moving room service to the Banquet Kitchen; and utilizing pre-packaged foods in the Employee Dining Room (EDR). The facility was fully operational by 5:00 a.m.
12. **Venetian Hotel & Casino Canal Shoppes-Teavana Market, 3355 S. Las Vegas Blvd:** Staff issued a Cease and Desist Order for an unpermitted food storage area.
13. **PBR Rock House Bar & Grill, Miracle Mile Shops, 3663 S. Las Vegas Blvd:** Staff supervised the destruction of the lobster ice cream which was placed on hold February 28. It had originated from an unapproved source,
14. **Hilton Grand Vacation, 2650 S. Las Vegas Blvd.:** Staff discovered two unpermitted areas - a breakfast buffet and a food area in the sales section of the hotel. The facility was referred to SNHD Plan Review for permitting.
15. **Rincon Criollo, 1145 S. Las Vegas Blvd:** Staff closed the facility after it received 42 demerits in a routine inspection. It was closed a second time after receiving 25 demerits in a failed reinspection.
16. **Viva Las Arepas, 1616 S. Las Vegas Blvd:** Staff closed the facility after it received 27 demerits in a failed reinspection.
17. **Cosmopolitan Resort, 3708 S. Las Vegas Blvd:** Staff attended a meeting with the SNHD HACCP team and Cosmopolitan representatives to review and make changes to current HACCP plans.
18. **IHOP, 2210 S. Las Vegas Blvd.:** Staff discovered multiple structural issues at the facility including no mop sink; a floor sink in complete disrepair; an inability to locate where multiple waste drain lines drain to; and a grill that is burning the pass through server window. SNHD Plan Review was contacted and staff will be completing a walk-thru to determine the course of action for the facility.
19. **Oyster Bar Seafood & Wine Café, 3663 S. Las Vegas Blvd:** Staff discovered that the facility was operating without any hot water and closed the facility.
20. **MGM Essentials, 3799 S. Las Vegas Blvd:** During a routine inspection, staff observed an unpermitted storage area containing beverages. This was referred to SNHD Plan Review.
21. **Ahogadas Cancun, 5006 Maryland Pkwy:** The facility was closed due to an imminent health hazard and excessive demerits. A reinspection was conducted and the facility reopened with an "A" grade.
22. **99 Cent Store, 1155 E. Charleston Blvd:** The facility was closed on reinspection of a "C" downgrade with repeated violations noted. A reinspection was conducted and the facility reopened with an "A" grade.

23. **Laos Asian Market, 3050 E. Desert Inn Rd:** Both permits were closed on reinspections of "C" downgrades for repeated violations. A reinspection was done and the facilities were reopened with "A" grades.
24. **Golden Nugget Warewash Area, 301 E. Fremont St:** The facility was closed due to an imminent health hazard. A reinspection was conducted and the facility was reopened with an "A" grade.
25. **Top This Pizza, 1105 E. Tropicana Ave:** The facility was closed due to non-compliance with an SNHD directive to repair the facility's only walk-in refrigerator. A reinspection was conducted and the facility was reopened with an "A" grade.
26. **Las Vegas Country Saloon, 425 E. Fremont St:** The facility was closed due to an imminent health hazard. The health hazard was abated and the facility later reopened.
27. **Monte's Pizza, 1288 S. Nellis:** The facility was closed on reinspection of a "C" downgrade with repeated violations noted. A reinspection was conducted and the facility was reopened with an "A" grade.
28. **Chao Thai, 4550 S. Maryland Pkwy:** The facility was closed for excessive demerits and an imminent health hazard. A reinspection was conducted and the facility was reopened with an "A" grade.

B. Supervisory Conferences:

1. Supervisory Conferences were held with the following facilities: Las Vegas Tattoo Lounge, 2885 E. Charleston; Playas De Cancun, 3513 E. Charleston Blvd.; Monte's Pizza, 5585 Simmons; Las Paletas Ice Cream and Coffee, 3851 Pennwood Ave.; Fireside and Mountain Restaurants, 1785 Cactus/1442 E. Lake Mead; Ping Pong Thai, 2955 E. Sunset; Little Dumpling, 1420 Nevada Hwy; Taj Palace Restaurant, 9530 S. Eastern Ave; Great Harvest Bread Co., 661 Marks; Origin India Restaurant, 4480 S. Paradise Rd; India Oven Restaurant, 2218 S. Paradise Rd; Tropicana Las Vegas Hotel and Casino, 3801 S. Las Vegas Blvd; Rincon Criollo, 1145 S. Las Vegas Blvd; Little Dumpling, 1420 Nevada Hwy; Las Vegas Sands Expo & Convention Center, 201 E. Sands Ave; Office Bar, 4608 S. Paradise Rd.; La Costa, 2600 E. Flamingo Ave; Yayo Taco, 4632 S. Maryland Pkwy; Rincon Catracho, 4110 S. Maryland Pkwy; Laos Asia Market, 3050 E. Desert Inn Rd; Ahogadas Cancun, 5006 S. Maryland Pkwy; and Chao Thai, 4550 S. Maryland Pkwy.
2. **A Small World Learning Center, 10 N. 28th Street:** At the request of the owner, a Hearing Officer Meeting was held on March 27 regarding the Permit Suspension Pending Revocation of Permit due to history of repeated substantial health hazards that were observed by staff during routine inspections or complaint investigations. Testimony was heard and the hearing officer determined that the health permit would be revoked.

C. Outbreak Investigation Support:

Staff conducted two investigations of potential outbreaks of foodborne illness at various Clark County food establishments; an environmental investigation of a potential outbreak of disease associated with a homeless shelter; and two environmental investigations of public facilities that may have a possible association of a single case of legionellosis. Staff also assisted Public Health Nursing and the Office of Epidemiology in the investigation of a possible pertussis case to ensure that the facility had proper illness and injury logs, along with adequate immunization of the children in care. None of the investigations revealed any evidence that an outbreak of disease was occurring during the time of the investigation. Any hazards identified as a result of the investigation were adequately addressed by the facilities.

D. Child Care:

Mirabelli Center, 6200 Hargrove Ave: Staff delivered a notice that the facility must provide immunization records to SNHD Public Health Nursing as requested. Staff verified that an appointment with nursing staff is scheduled for April 5.

E. Body Art:

Viva Las Vegas Rockabilly Weekend: Staff inspected the equipment of fourteen artists to ensure compliance with SNHD Regulations Governing the Sanitation and Safety of Tattoo Establishments.

F. Schools:

Boulder City High School: Staff investigated two complaints alleging cold food was being sold by an outside facility at the school. The investigations revealed that Qdoba was selling food at the school out of coolers, without the proper permits. Staff also observed that no thermometers or sanitizers were present at the booth and the food was being held at inappropriate temperatures. Staff issued two Cease and Desist Orders to Qdoba Henderson.

II. FOOD PLAN REVIEW

FOOD PLAN REVIEW ACTIVITIES	FEB 2012	FEB 2013	YTD 2012	YTD 2013
TOTAL FOOD PLAN REVIEW ACTIVITIES:	678	949	1,380	2,052
TOTAL SERVICE REQUEST INTAKE (FPR):	224	501	475	815
TOTAL SERVICE REQUEST RELEASED (FPR):	230	268	438	599
TOTAL SERVICE REQUESTS IN PLAN REVIEW:	985	1,381		

A. Round Table Pizza, 7460 W. Lake Mead Blvd: A change of ownership survey was conducted at the establishment. Plan Review staff discovered a health violation concerning the discharge of waste water from the three compartment sink. The previous inspection showed that the grease machine was located under the sink; however, during the current inspection the grease machine was no longer in use and had been replaced by a grease interceptor without knowledge of the SNHD. The owner was informed that grease interceptors, which are passive traps and must be pumped, are specifically prohibited from being located in food preparation, food storage, or ware-washing areas due to the unsanitary nature of cleaning. A grease "machine" is allowed, as they actively skim grease from the effluent and route it to an external container for disposal. The new owners were placed on a compliance schedule for replacing the grease interceptor with a grease machine within 30 days.

B. Kentucky Fried Chicken (KFC) #212087 located at 1990 N. Nellis Blvd: Plan Review staff conducted a scheduled final remodel inspection of the repair to the walk-in cooler flooring/base cove. After inspecting the repair, the staff member saw two new table mount steam units on the floor. When the District Manager of KFC was asked about the new equipment, he informed the staff member that this store and all KFC's in Las Vegas will be getting this new equipment. The hot and hold steam unit requires a plumbed water supply line to each unit and a floor sink to drain. The existing steam units had a manual water fill,

thereby the added equipment was different in the operational design and construction. A written five-day notice was given for the District Manager to contact the SNHD Plan Review office to schedule a meeting and make application for adding the two hot and hold food steam units.

- C. **Total Wines** wanted to add a growler station at two locations. The design included a bar die and a four tap keg refrigeration unit. The Plan Review Staff reviewed the plans and explained that a hand-sink would also be required. They were advised that a vacuum evacuation system was acceptable, as was trenching in gravity lines. As an alternative, Food Plan Review staff also suggested that a portable bar unit may meet their needs and would eliminate the need for a floor sink and a pump.
- D. **Tortas El Pariente, 2560 N. Las Vegas Blvd:** A change of ownership inspection was conducted at the establishment, which resulted in closure due to excessive operational violations. The walk-in cooler had unapproved modifications which voids the National Sanitation Foundation (NSF) certification of the unit. The operator was placed on a compliance schedule to arrange a Plan Review appointment. A reinspection resulted in an "A" grade with no demerits.
- E. **Murdock Meals, 3718 W. Vegas Dr:** Plan review staff conducted an initial inspection for a secondary permit at the existing catering facility. Due to the unapproved reconfiguration of the facility, the result was a failed inspection. The property owner leased the adjoining suite (where the mop sink and air-curtained receiving doors are located) to another business and kitchen employees were then denied access to the mop sink. Additionally, the walk-in refrigerator was operating at an unsafe temperature and was red-tagged. The property owner was instructed to install an additional mop sink and/or restore access to the existing sink for the kitchen employees. A reinspection is scheduled.
- F. **Hilton Grand Vacations located at 2650 S. Las Vegas Blvd:** Plan review staff visited a snack bar in the establishment to determine whether the existing equipment was sufficient for an SNHD food permit. The Plan Review inspector recognized the equipment as being identical to what had previously been in another timeshare sales area in the same building. That equipment was removed, and the snack bar was remodeled to meet SNHD code in order to obtain the required permit. The owner was told that the same will need to be done for the new snack bar.
- G. **Hazard Analysis and Critical Control Point (HACCP) Team Report:**
 1. **Label Review:**
 - Multiple routine label reviews and meetings were held to aid customers with understanding the label requirements and process.
 - A site visit was conducted at Laos Asia Market to assist with correction of labels.
 2. **Waiver Review:**
 - Seafood City Guest Self-Serve of Fin Fish in progress. Met with the Architect during a Plan Review meeting.
 - Boyd Gaming Bare Hand Contact Waivers
 - Southpoint Bare Hand Contact Waiver
 - Carrabba's Alternate Cooling Waiver
 3. **HACCP Plan Review:**
 - Met with representatives from The M Resort regarding their HACCP plan.
 - Met with representatives from The Cosmopolitan regarding their HACCP plan.
 - Sat in on Plan Review preliminary meetings to determine if HACCP plan was required.

- Roots (yes)
- Tamales/Fixt (not currently)
- Café Rio (corrections received and being reviewed)
- Stratosphere (correction letter sent)
- Paris/Ballys
- Caesars Palace
- Payard
- Venetian/Palazzo (correction letter sent)
- Sandy Valley Farms

4. **Other Activity:**

- Assisted fellow Plan Review staff with several Plan Review meetings re: HACCP plans.
- Assisted training office by taking trainees and Leadership Las Vegas Personnel into the field on routine inspections/audits.
- Assisted Strip Office with Pizza Show and Nightclub and Bar Show at Las Vegas Convention Center, 3150 S. Paradise Rd.

III. **SOLID WASTE AND COMPLIANCE PROGRAMS**

- A. **Solid Waste Management Authority (SWMA) Hearing Officer Process:** The monthly SWMA Hearing Officer Meetings were conducted March 14, with 18 cases adjudicated, \$62,800.00 in penalties imposed and corrective actions ordered. There were 16 Notices of Violation mailed in March 2013 for the Hearing Officer Meetings.
- B. **Complaints of Illegal Dumping:** The Solid Waste and Compliance Section (SWAC) received 186 complaints of illegal dumping in March.
- C. **Waste Management Audits and Target Sector Inspections:** The SWAC completed 473 Waste Management Audits and Target Sector inspections during March.
- D. **Underground Storage Tanks (UST) Full Compliance Inspections:** A total of 53 full UST Compliance Inspections were conducted during March. In addition, a total of seven UST Final Installation Inspections, Permanent Closures, UST Spill Report investigations, and UST Abatement Oversight activities were carried out.
- E. **Permitted Disposal Facilities (PDF) Inspections:** The SWAC completed a total of 17 Permitted Disposal Facilities (PDF) Inspections and Reinspections. In addition, 42 PDF Business License Applications and Waste Asbestos Transport Permits were reviewed and approved.
- F. **Solid Waste Issues:**
1. **Solid Waste Management Plan:** The draft Solid Waste Management Plan for Clark County has been distributed for public review and a series of public workshops have been scheduled for the end of the month. Per NRS 444.510 (1), the Health District serving as the Solid Waste Management Authority is required to prepare this plan every five years.
 2. **Solid Waste Legislation:** Staff is tracking a number of solid waste-related pieces of proposed legislation. While staff is recommending that a neutral position be maintained on most of the proposed legislation, there are a couple of bills that could be problematic. Staff is opposed to AB269 (landfill reclassification) as proposed, as it

would be less stringent than the Federal Code. Staff is also opposed to AB215 (disposal of graywater) as proposed, as it would be in direct conflict with NRS 444.630 and could be considered bad public health practice.

3. **Safe Drinking Water Program:** Staff participated in a number of meetings with NDEP staff in Carson City to become familiar with the various aspects of the Safe Drinking Water program. Discussion topics included sanitary surveys, the SDWIS data system, the Groundwater Rule, and other compliance issues.

G. Solid Waste Plan Review Program (SWPR):

1. **Temporary Permits:** Pabco Gypsum; SA Recycling, LLC - Cherry Pie; and USA Mobile Concrete.
2. **Permits issued in March:** BB Recycling (modification); Capriati Construction Corp, Inc. (modification); Desert Recycling, LLC; H2O Environmental; and Western Recycling.
3. **Landfills:** Apex Regional Landfill; Boulder City Landfill; Laughlin Landfill; Nellis Air Force Base; NV Energy; Southern California Edison/Mohave Generating Station; Timet; and Wells Cargo.
4. **Facility Applications Being Processed:** Materials Recovery Facilities (1); Recycling Centers (14); Temporary Permits (2); Transfer Stations (2)
5. **Facilities planned for approval at DBOH meetings/SNHD Workshops in March:**
No workshops held in March.

H. Subdivision Program: February Totals

Tentative Maps: Received (5), Lot Count (514); Final Maps: Received (12), Lot Count (411); Final Maps: Signed (12), Lot Count (478); Improvement Plans: Received (10), Lot Count (412); Fees Paid \$12,803.44.

- I. **Individual Sewage Disposal System (ISDS) Program:** The revenue for the month of March was \$7,658. The total number of ISDS permits was seven - six residential and one commercial. The total number of tenant improvements was ten. The number of loan certifications processed was one. There were four pool locations processed.

- J. **ISDS Program Compliance:** Four compliance vouchers (warnings) were resolved in March. One compliance order case was resolved in March.

IV. VECTOR CONTROL OFFICE

West Nile Virus Surveillance					
Mar Traps Set	YTD Traps Set	March Mosquitoes Trapped	YTD Mosquitoes Trapped	YTD Culex spp. submitted	YTD Positive Results
0	0	0	0	0	0
EBLL Home Investigations					
March 2013			2013 Total		
0			0		
Healthy Homes / Landlord Tenant Response					
March Complainants	March Issues Submitted	YTD Complainants	YTD Issues Submitted		
106	128	377	488		
Landlord/Tenant Responses		YTD Landlord/Tenant Responses			
14		49			
CMART Activities					
March CMART Actions			YTD CMART Actions		
0			0		
Public Accommodations Inspections					
March PA Inspections	March PA Complaints	YTD PA Inspections	YTD PA Complaints		
20	12	89	44		
Mobile Home/Recreational Vehicle Parks					
March Inspections	YTD Inspections	March Complaints	YTD Complaints		
47	124	0	2		
Mattress Refurbishing Program					
March Mattress Refurbishment Complaints		YTD Mattress Refurbishment Complaints			
3		8			
Health Clubs/Spas					
March Inspections	YTD Inspections	March Complaints	YTD Complaints		
3	16	1	3		

V. AQUATIC HEALTH PROGRAM

A. Aquatic Health Public Bathing Places: Total projects under Pool Plan Review: 235

ACTIVITIES	March 2012	March 2013	YTD 2012	YTD 2013
New Initial Plan Rev. Activities/Other Actions	39	30	127	59
Office/Field Prelim./Truck Inspections	2		9	2
Major/Minor remodels	26	28	84	48
Change-of-Owner	9	2	21	5
New Construction	2		13	4
Released from Plan Review (complete) New and Remodel	48	213	181	718
Operational Inspections		288		525
Complaint Investigations		11		28

VI. TRAINING

- A. Christine Sylvis, EH Training Officer, continues to mentor one intern, train two new hires in the food operations training program, and welcomed Tara Edwards to the food operations training program March 25.
- B. Ms. Sylvis conducted a joint field investigation with Bill Law, U.S. Department of Agriculture, on March 15 at Sunfood Warehouse and Market.
- C. Ms. Sylvis successfully completed six re-standardization inspections with John Marcello, Food and Drug Administration (FDA), March 26-28 to maintain her certification as an FDA Standard.
- D. Ms. Sylvis reviewed labels with the HACCP team prior to approving.
- E. Ms. Sylvis scheduled nine Leadership Las Vegas interns to shadow EH Specialists during the month.
- F. The training office assisted with NASCAR March 8 & 9, Cater Source March 12, and 2013 Nightclub and Bar show March 20.
- G. Fourteen EH Specialists attended 8-hour HAZWOPER refresher training on March 13.

GS/mg

Attachment: March 18, Letter of Appreciation from Loretta Tipper to Rachel Lewison, EHS I.

Marcia Gershin

From: L Tipper [REDACTED]
Sent: Monday, March 18, 2013 1:17 PM
To: Glenn Savage
Subject: Rachel H. Lewison, EHS - Exceptional Service Received

Glenn Savage
Director of Environmental Health Division
Southern Nevada Health District,

Dear Glenn,

I am writing to you today to share the wonderful experiences I have had with your EHS, Rachel Lewison. I finally had the opportunity to meet her in person this morning and I wanted to pass along to you how fortunate you are to have someone like Rachel at the SNhD. My first contact with her was on Friday Feb 8th. I'd called for a status on our claim #13-158 for an abandoned property next door. When Rachel returned my call, she'd mentioned it was then end of her shift, but that she did not want me waiting over the weekend for a response. Imagine that! I understand how busy you all are, it was the end of a hard week, the beginning of a holiday weekend, and Rachel was concerned about me having to wait over the long weekend for a returned call! This is service! Additionally during this call, Rachel was exceptionally patient with all of my questions. Never having been through this process before I had several. Rachel was knowledgeable, eloquent and extremely willing to share as much information as she had at the time to assure us everything possible was being done. At this time we would all (all of the neighbors are concerned about this property also) needed to wait until the March 15 deadline for the owner to respond to Rachel's correspondence.

In the meantime the Cnty had also issued a notice of Abatement with a March 10 deadline and we'd had these horrible rain storms. The results? An incredible amount of gnats that are in my yard and pool (100's per hour) per day. I'd called my Bug Service Co., they'd said it's due to all the garbage and disarray on the property next door. Unable to actually speak with anyone at the Cnty directly, and knowing it was early (before the 3/15 deadline with Rachel) I tried Rachel anyway just to see if she might have any advice or other avenues for me to take.

And of course, once again, Rachel was incredible! She willingly listened to the events that had occurred, offered to call the Cnty Inspector in charge (he's on a well deserved vacation!) provided me with some incredible advice all the while explaining the SNhD process further. I was so pleased to meet Rachel today. She's knowledgeable, eloquent, pleasant, very caring, extremely patient with all my questions and represents the SNhD in a very professional manner. I've been a Bank Manager for over 30 years so I recognize great people when I see them. The 'Rachels' of the world are few and far between and are extremely hard to find. I know you already know how lucky you are. We are so thankful that she is helping us with our claim! She is such a joy to work with!

Thank you for sending such a wonderful representative of SNhD to us.

Sincerely,

Loretta L Tipper