



QUABBIN HEALTH DISTRICT

Serving the Communities of: Belchertown, Ware and Pelham
Suite D, 126 Main Street Ware, MA 01082
Phone: (413) 967-9615 Fax: (413) 967-9646



Food Establishment Inspection Report

Insp Date: 7/17/2023
Business: Dunkin' Donuts
139 West St.

Business ID: Q3000008

Inspection: Q2000009
Permit #:
Phone: 413-967-4666
Inspector: 01 Andrea Crete
Reason: 01. Routine
Next Inspection on or near: 7/27/2023

Ware, MA 01082

Results: Follow-up 10 days

Time In / Time Out

Date	In	Out	Insp	Travel	Total	Mileage	Notes
07/17/23	10:05 AM	01:05 PM	3:00	0:00	3:00	0	
Total:			3:00	0:00	3:00	0	

Inspection Summary

Official Order for Correction: Based on an inspection today, the items marked "OUT" indicated violations of 105 CMR 590.000 and applicable sections of the 2013 FDA Food Code. This report, when signed below by a Board of Health member or its agent constitutes an order of the Board of Health. Failure to correct violations cited in this report may result in suspension or revocation of the food establishment permit and cessation of food establishment operations. If you are subject to a notice of suspension, revocation, or non-renewal pursuant to 105 CMR 590.000 you may request a hearing before the board of health in accordance with 105 CMR 590.015(B).

PIC Name Dan Riley

Risk Category Medium

Certified Food Protection Manager Theresa Rough

CFPM Exp Date 03/06/2024

Certified Allergy Trained Name Theresa Rough

Allergy Exp Date 02/04/2021

Certified ChokeSaver Name _____

ChokeSaver Exp Date _____

Permit In Out

Inspection Report In Out

FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS

Compliance status: IN = in compliance OUT = not in compliance N/O = not observed N/A = not applicable

Marked in appropriate box for COS and/or R. COS = corrected on-site during inspection R = repeat violation

Risk factors are improper practices or procedures identified as the most prevalent contributing factors of foodborne illness or injury. Public Health Interventions are control measures to prevent foodborne illnesses or injury.

Supervision

1. Person-in-charge present, demonstrates knowledge, and performs duties

IN OUT N/O N/A COS REPEAT

2. Certified Food Protection Manager

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Food Establishment Inspection Report

Employee Health	IN	OUT	N/O	N/A	COS	REPEAT
3. Management, food employee and conditional employee; knowledge, responsibilities and reporting	i	i	i	i
4. Proper Use of Restriction & Exclusion	⊠	i	i	i
5. Procedures for responding to vomiting and diarrheal events	i	i	i	i
Good Hygienic Practices	IN	OUT	N/O	N/A	COS	REPEAT
6. Proper eating, tasting, drinking, or tobacco use	⊠	i	i	i
7. No discharge from eyes, nose, and mouth	⊠	i	i	i
Preventing Contamination by Hands	IN	OUT	N/O	N/A	COS	REPEAT
8. Hands clean & properly washed	i	i	⊠	i
9. No bare hand contact with RTE food	⊠	i	i	i
10. Adequate handwashing sinks properly supplied and accessible	⊠	i	i	i
Approved Sources	IN	OUT	N/O	N/A	COS	REPEAT
11. Food obtained from approved source	⊠	i	i	i
12. Food received at proper temperature	i	i	⊠	i
13. Food in good condition, honestly presented, safe, & unadulterated	⊠	i	i	i
14. Required records available: shellstock tags, parasite destruction	i	i	i	⊠
Protection from Contamination	IN	OUT	N/O	N/A	COS	REPEAT
15. Food separated and protected	⊠	i	i	i
16. Food-contact surfaces: cleaned & sanitized	i	⊠	i	i
17. Proper disposition of returned, previously served reconditions, & unsafe food	⊠	i	i	i
Time/Temperature Control for Safety	IN	OUT	N/O	N/A	COS	REPEAT
18. Proper cooking time & temperatures	i	i	i	⊠
19. Proper reheating procedures for hot holding	i	i	i	⊠
20. Proper cooling time and temperature	i	i	i	⊠
21. Proper hot holding temperatures	⊠	i	i	i
<i>This item has Notes. See Footnote 1 at end of questionnaire.</i>						
22. Proper cold holding temperatures	i	⊠	i	i
<i>This item has Notes. See Footnote 2 at end of questionnaire.</i>						
23. Proper date marking and disposition	⊠	i	i	i
24. Time as a Public Health Control	i	i	i	⊠
Consumer Advisory	IN	OUT	N/O	N/A	COS	REPEAT
25. Consumer advisory provided for raw / undercooked foods	i	i	i	⊠
Highly Susceptible Populations (HSP)	IN	OUT	N/O	N/A	COS	REPEAT
26. Pasteurized foods used; prohibited foods not offered	i	i	i	⊠



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Food/Color Additives and Toxic Substances	IN	OUT	N/O	N/A	COS	REPEAT
27. Food additives: approved and properly used	i	i	i	☒
28. Toxic substances identified, stored, and used	☒	i	i	i
Conformance with Approved Procedures	IN	OUT	N/O	N/A	COS	REPEAT
29. Compliance with variance / specialized process / HACCP Plan	i	i	i	☒

GOOD RETAIL PRACTICES

Good Retail Practices are preventative measures to control the addition of pathogens, chemicals, and physical objects into foods.

IN = In compliance OUT = not in compliance COS - corrected on -site during inspection REPEAT = repeat violation

Safe Food and Water	IN	OUT	N/O	N/A	COS	REPEAT
30. Pasteurized eggs used where required	☒	i	i	i
31. Water & ice from approved source	i	i	i	i
32. Variance obtained for specialized processing methods	i	i	i	☒

Food Temperature Control	IN	OUT	N/O	N/A	COS	REPEAT
33. Proper cooling methods used; adequate equipment for temperature control	i	i	i	i
34. Plant food properly cooked for hot holding	i	i	i	i
35. Approved thawing methods used	i	i	i	i
36. Thermometers provided and accurate	i	☒	i	i

Food Identification	IN	OUT	N/O	N/A	COS	REPEAT
37. Food properly labeled; original container	i	i	i	i

Prevention of Food Contamination	IN	OUT	N/O	N/A	COS	REPEAT
38. Insects, rodents, & animals not present	i	i	i	i
39. Contamination prevented during food preparation, storage and display	i	i	i	i
40. Personal cleanliness	i	☒	i	i
41. Wiping cloths; properly used and stored	i	i	i	i
42. Washing fruits & vegetables	i	i	i	i

Proper Use of Utensils	IN	OUT	N/O	N/A	COS	REPEAT
43. In-use utensils properly stored	i	i	i	i
44. Utensils, equipment & linens: properly stored, dried, & handled	i	i	i	i
45. Single-use/ single service articles: properly stored and used	i	i	i	i
46. Gloves used properly	i	i	i	i

Utensils, Equipment and Vending	IN	OUT	N/O	N/A	OS	REPEAT
47. Food & non-food contact surfaces cleanable, properly designed, constructed & used	i	i	i	i


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Food Establishment Inspection Report

Utensils, Equipment and Vending	IN	OUT	N/O	N/A	OS	REPEAT
48. Warewashing facilities: installed, maintained, & used; test strips	i	i	i	i
49. Non-food contact surfaces clean	i	i	i	i

Physical Facilities	IN	OUT	N/O	N/A	COS	REPEAT
50. Hot & cold water available; adequate pressure	i	i	i	i
51. Plumbing installed; proper backflow devices	i	i	i	i
52. Sewage and waste water properly disposed	i	i	i	i
53. Toilet features: properly constructed, supplied, & cleaned	i	i	i	i
54. Garbage & refuse properly disposed; facilities maintained	i	o	i	i
55. Physical facilities installed, maintained, & clean	i	o	i	i
56. Adequate ventilation & lighting; designated areas used	i	o	i	i

MASSACHUSETTS ONLY REGULATIONS

Rules and Regulations adopted for use in Massachusetts only.

Additional Requirements listed in 105 CMR 590.011	IN	OUT	N/O	N/A	COS	REPEAT
M1. Anti-choking procedures in food service establishment	i	i	i	o
M2. Food allergy awareness	o	i	i	i

Review of Retail Operations listed in 105 CMR 590.010	IN	OUT	N/O	N/A	COS	REPEAT
M3. Caterer	i	i	i	i
M4. Mobile Food Operation	i	i	i	i
M5. Temporary Food Establishment	i	i	i	i
M6. Public Market; Farmers Market	i	i	i	i
M7. Residential Kitchen; Bed-and-Breakfast Operation	i	i	i	i
M8. Residential Kitchen: Cottage Food Operation	i	i	i	i
M9. School Kitchen; USDA Nutrition Program	i	i	i	i
M10. Leased Commercial Kitchen	i	i	i	i
M11. Innovative Operation	i	i	i	i

Local Requirements	IN	OUT	N/O	N/A	COS	REPEAT
L1. Local law or regulation	i	i	i	i
L2. Other	i	i	i	i

Discussion with Person-in-Charge


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Food Establishment Inspection Report
Fail Notes Summary

Code	Text												
16. Food-contact surfaces: cleaned & sanitized													
4-501.114 (A)-(F)(2)	<p>Priority; Manual and Mechanical Warewashing Equipment, Chemical Sanitization- Temperature, pH, Concentration and Hardness</p> <p>A chemical SANITIZER used in a SANITIZING solution for a manual or mechanical operation at contact times specified under ¶4-703.11(C) shall meet the criteria specified under §7-204.11 Sanitizers, Criteria, shall be used in accordance with the EPA-registered label use instructions, and shall be used as follows:</p> <p>(A) A chlorine solution shall have a minimum temperature based on the concentration and PH of the solution as listed in the following chart;</p> <table style="margin-left: 20px;"> <tr> <td>Concentration Range (MG/L)</td> <td>Minimum Temperature PH 10 or less °C (°F)</td> <td>Minimum Temperature PH 8 or less °C (°F)</td> </tr> <tr> <td>25 – 49</td> <td>49 (120)</td> <td>49 (120)</td> </tr> <tr> <td>50 – 99</td> <td>38 (100)</td> <td>24 (75)</td> </tr> <tr> <td>100</td> <td>13 (55)</td> <td>13 (55)</td> </tr> </table> <p>(B) An iodine solution shall have a:</p> <ol style="list-style-type: none"> (1) Minimum temperature of 20°C (68°F), (2) PH of 5.0 or less or a PH no higher than the level for which the manufacturer specifies the solution is effective, and (3) Concentration between 12.5 MG/L and 25 MG/L; <p>(C) A quaternary ammonium compound solution shall:</p> <ol style="list-style-type: none"> (1) Have a minimum temperature of 24°C (75°F), (2) Have a concentration as specified under § 7-204.11 and as indicated by the manufacturer's use directions included in the labeling, and (3) Be used only in water with 500 MG/L hardness or less or in water having a hardness no greater than specified by the EPA-registered label use instructions; <p>(D) If another solution of a chemical specified under ¶¶ (A) – (C) of this section is used, the PERMIT HOLDER shall demonstrate to the REGULATORY AUTHORITY that the solution achieves SANITIZATION and the use of the solution shall be APPROVED;</p> <p>(E) If a chemical SANITIZER other than chlorine, iodine, or a quaternary ammonium compound is used, it shall be applied in accordance with the EPA-registered label use instructions; and</p> <p>(F) If a chemical SANITIZER is generated by a device located on-site at the FOOD ESTABLISHMENT it shall be used as specified 139 in ¶¶(A) - (D) of this section and shall be produced by a device that:</p> <ol style="list-style-type: none"> (1) Complies with regulation as specified in §§ 2(q)(1) and 12 of the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA), (2) Complies with 40 CFR 152.500 Requirement for Devices and 40 CFR 156.10 Labeling Requirements, 	Concentration Range (MG/L)	Minimum Temperature PH 10 or less °C (°F)	Minimum Temperature PH 8 or less °C (°F)	25 – 49	49 (120)	49 (120)	50 – 99	38 (100)	24 (75)	100	13 (55)	13 (55)
Concentration Range (MG/L)	Minimum Temperature PH 10 or less °C (°F)	Minimum Temperature PH 8 or less °C (°F)											
25 – 49	49 (120)	49 (120)											
50 – 99	38 (100)	24 (75)											
100	13 (55)	13 (55)											
Addl Notes: <i>[Sanitizing buckets less than 200 ppm, weak solution.]</i>													
21. Proper hot holding temperatures													
<i>This item has Notes. See Footnote 1 at end of questionnaire.</i>													
22. Proper cold holding temperatures													
<i>This item has Notes. See Footnote 2 at end of questionnaire.</i>													


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Food Establishment Inspection Report

Code	Text
3-501.16(A)(2) and (B)	<p>Priority; Time / Temperature Control for Safety Food, Hot and Cold Holding</p> <p>(A) Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under §3-501.19, and except as specified under ¶ (B) and in ¶ (C) of this section, TIME/TEMPERATURE CONTROL FOR SAFETY FOOD shall be maintained:</p> <p>(2) At 5°C (41°F) or less.</p> <p>(B) EGGS that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated EQUIPMENT that maintains an ambient air temperature of 7°C (45°F) or less.</p>
	<p>Addl Notes: <i>[Cold holding unit located below the hot holding station is operating above 41F. Food inside tested (Guacamole) at 45F.]</i></p>
36. Thermometers provided and accurate	
4-204.112(A)-(D)	<p>Core; Temperature Measuring Devices-Functionality</p> <p>(A) In a mechanically refrigerated or hot FOOD storage unit, the sensor of a TEMPERATURE MEASURING DEVICE shall be located to measure the air temperature or a simulated product temperature in the warmest part of a mechanically refrigerated unit and in the coolest part of a hot FOOD storage unit.</p> <p>(B) Except as specified in ¶ (C) of this section, cold or hot holding EQUIPMENT used for TIME/TEMPERATURE CONTROL FOR SAFETY FOOD shall be designed to include and shall be equipped with at least one integral or permanently affixed TEMPERATURE MEASURING DEVICE that is located to allow easy viewing of the device's temperature display.</p> <p>(C) Paragraph (B) of this section does not apply to EQUIPMENT for which the placement of a TEMPERATURE MEASURING DEVICE is not a practical means for measuring the ambient air surrounding the FOOD because of the design, type, and use of the EQUIPMENT, such as calrod units, heat lamps, cold plates, bainmaries, steam tables, insulated FOOD transport containers, and salad bars.</p> <p>(D) TEMPERATURE MEASURING DEVICES shall be designed to be easily readable.</p>
	<p>Addl Notes: <i>[Theremometers needed inside cold holding unit adjacent to handwashing sink; in the soda and juice unit; and the unit below the iced coffee machine.]</i></p>
40. Personal cleanliness	
2-303.11	<p>Core; Prohibition-Jewelry</p> <p>Except for a plain ring such as a wedding band, while preparing FOOD, FOOD EMPLOYEES may not wear jewelry including medical information jewelry on their arms and hands.</p>
	<p>Addl Notes: <i>[Observed food employees wearing watches and bracelets. Only a plain wedding band allowed in the area of hands and wrists. Please remove and discuss with staff.]</i></p>
54. Garbage & refuse properly disposed; facilities maintained	
5-501.115	<p>Core; Maintaining Refuse Areas and Enclosures</p> <p>A storage area and enclosure for REFUSE, recyclables, or returnables shall be maintained free of unnecessary items, as specified under § 6-501.114, and clean.</p>
	<p>Addl Notes: <i>[The area around the USA dumpster needs to be cleaned and removed of grease and trash. The drive thru trash bin was overflowing and trash was observed on the ground.]</i></p>
55. Physical facilities installed, maintained, & clean	



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Code	Text
6-501.12	Core; Cleaning, Frequency and Restrictions (A) PHYSICAL FACILITIES shall be cleaned as often as necessary to keep them clean. (B) Except for cleaning that is necessary due to a spill or other accident, cleaning shall be done during periods when the least amount of FOOD is exposed such as after closing.
Addl Notes: <i>[Dry storage area under the shelves needs to be cleaned.]</i>	
56. Adequate ventilation & lighting; designated areas used	
6-501.14	Core; Cleaning Ventilation Systems, Nuisance and Discharge Prohibition (A) Intake and exhaust air ducts shall be cleaned and filters changed so they are not a source of contamination by dust, dirt, and other materials. (B) If vented to the outside, ventilation systems may not create a public health HAZARD or nuisance or unLAWful discharge.
Addl Notes: <i>[Hood vents last done 12/27/21. Vents are overdue and in need of service.]</i>	



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Footnote 1

Notes:

Hot holding station scanned inside and temped 140F

Footnote 2

Notes:

Eggs temped at the cold holding station unit by the hand washing sink temped at 37.5F



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