

The Virgin Islands Consortium

Documents Show Citations Levied At Wendy's, List Of Improvements Restaurant Intends To Make

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ST. CROIX -- A document provided to The Consortium by the Department of Health upon request, [shows a list of improvements](#) that Wendy's VI, Inc., whose Sunny Isle chain was shuttered on Tuesday by D.O.H. because of multiple violations of local sanitary laws, intends to make to come into compliance. Another document also provided by D.O.H. shows the list of citations levied against the restaurant.

The first document, signed by Paul D. Lockhart Jr., a co-manager of the restaurant, lists 8 steps Wendy's VI Inc. says will be taken to satisfy D.O.H.'s [citation and cease and desist order](#). They include the following:

1. Clean and sanitize the prep stations, the walk-in cooler and the storage areas
2. Sanitize the sandwich stations, the frontregister and pick-up window areas
3. Setting traps, fix and plug holes in the interior and exterior of building
4. Make provisions to climb up in the ceiling to set traps
5. Crew will have a program for regular deep cleanings
6. Real Tech Exterminator will be on call to visit the store
7. Terminix will remain in store bi-weekly
8. Remove and replace ceiling tiles that has been damaged

Mr. Lockhart wrote in the letter that management was in the process of executing a plan to rid the restaurant of rodents and pests. He wrote that as of August 30, 2016, someone named Anthony Joseph, and pest control firms Terminix and Real Tech Exterminating, had made repairs that include patching the roof and all exterior holes to the building; thoroughly cleaning the store nightly; Terminix was to visit and inspect the store twice monthly; Real Tech Exterminating was contracted to remove rodents; and all ceiling tiles that had been damaged would be removed and replaced.

The second document shows that the D.O.H. inspector found that Wendy's VI Inc.'s Sunny Isle restaurant had violated multiple statutes under Title 19, Chapter 53 of Virgin Islands Code. They include Abatement of Nuisance, Unsanitary Conditions, Sewage/Orders and Waste, Accumulations Prohibited, and Insect Pest Violation.

In an updated statement issued Thursday, Wendy's management apologized.

"The restaurant environment that we provide our customers is very important to us and we are taking this matter very seriously. We are cooperating fully with the Health Department, and we are working with the pest control company to resolve this situation as quickly as possible," reads the updated statement. "Wendy's has great respect for our loyal and deserving Virgin Islands customers. We apologize and promise to be better because of this. We appreciate your loyalty."

The D.O.H. inspector's findings has caused great damage to the restaurant, which has been one of the most patronized fast food chains on this island. Many have taken to social media expressing shock and disgust at the inspector's findings.

The original story has been shared over 1,400 times on The Consortium's [Facebook platform](#).

"I'm so happy!" [expressed commenter Tuesdi Blair](#). "From the time I saw that huge rat run from the door to the garbage in February, was the last time I ate from there!"

Other commenters pinned some responsibility on the Department of Health, castigating the government entity for not doing its job of regular inspection.

“Department of health should be ashamed that someone had to call for them to do what should be a regular inspection of food establishments in the territory,” said [Miron Reynolds](#).

Others vowed never to patronize Wendy’s if the restaurant reopens, and some urged D.O.H. to inspect other fast food restaurants.

“They should check other fast food restaurants, and some of these inspectors ain’t doing their job properly, but it’s about time they do what’s right. Hope they continue the work. Shame on them!” said [El Indio](#).

According to D.O.H. Director of Public Relations, Nykole Tyson, D.O.H. received a complaint on Monday by a concerned resident, who had visited the facility Sunday night, and stated that large rats were inside and outside of Wendy’s.

During the inspection, which began at about noon on Tuesday, the inspector encountered rat droppings inside ketchup boxes and in a storage area, according to Ms. Tyson. The inspector also found cockroaches in the establishment, including in a food machine, and also crawling on walls.

The inspector immediately issued a cease and desist document directed to the local franchise owners of Wendy’s, and a citation for closure of the facility until the violations were rectified.

Ms. Tyson said the inspector found that employees would open the restaurant without cleaning it, leaving rat droppings visible. The inspector also found that a strong urine odor engulfed the dining area.

Furthermore, the inspector found that Wendy’s kitchen floor had grease buildup, and the kitchen walls were unsanitary. The inspector also found mold buildup behind an ice machine and trash was found on the floor in the storage area.

The inspector found that Wendy’s, overall, was kept in an unsanitary manner, and employees would ignore trash visible on the floor.

“The citation was given on the spot,” Ms. Tyson said. “They were ordered to close the establishment until all violations were rectified.”