

From: [Kane, Ryan](#)
To: [Syed, Maleeha](#)
Subject: RE: Burlington Free Press Public Records Request
Date: Tuesday, September 1, 2020 5:12:00 PM
Attachments: [2020-09-01 Kane response Syed w documents.pdf](#)

Dear Maleeha:

Please see the attached correspondence.

Best,

Ryan P. Kane
Assistant Attorney General
Office of the Attorney General
Environmental Protection Division
109 State Street
Montpelier, VT 05609
Phone - (802) 828-2153
ryan.kane@vermont.gov



Please consider the environment before printing this e-mail

THOMAS J. DONOVAN, JR.
ATTORNEY GENERAL

JOSHUA R. DIAMOND
DEPUTY ATTORNEY GENERAL

SARAH E.B. LONDON
CHIEF ASST. ATTORNEY GENERAL



TEL: (802) 828-3171

<http://www.ago.vermont.gov>

STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
109 STATE STREET
MONTPELIER, VT
05609-1001

Via email to MZSyed@freepressmedia.com

September 1, 2020

Maleeha Syed, Reporter
Burlington Free Press

Re: Vermont Public Records Act request, dated May 28, 2020

Dear Maleeha:

I write in response to your pending request for public records, dated August 27, 2020, and in follow-up to our telephone conversation today. Your request was for:

[A]ny and all records the Attorney General's Office has received related to complaints against Vermont food establishments for violating Gov. Scott's Executive Order from March 17 until present day. I'm seeking out the number, name of each establishment, violation cited, and an indication if any of these establishments refused compliance after contact with the Attorney General's Office.

During our conversation today, you refined the request to include only complaints that were sent to the Attorney General's Office from members of the public regarding food-service establishments and not including any employee-filed complaints against a food-service establishment employer.

Attached find all complaints to the Attorney General's Office that are responsive to your request. Non-responsive attorney communications and personal information of complainants has been redacted pursuant to 1 V.S.A. §§ 317(c)(1), (3), & (7). In general, these complaints were referred to local law enforcement or the Vermont Department of Public Safety Executive Order Reporting Tool for education and outreach. We do not have any records and I am not aware of any instance where any violations you have asked about have been referred back to the Attorney General's Office due to an establishment's refusal to comply. We have no documents where the Attorney General's Office has contacted any food-service establishments directly regarding non-compliance with the Governor's Executive Orders.

If you have any questions, I can be reached at ryan.kane@vermont.gov or 802-828-2153.

Sincerely,

A handwritten signature in blue ink that reads "Ryan P. Kane". The signature is stylized, with the first letters of each name being prominent.

Ryan P. Kane
Assistant Attorney General

Title	Matter #	Intake Category	Processing Division	Received Date	Incident Date	Description	Follow-up	Intake Method	Category
CAP		Complaint	CAP	8/4/2020		<p>Hi, my name is [REDACTED]. I'm calling. I'm trying to figure out who I would be able to contact for a complaint against the business essentially. I ordered food from a Domino's local to me and I had arrived to order for them to do, you know car side delivery since that's an option right now with the virus. They failed to bring my food out to me forcing me to have to come in to the establishment which is when I noticed that all but one of the employees was wearing a mask one of the employees which I am initially spoke with was literally walking around breathing old overall the food which would have been disturbing despite the pandemic for other hygienic reasons, so I requested a refund page. Basically threw a temper tantrum and handled it extremely and professionally ripped her mask off. And yeah, it was just basically a horrible encounter, and I was wondering if there's anything to do about reporting businesses or employees who aren't following the mask mandate as requested or just a basic plain, you know, the other non coded related obvious issues. My phone number is [REDACTED]. Thank you. Bye.</p> <p>Reporting Piesano's owners not wearing masks while cooking. Also selling masks to customers on the street. FYI - Wanted to speak to AG Donovan - says is a family friend.</p>	Lisa	Phone-Voicemail	COVID-19
cap		Complaint	CAP	7/27/2020		<p>Good morning, this is [REDACTED]. I was looking to talk to Thomas Donovan. He was a friend of my money. So I my number is [REDACTED]. I was at Paisano's on Main Street in Burlington on Saturday and every employee in the restaurant which were in their masks except for the two owners. They were in the back making pizzas and food and cooking food without a mask off and then I went outside and they were selling mask your customers are people that were passing by which kind of defeats the purpose of you are not wearing a mask yourself and the governor just made a mandate that everybody has to wear a mask. So I have a really big problem with this. So someone call me back, please and making a formal complaint and I called the police and they told me to call you back. My number again is [REDACTED]. And it's [REDACTED]. Thank you.</p>	Lisa	Phone-Voicemail	COVID-19
CAP		General	CAP	6/15/2020		<p>My name is [REDACTED]. My phone number is [REDACTED]. Again, that's [REDACTED]. I'm calling to enlist a complaint about the Dunkin Donuts on 2 Carmichael Street off the bakery that I was planning to go to as an open and I went in there thinking running grab quick food and go out the employees were not wearing face coverings. They were dangling from their ears. And then when I asked if they would put it on she of course gave a tremendous amount of latitude. I am pregnant. So perhaps I'm a bit more sensitive, but it's my understanding that they need to be wearing face covering to keep the public safe. My phone number again is [REDACTED]. Again, this is the Dunkin Donuts on 2 Carmichael Street. I do have pictures if that's required. Thank you very much.</p>	Lisa	Phone-Voicemail	COVID-19
CAP			CAP	8/4/2020		<p>Hi, my name is [REDACTED]. I'm calling. I'm trying to figure out who I would be able to contact for a complaint against the business essentially. I ordered food from a Domino's local to me and I had arrived to order for them to do, you know car side delivery since that's an option right now with the virus. They failed to bring my food out to me forcing me to have to come in to the establishment which is when I noticed that all but one of the employees was wearing a mask one of the employees which I am initially spoke with was literally walking around breathing old overall the food which would have been disturbing despite the pandemic for other hygienic reasons, so I requested a refund page. Basically threw a temper tantrum and handled it extremely and professionally ripped her mask off. And yeah, it was just basically a horrible encounter, and I was wondering if there's anything to do about reporting businesses or employees who aren't following the mask mandate as requested or just a basic plain, you know, the other non coded related obvious issues. My phone number is [REDACTED]. Thank you. Bye.</p>	Lisa	Phone-Voicemail	COVID-19

Status/Stage	Status Notes	Complaint /Intake#
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Complete	8/5 - talked with police. LPJ	AG20-05697
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Complete	7/27 - left message. LPJ	AG20-05324
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Complete	6/15 - spoke to consumer. LPJ	AG20-04316
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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

DATE: 4-5-2020

TIME: 1:22PM

FROM: [REDACTED]

PHONE: 8 [REDACTED]

MESSAGE: Hi, this is [REDACTED]. I'm here in Burlington. My number is [REDACTED], and I just have a question. I'm not able to report a company that – it has to do with the Covid – and if you could call me, I just have some questions about when people are testing positive and stuff, what employees are supposed to be doing and everything, and whether the Dunkin' Donuts is an essential business, when they tested positive, apparently, and now they're saying they haven't and so if you could call me, I'd appreciate it. Thank you.

(called to confirm rec't of vm and it has been forwarded to RRT)

Deb Matthews
Administrative Assistant
Office of the Attorney General | GCAL
109 State Street, 3rd Floor
Montpelier, VT 05609
Phone | 802-828-3689
E-Mail \ deborah.matthews@vermont.gov

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

DATE: 4-8-2020

TIME: 11:01am

FROM: [REDACTED]

PHONE: [REDACTED]

MESSAGE: She's calling because she hasn't yet heard from the RRT. She is calling about Dunkin' Donuts. Who takes care of finding out who else is infected? [REDACTED]'s sister works at the Rt. 15 Colchester Dunkin' Donuts across from Fanny Allen near SMC. One of the employees was tested and the test came back positive. The manager called [REDACTED]'s sister and told her to quarantine because someone tested positive. Her sister is scared to go back after the 14-day quarantine. [REDACTED] called that location this past weekend and spoke with the manager. [REDACTED] said she heard someone tested positive at that location, and the manager said no – someone was tested, but the test came back negative. [REDACTED]'s sister said that can't be true because she was told by the manager to quarantine because someone tested positive.

(I told her I would forward this msg to the RRT)

Deb Matthews
Administrative Assistant
Office of the Attorney General | GCAL
109 State Street, 3rd Floor
Montpelier, VT 05609
Phone | 802-828-3689
E-Mail \ deborah.matthews@vermont.gov

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Office of the Vermont Attorney General <ago.helpdesk@vermont.gov>
Sent: Friday, June 12, 2020 11:20 AM
To: AGO - Info <AGO.Info@vermont.gov>
Subject: Contact Form submitted on Office of the Vermont Attorney General

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Name

[REDACTED]

Last

[REDACTED]

Email

[REDACTED]

Phone

Number

[REDACTED]

Subject

Pour House on Williston Road

Message

Hi, I've debated writing this message, but given the resurgence in Covid cases where rules are not being followed, I decided I should. We went to The Pour House in SB yesterday. There was not much effort put into following the guidance for reopening. Minor - I called to

get a reservation and was told they were first come first serve. Bigger - at our request we were seated inside. There was spacing between occupied tables. All good. But the none of the servers were wearing masks. Because we were seated at a booth, our server leaned completely over us each time she served us. There was no effort at all to stay away. No gloves. No masks. Multi-use full-size ketchup bottles, which given no other effort, may or may not have been sanitized. It just felt way to casual and far too close to business as usual. I'm all for reopening. I want the restaurants to catch a break and survive and I love the pour house, but I also do not want South Burlington to become a hot spot. We have come too far to mess it up now. Thanks!

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

-----Original Message-----

From: Office of the Vermont Attorney General <inn@buckhollow.com>
Sent: Sunday, July 12, 2020 10:50 AM
To: AGO - Info <AGO.Info@vermont.gov>
Subject: Contact Form submitted on Office of the Vermont Attorney General

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Name [REDACTED]
Last [REDACTED]
Email [REDACTED]
Phone Number [REDACTED]
Mailing Address (required for a response) [REDACTED]
[REDACTED], Vermont 0 [REDACTED]

Subject Bayside Restaurant St. Albans, Vt
Message As the owner of a small country inn in [REDACTED], I am supportive and appreciative of the efforts made by your office and the Governor to control and fight Covid19. I believe most of us in the hospitality industry feel the same way, though we have ll suffered. So it was of great concern to hear the

report of guests who ate at Bayside restaurant last night - Saturday.

The guest reported that tables were close together, not spaced and the restaurant appeared to be operating at full capacity. They also reported hearing "Southern" accents (for whatever that means).

We are all doing our best to protect the state - and do the right thing and do not want to see us fall back like Florida.

Hope you will look into it.

Thanks.



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

-----Original Message-----

From: Office of the Vermont Attorney General <kathitarrant@gmail.com>

Sent: Wednesday, July 22, 2020 9:59 AM

To: AGO - Info <AGO.Info@vermont.gov>

Subject: Contact Form submitted on Office of the Vermont Attorney General

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Name [REDACTED]
Last [REDACTED]
Email [REDACTED]
Phone Number [REDACTED]
Mailing Address (required for a response) [REDACTED]
[REDACTED], Vermont 0 [REDACTED]

Subject Civil Rights re: masks
Message Good morning;

I was denied service (outside) at the Red Hen Bakery in Middlesex, VT.

FW: I ask for the Governor's attention. Not a redirection to the Governor's Reporting Tool, which is not applicable to my issue.

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Friday, April 24, 2020 1:09 PM

To: Matthews, Deborah <Deborah.Matthews@vermont.gov>

Subject: I ask for the Governor's attention. Not a redirection to the Governor's Reporting Tool, which is not applicable to my issue.

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

I ask again for the Governor's attention to a general and unintentional violation of the new addendum by many businesses already operating before the addendum was issued. I cannot air a general issue with many business with the "Executive Order Reporting

Tool." Many businesses, not just one and not in just one town, were already operating and are not looking at the government's order and aren't aware that ALL operating businesses are now required to wear masks. Before the addendum, masks were optional and now they are mandatory for all businesses in operation. I can't report all of the many businesses not in compliance. Or is it my job. My daughter talked to a worker at one of the businesses who had never heard of or read an addendum to a governors order. A one-page notice has to be mailed to the businesses or they will continue not to comply. Unfortunate for our health and lives.

I wish my letter had reached to governor or staff who could take action or respond rather than being redirected to a form that was not applicable to my issue. My concern was not about a particular business. People cooking burgers or running bars are not looking at the governor's and State's Attorney's Facebook pages or and aren't watching his daily updates. And they never will. And if they read the addendum, they might not understand it. Many don't.



This is in reference to my email to the Attorney General as follows:

Subject Violations of new addendum to gov's order

Message I believe many restaurant bar businesses already running do not know that ALL businesses selling or serving food required to have staff wear masks now. My daughter got food at the deli Martones in Essex and zero staff wore masks. She asked a friend serving restaurant takeout food in Burlington if they were ready to wear masks under the new rules and her restaurant was unaware of the new rule and wasn't wearing masks. The food services already working have no way of knowing they are included in the new rules unless a notice is mailed or the police tell them in person.

On Thursday, April 23, 2020, 09:27:20 AM EDT, Matthews, Deborah <deborah.matthews@vermont.gov> wrote:

Dear ,

Thank you for contacting the Attorney General's Office. We are asking citizens to report non-compliance with the Governor's orders using a web portal [on the front page of the Department of Public Safety website](#), under a link called "Executive Order Reporting Tool," or by using [this direct link](#). Note: "For

Scheduled Gatherings of 10 or more” or “for Visitors from Hot Spots” complaints, please make your report to your local law enforcement directly instead of using the Department of Public Safety Reporting Tool.

Thank you.

Deb Matthews

Administrative Assistant

Office of the Attorney General | GCAL

109 State Street, 3rd Floor

Montpelier, VT 05609

Phone | 802-828-3689

E-Mail \ deborah.matthews@vermont.gov

From: Office of the Vermont Attorney General <ago.helpdesk@vermont.gov>

Sent: Thursday, April 23, 2020 9:08 AM

To: AGO - Info <AGO.Info@vermont.gov>

Subject: Contact Form submitted on Office of the Vermont Attorney General

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Name

██████

Last

██████

Email

[REDACTED]

**Phone
Number**

[REDACTED]

**Mailing
Address
(required
for a
response)**

[REDACTED]

Subject

Violations of new addendum to gov's order

Message

I believe many restaurant bar businesses already running do not know that ALL businesses selling or serving food required to have staff wear masks now. My daughter got food at the deli Martones in Essex and zero staff wore masks. She asked a friend serving restaurant takeout food in Burlington if they were ready to wear masks under the new rules and her restaurant was unaware of the new rule and wasn't wearing masks. The food services already working have no way of knowing they are included in the new rules unless a notice is mailed or the police tell them in person.

FW: Enforcing Vermont's 'Stay Home' order, fines up to \$1000

[REDACTED]

[REDACTED]

[REDACTED]

-----O
From: [REDACTED]
Sent: Monday, April 6, 2020 2:30 AM
To: AGO - Info <AGO.Info@vermont.gov>
Subject: Enforcing Vermont's 'Stay Home' order, fines up to \$1000

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

All responsible restaurants have complied. Yet the thousands of convenience stores which are somehow not legally required to obey basic sanitation regulations of wash/ rinse/ bleach are still operating. Employees are required to travel and work for minimum wage, and are not protected with unemployment benefits. Shut down the thousands of convenience stores. Absolutely nothing in a convenience store is "essential". Let those workers Stay Home and Save Lives. I beg you.

<https://www.wcax.com/content/news/Enforcing-Vermonts-Stay-at-Home-order-fines-up-to-1000-569397631.html>

[REDACTED]