

Facility Information				
Name COUNTRY INN & SUITES		Location Type ComplaintLodging 31-99 Rooms (LH2)		Telephone number (414)251-7700
Health Office WASHINGTON OZAUKEE PUBLIC HEALTH DEPARTMENT		Unit Eastern Unit		
Building # W188N11020	Direction	Street Name MAPLE 🇺🇸	Type RD	Suffix Unit #
Zip Code 53022		City GERMANTOWN	County WASHINGTON	State WI
Country USA	Directions			

General Details		<input type="checkbox"/> Critical
Complaint Type Pests/vermin 🇺🇸	Date Received 14-Aug-2023 09:00 AM	
Investigation Start Date 14-Aug-2023 02:00 PM	Date Closed	
Received By Jacob Levy	Referred To Jacob Levy 🌟	
Confirmation Yes	Census Tract	

Complainant Information		<input type="checkbox"/> Asked to remain anonymous	<input type="checkbox"/> Verified
Name Michelle Griese	Phone #1 (920)267-0265	Phone #2 (262)853-9138	
Address	Email michellegriese2011@gmail.com	Results Requested <input type="radio"/> No <input checked="" type="radio"/> Yes	
City	State WI	Zip Code	
Country USA			

Complaint Details and Actions
Complaint Details Health dept. received a complaint on the Monday morning of 8/14/23 from a caller who did not identify herself by name, caller Id showed a number of [REDACTED]. The caller stated that she paid for a hotel room at the facility for the night 8/12/23. The caller herself was not staying in the room but bought the room on behalf of someone else. The person who was physically staying in the hotel went to visit the pool at the hotel at 8:30 pm and found that snakes were in the pool and hotel areas. The caller also stated that the person staying did not feel safe staying the night

and vacated the hotel. Caller stated the police were notified and they referred the issue to the health dept. The caller gave the health dept. the phone number of Michelle Griese (redacted) who was the person who was physically planning to stay in the room. Health dept. called Michelle who discussed her evening at the hotel. She noted that when she was walking to the pool, people who she passed in the hallway were warning her that there were snakes in the pool area. When she arrived at the pool, Michelle found snakes located in the hot tub and in the pool room. The snakes were a variety of sizes, up to few feet long and others less than a foot. Later in the hotel, she noted a snake in the hotel hallway that went under the door of room 132. She talked with hotel staff who were not helpful in resolving the issue. Health dept. asked if the snakes were wild or were pet snakes accidently released. Michelle said she believed them to be wild snakes coming from the wetlands on the backside of the facility. Inspector told Michelle that he would follow up later that day and gave her his email. Michelle, just before ending the call, emailed over two photos showing a large snake in the pool area and a small snake facing a guest room door and a video showing a snake in the spa.

At just after noon, the inspector received an email from the health dept. clerical staff member Gail Young who noted she received two calls from a person named Judy (no last name was obtained) with a phone number of (redacted) who was also concerned about snakes. Inspector tried to call Judy back but was unable to reach her and left a voicemail. No further contact with the Judy was made that day.

Inspector received an email just before 12:45 pm with a written statement from Michelle: "So Saturday night around 8:30 pm my son and I went to go use the pool where we were greeted by 2 other hotel guest stating that there were snakes in the pool. They claimed to have removed 2 snakes already and that they didn't care to stay to find anymore. My son is 4 and curious so we went to check it out. We found one snake in the hot tub (which I have a video of) and then we went to return to our room to change and we were greeted by a snake in the hallway, to which I witnessed slither under a guests door. Which is the photo I sent you. I heard the tv on so I knocked on the door to let the guest know there was a snake, he came out with a plunger to come and try to catch it. At this point 2 of the women working at the front desk were in the hallway and grabbed the snake and put it outside. I followed them and they informed me that due to the location of the hotel being so close to a marsh that sometimes this happens. They said they have had a lot of issues the past few days with snakes and believe that the mom came in and laid eggs. I'm baffled by the fact that they are knowingly still operating with such a huge snake outbreak occurring. Anyway, back in the pool room I discovered another snake, which was rather large in size(I will include a photo of) I decided then that I wanted nothing to do with this place anymore and that I was going to leave immediately. I asked for a refund to which I faced major backlash from a women named Megan Stevens. She was extremely rude and told me she would only be able to refund me 50%. I said that's not acceptable and she stated that I'd need to take it up with the manager who coincidentally is out of town until Monday. I will be following up first thing tomorrow to handle this situation, but will also not be staying at the Country inn and suites in Germantown again. Please let me know if you have any further"

At just before 3:30 pm, inspector contacted Michelle via phone to obtain clarification about the facility address.

On the morning of 8/15/23, inspector emailed Michelle with brief conclusions.

Later, on 8/15/23, an email from Judy was received asking for the health dept. reports. A referral to the County attorney to make a freedom of information request was made. 🇺🇸

Action Taken	Follow-Up Date
	Action Required By
Comments	

At just after 3:30 pm, inspector visited the facility and introduced himself to the general manager of facility. Inspector told staff he was there to follow up on a complaint received about reptiles in the facility. The GM stated that there was a problem over the weekend relating to snakes in the facility pool and pump room. The GM stated that the maintenance staff had removed all snakes from the facility. Inspector asked staff about any snakes entering guest rooms and hotel hallways. The GM noted that snakes were present in the hotel hallways but refuted the claim that any snakes had entered guest rooms. She said she did hear hearsay about snakes entering guest rooms, but stated it was guests overreacting and it did not occur. Inspector then asked to visit the pump room and pool room and was escorted by a hotel maintenance staff member (pool operator). The maintenance staff noted that they have pulled multiple snakes out from both the pool and spa and released them to the wild or took them home. The staff member also noted and showed a photo of a snake in the pump room. The staff member noted that all snakes found were less than a foot but said he had heard rumors of a larger snake that he anticipates was the mother. The staff member thought the snakes were of the species Nerodia sipedon. Based upon the pictures and videos along with other evidence of the specific situation, the health dept. agrees that it is plausible this is the species.

During the inspection, the health dept. did not see any snakes in the hotel, pool, or pump room. A snake shed was located in pool area by the inspector. Hotel staff thought the issue was doors being propped open at the front of the pool by guests. Health dept. recommended installing a sign instructing patrons to leave the door closed. Inspector thought that a damper window in the pump room that vents outside may be the entry point. The window had metal mesh that was coarse enough to likely allow entry of snakes. Additionally, parts of the mesh were broken leaving even larger gaps.

Health dept. asked the hotel to contract with a professional pest control company which the hotel was doing. No violation for the hotel for pests were written. The pool and spa were both tested since reptiles were in both bodies of water (the health dept. would not expect the prior physical presence of reptiles in the water to be a public health issue if the pool chemical levels were being properly maintained). A closure violation in the spa was written which will require follow-up.

Complaint to be closed upon successful follow-up inspection.

Attachments

Hotel inspection on 15-Aug-2023 : 

Also view both pool and spa complaint inspection reports.

Activity Log		
Add Edit Remove		
User	Activity Log	Activity Date / Time 15-Aug-2023 - 04:42:49 PM

Supporting Documents

