

## **Prototype**

### **PROCEDURES FOR REPORT OF FOODBORNE ILLNESS**

- I. Each School Nutrition Program manager will save a sample tray of all foods served from each serving line for a minimum of five days. Trays will be dated and stored in the cooler. When the sample trays for the current day are put into the cooler, the trays with the oldest date will be removed and discarded so that there will be only five days of trays saved at any one time. The sample trays will be available for testing by the county health department should a problem arise.
  
- II. If there is a student/employee complaint of foodborne illness, these procedures should be followed:
  1. The school principal or his/her representative will contact the School Nutrition Program (SNP) manager and the SNP director.
  2. The school principal will instruct the teachers of affected students to validate claims of illness.
  3. The principal will contact the SNP director, the school nurse, or the SNP manager to interview the children or adults involved in the incident using the Foodborne Illness Report Form. Answers will be used to assist in determining the cause of the illness.
  4. The interviewer will record responses exactly as stated. The responses will be analyzed by the school nurse and/or the SNP director to determine whether there is reason to pursue the situation as a foodborne illness or whether it seems to indicate a virus.
  
- III. If a parent contacts the school or any school staff with a complaint or question concerning a student's illness that could be a foodborne illness, these procedures should be followed:
  1. The person receiving the complaint will notify the school principal, the SNP manager, and the SNP director immediately.
  2. If there appears to be reason for concern, the SNP director, SNP manager, or school nurse will interview the student using the Foodborne Illness Report Form.
  
- IV. If the incident does indicate a possible foodborne illness, the county health department must be contacted and their procedures followed. The following is a summary of possible actions to be taken by the health department:
  1. The health department may request a stool sample to determine if bacteria are present. The Board of Education does not assume responsibility for the expense of the stool sample or any medical expenses.
  2. Each student/adult, who ate the school prepared food on the day in question and became ill, must complete a 72-hour recall of foods eaten.

3. The health department will review the Foodborne Illness Report, the medical lab analyses, test results from the sample trays, the 72-hour recall of foods eaten, as well as conduct interviews with the school nutrition manager and report its findings to the School Food Authority.

V. When completing the report of foodborne illness, the interviewer should:

1. Show concern; don't argue or give the customer the perception you don't believe him.
2. Reassure the customer that you take the complaint seriously and will investigate. Don't admit guilt. After all, you don't have all the facts yet.
3. Let the customer talk; don't suggest symptoms.
4. Complete the Foodborne Illness Report Form.
5. After completing the Foodborne Illness Report Form, make three copies. Send the original form to the SNP director. Give copies to the principal, the school nurse, and the SNP manager.

See also "Serving it Safe – A Manager's Tool Kit" by Team Nutrition pages 90-92.