



Benton County Health Department

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HEALTH ADVISORY: *Listeria* associated with soft serve ice cream

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The Centers for Disease Control and Prevention (CDC) is investigating a *Listeria* outbreak linked to “Soft Serve On The Go” ice cream cups. On August 9, Real Kosher Ice Cream [recalled](#) all flavors of their “Soft Serve On The Go” ice cream cups. This product was distributed to long-term care settings in 20 states, including Oregon. Businesses, healthcare facilities, and long-term care facilities should not sell or serve Real Kosher Ice Cream “Soft Serve On The Go” Ice Cream Cups. Healthcare and long-term care settings that served this product should monitor individuals for symptoms listed below and promptly notify public health if cases are identified.

Listeria can cause serious illness and is especially harmful to people who are 65 years and older, have a weakened immune system, or are pregnant.

Recommendations for long-term care facilities, hospitals, and other institutions:

- Immediately discontinue serving all “Soft Serve On The Go” ice cream cups.
- Check your freezers and throw away any “Soft Serve On The Go” ice cream cups or return to where you bought them for a refund.
- If your facility served or may have served this product:
 - Closely monitor individuals for *Listeria* illness for symptoms listed below, particularly those over the age of 65, with weakened immune systems, or that are pregnant.
 - Contact a healthcare provider right away if a patient, resident, or client becomes ill and notify provider about potential exposure.
 - If a patient, resident, or client requires hospitalization, notify the receiving hospital about potential exposure.
 - If staff members may have consumed product, instruct them to self-monitor for symptoms and contact their healthcare provider immediately if they become ill.
 - Cases of *Listeria* must be reported within one working day to your [Local Public Health Authority](#).

Recommendations for the Public:

- Do not eat “Soft Serve On The Go” ice cream cups
- Check your freezers and throw product away. *Listeria* can survive at freezing temperatures.
- Call a healthcare provider right away if you have symptoms listed below after eating the ice cream.

Symptoms of *Listeria*:

Symptoms usually start within 2 weeks after eating food contaminated with *Listeria*, but may start as early as the same day or late as 10 weeks after. Symptoms include fever, muscle aches, and tiredness. Some individuals infected with *Listeria* may also get a headache, stiff neck, confusion, loss of balance, or seizures.

For more information:

CDC Outbreak Summary:

<https://www.cdc.gov/listeria/outbreaks/ice-cream-08-23/index.html>

FDA Consumer Warning: <https://www.fda.gov/safety/recalls-market-withdrawals-safety-alerts/real-kosher-ice-cream-recalls-soft-serve-go-cups-because-possible-health-risk>

If you have any questions, contact the company at 845-668-4346
or info@softserveonthego.com (Monday to Friday, 9am to 5 pm EST).

For case reporting, contact your local public health authority:

<https://www.oregon.gov/oha/ph/providerpartnerresources/localhealthdepartmentresources/pages/lhd.aspx>



April Holland, Public Health Administrator