



Oregon

Tina Kotek, Governor

## Oregon Department of Human Services

*Aging and People with Disabilities*

*Safety, Oversight and Quality*

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### ODHS AFH – Provider Alert

**Date:** August 15, 2023

**To:** All Adult Foster Homes

**From:** ODHS Office of Aging and People with Disabilities –  
Safety, Oversight, and Quality

**Subject:** **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 in Oregon. **Adult foster homes should not serve Real Kosher Ice Cream “Soft Serve On The Go” Ice Cream Cups and should discard any product stored at the facility.**

*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. AFHs that served this product should monitor individuals for symptoms listed below and promptly notify public health if cases are identified.

#### Recommendations

- 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.

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- 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](mailto: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>

Oregon Department of Human Services website: [www.oregon.gov/DHS/](http://www.oregon.gov/DHS/)