

Controlling the Spread of Norovirus (Cruise Ship Virus) in Food Establishments

Norovirus Symptoms: Nausea, vomiting, diarrhea, and abdominal pain. Headache and low-grade fever may occur.

How is Norovirus Spread?

- Eating food or drinking liquids that are contaminated with norovirus;
- Touching surfaces or objects contaminated with norovirus, and then placing your hand in your mouth;
- Having direct contact with another person who is infected and showing symptoms (for example, when caring for someone with illness, or sharing foods or eating utensils with someone who is ill).

How to Prevent the Spread of Norovirus:

- Handwashing and surface sanitizing, especially after a body fluid accident.
- Do not let employees work while ill (vomiting or diarrhea).

What to Do	Every Day	When Employees Call In Sick	Possible Outbreak* in Progress *An outbreak occurs when more than one person comes down with the same symptoms and illness (may be employees or customers).
Routinely Check	<ul style="list-style-type: none"> ▪ Watch for signs of illness in employees. ▪ Track employee illnesses and report to manager. ▪ Do not allow employees to work when experiencing symptoms. Check Public Health Madison & Dane County Work Status for Ill Employees fact sheet. ▪ Track clean up needed for vomiting or fecal accidents (body fluid accidents). 	<ul style="list-style-type: none"> ▪ Monitor all food establishment staff for similar illness symptoms as they report for duty. ▪ Inform manager when there are multiple staff illnesses occurring. 	<ul style="list-style-type: none"> ▪ Call Public Health Department at 243-0330. ▪ Closely monitor all staff for signs of illness. ▪ Provide information to the Public Health Department as necessary. Public Health Department staff will interview customers and employees as necessary. ▪ Gather menus or lists for food prepared around time of illness.
Necessary Actions	<ul style="list-style-type: none"> ▪ Always practice good employee handwashing (20 seconds) following bathroom use. ▪ Provide hand soap, single use towels and warm water at all hand wash stations. ▪ Do not allow bare hand contact with ready-to-eat food. ▪ Follow good sanitation practices. ▪ Give employees the Ill Employee Reporting Agreement. Keep signed copies on file. ▪ All body fluid accidents are reported to supervisor who then reports to the person in charge of bringing the information together. 	<ul style="list-style-type: none"> ▪ Require all food handlers who have had vomiting or diarrhea to remain off duty for 48 hours after their symptoms stop. ▪ Send ill employees home. ▪ Require frequent employee handwashing. ▪ Require food handlers to change gloves more frequently. ▪ Increase frequency of cleaning and surface sanitizing in staff areas, public areas, bathrooms, faucet handles, etc. 	<ul style="list-style-type: none"> ▪ Work closely with Public Health Department. ▪ Increase frequency of cleaning with 10% bleach solutions in employee and public areas, restrooms, break room, and common areas. ▪ Post polite reminders for proper handwashing in all public and employee restrooms. ▪ Require all employees to wash hands thoroughly at least once each hour and food handlers to wash hands more as needed.
Supervision	<ul style="list-style-type: none"> ▪ Manager needs to make sure all of the above are in place and are followed. ▪ When problems are found, the manager needs to make corrections. 	<ul style="list-style-type: none"> ▪ Manager needs to make sure all of the above are in place and are followed. ▪ Increased oversight by management is needed. ▪ Information must be brought together to help manager to know what is happening. 	<ul style="list-style-type: none"> ▪ Management makes sure that staff works closely with the Public Health Department. ▪ Information brought together so everyone can understand scope of problem. ▪ Management takes actions that will prevent the spread of illness and future outbreaks.
Training	<ul style="list-style-type: none"> ▪ Provide routine staff training to discuss specialized infection control measures. ▪ Provide body fluid clean-up training and practice. Use 10% bleach solution (1 part bleach to 10 parts water) to clean those areas. ▪ Train all staff to report body fluid events to supervisor. ▪ Provide food handler training such as Safe Food Crew modules. See www.safefoodcrew.org. 	<ul style="list-style-type: none"> ▪ Educate employees on norovirus symptoms, how it is spread and prevention measures. ▪ Provide additional staff training as necessary. 	<ul style="list-style-type: none"> ▪ Provide additional training as necessary.
Communication	<ul style="list-style-type: none"> ▪ Have an internal communication system in place so it is easier to know when illness problems begin. ▪ Have a system in place to communicate with the Public Health Department when problems arise. 	<ul style="list-style-type: none"> ▪ Increase frequency of internal staff communication. (memos, meetings, e-mails) 	<ul style="list-style-type: none"> ▪ Communicate frequently with the Public Health Department. ▪ Call all-staff meetings to discuss concerns and answer questions.