

Guidelines for Restaurants

Foodborne Illness

Reporting

Foodborne Illness Reporting Guidelines for Restaurants

All reports of foodborne illness should be considered legitimate. Employees should direct all such calls to the manager or person in charge immediately.

1. Write down:

- Date and time of call
- Name, address and phone number of person calling
- Name of each person that became ill and symptoms
- What foods and/or drinks each person consumed
- What time of day the meal was eaten
- Other information that seems important

2. Notify the Health Department of any reports of foodborne illness immediately. Call Uvalde County Health Department at 830-278-9255 or fill out our online form On the Uvalde County Home Page under sanitation and go to complaint form.

3. Preserve suspect leftover food. Label container with contents and date. Store the samples in a refrigerator.

4. Look at your food flow carefully. Put any needed corrective measures in place. Prevent foodborne illness:

- Exclude ill employees from food preparation and service activities.
- Practice good personal hygiene including proper handwashing and minimizing hand to food contact with ready to eat foods.
- Keep potentially hazardous foods out of the temperature danger zone (41°F-135°F).
- Take precautions against cross-contamination.