

Date of Complaint \_\_\_\_\_ Received by \_\_\_\_\_

## Illness Complaint Worksheet

### Part 1:

1. Date and time customer ate at restaurant? \_\_\_\_\_
2. How many persons were in their party? \_\_\_\_\_
3. How many persons are ill? \_\_\_\_\_ *If more than one person ill, are they members of the same household? Yes or No Did these persons have any other meals in common in the previous 72 hours? Yes or No*
4. List the name, phone number, and what each ill person ate and drank. Note any sides or substitutions.
  
5. List the symptoms of illness and the date and time they began?
  
  
  
  
  
  
  
  
  
  
6. Did the guest seek medical attention? Yes or No  
**\*\* Explain that in order to confirm foodborne illness stool or vomitace samples must be taken while symptomatic.**

*Note: In cases of outbreaks, the health department will actually be collecting 72 hour food histories and can authorize fee exempt stool/vomitace testing. The definition of an outbreak is when more than one person is ill and they are not members of the same household. It is difficult to get complete 72 hour food histories because as time passes people forget. So it is helpful if the restaurant asks complainant to start jotting down that food history.*

**Part 2:**

1. Notify general manager/owner of restaurant.
2. Determine if there have been any other reports of illness.
3. Notify the St. Croix County Public Health Sanitarian, Laurie Diaby-Gassama at (651) 442-8835 or (715) 246-8361.
4. Determine if there are any of the foods of suspected meal remaining in the restaurant, if so hold in refrigeration until further notice. Record lot numbers, invoice numbers, or shipment dates if known.
  
5. Go through the kitchen and take actual food temperatures, as well as, indicating thermometer readings of all hot and cold food units and record them here:
  
  
  
  
  
  
  
  
  
  
6. Were there any cooling or reheating steps in the suspected foods? Yes or No *If yes, describe the procedure:*
  
  
  
  
  
  
  
  
  
  
7. Have there been any employees ill? Yes or No *If yes, who and describe:*
  
  
  
  
  
  
  
  
  
  
8. Did any employees notice anything unusual about that day; either in the preparation of the meal, with any of the ingredients, or with the customer(s)? Yes or No *If yes, please describe:*