



FOODBORNE ILLNESS OUTBREAK

2018

Travis Irvan, MPH, Disease Prevention Program

Manager

Stephanie DeGenaro, RS, Food Unit Manager

Traci Whittaker, Public Information Officer

About Delaware County



About Delaware County

- 2017 population estimated at 200,464
 - 15% increase in population from 2010
 - Fastest growing county in Ohio
- Unemployment rate of 3.5%
- Continuously ranked healthiest county in Ohio for both health outcomes and health behaviors

About the Health District

- Governed by a Board of Health
- Levy funded
- Approximately 75 staff agency-wide



2018 FOODBORNE ILLNESS OUTBREAK

JULY 29

After-hours phone receives call Sunday evening that 5 people became ill after eating at Chipotle on Sawmill Parkway.



JULY 30

Health District receives two more illness reports. Chipotle voluntarily closes Monday afternoon after receiving complaints of ill patrons. Chipotle throws away all food and sanitizes facility.



JULY 31

Thirty more calls come in Tuesday morning. A media alert is issued asking residents to call Health District if eaten at Chipotle between July 26 - 30 and experienced illness. Health District enters into ICS.



JULY 31

Chipotle reopens after Health District inspects facility. Health District receives 368 calls reporting illness. Staff deliver stool sample kits and collect leftover food samples for testing.



AUGUST 1

The number of calls totals 518 with some confirmed through the crowd-sourcing website iwaspoisoned.com. Initial testing is conducted by the Ohio Department of Health.



AUGUST 2

The number of calls totals 683. Staff complete close to 500 interviews. ODH returns initial stool sample results - all test negative. Food Unit conducts unannounced follow-up inspection.



AUGUST 3

The number of calls totals 703. The Health District releases sixth update to public and media. Public Information Office continues to handle daily national news inquiries.



AUGUST 6

After completing all interviews, staff identify 624 people who became ill after eating at Sawmill Parkway Chipotle between July 26 - 30. ICS team continues to wait on more test results.



AUGUST 7

Those identified grows to 643 after follow-up calls are returned. ODH sends stool samples to CDC for further testing. ICS team continues to wait on food sample results from ODH.



AUGUST 8

Of the number of ill patrons identified, over 90% experience diarrhea and 80% complain of stomach cramping. Health District releases eighth update to public and media.



AUGUST 10

ODH returns food sample results - all test negative for a pathogen. Health District staff consider testing food for chemicals while waiting on CDC stool sample results.



AUGUST 16

Stool sample results returned by CDC test positive for *Clostridium perfringens* - a toxin, that forms in the gut. The total of ill patrons identified in the outbreak totals 647.



Thursday, July 26– Food Unit Team

- DGHD receives a complaint
 - Inspector investigates
 - Hot holding issues identified
 - Inspector plans follow up for early the following week

Sunday July 29 – Food Unit Team

- DGHD Emergency phone receives a call
 - Approximately 8:00pm
 - Report of 5 potential food borne illnesses linked to a Chipotle location
 - Call reported to Program Manager for the Food Unit

Monday July 30 – Food Unit Team

- Additional illness reports received
- Inspector arrives to begin investigation
 - Facility had also received reports
 - Facility voluntarily closed sometime late morning on 7/30/2018
 - “Norovirus Protocol Instituted”
- Manager at Public Health Law Conference
 - Other Unit members receive additional calls throughout the day

Monday July 30 – Communicable Disease Team

- Entire team is out of the office
 - CD nurse is at a leadership training
 - Rest of team at a public health law training
- We catch wind some illnesses are being reported from the same Chipotle
 - Approximately 7 people ill

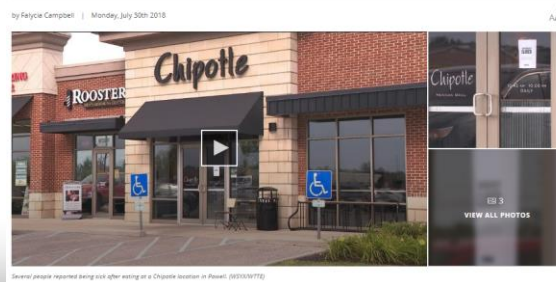
Monday July 30 – Communicable Disease Team

- “I’m not worried. If something was going on at Chipotle we would have a lot more than seven people ill”
 - Travis Irvan, Monday July 30 around 10:00 AM
- Team remains at the conference, EH staff seem to be handling it okay.

Monday July 30 – Public Information

- Monday night, PIO receives a call from ABC6 reporter about possible outbreak
- PIO calmly tells reporter will get back to him then speed dials Food Unit Manager!
- Presents basic details to reporter without any on-camera interview:

Powell Chipotle shuts down after several people report getting sick



Tuesday July 31 – Food Unit Team

- Program Manager skips Public Health Law conference
- By 10am, DGHD had received 30 more phone calls
- Re-inspection of the facility occurred, and the facility reopened
- Food samples were not obtained, as food had been discarded

Tuesday July 31 – Communicable Disease Team

- Confirmed, something's happening
 - Manager and Epi skipped the PH Law conference
 - CD Nurse was back in the office
 - Director, rest of CD Team attended the ½ day conference
- So. Many. Phone calls.
- How are we going to handle this?
 - The answer: ICS

Tuesday July 31 – Communicable Disease Team

- Handling phone calls
 - DGHD staff answers every phone call, not an automated system
 - Admins started forwarding those calls to CD Team
 - Quickly overwhelmed
 - Switched to admins entering name and numbers into a linelist and we'll call back when we can

Tuesday July 31 – Communicable Disease Team

- Interviews
 - Too many to be done by my team
 - Created standardized survey
 - Trained non-CD staff to assist

Tuesday July 31 – Communicable Disease Team

- Logistics
 - Stool kit drop off
 - Dropped off 33 stool kits the first day
 - Collected leftover food samples
 - All samples were from persons reporting illness

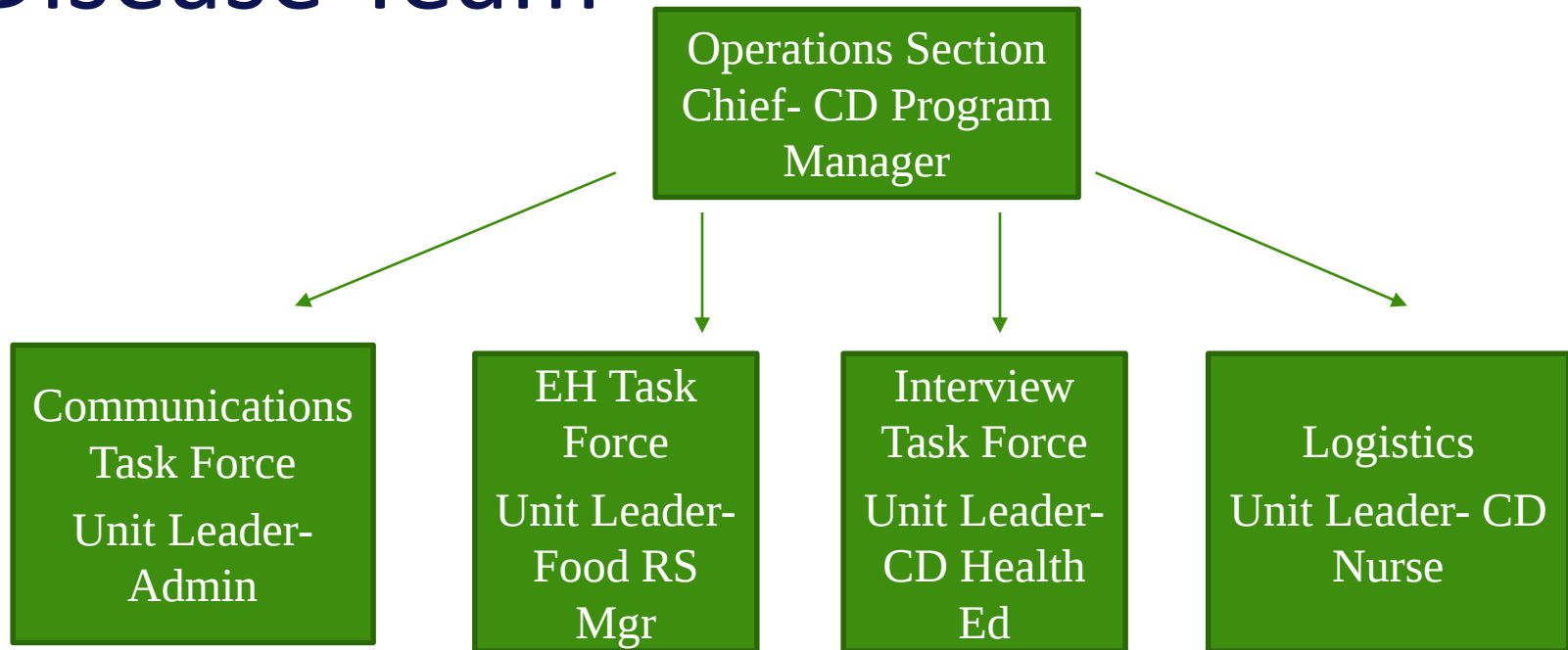
Tuesday July 31 – Communicable Disease Team

- Iwaspoisoned.com data
- Oh good. A ciguatoxin outbreak, too.

Tuesday July 31 – Communicable Disease Team

- PIO requesting data
 - Media wants to know how many cases
 - How do we define this at this point?
- Let's go with 'Inquiries'
 - Either a phone call or e-mail from someone reporting illness

Tuesday July 31 – Communicable Disease Team



Tuesday July 31 – Public Information

- Initial alert goes out around 10:30am



ATTENTION

If you consumed food from Chipotle at 9733 Sawmill Parkway between **Thursday July 26 - Monday July 30** and have experienced symptoms of **nausea, vomiting and/or diarrhea**, please call **(740) 368-1700** and ask to talk to a member of the **Communicable Disease Team**.

Tuesday July 31 – Public Information

- After July 31 alert, **over 30** local and national news agencies contacted office
 - CNBC, New York Post, TIME Magazine, The Today Show...



Weds Aug. 1, 2019 – Food Unit Team

- Assisting CD team

Weds Aug. 1 – Communicable Disease Team

- Implemented goals for the day for task leaders
- Multiple food and stool samples are ready for pick up
- 24/7 On-call phone was very busy- 30 more inquiries came in during non-office hours

Weds Aug. 1 – Communicable Disease Team

- Early hypothesis
 - Not seeing any secondary spread among household contacts, so does not appear to be Norovirus
 - Based on signs/symptoms and incubation period, appears to be *B. cereus* or *C. perfringens*.
 - Matches up pretty well with EH data collected during inspections

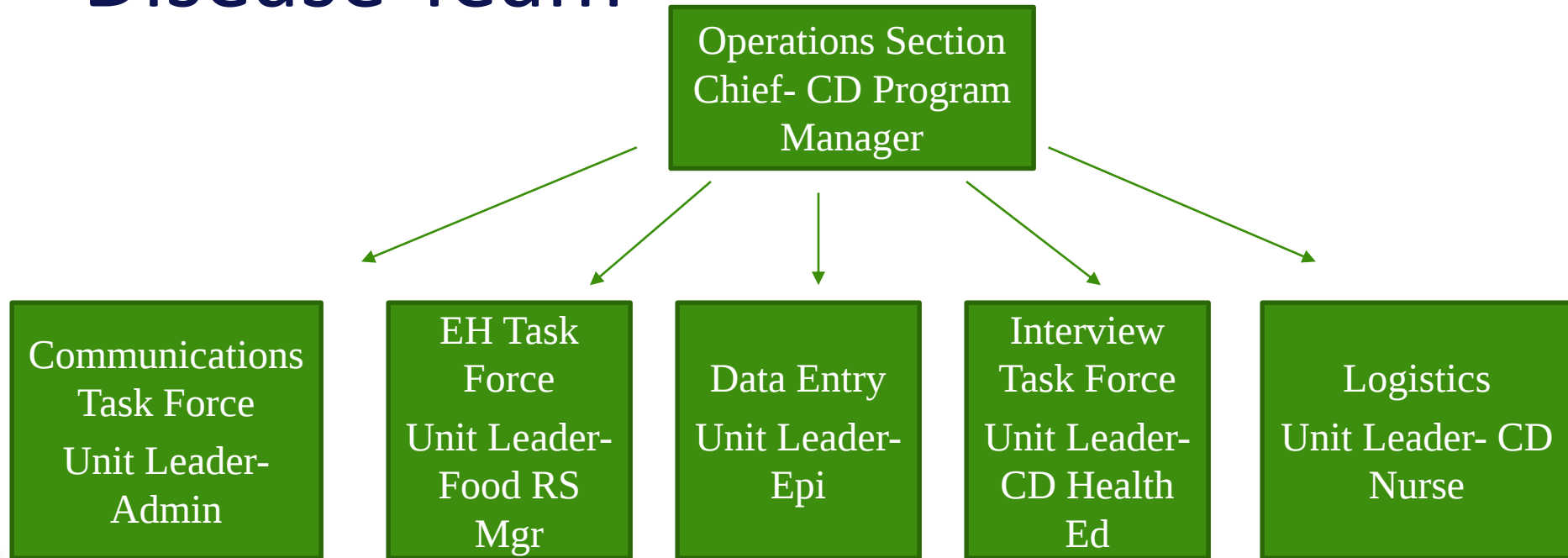
Wed Aug. 1 – Communicable Disease Team

- Iwaspoisoned.com data
 - Sent e-mail to 100+ contacts
 - Warning from OSU Professor about stock manipulation, concerns over data
 - Surprisingly, no e-mails bounced back

Wed Aug. 1 – Communicable Disease Team

- First lab results available!
 - Everything came back negative
 - But based on our preliminary hypothesis, we expected this

Weds Aug. 1 – Communicable Disease Team



Weds Aug. 1 – Public Information

- Daily updates – simple language!
- “Dumb it down for me!”



8/1/2018 PM
UPDATE

As of Tuesday July 31, 2018, the Delaware General Health District has received **a total of 518 inquiries - 95 emails and 423 calls** - related to a possible foodborne illness outbreak stemming from the Chipotle located at 9733 Sawmill Parkway.

Staff members have been able to interview over 200 of those inquiries. Both stool samples and food samples have been delivered to the Ohio Department of Health for laboratory testing.

ODH will test for Salmonella, Shigella, E.coli and Norovirus in the stool samples. The food samples will be tested for Bacillus Cereus or Clostridium Perfringens in addition to the four diseases listed above that are tested in stool samples.

New information will be released when it becomes available on both the Delaware General Health District Facebook page and Twitter account (@DelawareHealth).

Thurs Aug. 2 – Food Unit Team

- Another inspection was done at the facility
- Inspection Issues
 - Hot Holding/New Equipment
 - Wet Stacking
 - “Marrying” pans of food
 - Cooling and Reheating

Thurs Aug. 2 – Communicable Disease Team

- Transitioning staff from Interview Task Force to Data Entry Task Force
- Lot of communication between Chipotle and our staff

Thurs Aug. 2 – Communicable Disease Team

- More human lab results
 - Six cary blairs tested, all negative
 - ODH not testing any more samples via BioFire
 - ODH testing bulk stool for Norovirus in case it is a strain not identified by BioFire
 - Samples also being sent to CDC for *B. cereus* and *C. perfringens*

Thurs Aug. 2 – Communicable Disease Team

- Food samples
 - 10 samples sent to ODH Lab for testing
 - Lab would prefer food samples to be separate, and not mixed
 - i.e. only meat, only beans, only rice

Thurs Aug. 2 – Communicable Disease Team

- More data from Iwaspoisoned.com
- Starting to analyze the data
- Ended the day with 683 inquiries and 500 interviews completed

Fri Aug. 3 – Food Unit Team

- Another day of assisting DCR team
- Outside of the investigation
 - Isolated calls regarding other Chipotle locations
 - Routine workload also had to continue

Fri Aug. 3 – Communicable Disease Team

- Work continues
- Over 700 inquiries
 - All interviewed by the end of the day

Fri Aug. 3 – Public Information

- Monitored different social media channels
rumor control, misguided info (crypto)
- PIO team continues to handle daily news
inquiries
- The Tweets / Posts!



Aquarian Goddess

@ReneeBr56236293



Replying to @TIME

Chipotle just needs to close up and call it a done deal 🤢🤮



Jumbo Elliott

@JumboElliott76



Man it seems like eating at chipotle's is like Russian roulette!
Constantly seeing illness from food issues. Had incident myself.
C'mon guys get your act together.



Terry Beekman My collection kit was delivered to my house this afternoon. A fun project for this evening. Although it sounds unpleasant the more samples the health department has the more facts they have to work with during their investigation.



Facebook Closed Groups – Get in them!

- Powell Bubble (9,303 members)
- Powell Parents in the Know (5,300)
- Dublin Parents in the Know (3,500)
- Dublin Mommas in the Know (4,512)
- Delaware Frugal Friends (13,114)
- Ironman 70.3-Ohio (due to athletes who ate there over the weekend) (2,500)
- Delaware Mommas in the Know (4,210)
- Delaware, oh Police, Sheriff and Weather Chat Group (10,368)

Over 50,000
Reach!

Aug. 4/5 weekend – Communicable Disease Team

- Staff came in both days to handle calls as they came in and for data entry

Monday Aug. 6 – Food Unit Team

- Continue assisting CD team and PIO team
- Waiting on lab results

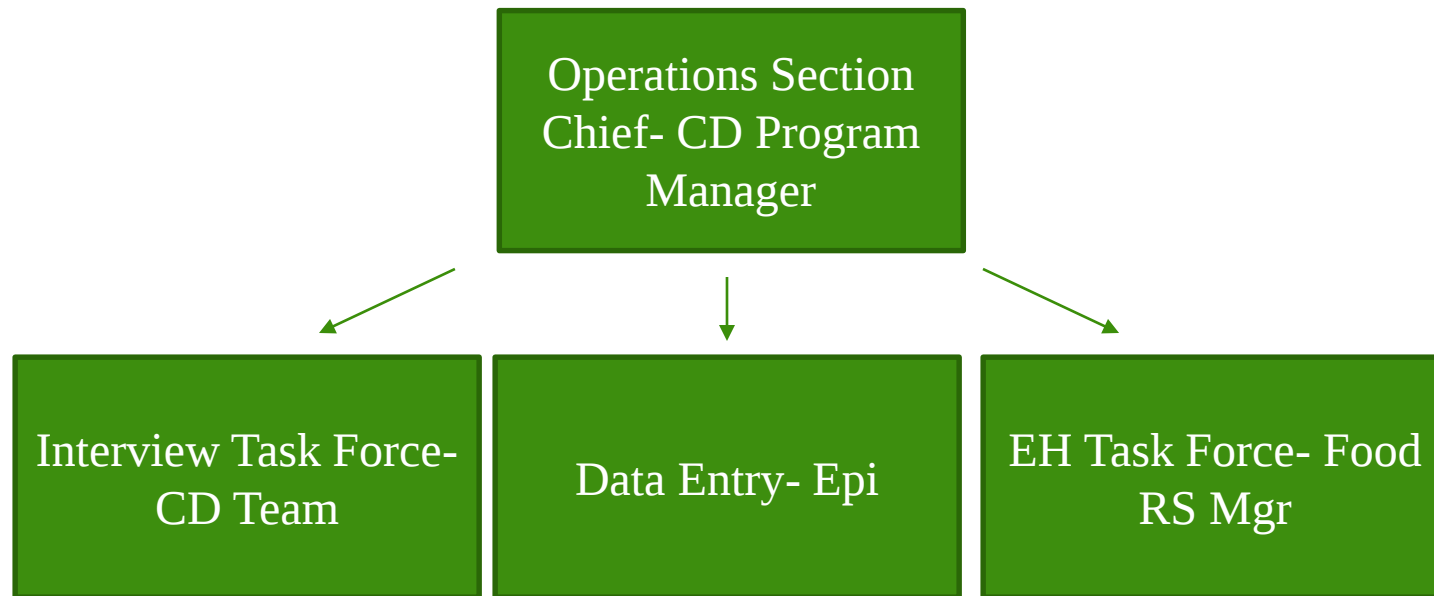
Monday Aug. 6 – Communicable Disease Team

- Calls have slowed down enough to disband Communications Task Force
- All initial inquiries have been completed.
 - Calls still coming in, but CD Team can manage
- All surveys entered for data analysis
- 8 people reported symptoms returning
 - Is this anything?

Monday Aug. 6 – Communicable Disease Team

- Preliminary food results are in
 - Negative for everything, including *B. cereus* and *C. perfringens*
- So now what?
 - Start thinking about a chemical contamination
 - What if this was intentional?

Monday Aug. 6 – Communicable Disease Team



Tuesday Aug. 7 – Food Unit Team

- Chemical inventory conducted at facility
- Crossing fingers CDC lab can identify pathogen!

Tuesday Aug. 7 – Communicable Disease Team

- O good, another outbreak
 - *Pseudomonas folliculitis/Pseudomonas aeruginosa*
- E. Coli?!
 - From a Chipotle worker who worked during the time frame and was symptomatic
 - Doesn't match outbreak criteria....

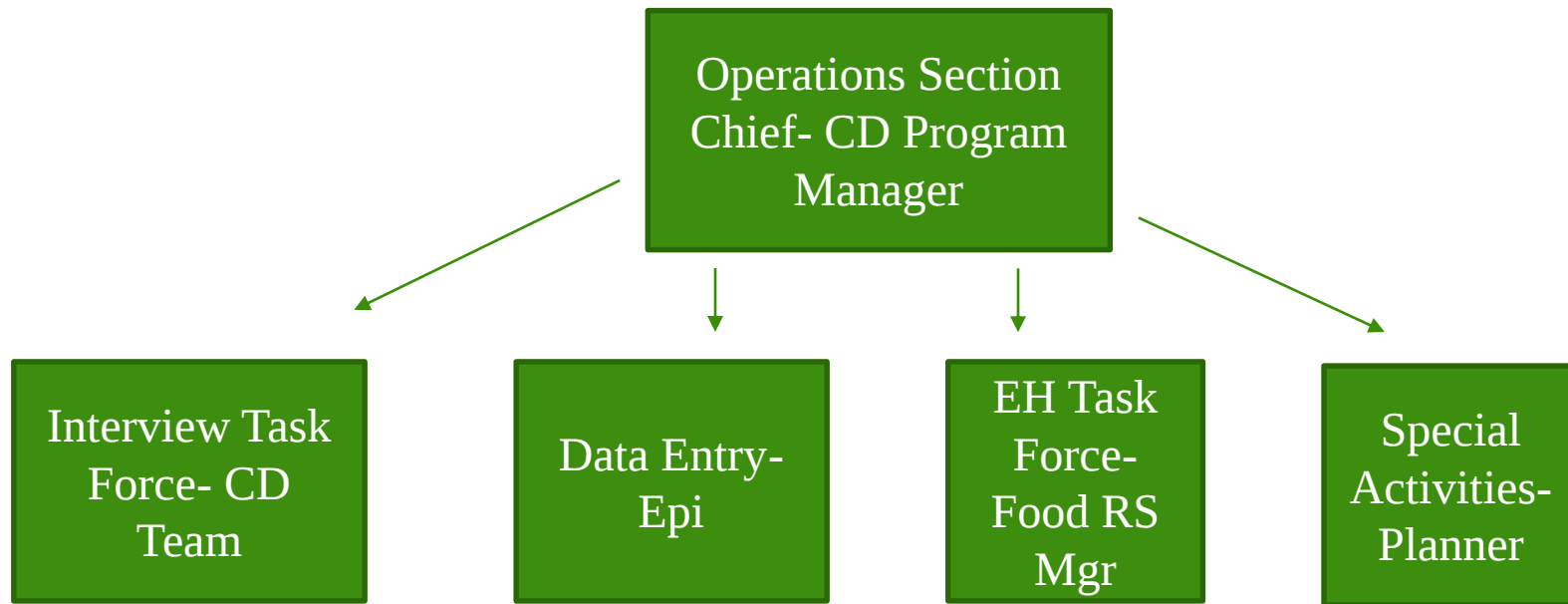
Weds Aug. 8 – Food Unit Team

- Continue assisting CD team and PIO team
 - Participate on conference call regarding possible chemical testing of leftover food

Weds Aug. 8 – Communicable Disease Team

- Conference call w/ ODH and ODA on chemicals
- Starting to get additional calls from people who became ill outside our initial time frame

Thurs Aug. 9 – Communicable Disease Team



Friday Aug. 10 – Food Unit Team

- Confirmatory food sample results received
 - No pathogen identified

Aug 9-15 – Communicable Disease Team

- A lot of thinking
-and waiting
- More reports trickle in

Aug 9-15 – Public Information

- Still handling daily media calls
- Nothing new to report – just waiting on results

Thursday Aug. 16 – EVERYONE!

- Finally! A pathogen identified!
 - *C. perfringens*

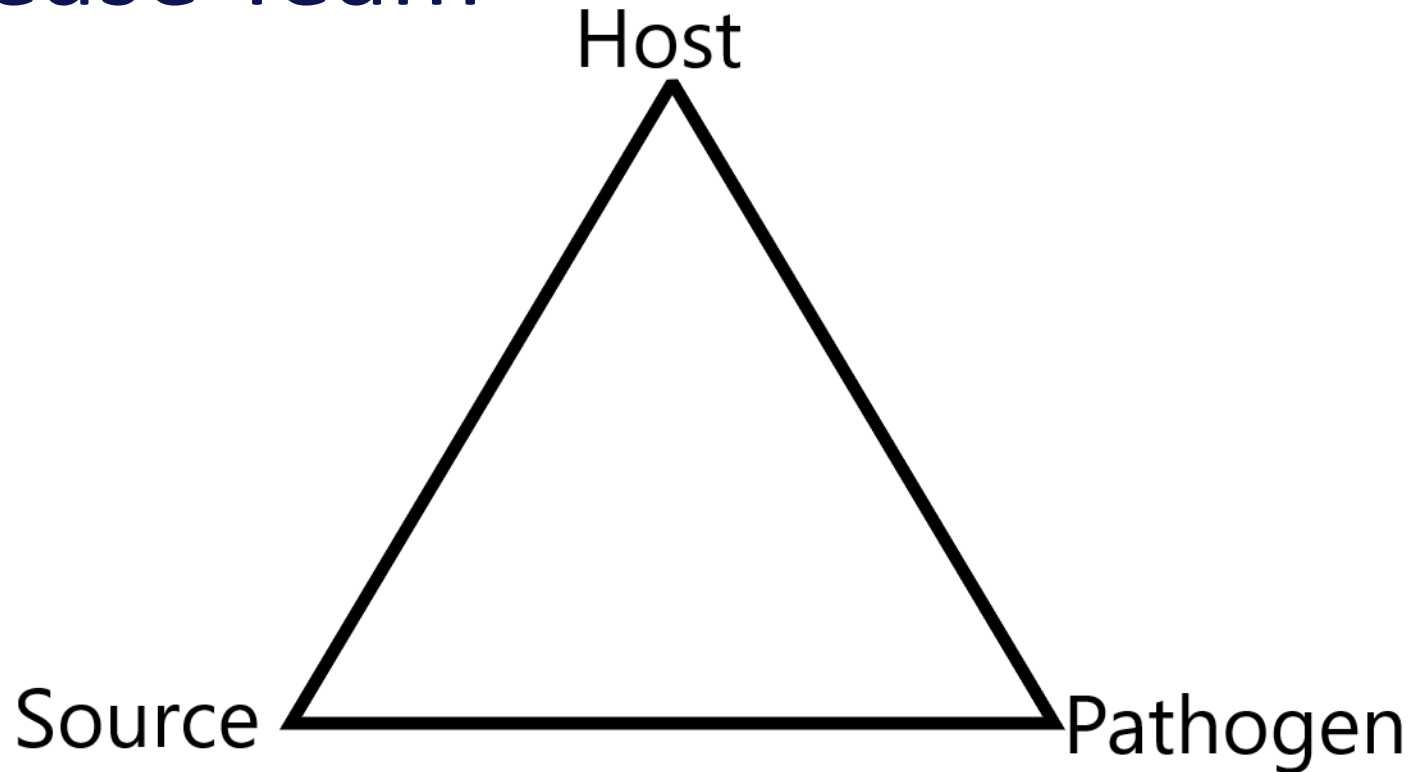
Clostridium perfringens

- Commonly found on raw meat and poultry
- Under ideal conditions can multiply very rapidly
- Infection often occurs when foods are prepared in large quantities and kept warm for a long time before serving

Clostridium perfringens

- Diarrhea and abdominal cramps within 6 to 24 hours (typically 8 to 12 hours).
- The illness usually begins suddenly and lasts for less than 24 hours.
- The illness is not passed from one person to another.

Are We Done? – Communicable Disease Team



After the Dust Settled - Food Unit Team

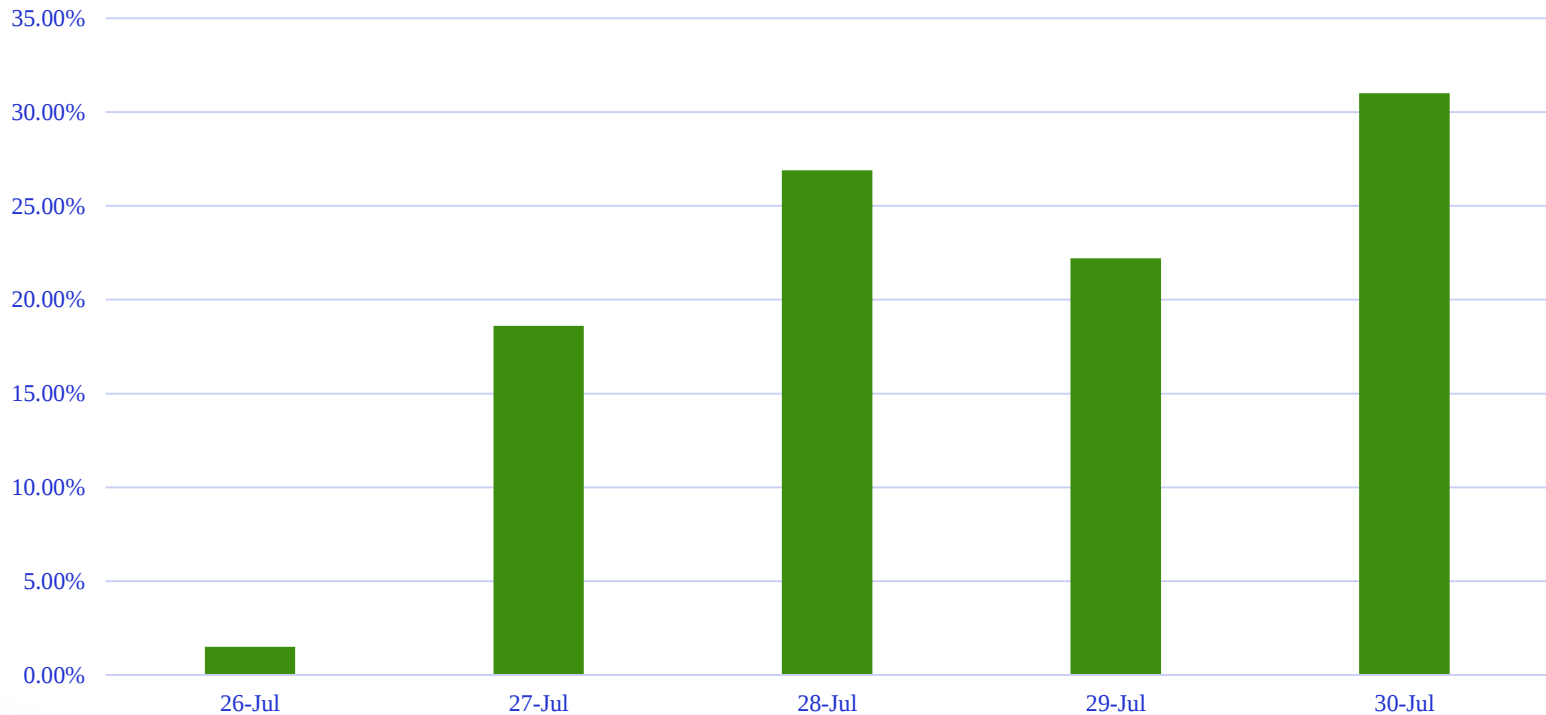
- How will Chipotle move forward?
- Ongoing relationship between Health District and Chipotle

Final numbers

- Outbreak consisted of people eating July 26-30
- Out of an estimated 3,554 customers served, 647 became ill- 18.2% attack rate
- 50 stool kits dropped off, 12 samples collected
- 12 food samples collected

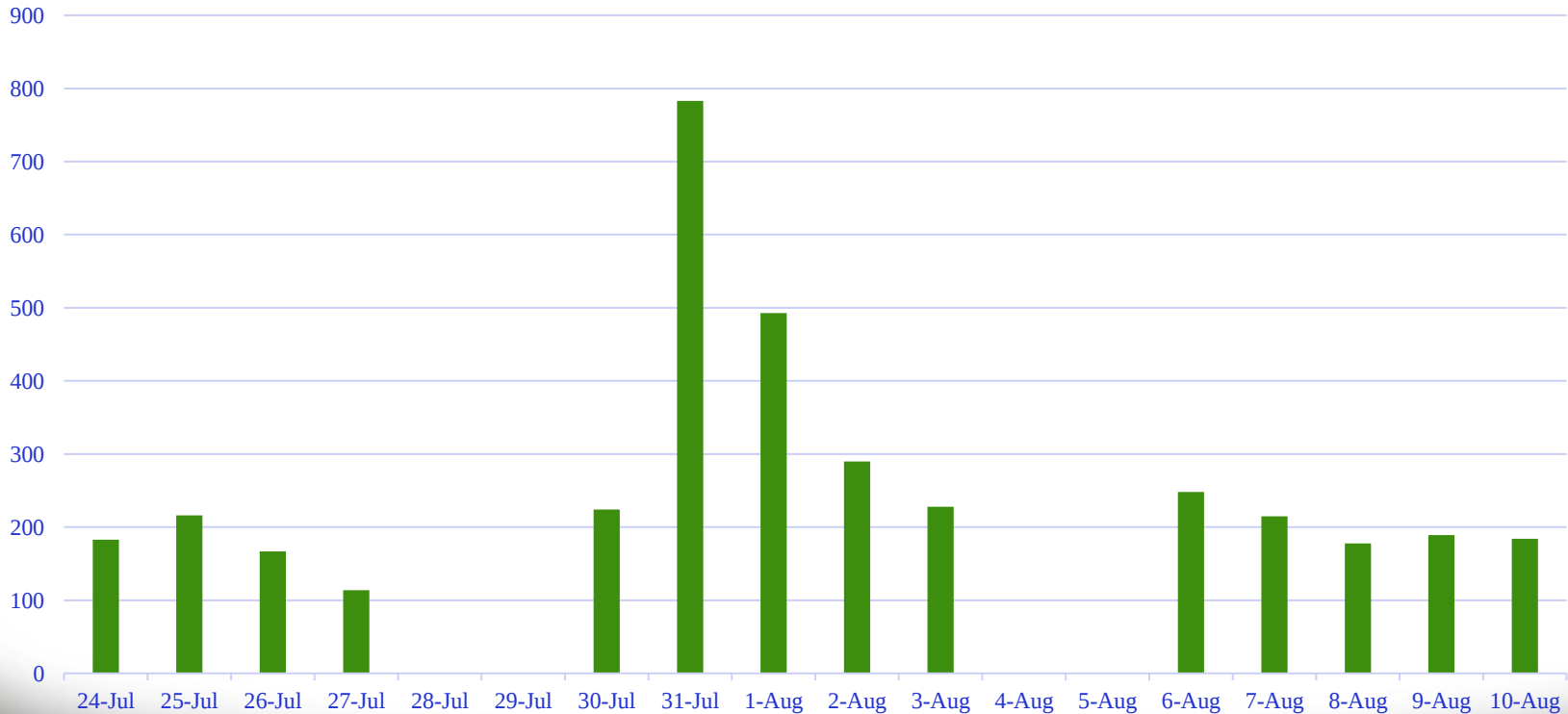
Final numbers

Attack Rates by Day, Restaurant A



Inbound calls

Inbound calls during first few days of outbreak



Final numbers- ICS

- DGHD has around 75 total staff
- 64 ICS positions filled
 - 46 staff members participated
- Remember- those not in ICS were doing the work of those who were

Lessons Learned

- Hitting the pause button
 - Designated phone hotline
 - Building infrastructure
 - Tactics meetings early
- Not using the word “inquiries”
- Frequency of updates
- Teamwork

Lessons Learned

- Continuity of Operations
- Reviewing plans and procedures
 - Foodborne illness database
 - Shipping and tracking specimens
- Additional training for staff who may be involved for outbreaks

Lessons Learned

- Try and do a full case/control study right away
 - Build it into every investigation if possible
- Try and get food directly from the facility immediately for testing
- Defining ‘media’ and who can talk to them

What's happened since?



A lot of attorney requests

- Still getting requests as of March 20th



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2018

QUESTIONS?