

Listeria Outbreak Linked to Ice Cream



Food Safety Alert

Posted August 22, 2023

Fast Facts

- Illnesses: 2
- Hospitalizations: 2
- Deaths: 0
- [States](#): 2
- Recall: Yes
- Investigation status: Active



Recalled Food

“Soft Serve On The Go” Ice Cream Cups

- Flavors include:
 - Vanilla chocolate
 - Caramel
 - Parve vanilla chocolate

- Peanut butter lite
 - Razzle
 - Sorbet strawberry mango
- Sold nationwide at many types of stores, including:
 - Grocery stores
 - Convenience stores
 - Canteens
- Distributed by Real Kosher Ice Cream to businesses and institutions, including:
 - Long-term care facilities
 - Nursing homes
 - Schools
 - Camps
- Distributed internationally to:
 - Belgium
 - Brazil
 - Canada
 - Mexico
 - United Kingdom

On August 9, Real Kosher Ice Cream [recalled](#) all flavors of their “Soft Serve On The Go” ice cream cups.

The outbreak strain of *Listeria* was found in “Soft Serve On The Go” ice cream cups collected from the manufacturing location and from a sick person’s freezer.

What You Should Do

- **Do not eat “Soft Serve On The Go” ice cream cups.**
 - Check your freezers. *Listeria* can survive at freezing temperatures.
 - Throw them away or return them to where you bought them for a refund.
 - If you have any questions, contact the company at 845-668-4346 or info@softserveonthego.com (Monday to Friday, 9am to 5 pm EST).
- **Call a healthcare provider right away** if you have these symptoms after eating the ice cream:
 - **Pregnant people** usually have fever, muscle aches, and tiredness.

- **People who are not pregnant** usually have fever, muscle aches, and tiredness. They may also get a headache, stiff neck, confusion, loss of balance, or seizures.

What Businesses and Institutions Should Do

- **Businesses and institutions, including long-term care facilities, hospitals, school, and camps, should not sell or serve “Soft Serve On The Go” ice cream cups.**
 - Many of your patients or clients could be at higher risk for *Listeria* illness (65 years or older, have a weakened immune system, or are pregnant).

Listeria Symptoms

- *Listeria* is especially harmful to people who are pregnant, aged 65 or older, or with weakened immune systems. This is because *Listeria* is more likely to spread beyond their gut to other parts of their body, resulting in a severe condition known as invasive listeriosis.
 - **For people who are pregnant**, *Listeria* can cause pregnancy loss, premature birth, or a life-threatening infection in their newborn.
 - **For people who are 65 years or older or who have a weakened immune system**, *Listeria* often results in hospitalization and sometimes death.
- Symptoms usually start within 2 weeks after eating food contaminated with *Listeria*, but may start as early as the same day or as late as 10 weeks after.
 - **Pregnant people** usually have fever, muscle aches, and tiredness.
 - **People who are not pregnant** usually have fever, muscle aches, and tiredness. They may also get a headache, stiff neck, confusion, loss of balance, or seizures.

Investigation Details

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Epidemiologic, traceback, and laboratory data show that “Soft Serve On The Go” ice cream cups have made people sick.

Laboratory Data

The outbreak strain of *Listeria* was found in “Soft Serve On The Go” ice cream cups.

The Pennsylvania Department of Agriculture found the outbreak strain of *Listeria* in an unopened “Soft Serve On The Go” vanilla chocolate ice cream cup that the sick person had in their freezer.

The New York State Department of Agriculture and Markets found the outbreak strain of *Listeria* in five “Soft Serve On The Go” ice cream cups that were collected from Real Kosher Ice Cream’s manufacturing location.