

Listeria Outbreak Linked to Ice Cream



Food Safety Alert

Posted September 1, 2023

The outbreak strain of *Listeria* was found in a second brand of ice cream: “Ice Cream House” brand. In addition to the previously recalled “Soft Serve On The Go” ice cream cups, do not eat any products with the “Ice Cream House” logo.

Fast Facts

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



Recalled Food

“Ice Cream House” Ice Cream and Frozen Dessert Products

- All dairy ice cream and non-dairy frozen dessert products with the “Ice Cream House” logo, including:
 - Ice cream and sorbet
 - Cakes, logs, pies, and novelty items
 - See recall notice for a full list of products
- Sold at:
 - Ice Cream House store locations in Brooklyn, NY
 - Grocery stores in New Jersey, New York, and Ohio

“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

The outbreak strain of *Listeria* was found in an “Ice Cream House” mini dessert cigar (a novelty ice cream product) and “Soft Serve On The Go” ice cream cups. Both brands of ice cream products are made at The Ice Cream House.

What You Should Do

- **Do not eat recalled ice cream and frozen dessert products.**
 - Check your freezers. *Listeria* can survive at freezing temperatures.
 - Throw them away or return them to where you bought them for a refund.
- **Call a healthcare provider right away** if you have these symptoms after eating recalled ice cream and frozen dessert products:
 - **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.

- **Contact the company** if you have any questions or concerns about the recalled ice cream and frozen dessert products:
 - Ice Cream House
 - ICHrecall@gmail.com
 - 845-445-7644 (Monday to Thursday, 9am to 5pm ET)
 - Soft Serve On The Go
 - info@softserveonthego.com
 - 845-668-4346 (Monday to Friday, 9am to 5 pm ET)

What Businesses and Institutions Should Do

- **Businesses and institutions, including long-term care facilities and hospitals, should not sell or serve recalled ice cream and frozen dessert products.**
 - 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).
- The recalled “Soft Serve On The Go” ice cream cups were distributed by Real Kosher Ice Cream:
 - Within the United States to businesses including grocery stores, long-term care facilities, nursing homes, schools, and camps.
 - Internationally to Belgium, Brazil, Canada, Mexico, and the United Kingdom.

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 ice cream made at The Ice Cream House of Brooklyn, NY, has made people sick.

Laboratory and Traceback Data

The New York City Department of Health and Mental Hygiene found the outbreak strain of *Listeria* in an “Ice Cream House” mini dessert cigar novelty ice cream product and several environmental samples taken from The Ice Cream House. “Ice Cream House” products and “Soft Serve On The Go” ice cream cups are made at the same facility.

Public Health Action

On August 30, 2023, The Ice Cream House [recalled](#) all their dairy ice cream and non-dairy frozen dessert products with the “Ice Cream House” logo. Do not eat, sell, or serve recalled products.