

DD/04: Investigation of illness (vomiting and/or diarrhoea)

Training & Conference Centres

1.0 Duty Manager (Investigating Officer)

- 1.1 The Duty Manager shall request appropriate information from specific departments for prompt and effective investigation.
- 1.2 All affected persons must be given the chance to complete a copy of **DD/06: Reporting of illness form** (vomiting and/or diarrhoea), with all sections being completed wherever possible.
- 1.3 Affected persons can be assisted in the completion of reports using recent menus to prompt information requested in the 'food history' section.
- 1.4 Where there are multiple cases of vomiting and/or diarrhoea such information shall be recorded on spreadsheet **DD/07: Overview of reported illness**.
- 1.5 An ongoing report shall be recorded on the Duty Managers Log using the entry for 'outbreak of illness'.
- 1.6 Information should be analysed with findings communicated in an appropriate manner to the:
 - Environmental Health Department;
 - General Commercial Manager; and
 - Director.
- 1.7 Should the appropriate Environmental Health Department wish to be involved in further investigation the Duty Manager should co-operate and assist in any requests for information by Officer/s acting upon its behalf?
- 1.8 Tutors and course organisers must be kept informed of any developments during any such outbreak of illness.

2.0 Information to be presented

2.1 The **Senior Chef** shall provide the following information for the previous 72 hours:

- hard and electronic copies of menus;
- estimate of portions produced and consumed at each service;
- food order slips for evening service; and
- relevant MONIKA temperature records.

..... the following information should also be provided:

- reports for food handlers who have reported such illness within the past seven days, where appropriate;
- hard copies of **FW/04 - Infection reporting requirements for food handlers** signed off by the kitchen brigade;
- staff rota for the past two weeks;

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- copies of the last two hygiene inspection reports; and
- the food safety manual.

2.2 The **Senior Housekeeper** shall provide:

- reports for room attendants who have reported such illness within the past seven days;
- information on the brand name of chemical used for disinfection purposes (this should contain hypochlorite); and
- list of affected rooms (where guests/staff have shown symptoms of vomiting and/or diarrhoea).

2.3 The **Duty Receptionist** shall provide:

- reports for reception staff who have reported such illness within the past seven days;
- photocopies of all registration cards;
- occupancy list of delegates; and
- function sheets for the last three days (72 hours).

2.4 The **Restaurant Manager/Supervisor** shall provide:

- reports for restaurant staff who have reported such illness within the past seven days;
- hard copies of **FW/04 - Infection reporting requirements for food handlers** signed off by the food service team;
- staff rota for the past two weeks.

3.0 General Commercial Managers responsibilities

3.1 On completion of investigation a letter outlining a summary of findings and actions taken should be drafted in readiness for communication to affected persons.

3.2 The contents of the letter should be discussed with the appropriate Environmental Health Department in order to validate findings and actions prior to being sent out to affected persons.

Version	Date of issue	Author	Endorsed by
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