

DD/05: Investigation of illness (vomiting and/or diarrhoea)

Warwick Conference Park & Events / Warwick Retail

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 should be asked to complete a copy of **DD/04: Reporting of illness form**. (vomiting and/or diarrhoea), with all sections being completed wherever possible.
- 1.3 Affected persons may be assisted in the completion of such reports using recent menus to prompt information requested in the 'food history' section.
- 1.4 Information must be recorded on spread sheet **DD/06: Summary of reported illness**.
- 1.5 An ongoing report should 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 shall co-operate and assist in any requests for information by Officer/s acting upon its behalf?
- 1.8 Tutors and course organisers should be kept informed of any developments during any such outbreak of illness.

2.0 Information to be presented

- 2.1 The **Senior Chef / Unit Manager** 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; and
 - relevant temperature records...... the following information should also be provided:
 - reports for food handlers 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 kitchen brigade/catering assistants;
 - staff rota for the past two weeks;
 - copies of the last two hygiene inspection reports; and
 - the food safety manual.

SECTION 8 - DUE DILIGENCE

2.2 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; and
- 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 prior to distribution.