


Listeria (Listeriosis)



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Listeria Outbreak Linked to Ice Cream

 Food Safety Alert

Posted August 10, 2023

Fast Facts

- Illnesses: 2
- Hospitalizations: 2
- Deaths: 0
- States: 2
- Recall: Yes
- Investigation status: Active



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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.

Listeria was found in a “Soft Serve On The Go” ice cream cup collected from a sick person’s freezer, and laboratory scientists are working to determine if it is the outbreak strain of *Listeria*.

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.
- For more information about *Listeria*, see [the Listeria Questions and Answers page](#).



Investigation
Details





Map



Timeline

See Also

- [FDA: Outbreak Investigation of Listeria – Ice Cream](#) 
- [FDA: Real Kosher Ice Cream Recalls “Soft Serve On The Go” Cups](#) 

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