



CDC Newsroom

CDC warns of Listeria outbreak linked to “Soft Serve On The Go” ice cream cups

Media Statement

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A CDC food safety alert regarding an outbreak of *Listeria* infections has been posted:

<https://www.cdc.gov/listeria/outbreaks/ice-cream-08-23/index.html>

Key Points:

- Two people infected with the outbreak strain of *Listeria* have been reported, one from New York and one from Pennsylvania. Both have been hospitalized, and neither died.
 - The true number of sick people in this outbreak is likely higher than the number reported, and the outbreak may not be limited to the states with known illnesses.
 - This is because some people recover without medical care and are not tested for *Listeria*. In addition, recent illnesses may not yet be reported as it usually takes 3 to 4 weeks to determine if a sick person is part of an outbreak.
- *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*.
- On August 9, 2023, Real Kosher Ice Cream [recalled](#)  all flavors of “Soft Serve On The Go” ice cream cups.
- CDC is concerned because the recalled ice cream was served in at least one long-term care facility, where many residents are aged 65 or older or may have weakened immune systems. This makes them more likely to get very sick from *Listeria*.

What Everyone 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 Long-Term Care Facilities, Hospitals, and Businesses Should Do

- Do not sell or serve “Soft Serve On The Go” ice cream cups.

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](#).

If you have questions about cases in a particular state, please call that state's health department.

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[U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES](#) 

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