



# DEVELOP A PLAN

To Manage Sick Workers

*Having a plan to keep sick workers home is key to preventing the spread of foodborne illness.*

*Eventually, every restaurant has a sick employee.*

How management handles the situation can make the difference in whether other workers and customers get sick too.

*Having a plan for handling sick workers is key to preventing the spread of foodborne illness.*

- More than 250 diseases can be transmitted through food [1].
- Restaurants can lose customers and profits—and damage their reputations—from illness spread by sick workers.
- Restaurant managers or owners must make sure workers do not come to work sick and spread their illness by contaminating food, utensils, or surfaces in the restaurant.

*This guide provides the tools to help you make a plan* to keep sick workers home instead of spreading their germs around the restaurant. It contains examples of policies and resources that can be implemented in the restaurant. This guide might not address all requirements of your local jurisdiction. Work with your local health department to make sure you comply with your local requirements.

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## *How to Create or Improve Your Sick Worker Plan*

An important line of defense to keep your staff and customers healthy is developing and enforcing a sick worker plan. This guide provides tools to help you plan for keeping sick workers out of the restaurant.

*Infected food workers cause 70% of norovirus outbreaks in restaurants [2].*

A sick worker plan (also called an employee health policy) explains expectations for a restaurant and responsibilities of employees and management in preventing the spread of illness from a sick worker to coworkers or restaurant patrons.

### *1. Use our checklist to identify gaps in your plan.*

An effective sick worker plan will address training and symptom reporting, and it will outline responsibilities of managers and employees.

### *2. Use our sample language to improve or create your plan.*

Sample language that aligns with **[insert language about the food code followed by your jurisdiction]** is provided below for each section of your sick worker plan. You can use this language to create or update your policies.

### *3. Train employees on the sick worker plan.*

Print posters, a reporting log, and enough agreements for all employees. You can use or adapt the talking points in this guide when you talk to your workers about the plan.

### *4. Enforce your plan, even when inconvenient.*

Follow your plan to reduce your restaurant's risk of an outbreak. Having a plan in place for when an employee calls out sick can help you control a stressful situation and prevent the spread of illness to workers and customers.

## Step 1: Use Our Checklist to Identify Gaps in Your Plan

and

## Step 2: Improve or Create Your Plan with Our Sample Language

Use this checklist to review your current employee health policies and procedures. Check the box next to each item that is covered by your current plan. If an item is **not** covered, use the sample language provided or consult with your local health department to revise your plan so it addresses all necessary items.

**Note:** If your restaurant primarily serves a highly susceptible population (for example, young children, the elderly, immunocompromised persons), check with your local health department to determine the minimum standards that apply to food establishments serving those populations (for example, persons in a long-term care facility, daycare center, or hospital).

	<b>STEP 1</b> <i>Does Your Plan Cover...</i>	<b>STEP 2</b> <i>Sample Language for Your Plan—Ensure Your Plan Meets Requirements in Your Jurisdiction</i>
<input type="checkbox"/>	Who the plan applies to	This plan applies to all restaurant employees, including front of house, back of house, and management personnel.
<input type="checkbox"/>	Reporting of employee illnesses to managers/owners  <i>See Appendix 1: Employee Health Reporting Agreement and Appendix 2: Example Employee Symptom Reporting Posters</i>	<p>Employees with any of the symptoms below must immediately tell the manager:</p> <ul style="list-style-type: none"> <li>● Vomiting</li> <li>● Diarrhea</li> <li>● Sore throat with fever</li> <li>● Jaundice (yellowing of the skin and eyes)</li> <li>● Open, infected cuts or sores on hands or wrists</li> <li>● A foodborne illness diagnosed by a doctor</li> </ul> <p>If there is any doubt about whether you have any of the symptoms listed above, notify your manager.</p> <p>If you have been diagnosed with any infectious or communicable illness that can be transmitted through food, you must immediately tell your manager. Examples of these diseases include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>● Norovirus</li> <li>● Hepatitis A</li> <li>● <i>Salmonella</i></li> <li>● Shiga-toxin producing <i>E. coli</i></li> </ul>

	<p style="text-align: center;"><i><b>STEP 1</b></i></p> <p><i>Does Your Plan Cover...</i></p>	<p style="text-align: center;"><i><b>STEP 2</b></i></p> <p><i>Sample Language for Your Plan—Ensure Your Plan Meets Requirements in Your Jurisdiction</i></p>
		<ul style="list-style-type: none"> <li>• <i>Shigella</i></li> </ul> <p>Notify your manager if you have been exposed to any of these symptoms and/or illnesses from a household member. Also notify your manager if you have close contact with someone who has any of these illnesses or has been diagnosed with any of them.</p> <p>We encourage you to also tell your manager when someone in your household has diarrhea, vomiting, jaundice, or sore throat with fever.</p>
<input type="checkbox"/>	<p>Documentation of illness for each employee who reports an illness</p> <p><i>See Appendix 3: Example Employee Illness Reporting Log and Appendix 4: Example Employee Health Decision Guide</i></p>	<p>Employees will report their illness, or exposure to anyone in their household who is sick, to the manager before their shift, preferably over the phone. The manager will add the information to the Employee Illness Reporting Log.</p>
<input type="checkbox"/>	<p>When to exclude food workers from the restaurant or from working with food or utensils that may contact food</p> <p><i>See Appendix 3: Example Employee Illness Reporting Log</i></p>	<p>Employees with reportable symptoms must not work in any restaurant until they have been cleared by methods specified in the <i>[insert language about the food code followed by your jurisdiction]</i>.</p> <p>The illness and when the employee returned to work will be recorded on the Employee Illness Reporting Log and any medical letters will be added to the employee’s personnel file.</p>
<input type="checkbox"/>	<p>Updating the reporting log for each employee who calls in or reports being sick</p> <p><i>See Appendix 3: Example Employee Illness Reporting Log</i></p>	<p>The manager will talk to the sick employee and fill out the Employee Illness Reporting Log.</p>

	<p style="text-align: center;"><i>STEP 1</i></p> <p style="text-align: center;"><i>Does Your Plan Cover...</i></p>	<p style="text-align: center;"><i>STEP 2</i></p> <p style="text-align: center;"><i>Sample Language for Your Plan—Ensure Your Plan Meets Requirements in Your Jurisdiction</i></p>
<input type="checkbox"/>	<p>When and who needs to be notified if an employee reports an illness (for example, restaurant owner, local health department, etc.)</p>	<p>If an employee has a symptom of jaundice or is diagnosed with a reportable illness, the manager must contact the <i>[insert language about the regulatory authority for your jurisdiction]</i> with the relevant information. Notification limits the potential spread of illness.</p>
<input type="checkbox"/>	<p>When an employee who was sick can return to work</p>	<p>If an employee is diagnosed with an illness by a doctor, they may only return to work after they have been cleared by methods specified in the <i>[insert language about the food code followed by your jurisdiction]</i>.</p> <p>If the employee didn't get a medical diagnosis but had the symptoms listed above, they can only be cleared to return to work if they meet the following conditions (as applicable):</p> <ul style="list-style-type: none"> <li>• They are free of all symptoms listed above for a minimum of <i>[insert language appropriate to your jurisdiction]</i> without the aid of medication.</li> <li>• They have been medically cleared.</li> <li>• Their exposed wound or lesion can be safely covered with two barriers (e.g., a bandage and a disposable glove).</li> </ul>
<input type="checkbox"/>	<p>Provisions to address financial and social pressures on workers (e.g., sick pay, makeup shifts, cross-training, on-call roster, etc.)</p>	<p><i>Sick Pay</i></p> <p>It is the policy of this restaurant to provide <b>[RESTAURANT: insert number of days]</b> number of days per year of sick leave to encourage employees to remain at home and not feel that they need to work while ill. This will help prevent spreading illness to customers and among the staff of the restaurant.</p> <p><i>Makeup Shifts</i></p> <p>If employees miss shifts due to illness, it is the policy of this restaurant to provide the employee the opportunity to work additional shifts to make up the lost income from the missed shifts.</p> <p><i>Cross-Training</i></p> <p>To ensure the smooth operation of this restaurant, employees will be cross-trained to perform the job duties of</p>

	<p style="text-align: center;"><i>STEP 1</i></p> <p><i>Does Your Plan Cover...</i></p>	<p style="text-align: center;"><i>STEP 2</i></p> <p><i>Sample Language for Your Plan—Ensure Your Plan Meets Requirements in Your Jurisdiction</i></p>
		<p>other employees. This will allow employees to assist one another in the event the restaurant is short-staffed due to an employee being sick.</p> <p><i>Voluntary On-Call Roster</i></p> <p>To minimize disruptions, the manager will maintain a voluntary on-call roster of employees who are willing to be contacted on short notice to cover a shift. The manager will use this list to bring in additional staff members to cover a shift for a sick worker.</p>
<input type="checkbox"/>	<p>Additional practices that minimize spread of illness</p> <p><i>See Appendix 5: Example Handwashing Posters</i></p>	<p>Because some infected persons may spread germs without showing any signs of illness, it is important that all food workers follow good hygienic practices at all times. These practices include proper and frequent handwashing, such as</p> <ul style="list-style-type: none"> <li>• After touching bare human body parts other than clean hands and clean exposed portions of arms</li> <li>• After using the bathroom/restroom</li> <li>• After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking</li> <li>• After handling soiled equipment or utensils</li> <li>• During food preparation (as often as necessary to remove soil and contamination and to prevent cross-contamination)</li> <li>• When changing tasks</li> <li>• When switching between working with raw food and working with ready-to-eat food</li> <li>• Before putting on gloves to begin a task that involves working with food</li> <li>• After engaging in other activities that contaminate the hands</li> <li>• After caring for or handling service animals or aquatic animals</li> </ul> <p>In addition to proper and frequent handwashing, this restaurant’s policy is not to have bare hand contact with ready-to-eat foods. We also strive to minimize bare hand contact with raw foods. You can avoid bare hand contact by using the utensils provided, deli paper, or single-use gloves as</p>

	<i>STEP 1</i> <i>Does Your Plan Cover...</i>	<i>STEP 2</i> <i>Sample Language for Your Plan—Ensure Your Plan Meets Requirements in Your Jurisdiction</i>
		a barrier. Proper use of barriers is covered during employee orientation.
<input type="checkbox"/>	Proper clean-up procedures for vomit and diarrhea  <i>See Appendix 6: Norovirus Clean-Up Poster</i>	If a guest or employee vomits or has diarrhea in the restaurant, the contaminated area must be cleaned immediately. A clean-up kit and procedures for cleaning such spills are located near the restaurant cleaning supplies.
<input type="checkbox"/>	Training managers and supervisors on the plan and how to implement it	The general manager annually will review the plan and how it should be followed with all managers and supervisors. This is to ensure that the plan is being consistently implemented with all employees.
<input type="checkbox"/>	Training new employees on the plan  <i>See Appendix 1: Employee Health Reporting Agreement</i>	The manager will train all new employees on this plan. After training, employees will complete and sign an Employee Health Reporting Agreement.
<input type="checkbox"/>	Providing periodic refresher trainings for existing employees  <i>See Appendix 1: Employee Health Reporting Agreement</i>	All employees will complete an annual refresher training and sign a new Employee Health Reporting Agreement after the training.
<input type="checkbox"/>	Making a copy of the plan available to managers and employees	A printed copy of the sick worker plan will be available <b>[RESTAURANT: specify where plan will be kept or posted]</b> .
<input type="checkbox"/>	Maintaining copies of employee reporting agreements  <i>See Appendix 1: Employee Health Reporting Agreement</i>	The manager will provide a copy of the Employee Health Reporting Agreement to each employee. The original will be stored in the employee's personnel file.



	<p style="text-align: center;"><i>STEP 1</i></p> <p><i>Does Your Plan Cover...</i></p>	<p style="text-align: center;"><i>STEP 2</i></p> <p><i>Sample Language for Your Plan—Ensure Your Plan Meets Requirements in Your Jurisdiction</i></p>
<input type="checkbox"/>	<p>Employee responsibilities</p>	<p>Employees are responsible for adhering to these policies. This includes the following:</p> <ul style="list-style-type: none"> <li>• Reporting symptoms of illness, diagnosis of an illness, or potential exposure to an illness</li> <li>• Waiting to return to work until they are symptom-free for <i>[insert language appropriate to your jurisdiction]</i></li> <li>• Preparing and handling food in a safe and sanitary manner, even when they are feeling well</li> </ul>
<input type="checkbox"/>	<p>Management responsibilities</p> <p><i>See Appendix 3: Employee Illness Reporting Log and Appendix 4: Employee Health Decision Guide</i></p>	<p>Management is responsible for the following:</p> <ul style="list-style-type: none"> <li>• Ensuring that employees are trained on these policies</li> <li>• Talking to employees about their illness, diagnosis, or potential exposure and following the appropriate action based on the decision trees</li> <li>• Filling out and maintaining the Employee Illness Reporting Log</li> <li>• Talking with employees after an illness to ensure they have been free of symptoms for <i>[insert language appropriate to your jurisdiction]</i> before returning to work</li> <li>• Monitoring employees and talking to employees who might have not reported illness but who are showing signs of illness</li> <li>• Ensuring hand sinks are functional, stocked with supplies, and accessible</li> <li>• Ensuring sufficient supplies are provided to prevent bare hand contact with ready-to-eat foods (foods that will not need to be cooked further to be eaten)</li> </ul>

## Step 3: Train Employees on Sick Worker Plan

Before training, print the following materials to cover with the staff:

- Employee Health Reporting Agreements (Appendix 1)
- Employee Symptom Reporting Posters (Appendix 2)
- Employee Illness Reporting Log (Appendix 3)
- Employee Health Decision Guide (Appendix 4)
- Employee Handwashing Posters (Appendix 5)
- Norovirus Clean-Up Poster (Appendix 6)

*1 in 5 food service workers reported working while sick with vomiting and diarrhea [3].*

During training, highlight the following points to the staff:

### Why These Efforts Are Important: Real-Life Examples

- Testimonial videos showing real life consequences of not following good food safety procedures
  - <https://www.fda.gov/food/retail-food-industryregulatory-assistance-training/educational-videos-retail-food-employees>
- Case Study
  - It is a nice sunny July day, and Cook A is feeling sick. He is vomiting and running to the bathroom with diarrhea. He calls his restaurant manager to tell him that he is sick and won't be able to come in to cover his shift. The manager tells him he has to come in and work. No one else can cover his shift, and it's their busy season with the upcoming 4th of July holiday.
  - Cook A comes to work. He is pale, has a slight temperature, and is still running to the bathroom with vomiting and diarrhea. The manager sees this, tells him to buck up and wash his hands more often. The manager heads home.
  - Ultimately, at least 43 people contracted norovirus from this one episode—the actual number was likely higher because the restaurant primarily served tourists. Five people required medical transport to the hospital for care. In this incident, both the general and kitchen managers lost their jobs; the restaurant was liable for the illness they caused; and, with local media reporting on the incident, the restaurant suffered a loss of its reputation and a significant decrease in business for the rest of the summer.

### Why it's important to stay home when sick

- More than 250 diseases can be transmitted through food.
- Infected food workers are the source of contamination for 70% of norovirus outbreaks caused by contaminated food.
- People can still spread foodborne illness germs for a time even after their symptoms have resolved.

### *Ways of transmitting foodborne illnesses as food workers*

- Many foodborne germs are spread by poop getting into the food. When someone is ill with diarrhea, feces is likely to get on their hands after wiping, and this can make its way into the food.
- When someone is ill with norovirus, they can release billions of norovirus particles. It only takes a few virus particles to make other people sick.
- Someone can shed harmful germs without having symptoms, and someone who was sick can shed germs for days after their symptoms resolve.

### *Review of employee illness plan*

- Types of symptoms to report
- How the restaurant addresses sick workers (for example, sick pay, makeup shifts, etc.)
- How to follow the new plan being implemented in the restaurant
  - Manager responsibilities – Employee Health Reporting Log and Employee Health Decision Guide
  - Employee responsibilities – Reporting an illness, when to return to work, preparing and handling food in a safe and sanitary manner
- Employees read and sign Employee Health Reporting Agreements

### *Review good hand hygiene practices that minimize the spread of germs*

- Proper and frequent handwashing technique and timing—especially after using the restroom or changing tasks
- No bare hand contact with ready-to-eat foods
  - Eliminating bare hand contact with foods like lettuce, tomatoes, deli meats, and cooked meats reduces the potential for contamination by a food worker.
  - Barriers, such as gloves, utensils, or deli paper, should be used between the employee's hands and the food.
  - Single use gloves should be changed at the times outlined in **[insert language appropriate to your jurisdiction]**.

### *Review the plan for properly cleaning up vomit or diarrhea that occurs in the restaurant.*

- These events have a high potential to spread harmful pathogens to guests and staff members.
- Rapid and proper clean up with the right materials can prevent the spread of pathogens throughout the restaurant.
- Review the norovirus clean-up poster.

### *After training, put materials in the following places:*

- Put handwashing posters above all sinks where employees will wash hands.
- Put the norovirus clean-up poster near the cleaning supplies.
- Post the Employee Health Decision Guide in the office and beside the clock-in station.
- Add signed Employee Health Reporting Agreements to employee files.
- Put the Employee Illness Reporting Log with other important restaurant operation documents.

### *Step 4: Enforce Your Plan, Even When Inconvenient*

It isn't always convenient to enforce your sick worker plan. However, the busy times are the most important times to practice good food safety, because that is when you are serving the most meals and could make the most people sick.

#### *Talk to Your Employees about Their Symptoms and Diagnoses*

- The Food Code encourages employee and manager conversations about foodborne illness.
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA) does not prevent restaurant managers from asking employees about foodborne illness symptoms and diagnoses.
- The Americans with Disabilities Act of 1990 (ADA) does not prevent managers from asking employees about foodborne illness symptoms and diagnoses.
- See Appendix 7 for more information.

#### *Consider Financial Pressures and Why Staff Members Might Work While Ill*

Food service workers have reported working while ill because they cannot afford to stay home while they are sick [3, 4]. They need the income. Financial pressures can be reduced by having policies such as

- **Offering sick pay** (many localities now require sick pay for food service workers)
- **Allowing employees to make up missed shifts when they are healthy**

Although these kinds of policies may incur additional costs for restaurants, they can prevent even greater expenses from

- Loss of productivity if other workers get sick
- Direct cost if a customer gets sick
- Loss of reputation in the age of social media
- Potential closure by the local health department

*On average, each case of foodborne illness costs over \$1,600 [1].*

#### *Consider Social Pressures and Why Staff Members Might Work While Ill*

Food service workers have also reported working while ill because of pressure from their managers and co-workers [3, 4]. They do not want to risk losing their job or leaving their co-workers short-staffed. Some ways you can reduce social pressures include the following:

- **Maintaining a voluntary on-call roster** of other employees who can pick up the shift
- **Providing cross-training to employees** to make sure remaining staff members have skills to fill in for the sick worker
- **Having managers find a replacement for the sick worker** instead of requiring a sick worker to do so
- **Make sure that employees are aware** that they should not be at work while they are ill, and that management supports this plan

### Consider Additional Activities

These practices are not often associated with an employee working while ill, but they can affect the spread of an illness.

- **Having a plan and supplies for properly cleaning up vomiting or diarrhea that occur in the restaurant.** These events have a high potential to spread harmful pathogens to customers and staff members. Rapid and proper clean up with the right materials can prevent the spread of pathogens throughout the restaurant.
  - Various organizations have sample plans that can be adapted to your restaurant. Examples include the following:
    - <https://waterandhealth.org/resources/posters/#norovirus>
    - [http://www.fmi.org/docs/food-safety/norovirus\\_info\\_guide.pdf?sfvrsn=2](http://www.fmi.org/docs/food-safety/norovirus_info_guide.pdf?sfvrsn=2)
- **Increasing the amount of time an ill worker is required to stay out of the restaurant.** One of the most common causes of vomiting and diarrhea is norovirus. People with norovirus can be contagious even after they have recovered from the illness. Increasing the amount of time that someone with vomiting and/or diarrhea is excluded from work can help minimize the risk for illness transmission to other workers and your customers.

### Want to Learn More?

Contact your local health department for more information on preventing illness in your restaurant. They can provide you with the local requirements that apply to your restaurant.

Also, see these resources for additional information and educational materials:

- Food and Drug Administration (FDA) Employee Health and Personal Hygiene Handbook (with sample forms for talking to employees about their illness)
  - <https://www.fda.gov/food/retail-food-industryregulatory-assistance-training/retail-food-protection-employee-health-and-personal-hygiene-handbook>
  - **NOTE: Check with your local health department for specific requirements.**
- FDA Retail Food Protection Industry Educational Materials for a selection of posters on bare hand contact with food and other food safety topics (available in nine languages)
  - <https://www.fda.gov/foodemployeetraining>
- **Council to Improve Foodborne Outbreak Response (CIFOR) Industry Guidelines for what actions to take if you have a foodborne illness outbreak**

### References

1. Centers for Disease Control and Prevention. *Foodborne Illnesses and Germs*. 2016 9/1/2016 [cited 2016 11/18/2016]; Available from: <http://www.cdc.gov/foodsafety/foodborne-germs.html>.
2. Hall, A.J., et al., *Vital signs: foodborne norovirus outbreaks - United States, 2009–2012*. MMWR Morb Mortal Wkly Rep, 2014. **63**(22): p. 491-5.
3. Carpenter, L.R., et al., *Food Worker Experiences with and Beliefs about Working While Ill*. Journal of Food Protection, 2013. **76**(12): p. 2146–2154.
4. Sumner, S., et al., *Factors Associated with Food Workers Working while Experiencing Vomiting or Diarrhea*. J Food Prot, 2011. **74**(2): p. 215–20.

## Appendix 1: Employee Health Reporting Agreement<sup>1</sup>

### Employee Health Reporting Agreement

*The purpose of this agreement is to inform conditional employees or food employees of their responsibility to notify the person in charge when they experience any of the conditions listed so that the person in charge can take appropriate steps to prevent the transmission of foodborne illness.*

I, \_\_\_\_\_, AGREE TO REPORT TO THE PERSON IN CHARGE:

Any onset of the following symptoms, either while at work or outside of work, including the date of onset:

- |                                                                                                                                            |                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> <li>1. Diarrhea</li> <li>2. Vomiting</li> <li>3. Jaundice</li> <li>4. Sore throat with fever</li> </ol> | <ol style="list-style-type: none"> <li>5. Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part, or other body part and the cuts, wounds, or lesions are not properly covered (<i>such as boils and infected wounds, however small</i>)</li> </ol> |
|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

#### Future Medical Diagnosis

Whenever diagnosed as being ill with norovirus, typhoid fever (*Salmonella Typhi*), shigellosis (*Shigella* spp. infection), *Escherichia coli* O157:H7 or other Shiga toxin-producing *E. coli* (STEC) infection, nontyphoidal *Salmonella* or hepatitis A (hepatitis A virus infection)

#### Future Exposure to Foodborne Pathogens

- Exposure to or suspicion of causing any confirmed disease outbreak of norovirus, typhoid fever, shigellosis, *E. coli* O157:H7 or other STEC infection, or hepatitis A
- A household member diagnosed with norovirus, typhoid fever, shigellosis, illness due to STEC, or hepatitis A
- A household member attending or working in a setting experiencing a confirmed disease outbreak of norovirus, typhoid fever, shigellosis, *E. coli* O157:H7 or other STEC infection, or hepatitis A

I have read (or had explained to me) and understand the requirements concerning my responsibilities under the [insert language about the food code followed by your jurisdiction] and this agreement to comply with

- Reporting requirements specified above involving symptoms, diagnoses, and exposure,
- Work restrictions or exclusions that are imposed upon me, and
- Good hygienic practices.

I understand that failure to comply with the terms of this agreement could lead to action by the food establishment or the food regulatory authority that may jeopardize my employment and may involve legal action against me.

Food Employee Name (please print) \_\_\_\_\_

Signature of Food Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Permit Holder or Representative \_\_\_\_\_ Date \_\_\_\_\_

<sup>1</sup> U.S. Food and Drug Administration: <https://www.fda.gov/food/retail-food-industryregulatory-assistance-training/retail-food-protection-employee-health-and-personal-hygiene-handbook> or <https://www.fda.gov/media/77864/download>

Appendix 2: Example Employee Symptom Reporting Posters<sup>2</sup>  
English

# ATTENTION FOOD EMPLOYEES:

REPORT to your supervisor  
immediately

If you have any of the following symptoms caused by  
illness or infection:

	Vomiting		Jaundice <i>(yellowing of eyes and skin)</i>
	Diarrhea		Infected wounds or lesions with pus <i>(on hands, wrists, or exposed body parts)</i>
	Sore throat with fever		

If you, or a household member, have been diagnosed  
by a doctor with:

- Norovirus
- Hepatitis A
- Salmonella typhii (*typhoid fever*)
- Non-Typhodial Salmonella
- Shigellosis
- E. coli 0157:H7 (*or other shiga toxin-producing Escherichia coli*)

***You could make your customers sick!***

*Reporting your illness is mandatory.*



Harris County  
**Public Health**  
ENVIRONMENTAL PUBLIC HEALTH

<sup>2</sup> Harris County Public Health:

<http://publichealth.harriscountytexas.gov/Portals/27/Documents/Organization/EPH/big%20%20Eng.pdf?ver=2017-07-05-103741-777>

Spanish

# ATENCIÓN

## EMPLEADOS DEL SECTOR ALIMENTARIO:

### INFORME de inmediato a su supervisor

Si usted presenta alguno de los siguientes síntomas causados por alguna enfermedad o infección:



Vómito



Ictericia (*ojos o piel amarillos*)



Diarrea



Heridas o lesiones infectadas con pus (en las manos, las muñecas, o las partes del cuerpo expuestas)



Dolor de garganta con fiebre

Si usted o un miembro de su hogar ha sido diagnosticado por un doctor con:

- Norovirus
- Hepatitis A
- Salmonella typhi (*fiebre tifoidea*)
- Salmonella no tifoidea
- Shigellosis
- E. coli 0157:H7 (*u otro Escherichia coli productora de la toxina shiga*)

**¡Usted podría enfermar a sus clientes!**

*Es obligatorio reportar su enfermedad.*





## Appendix 4: Example Employee Health Decision Guide<sup>4</sup>

### EMPLOYEE ILLNESS DECISION GUIDE



**1** Do you have vomiting and/or diarrhea?

<b>NO</b>	<b>YES</b>	<p><b>DO NOT WORK</b></p> <ul style="list-style-type: none"> <li>Go home. Do not return to work for at least 24 hrs after symptoms end (72 hrs during an outbreak investigation)</li> <li>Report symptoms to person in charge</li> <li>Person in charge records symptoms on Employee Illness Log</li> <li>Person in charge notifies regulatory authority of employee diagnosed with <i>Salmonella</i>, <i>Shigella</i>, <i>E. coli</i>, norovirus or hepatitis A virus</li> </ul>	
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**2** Does someone in your household have vomiting and/or diarrhea?

<b>NO</b>	<b>YES</b>	<p><b>WORK WITH PRECAUTIONS</b></p> <ul style="list-style-type: none"> <li>Reinforce proper handwashing</li> <li>Avoid bare-hand contact with ready-to-eat foods or clean dishes</li> <li>Go home at first sign of vomiting and/or diarrhea</li> </ul>	
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**3** Do you have a cough, sore throat, fever or runny nose?

<b>NO</b>	<b>YES</b>	<p><b>WORK WITH PRECAUTIONS</b></p> <ul style="list-style-type: none"> <li>Notify person in charge of sore throat and fever</li> <li>Reinforce proper handwashing</li> <li>Avoid bare-hand contact with ready-to-eat foods or clean dishes</li> <li>Go home at first sign of vomiting and/or diarrhea</li> </ul>	
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**NO RESTRICTION FROM NORMAL WORK DUTIES**

- Contact your local health department with concerns about other symptoms or conditions

**FOODBORNE ILLNESS HOTLINE: 877-FOOD-ILL (877-366-3455)**

<sup>4</sup> Minnesota Department of Health: <https://www.health.state.mn.us/people/foodsafety/dwi/decisionguide.pdf>

## Appendix 5: Example Employee Handwashing Posters

### Sample 1<sup>5</sup>

# » Wash Your Hands!

If you handle food, you **must** wash your hands often!

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Hand washing is the best way to prevent the spread of infection.

### Why?

- Your hands may look clean, but they have germs
- Washing your hands helps keep you and your customers from getting sick
- **It's the law!**

### When?

- When arriving at work
- After using the bathroom
- After smoking
- After sneezing
- After touching your hair, face, or clothing
- After eating or drinking
- After taking off or before putting on a new pair of gloves
- Before handling food, especially ready-to-eat foods like salads and sandwiches
- After handling garbage
- After handling dirty equipment, dishes, or utensils
- After touching raw meats, poultry, or fish
- Anytime you change tasks (go from one thing to another)

### Use new gloves!

- Every time you wash your hands
- When a glove is torn or soiled



### How?



**1**

**Wet** your hands with warm, running water

**Lather** with soap



**2**

**Scrub** between fingers, on backs of hands, and under nails

**Wash** at least 10-15 seconds, as long as it takes to sing "Happy Birthday"



**3**

**Dry** hands with single-use paper towels or electric hand dryer



**4**

**Use** a paper towel to turn off the water



Rhode Island Department of Health, Center for Food Protection

For more information call (401) 222-2750

ADAPTED FROM THE MASSACHUSETTS DEPARTMENT OF HEALTH MAY 2017

<sup>5</sup> Rhode Island Department of Health: <http://health.ri.gov/publications/factsheets/Handwashing.pdf>

Sample 2<sup>6</sup>

**DON'T FORGET TO WASH**

**1** WET YOUR HANDS

**2** APPLY SOAP

**3** WASH YOUR HANDS for 20 seconds

**4** RINSE WELL

**5** DRY YOUR HANDS

**6** TURN OFF WATER with paper towel

**mi** DEPARTMENT OF HEALTH  
651-201-5414, [www.health.state.mn.us](http://www.health.state.mn.us)

Don't forget to scrub between your fingers, under your nails, and the top of your hands.

<sup>6</sup> Minnesota Department of Health: <https://www.health.state.mn.us/people/handhygiene/wash/dontforget.html>

Appendix 6: Norovirus Clean-Up Poster<sup>7</sup>

# Clean Up & Disinfect For **NOROVIRUS** A STOMACH BUG

Act fast! Clean up any vomit or diarrhea immediately.

**1 WIPE UP SURFACES**

Only use hot water & bleach if fabric laundering directions permit

**2 CLEAN UP SURFACES**

**3 DISINFECT SURFACES**

3/4 CUP CHLORINE BLEACH\* + 1 GALLON WATER

\*Approximately 6%

**4 WASH YOUR HANDS**

Any vomit or diarrhea may contain norovirus and should be treated as though it does.

Cualquier vomito o diarrea puede contener norovirus y debe ser tratado como si lo hiciera.

Toute vomissure ou diarrhée peut contenir un norovirus et doit être traitée comme si elle en contenait.

任何呕吐或腹泻都可能含有诺如病毒，治疗时应视为含有诺如病毒处理。

Scientific experts from the U.S. Centers for Disease Control and Prevention (CDC) helped to develop this poster. For more information on norovirus prevention, please see <http://www.cdc.gov/norovirus/preventing-infection.html>.

Posters are available for download at [www.waterandhealth.org/resources/posters](http://www.waterandhealth.org/resources/posters)



JUNE 2019

<sup>7</sup> Water Quality and Health Council: <https://waterandhealth.org/resources/posters/#norovirus>

## Appendix 7: 3 Things Restaurant Managers Need to Know About Talking to Sick Workers<sup>8</sup>

### Can Restaurant Managers Talk with Sick Workers? 3 Things Restaurant Managers Need To Know

**Restaurant managers: Talk to your employees about their symptoms and diagnoses so you can make sure sick workers don't spread foodborne illness.**

- Nearly half of restaurant-related outbreaks are caused by sick food workers.
- Managers need to know if their workers are sick so they can decide if they should handle food.



#### Three Things To Know

- 1 The Food Code encourages employee and manager conversations about foodborne illness.**
  - The Food Code is a science-based model code published by the Food and Drug Administration that states can use to develop or update their food safety rules to help prevent illness and outbreaks.
  - It says that employees should tell their managers about possible foodborne illness symptoms and that it is the manager's responsibility to ensure employees are aware of these reporting requirements.
  - Most state and local food codes in the United States are modeled on the FDA Food Code.
- 2 The Health Insurance Portability and Accountability Act of 1996 (HIPAA) does not prevent restaurant managers from asking employees about foodborne illness symptoms and diagnoses.**
  - HIPAA sets privacy standards for protected health information.
  - HIPAA does prevent a *health care provider* from sharing health information about an employee with that employee's manager but it does not prevent a *restaurant manager* from asking an employee about their illness symptoms.
- 3 The Americans with Disabilities Act of 1990 (ADA) does not prevent managers from asking employees about foodborne illness symptoms and diagnoses.**
  - ADA seeks to prevent discrimination and ensure equal opportunity for persons with disabilities.
  - Most foodborne illnesses are mild and short-term and are not considered disabilities under ADA.
  - If an employee does not have an ADA disability, the manager can follow the Food Code's guidance without considering the ADA. And in the rare event that an employee does have a foodborne illness that is considered a disability, employers would consider both ADA and the Food Code.

**Restaurant managers and employees can work together to prevent the spread of foodborne illnesses.**

#### Where Can I Learn More?

For access to the full article this content is based on and other helpful links, visit [www.cdc.gov/nceh/ehs/activities/can-restaurant-managers-talk-with-sick-workers](https://www.cdc.gov/nceh/ehs/activities/can-restaurant-managers-talk-with-sick-workers)

National Center for Environmental Health  
Division of Environmental Health Science and Practice



CS287257-A

<sup>8</sup> Centers for Disease Control and Prevention: <https://www.cdc.gov/nceh/ehs/activities/can-restaurant-managers-talk-with-sick-workers.html>