



# Department of Health

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Date: August 17, 2023

To: Hospitals, Nursing Homes, Adult Care Facilities, Local Health Departments

From: Division of Epidemiology

**Advisory on *Listeria* Associated with Soft Serve Ice Cream  
in Long Term Care Facilities**

**Please distribute immediately to:**

Administrators, Infection Preventionists, Medical Directors, Nursing Directors,  
Risk Managers, Dietary and Food Service Managers

CDC is investigating a *Listeria* outbreak linked to kosher soft serve ice cream and is advising long-term care facilities, hospitals, and other institutions to not serve any flavors of “Soft Serve On The Go” ice cream cups. One sick person in this outbreak was served this ice cream cup while residing in a long-term care facility. *Listeria* was found in a “Soft Serve On The Go” ice cream cup collected from another 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 their “Soft Serve On The Go” ice cream cups. Recalled ice cream cups were distributed nationwide to multiple long term care facilities.

For more information on the investigation, visit:

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

For information on the recall, visit:

<https://www.fda.gov/safety/recalls-market-withdrawals-safety-alerts/real-kosher-ice-cream-recalls-soft-serve-go-cups-because-possible-health-risk>

General questions or comments about this advisory can be sent to:

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