

## **Retail Food Defense**

### **Key Questions to Ask in Response to an Illness Complaint**

1. **Contact Information**
  - Name, address, telephone number
  
2. **Illness Information**
  - Onset date and time
  - Symptoms
  - Duration of illness
  - Did you see a physician / go to a hospital?
  - Do you know of others who are ill with similar symptoms?
  
3. **Food Information**
  - Obtain as much information on the suspected food(s) as possible
    - ✓ Name of food product
    - ✓ Date food product was purchased
    - ✓ Date food product was consumed
    - ✓ Did you observe anything unusual about the food product?

\* In general, always try to obtain “**who, what, when, where, and why**”.

\* Encourage the caller (in addition to the store manager) to contact their local health department.