

## SICK CUSTOMERS

According to the Centers for Disease Control and Prevention (CDC), Norovirus is the leading cause of foodborne-illness outbreaks in the United States. The virus is very tiny and very contagious, so it does not take much to contaminate food. That's why removing infected customers is of the utmost importance. **Follow these tips to correctly remove infected customers from the operation:**

- Train employees on company procedure for handling sick customers.
- Customers who get sick with vomiting or diarrhea should be politely removed from the operation immediately.
- Segregate the area where the vomiting or diarrhea occurred, and correctly clean, sanitize, and disinfect any surfaces that came in contact with the vomit or diarrhea as well as the surrounding area.
- Wash and bleach any clothing or fabric that touched the infected area.
- Complete and file an incident report form.