

## Template for Including FSIS in Foodborne Illness Outbreak Response Procedures

Information in this recommended template may be adapted by public health partners (e.g., state health and agriculture departments) for including FSIS in foodborne illness outbreak response procedures.

### FSIS Foodborne Illness Outbreak Investigation Procedures

FSIS investigates foodborne illness outbreaks following procedures in [FSIS Directive 8080.3](https://www.fsis.usda.gov/wps/wcm/connect/1bffb125-cd80-4b3a-ab45-1f4c0ad863d9/8080.3.pdf?MOD=AJPERES) (<https://www.fsis.usda.gov/wps/wcm/connect/1bffb125-cd80-4b3a-ab45-1f4c0ad863d9/8080.3.pdf?MOD=AJPERES>).

### FSIS Notification

In addition to following established procedures for notifying other entities (e.g., CDC), public health partners should notify FSIS as soon as possible of illness outbreaks potentially associated with FSIS-regulated products (including meat, poultry, and processed egg products). An entity/person should be designated to have primary responsibility for notifying FSIS. Ideally, contacts should be established prior to an outbreak. Here is how to notify FSIS:

- Send an email to: [FoodborneDiseaseReports@usda.gov](mailto:FoodborneDiseaseReports@usda.gov). This email account is monitored by the Office of Public Health Science, Applied Epidemiology Staff (OPHS-AES) during both normal work hours and after hours (evenings, weekends, and holidays). You may also contact individual OPHS-AES members by phone or email.
- Include on the email your contact(s) in the Office of Enforcement, Investigation, and Audit, Compliance and Investigations Division (OIEA-CID). See [CID Regional contacts](https://www.fsis.usda.gov/wps/portal/informational/districtoffices#oiea) (<https://www.fsis.usda.gov/wps/portal/informational/districtoffices#oiea>).
- You may also contact the local Office of Field Operations (OFO) District Office. See [OFO District contacts](https://www.fsis.usda.gov/wps/portal/informational/districtoffices#ofo) (<https://www.fsis.usda.gov/wps/portal/informational/districtoffices#ofo>).

### Provide Investigative Information to FSIS

When notifying FSIS of a foodborne illness outbreak, public health partners should provide as many details about the outbreak and the investigation as possible, as outlined here: [Information Helpful to FSIS During Foodborne Illness Investigations](https://www.fsis.usda.gov/InvestigationInfo) (<https://www.fsis.usda.gov/InvestigationInfo>).

### FSIS Assessment of Results from Non-FSIS Laboratories

FSIS has a process for assessing results from non-FSIS (e.g., state) laboratories for potential use during foodborne illness outbreak investigations. During such assessments, FSIS may ask for additional information from laboratory or other staff. See [FSIS Directive 10,000.1](https://www.fsis.usda.gov/wps/wcm/connect/9968da35-84c2-463b-813e-7f60682f21d9/45-16.pdf?MOD=AJPERES) (<https://www.fsis.usda.gov/wps/wcm/connect/9968da35-84c2-463b-813e-7f60682f21d9/45-16.pdf?MOD=AJPERES>).

### Reporting Consumer Complaints to FSIS

Consumer complaints associated with FSIS-regulated products should be reported online via the [Electronic Consumer Complaint Reporting Form](https://ccms.fsis.usda.gov/eccf) (<https://ccms.fsis.usda.gov/eccf>) or by phone to the USDA Meat and Poultry Hotline at 888-MPHotline (888-674-6854). For more information, visit [Report a Problem with Food](http://www.fsis.usda.gov/reportproblem) ([www.fsis.usda.gov/reportproblem](http://www.fsis.usda.gov/reportproblem)).

### Requesting Information from FSIS

To request foodborne illness outbreak-related information from FSIS, send an email to: [FoodborneDiseaseReports@usda.gov](mailto:FoodborneDiseaseReports@usda.gov). You may also contact individual OPHS-AES members by phone or email. See [FSIS Directive 2620.5](https://www.fsis.usda.gov/wps/wcm/connect/9865dcdf-068c-4e2f-891f-ef93b879e831/2620.5.pdf?MOD=AJPERES) (<https://www.fsis.usda.gov/wps/wcm/connect/9865dcdf-068c-4e2f-891f-ef93b879e831/2620.5.pdf?MOD=AJPERES>).

**After-Action Reviews**

Following foodborne illness outbreak investigations, public health partners should collaborate with FSIS on after-action reviews to identify model practices and lessons learned to help prevent future illnesses and improve response processes. To see posted FSIS after-action review reports, visit [Foodborne Illness Outbreak Investigation Reports](https://www.fsis.usda.gov/wps/portal/fsis/topics/recalls-and-public-health-alerts/foodborne-illness-investigations) (https://www.fsis.usda.gov/wps/portal/fsis/topics/recalls-and-public-health-alerts/foodborne-illness-investigations).

**FSIS Resources**

For more information, visit [FSIS Resources for Public Health Partners: Foodborne Illness Investigation](https://www.fsis.usda.gov/PHPartners) (https://www.fsis.usda.gov/PHPartners).