

# NEHA BIA WEBINAR SERIES: THE INS & OUTS OF NOROVIRUS

Roslyn Stone – Zero Hour Health  
Jennifer Brown – Wake County NC EHS  
Shelly Wallingford – First Watch Restaurants  
Eric Moore – Testo North America

**NEHA**  
BUSINESS &  
INDUSTRY  
AFFILIATE



# Housekeeping



- All participants will be in listen mode.
- This webinar is being recorded.
- Please insert your questions in the **Q&A box** at any point during the webinar.
- CEU certificate will be provided in the **Chat box** at the end of the webinar.



NEHA BIA

## Our Purpose

Enhancing environmental health through collaboration amongst business/industry, academia and regulatory.



## Involvement

What we do matters within the environmental health arena. We work hand in hand with our EH partners.



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Membership is open to all persons, businesses and organizations who work in or support the environmental health profession.

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Pittsburgh, PA  
July 15–18, 2024



National Environmental  
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87th Annual Educational  
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# AEC 24



# Agenda

- Welcome & Introductions
- Speaker Presentations
- Panel Discussion
- Q&A

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**Webinar  
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**\$5 Off  
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# Speaker Introductions



Roslyn Stone  
Zero Hour Health +  
Zedic



Jennifer Brown  
Wake County EHS



Shelly Wallingford  
First Watch  
Restaurants



Eric Moore  
Testo North  
America

# Norovirus : Setting the Stage

Roslyn Stone  
CEO Zero Hour Health  
[rstone@zerohourhealth.com](mailto:rstone@zerohourhealth.com)

# Why are we focusing on noro?

- Costs about \$2 billion annually in lost productivity and medical costs.
- Results in over 465,000 ER visits, 100,000 hospitalizations and and estimated 19-21 million cases per year in the US.
- Most outbreaks in the United States happen from November to April although more are occurring year round.
- There can be 50% more illness in years when there is a new strain of the virus.



# How infectious is it?

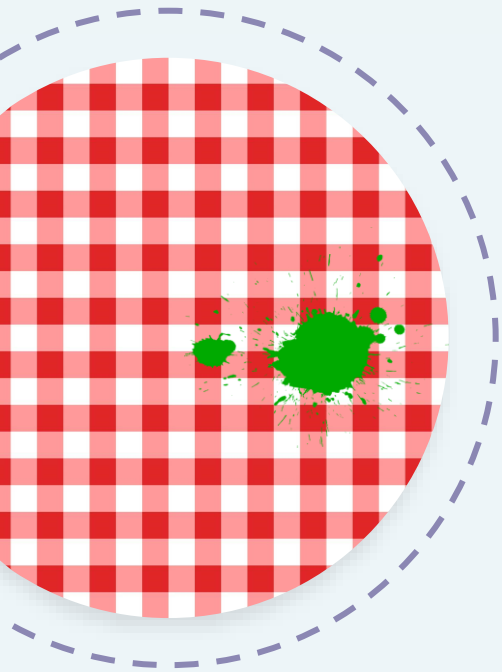
- People with norovirus illness can shed billions of Norovirus particles.
- It only takes a few virus particles to make lots of people sick - as few as 18.
- The amount of the virus that can fit on the head of pin can infect more than 1000 people.
- 64% of reported outbreaks occur in the restaurants.

# How does it spread?

- Having direct contact with an infected person
- Consuming contaminated food or water. Food such as oysters harvested from contaminated water, or fruit and vegetables irrigated with contaminated water in the field are common sources.
- Touching contaminated surfaces and then putting your unwashed hands in your mouth.

# How likely are you to get sick?

Norovirus is a highly contagious, communicable illness. So much so, that just being near by someone who vomits with noro means you're likely to contract it. Here are the odds of contracting Norovirus based on your proximity to someone who vomits.



**92%**  
NEXT TO  
VOMIT

**56%**  
@ 6 FT

**50%**  
@ 12 FT

**40%**  
@ 18 FT

**25%**  
@ 24 FT

# The noro timeline

- You are shedding the virus for **24 hours before symptoms appear.**
- Symptoms develop **12 to 48 hours after being exposed.**
- Most people get better **within 1 to 3 days.**
- You are shedding the virus at peak levels for **3 days after symptoms end.**
- It remains in your system at detectable levels for **up to 30 days.**

# Norovirus: Local Agency Outbreak Response

Jennifer Brown, MPH, REHS

Wake County Environmental Health and Safety  
Director



@wakegov    

wake.gov

# 2023 Wake County Norovirus Outbreak

Case Definition : Dined November 28<sup>th</sup> – December 5<sup>th</sup>

- **263 individual complaints**
  - 3 laboratory confirmed cases
  - 203 probable cases
  - 57 not included in the case counts
- **24 counties in North Carolina**
- **6 states**

## Norovirus confirmed in investigation of local restaurant outbreak

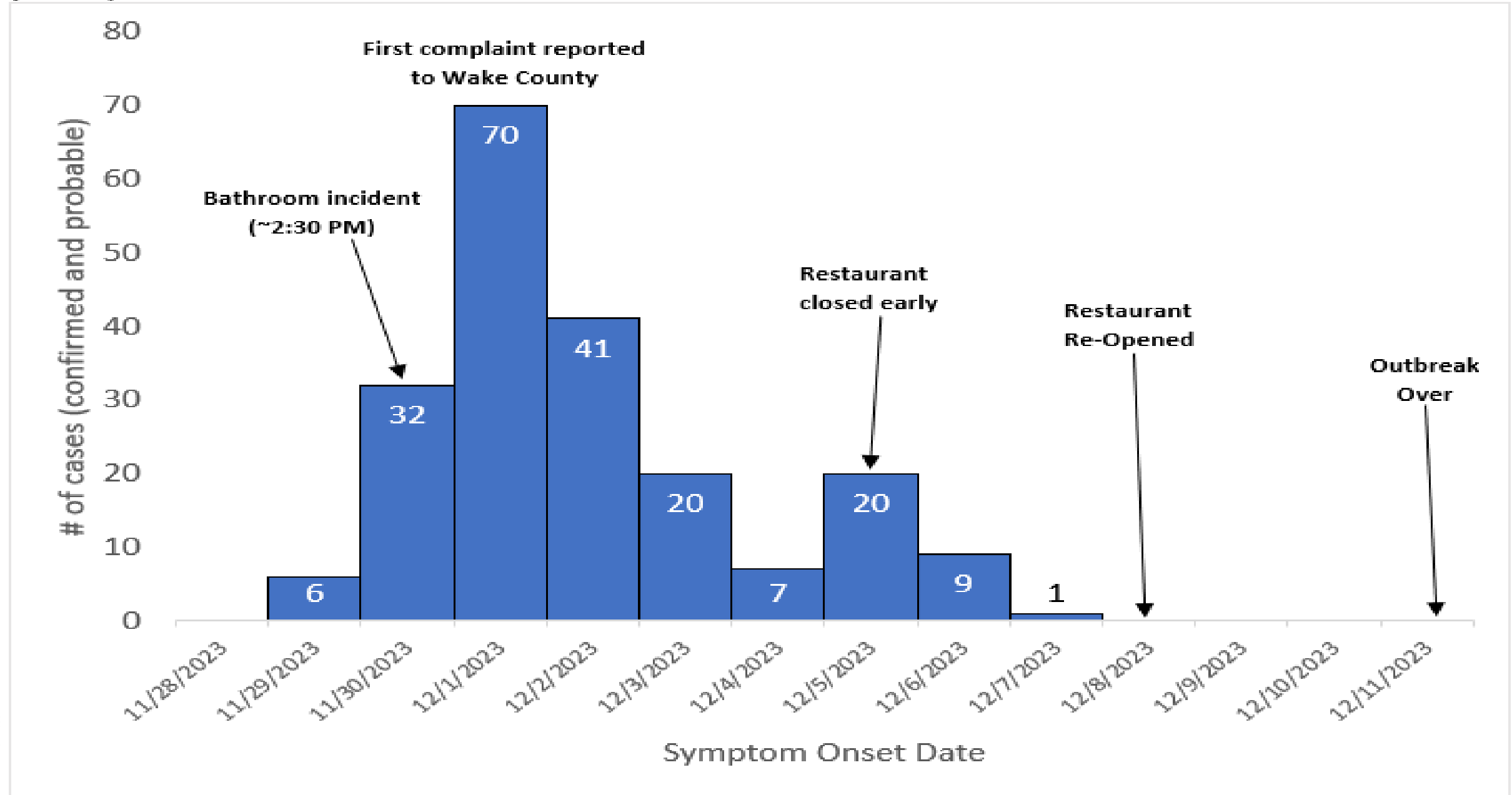
December 14, 2023

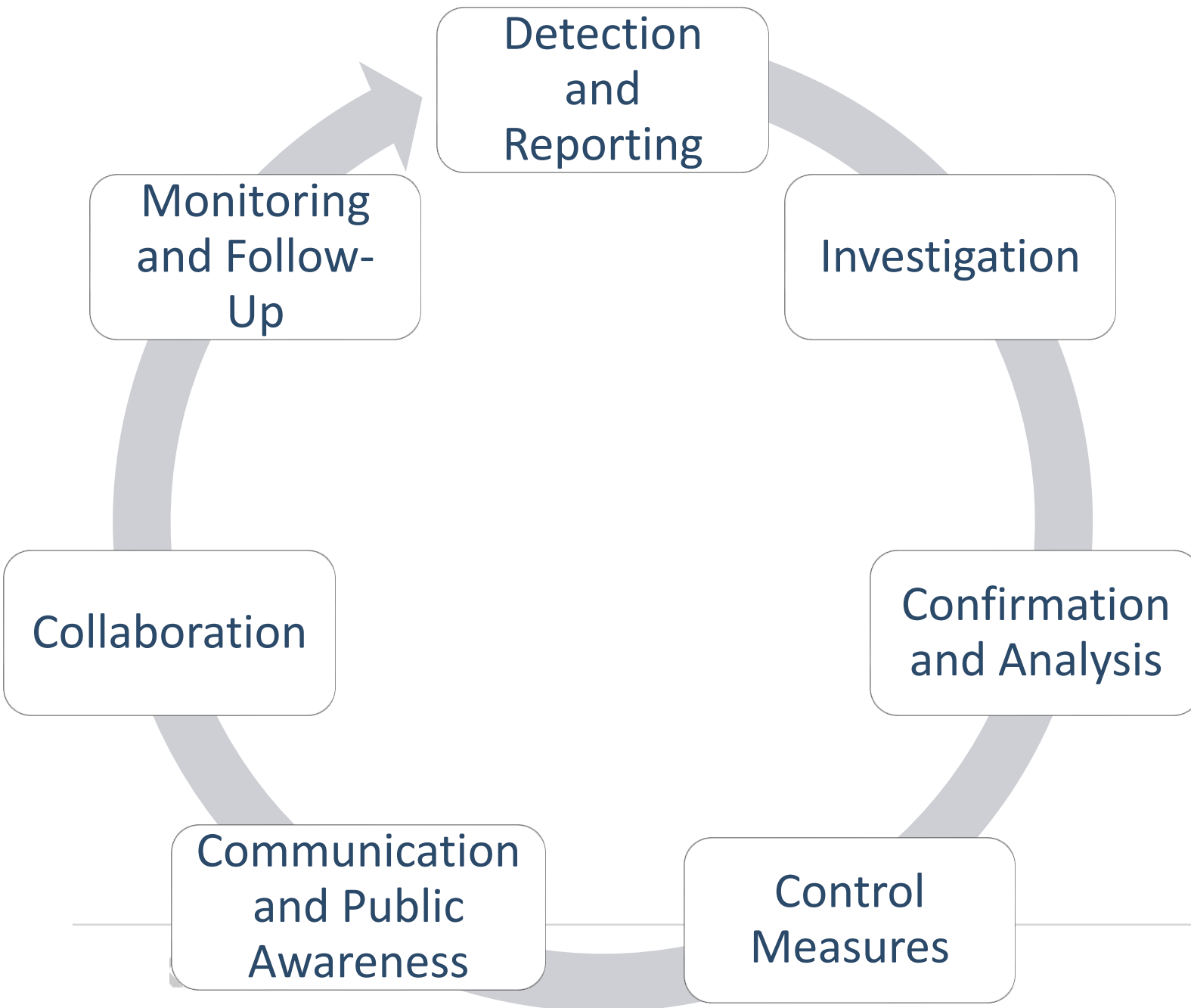
### Residents cautioned about food safety ahead of holidays

Wake County Public Health and Wake County Environmental Services are alerting the public of three confirmed cases of norovirus, all linked to a local Raleigh restaurant. Norovirus is a very contagious illness that can make people sick soon after coming in contact with an infected person, eating contaminated food, or touching contaminated surfaces. All individuals who became sick are recovering. Before they became ill, residents visited Sushi Nine, an Asian restaurant located at 3812 Western Blvd., Raleigh.



**Figure 1: Sushi Nine Norovirus Outbreak Epi Curve by Symptom Onset Date, 11/29/2023-12/11/2023 (n=206)**





1. Demonstration of Knowledge
2. Employee Health Controls
3. Controlling Hands as a Vehicle of Contamination
4. Consumer Advisory
5. Time and Temperature parameters

# What Worked Well

1. Facility Engagement
2. Media Relations
3. Public Trust
4. Subject Matter Expertise
5. Interagency Collaboration
6. Network of Support

## 3 norovirus cases, over 200 complaints of illness linked to sushi restaurant in North Carolina



Emily DeLetter  
USA TODAY

Published 12:03 p.m. ET Dec. 18, 2023



Three confirmed cases of norovirus have been linked to a North Carolina restaurant, local health officials [announced](#).

People NEWS ENTERTAINMENT ROYALS LIFESTYLE STYLEWATCH SH.

## Norovirus Outbreak Linked to North Carolina Sushi Restaurant

A norovirus outbreak has been linked to a popular sushi eatery, but the restaurant's manager believes a sick customer is to blame

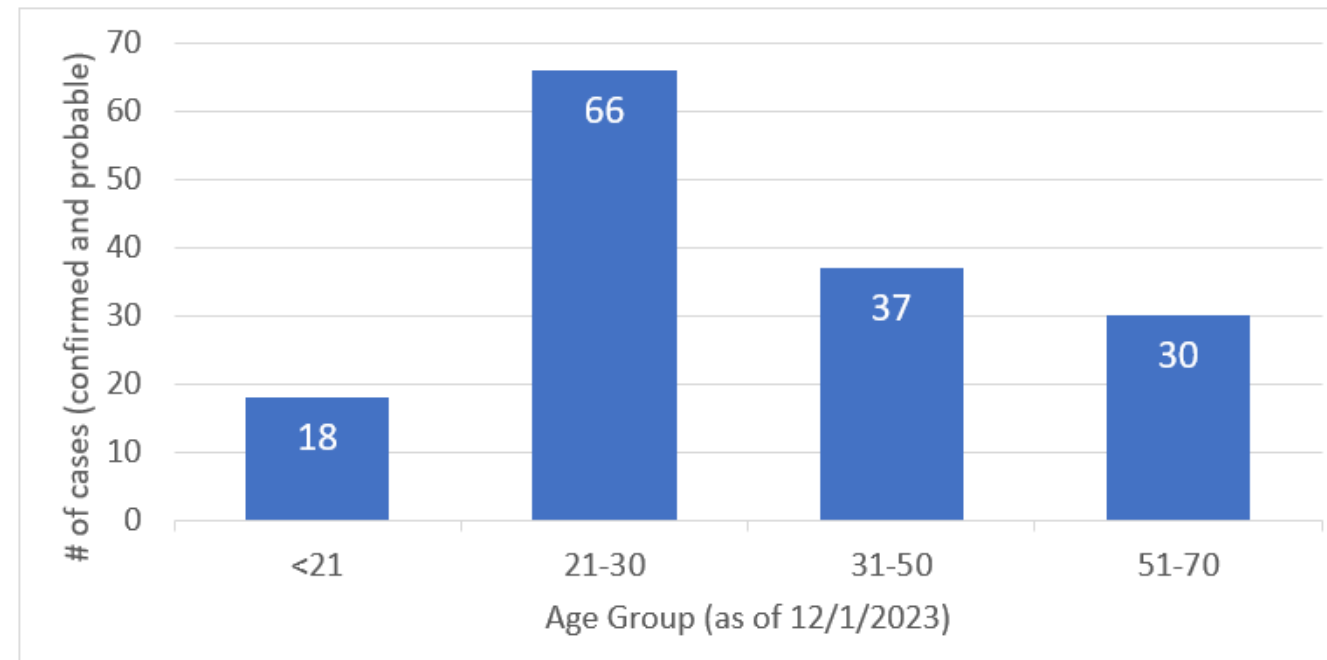
By [Cara Lynn Shultz](#) |  
Published on December 18, 2023 02:59PM EST

# Additional Considerations

1. Transient Population
2. Diverse Workforce
3. Incomplete Reporting
4. Extensive Menu
5. Facility Capacity



Figure 2: Norovirus Confirmed and Probable Cases by Age Group\* (n=151)





WAKE.GOV

Jennifer Brown MPH, REHS  
Environmental Health and Safety  
Division Director  
Wake County, NC  
[Jennifer.Brown@wake.gov](mailto:Jennifer.Brown@wake.gov)

# Noro Virus Prevention at the Restaurant



Shelly Wallingford, REHS  
#BetterTogether

Working to influence leaders one day at a time  
to improve food safety





# Wellness Program



This MUST be done anytime an employee (and manager) has symptoms of illness!

SCAN QR CODE TO ACCESS

## WELLNESS SURVEY

FOR SYMPTOM REPORTING

<https://covid.zerohourhealth.com/covid-symptom-survey/>

QR CODE FOR FIRST SURVEY ONLY

**IMPORTANT!**  
Bookmark the survey to your phone's home screen for quick access.

**FROM IPHONE/IPAD**


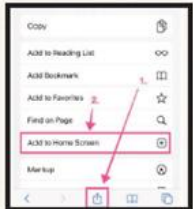

- 1 Once on the desired website, tap the **share arrow**.
- 2 Tap **Add to Home Screen**.

**FROM ANDROID**

- 1 Once on the desired website, tap the **three dots** in the top right corner.
- 2 Tap **Add to Home Screen**.

**HOW TO TAKE THE YOU FIRST SURVEY**

- 1 After you scan the QR code you will be taken to a website. Type in your individual ADP payroll file number (leave off any leading zeros: 00995 becomes 995, for example), then click the **Take me to the survey!** button.



# Wellness Program Overview

- Employees are required to do a Zedic check if they call in sick
- Managers have access to a dashboard to track and manage any exclusions
- As part of their daily checks manager are supposed to check in on employees to see how they are feeling
- What are we struggling with:
  - Employees using Zedic just for Covid
  - Not using for ALL sick call-offs

➤ The survey has always asked questions other than Covid

## YOU First Wellness Check

Welcome to Wellness Checks!

New! Please enter your ADP FILE #. If you don't know it, please reach out to your manager.

ADP FILE #\*

Enter your ADP FILE #

Take me to the survey!

Have you had any of these in the last 2 days or since you last worked?

Cold/flu/COVID symptoms or fever (not seasonal allergies)

Vomiting and / or diarrhea

Yellow skin or eyes, or brown urine

New blister-like lesions or open sores

I tested positive for COVID

I tested positive for something else contagious

Other illness or symptoms

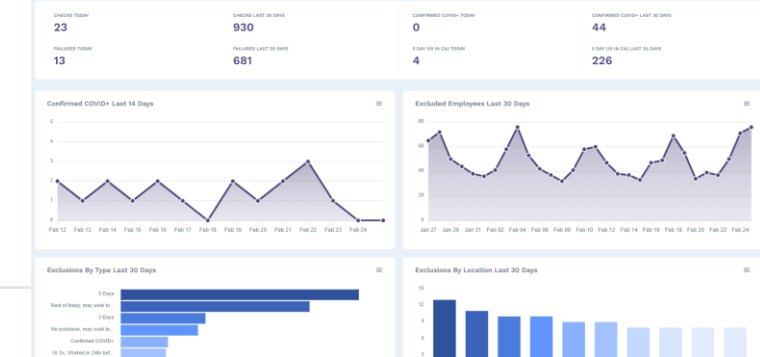
None of the above

I have read and understand the above questions and my answers are true and accurate. Falsifying information on this report is subject to disciplinary action up to and including termination of employment.

SUBMIT MY WELLNESS CHECK

## ZHH Dashboard Portal

Below is a snapshot of your team's hygiene program data. On the left, you can navigate to specific views and breakdowns for your team. As always, if there's something you'd like to see, or need any help, reach out via the app or email!



# QAFS Surveillance of Illness

- We have an automated SmartSheet system to capture data whenever an employee has positive test results.
- Using Zedic, the manager is notified to fill out the form
- When completed an auto-generated e-mail is sent with next steps
- If a location has increased sick calls we evaluate and may require increased protocols

[Form](#) [Settings](#)

## Positive Employee Illness Initial Screening

Please fill this out when an employee tests positive and provide as much detail as possible to help prevent unneeded detailed and time-consuming contact tracing. Thank you for helping protect our employees, customers, and the brand. QAFS appreciates all that you do every day!!

**Type of Illness being reported \***

Covid +    Hep A    Noro Virus    Salmonella    E-coli    Shigella  
 Campylobacter    Influenza    MPox    Other

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Resturant Information

**Manager Name Logging Employee Information \***

**Restaurant Name \***

**Restaurant \***  
Please be sure to check the correct Restaurant #  
-->ONLY If your Restaurant number is not listed, please type new location and select this option.

Select

# Contamination Events (V&D) and Clean Up Procedures



- Bodily fluid clean-up kit & written procedures (job aids)
- Training to all employees
- Job aid posted in several locations



**BODILY FLUID SPILL PROTECTION KIT PROCEDURE**  
BE PREPARED FOR EMERGENCIES WHEREVER YOU ARE

1. Block off the affected area using wet floor signs until the cleanup procedure is completed and the area is dry.
2. Wear all personal protective equipment supplied in the kit (gloves, bonnet, mask, shoe covers, and gown).
3. Spread the entire packet of Red-Z Solidifier over the fluids.
4. Place bio-hazard or clear bags (double bagged) next to the area that needs to be cleaned.
5. Using the scoop/scrapper, pick up the solidified material, pick up the solidified material and place in the biohazard clear bag.
6. Thoroughly spray or wipe down spill area with Rapid Multi Surface Cleaner and Disinfectant and allow the disinfectant to sit for time designated on the bottle (label).
7. Use the disposable wiper pads to wipe up all the residual disinfectant.
8. Place used PPE and waste into the biohazard / clear bag. Close using the twist ties.
9. Place the sealed bag into a dumpster outside of the restaurant. Do not discard in an interior trash can.
10. Thoroughly wash hands and reopen the contained area.

**PATHOGENS IN VOMIT CAN TRAVEL AS FAR AS 25 FT AND CAN REMAIN ALIVE FOR MANY DAYS. ANY PRODUCT WITHIN 25 FT (I.E. CONTAINERS, SUGAR PACKETS, EQUIPMENT, ETC) MUST EITHER BE DISCARDED OR CLEANED AND SANITIZED. GM MUST VERIFY THAT CLEANUP IS COMPLETE BEFORE SERVICE CAN BEGIN AGAIN.**





# Antimicrobial Fruit & Vegetable Treatment (AFVT)



We wash all out fresh produce to also help with any potential Noro virus

In addition, we do not use any romaine lettuce

## Antimicrobial Fruit & Vegetable Treatment

### Fill Sink/Bucket



- Clean and sanitize sink or bucket before use.
- Close drain.
- Push and twist button (right) to start dispensing.
- Push and twist button (left) to stop filling.

DO NOT MIX ANTIMICROBIAL FRUIT & VEGETABLE TREATMENT WITH ANYTHING BUT WATER.

### Test Solution

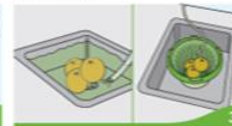


- Obtain a 1 cup sample of solution from filled sink or bucket.
- Immerse test strip in solution sample for 1 to 2 seconds (Do not shake off excess liquid).
- Evaluate color immediately after removing test strip from sample (Not more than 15 seconds).
- Match center of test strip to Color Chart\* to determine concentration (see product label for recommended concentrations and discard strip after use).

### Product Concentration Verification:

Periodically check wash solution for proper concentration of Antimicrobial Fruit and Vegetable Treatment use solution. Use test strip or test kit supplied. See test strip packaging or test kit Antimicrobial Fruit & Vegetable Treatment instruction card for color chart and use directions. Consult your Ecolab specialist or product label for specific directions.

### Wash Procedure



- Wash and/or brush produce for a minimum of 90 seconds contact time with the wash water.
- Remove produce from sink or bucket, drain produce thoroughly and allow to air dry.

USABLE ON BOTH WHOLE AND FRESH CUT PRODUCE. NO RINSE REQUIRED.

### Refresh Sink/Bucket



- Follow test solution procedures to monitor concentrate level throughout produce wash cycle.
- Drain and refill sink or bucket as needed when test strips indicate concentration is no longer in recommended range.

### \*Test Strip Color Chart



# Active Managerial Control



It all starts with keeping ill food workers out of the restaurant.

**Thank for your time today!!!**



# Panel Discussion

Please insert your questions in the Q&A box at any point during the webinar.



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Zedic



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# Wrap Up

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**Thank You!**

**Don't forget to download your CEU certificate from the Chat**

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