

# FOCUS AREA 11

## WORKSHEET:

### Food Recall

Complete this worksheet if “food recall” is a high-priority Focus Area for efforts to improve foodborne disease outbreak-related activities in your agency or jurisdiction. (NOTE: The term “agency/jurisdiction” refers to the entity for which your workgroup is making decisions. See your completed “Preliminaries” worksheet for a definition.)

List the individuals participating in the discussion of this Focus Area (and their affiliations).

To help you understand what is included in this Focus Area, review the following goals and keys to success.

**GOALS FOR FOOD RECALL:**

The agency/jurisdiction ensures that the food implicated in an outbreak is removed from the market, retail establishments, and the homes of consumers as quickly as possible.

**1. PRIORITIZE THE KEYS TO SUCCESS FOR FOOD RECALL**

“Keys to success” are activities, relationships, and resources that are critical to achieving success in a Focus Area. Determining whether an agency/jurisdiction has a particular key to success in place is somewhat subjective. Metrics, such as measures of time (e.g., rapidly, timely, and quickly), have not been defined. Your workgroup should provide its own definitions for these terms, as is appropriate for your agency/jurisdiction, and use its best judgment in deciding whether a particular key to success is fully or partially in place. Rate the priority for implementing each key to success based on its likely impact on foodborne outbreak response at your agency/jurisdiction and available resources. Use a scale of 1 to 5 to rate each key to success (1=low priority for implementation, and 5=high priority for implementation). If a key to success is already in place in your agency/jurisdiction, check the appropriate box. If a key to success is not relevant to your agency/jurisdiction, select N/A.

Already in Place	Priority for Implementation or Improvement in Your Agency/Jurisdiction LOW ----- HIGH
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**Food recall**

- Agency/jurisdiction collaborates with state and federal agencies as well as the implicated facility or production site in the recall.

Notes (activities, procedures, or comments):

1   2   3   4   5   N/A

- Agency/jurisdiction proactively embargoes or seizes the implicated food product while awaiting official recall.

Notes (activities, procedures, or comments):

1   2   3   4   5   N/A

Already in Place	Priority for Implementation or Improvement in Your Agency/Jurisdiction LOW ----- HIGH					
<ul style="list-style-type: none"> <li>Agency/jurisdiction has the means to quickly notify retail establishments and other sites (e.g., food banks) under its jurisdiction about the recall.</li> </ul>						
<i>Notes (activities, procedures, or comments):</i>	1	2	3	4	5	N/A

<ul style="list-style-type: none"> <li>Agency/jurisdiction has means to quickly notify the public about a recall.</li> </ul>						
<i>Notes (activities, procedures, or comments):</i>	1	2	3	4	5	N/A

<ul style="list-style-type: none"> <li>Agency/jurisdiction monitors the effectiveness of the recall at all appropriate establishments.</li> </ul>						
<i>Notes (activities, procedures, or comments):</i>	1	2	3	4	5	N/A

**Making changes**

<ul style="list-style-type: none"> <li>Agency/jurisdiction involves investigation and response team members in a debriefing or after-action review following outbreak responses to improve future investigation practices and to prevent future outbreaks based on lessons learned.</li> </ul>						
<i>Notes (activities, procedures, or comments):</i>	1	2	3	4	5	N/A

<ul style="list-style-type: none"> <li>Agency/jurisdiction has performance indicators related to food recall and routinely evaluates its performance in this Focus Area and tracks progress as part of its continuous process improvement program(s).</li> </ul>						
<i>Notes (activities, procedures, or comments):</i>	1	2	3	4	5	N/A

## 2. PRIORITIZE CIFOR GUIDELINES RECOMMENDATIONS TO ADDRESS NEEDED IMPROVEMENTS

Having identified activities and procedures in need of improvement, review the CIFOR Guidelines recommendations related to this Focus Area (listed below). Rate the priority for implementing each recommendation based on its likely impact on foodborne outbreak response at your agency/ jurisdiction and available resources. Use a scale of 1 to 5 to rate each recommendation (1=low priority for implementation, and 5=high priority for implementation). If a recommendation is already in place in your agency/jurisdiction, check the appropriate box. If a recommendation is not relevant to your agency/jurisdiction, select N/A. **Refer to the blue underlined section number following each recommendation to view the recommendation as it appears in the CIFOR Guidelines.**

Already in Place						Priority for Implementation or Improvement in Your Agency/Jurisdiction LOW - - - - - HIGH
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### Before a food event occurs

<ul style="list-style-type: none"> <li>Know which regulators have responsibility over which food products. <a href="#">(2.4.1)</a> <a href="#">(2.4.2)</a> <a href="#">(Table 3.1)</a> <a href="#">(3.2)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Work with manufacturers, processors, and retail establishments in the jurisdiction to prepare for a recall, including maintaining product source and shipping information for quick access, maintaining contact lists and communication methods to rapidly notify customers of a recall, and developing procedures to prevent recalled food from being put back into commerce. <a href="#">(Box 6.5)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Develop materials to support businesses and the industry during an outbreak or illness-related recall, including a list of control measures to implement immediately, guidelines for mitigating the impact of the recall, and guidance for interacting with public health, environmental health, or agriculture officials investigating an outbreak, including contact information for regulatory agencies at the local, state, and federal level. <a href="#">(3.5.2)</a> <a href="#">(6.5.1)</a> <a href="#">(Box 6.5)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Develop public and media communication materials to support businesses and the industry during a recall, including templates, message maps, or public information sheets for common foodborne disease agents and guidelines for communicating with the news media. <a href="#">(3.5.2)</a> <a href="#">(6.2.1)</a> <a href="#">(Box 6.5)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Ensure that local food establishments are aware of the “CIFOR Foodborne Illness Response Guidelines for Owners, Operators and Managers of Food Establishments” and that they monitor these guidelines for updates. <a href="#">(6.4.4)</a> <a href="#">(Box 6.5)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Ensure that regulators responsible for food facilities have a means to notify all food facilities in their jurisdiction of recalls immediately through email, blast fax, phone calls, or other means. Identifying subcategories of facilities (that use or sell particular food commodities) is highly recommended so notices can be targeted to specific facilities. <a href="#">(6.5.1)</a> <a href="#">(Box 6.5)</a></li> </ul>	1	2	3	4	5	N/A

*Additional ideas:*

Already in Place	Priority for Implementation or Improvement in Your Agency/Jurisdiction LOW ----- HIGH					
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**After a food event occurs**

<ul style="list-style-type: none"> <li>Contact the federal or state regulatory agency that has jurisdiction over the product implicated in an outbreak immediately since that agency will be responsible for working with the manufacturer/producer on the recall. <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Work with the appropriate regulatory agency to determine whether to remove a food from the market. The decision should be based on the likelihood that consumers are still at risk for exposure to the food, the quality of the information implicating the food, and the virulence of the pathogen. <a href="#">(6.4.4)</a> <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Fully document the information that led to the decision to recall the food and the process used to make the decision. <a href="#">(6.4.4)</a> <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Once a decision is made to remove a food from the market, remove it as quickly and efficiently as possible, working closely with state and federal regulatory agencies and the implicated manufacturer/producer. <a href="#">(6.4.4)</a> <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>If your jurisdiction has legal authority to do so, embargo (impound) the food at the manufacturer/producer while awaiting the official recall. <a href="#">(6.4.4)</a> <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>If the implicated food is associated with a highly dangerous condition, consider the possibility of food seizure to ensure immediate and complete removal of the suspected food from the market. <a href="#">(6.4.4)</a> <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Advise a manufacturer/processor that refuses to recall a food that public health agencies or regulators might issue their own notice to the public and that the notice might include the message that the firm declined to voluntarily recall the product. <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Monitor recall efforts to ensure that the food is completely removed from distribution and that the recall is effective in stopping illnesses. If the recall is not effective, notify appropriate state, federal, and neighboring public health and food-regulatory agencies. Issue a public advisory if needed. <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Obtain interim and final reports about the recall from the manufacturer/producer that recalls a product to determine the need for further recall actions. <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A

*Additional ideas:*

Already in Place	Priority for Implementation or Improvement in Your Agency/Jurisdiction LOW ----- HIGH					
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**Communication with public**

<ul style="list-style-type: none"> <li>If the outbreak involves a distributed product, notify the public. <a href="#">(6.2.2)</a> <a href="#">(6.4.4)</a> <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Communicate with the public about food recalls using good risk-communication practices. Provide only objective information. Do not give preliminary or unconfirmed information. Provide clear actions that the public should take (e.g., handling of the suspected product, actions to take if illness occurs). <a href="#">(Box 6.3)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Seek assistance from the agency’s public information officer or the public information officer at another agency, if the agency does not have this resource, to help in developing messages for the public. <a href="#">(4.2.9)</a> <a href="#">(6.2.2)</a> <a href="#">(Box 6.3)</a> <a href="#">(6.4.4)</a> <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Use established channels of communication with the public. Means of notification depend on the public health risk and the target population and might include press releases, radio, television, fax, telephone, email, web posting, social media, or letters. <a href="#">(4.2.9)</a> <a href="#">(6.2.2)</a> <a href="#">(Box 6.3)</a> <a href="#">(6.4.4)</a> <a href="#">(6.5.1)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>Attempt to reach all members of the population at risk, including non-English-speaking and low-literacy populations. <a href="#">(6.2.2)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>If the outbreak is large or the etiologic agent is highly virulent, consider setting up an emergency hotline so the public can call with questions. Train persons answering the hotline so that they will provide consistent messages. <a href="#">(6.2.3)</a></li> </ul>	1	2	3	4	5	N/A
<ul style="list-style-type: none"> <li>If press releases are to be issued by the manufacturer or retail establishments, review and approve their statements before release. <a href="#">(6.4.4)</a></li> </ul>	1	2	3	4	5	N/A

*Additional ideas:*

### 3. MAKE PLANS TO IMPLEMENT SELECTED CIFOR GUIDELINES RECOMMENDATIONS

For each CIFOR Guidelines recommendation selected in the previous steps (or idea formulated by the workgroup), identify who will take the lead in implementing the recommendation and the time frame for implementation (e.g., a specific completion date or whether the change is likely to require short-, mid-, or long-term efforts). If certain actions must precede others, make a note of this and adjust the time frame. In addition, consider factors that could positively or negatively influence implementation of the recommendation and ways to incorporate the recommendation into your agency's/jurisdiction's standard operating procedures.

CIFOR recommendations or other ideas from previous steps	Lead person	Time frame for implementation	Notes (e.g., necessary antecedents, factors that might influence implementation, ways to incorporate the recommendation into standard operating procedures)

*One person should be given responsibility for monitoring progress in implementing the above CIFOR Guidelines recommendations. Follow-up should occur at specified checkpoints (e.g., 3, 6, 9, and 12 months after the start of the Toolkit process), and results should be shared with the entire workgroup.*

DATE WORKSHEET COMPLETED: \_\_\_\_\_

NEXT DATE FOR FOLLOW-UP ON PROGRESS: \_\_\_\_\_