Food Recalls Guide
for Agency Partners

Food can be recalled for a multitude of reasons. Below are just a few examples:

- An item may have an undeclared, high-risk allergen such as soy or nuts.
- A meat item that's uncured and was not fully inspected but made it to the store shelves.
- An item that may have been contaminated with Listeria Monocytogenes
- An item was improperly labeled
- An item that may have been contaminated with a foreign material

As a part of the food industry and distribution of food, it is critical our partners understand the importance of recalls and the communication expected of you to neighbors you serve. To ensure we all follow the rules and procedures set by the USDA, Feeding America, and State and Local Health agencies, every partner agency is required to:

1. Provide two email addresses to Second Harvest of staff/volunteers who regularly have access to your food inventory being distributed.
2. Participate in occasional mock recalls initiated from Second Harvest
3. Track and communicate recall information to any neighbors potentially affected by the recalls via phone call, email, text, social media posts, local broadcasting, etc.

YOUR RESPONSIBILITIES:

- When Second Harvest receives recall alerts from *Feeding America*, the *FDA*, and the *USDA Food Safety & Inspection Services (FSIS)*, we review the information for potential local impact. If applicable, we will send an email to all partner agencies with details of the recall. The email will come from recall@helpendhunger.org.
- As soon as possible, check your inventory for the recalled product.
- If you have affected product, pull the items immediately from your inventory.
- Label product as "DO NOT USE", take a picture of the product and send the picture to your Agency Relations Coordinator.
- Pull records of distribution and immediately notify any neighbors who could have potentially received the recalled product.
- Second Harvest will instruct you on proper disposal procedures and will credit your account, if applicable.

WE HIGHLY RECOMMEND THAT YOU SIGN UP DIRECTLY TO RECEIVE RECALL ALERTS FROM THE ORGANIZATIONS LISTED BELOW:

- **FDA**: https://www.fda.gov/about-fda/contact-fda/get-email-updates
- **USDA FSIS**: https://public.govdelivery.com/accounts/USFSIS/subscriber/new