

Mock Recall Procedures

The effectiveness of the School District Food Service recall program is regularly reviewed. A Mock Recall is conducted at least every 12 months and when requested by customers and/or third party audit. The Quality Assurance Manager is responsible for initiating the Mock Recall and assigning personnel to perform the product tracking. The Crisis Management Team will review at least one Mock Recall per year. All Mock Recalls will be thoroughly documented at the time they are completed.

The Crisis Management Team (Team) will consist of the following:

- Quality Assurance Manager
- Executive Chef
- Director of Food Services
- Communications Lead
- Manager of Procurement

A product is chosen at random as the starting point for the Mock Recall.

A product description and product ID number is given for the randomly selected “suspect” product. Record the date and starting time of the recall and complete the following process:

Mock Recall Steps

1. In the event of a generated complaint or recall alert, the Recall team will evaluate potential health hazards, the scope, and records in determining whether or not to issue a recall by answering the following questions:
 - a) Health Hazards: Have disease or injuries already occurred from use of the product?
 - b) What are the hazards to various segments of the population: children, the elderly, and immune-compromised individuals?
 - c) Who is expected to be exposed to the product being considered for recall?
 - d) What are the relative degrees of seriousness of health hazard to which the population at risk would be exposed?

- e) What is the likelihood of occurrence of the hazard?
 - f) Assess the consequences (immediate or long-range).
2. If a recall is determined necessary, prepare communications to all site staff to hold the product, and ship substitute meals if necessary.
 3. Determine the scope of the recall. Is the recall due to contamination of a foreign object, microbiological testing or incorrect labeling? Was the same contaminated raw material used in other lots on other days of production?
 4. Gather batch Records of recalled product, any microbiological testing records, and invoices of product received. Gather all information regarding the name and addresses of consignees, shipment method, date of shipment, etc. Note if any consignees are hospitals, chains, restaurants, distributors, independent retailers, or sellers to the National School Lunch Program or the Department of Defense.
 5. Determine the Depth of the Recall; Wholesale level, HRI level, Retail level, or Direct Consumer Level.
 6. Initiate a Recall PaperWork Trail (Supplier to Consumer).
Pallet Tags are created for all incoming products with the following information:
 - Customer
 - Package
 - Label
 - Lot Number / Lot Code
 - PO and / or Invoice Number
 7. Perform an effectiveness check on the mock recall effort, and document.

MODEL PRESS RELEASE - FOREIGN OBJECT

Company Recalls [product] That May Contain Glass/metal shards

County, [Date] School District Food Service Commissary, a town, state establishment, is voluntarily recalling approximately 10,000 lbs of [Food Product Name] because the products may contain [hazardous material, e.g., metal]. Consumption could cause [lacerations].

[Specific information on how to identify the product] (e.g., the type of container [plastic/metal/glass], size or appearance of the product, product brand name, establishment number and location on package, flavors, codes and expiration dates, etc.).

Product was distributed [listing of the states and areas where the product was distributed and how it reached customers e.g. through retail stores, mail order, direct delivery]

[Status of the number of and types of related illnesses that have been confirmed to date] (e.g., “no illnesses have been reported to date”).

[Brief explanation about what is known about the problems, such as how it was revealed, and what is known about its source.] An example of such a description is: “the recall was the result of the plant finding several pieces of glass on routine examination of the product. The company immediately contacted USDA and has ceased distribution of the product as USDA and the company continue their investigation as to what caused the problem.”

Because of the potential hazard, [Information on what consumers should do with the product and where they can get information] (e.g., “consumers who have purchased products produced by Food Services are urged not to eat the product but to return it to the place of purchase for a full refund”).

Consumers with questions about the recall may contact [name and position] at [phone number], or the consumer hotline at [toll free number]. Media with questions may contact the Director of Food Services.

Date Implemented _____ By _____

Date Reviewed _____ By _____

Date Revised _____ By _____