

Castleberry Hot Dog Chili Sauce Recall

the differences.....

LaPorte County Health Department

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Typical Recall Procedures

Review the recall

Contact affected establishments via phone, fax, email or visit

Check for recalled products during routine inspections

Along Comes Castleberry...

⚙️ July 19th-Recall Initiated-establishments were contacted via phone and fax

⚙️ July 21st-Recall was expanded

⚙️ July 26th-email from Scott



RECALL WAS INEFFECTIVE



Recall Was Ineffective continued

CONDUCT IN-PERSON AUDIT CHECKS ON:

Gas Stations and Convenience Stores	(31)
Discount Flea Market Type Stores	(2)
Independent Pharmacies	(2)
“Mom and Pop” Grocery Stores	(14)
Soup Kitchens	(2)
Pet/Feed Stores	(3)
Day Care	(1)

Information Gathering

- ✦ FIRMS Database
- ✦ Files
- ✦ Phone Books
- ✦ Township Trustees
- ✦ Northern Indiana Food Bank
- ✦ Brain Storm

Preparing for the Big Day...

- ★ COMMUNICATION IS THE KEY!
- ★ FRPPXQLFDWLRQ#LV#WKH#NH\\$
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BUT THE FIRST TO FAIL!

July 27th-More Preparation...

✦ Enlisted the help of:

✦ 2 Nurses

✦ 2 Food Inspectors and Supervisor

✦ 1 Vital Records Clerk

✦ 3 Environmental Inspectors

From 2 Locations:

LaPorte and Michigan City



Routes Designed

According to:

How familiar employees were to specific areas

Accessibility

How owner's would respond

The Preparation

- ★ Detailed recall procedures and instructions written

- 1. Specific to Chili Sauce**

- 2. Explain the recall**

- 3. Physically check shelves and storerooms**

- 4. What to do if found**

The background is a dark blue field filled with various sizes of light blue gears. On the left side, there is a vertical strip with a colorful, abstract, and somewhat pixelated pattern in shades of orange, yellow, and brown.

Information Meeting

- ☀ Recall procedures printed and faxed to LaPorte Office

FAX WAS BUSY!!

Instructions were emailed, printed and distributed

- ☀ Conference Call Scheduled



CONFERENCE CALL...

- ☀ Conference phone...

BUSY!!!

Cell Phone With A Speaker

The Outcome

- ★ 2 cans at c-store had been pulled and waiting for pickup
- ★ 31 cans at a mom/pop store had been pulled and waiting for pickup
- ★ 30 cans found for sale on shelves at mom/pop grocery store
- ★ 1 store and 1 soup kitchen normally have the product but did not have any at the time

The Outcome continued...

- ✱ 10 cans found for sale on store shelf
- ✱ They Were Contacted During The First Phase
- ✱ They Told Us They DIDN'T Have Any!



Lessons Learned:

1. Problems With Addresses—Couldn't Get Them Quickly
2. Explain To Each Volunteer How to Get To The Locations
3. Communication Internally:
 - A. 2 Offices
 - B. No Conference Phone

Lessons Learned continued

4. Communication Problems Externally

- ✱ Couldn't Get Questions Answered By ISDH

- ✱ Recall

- ✱ Audit Form

5. Needed Centralized Person in Office

- ✱ Incident Command

Lessons Learned-Positive

- ✱ Everyone Worked Together
- ✱ Overcame Obstacles
- ✱ Got Products Off Shelves
- ✱ Opened Lines of Communication
 - ✱ Food Pantries and Soup Kitchens
 - ✱ Township Trustees