

Developing a **SAFETY RECALL** Program



Each year there are thousands of products recalled for a multitude of safety hazards. A product recall can quickly become a crisis, but it doesn't have to. Having a plan and process to eliminate the use of products that have been recalled is essential to the safety of your employees and the individuals your organization serves.

There are a number of agencies such as the Food and Drug Administration (FDA) and the Consumer Product Safety Commission (CPSC) that provide e-mail alerts in the event of a recalled product under their purview. The FDA is responsible for all foods (with the exception of meat and poultry which are monitored by the United States Department of Agriculture and Food Safety & Inspection Service), drugs (prescription and non-prescription), cosmetics, and medical devices. FDA and USDA recalls are classified by class 1, 2, & 3 recalls with class 1 being the most hazardous. It is important to understand that when an issue with a product is first discovered, an alert may be sent which is not necessarily a recall. As more information is learned about the issue, a recall may or may not be issued.

The U.S. Consumer Product Safety Commission's function is to protect the public from unreasonable risks of serious injury or death from thousands of consumer products. The CPSC protects consumers and families from products that pose fire, electrical, chemical, or mechanical hazards that can injure consumers. The CPSC works to ensure the safety of products such as toys, cribs, power tools, cigarette lighters, and household chemicals. These recalls contributed significantly to the 30 percent decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

There are several factors that are crucial in the implementation of an effective recall program:

- **Two people should receive the recall e-mails.** This will provide coverage in the event the primary individual distributing the information is on vacation or extended leave.
- **Keep it simple!** Some recalls are extensive and provide a history of the product that is being recalled. Send only the information that is relevant.
- **The information must be disseminated as soon as possible.** The quicker the information is circulated, the higher the chance of eliminating the use or ingestion of a recalled product.
- **Be sure to close the loop.** Ask for feedback and notification if your agency is using any of the recalled products. This will assist you in monitoring the effectiveness of your recall program.

Get the Scoop!

Go to www.recalls.gov and click on "Sign up for Email" to register to receive recall information emails from numerous government agencies including the Food & Drug Administration and Consumer Product Safety Commission.



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