

Guidelines for Counties Responding to Food Safety & Food Preservation Questions

UWEX will continue to try to provide support to consumers requesting information on food safety or home food preservation through our transition. We are not able to respond to general cooking questions where UWEX doesn't have research or best-practice guidelines to support our answers. Please follow these guidelines.

Resources. UW-Extension supports the use of approved food safety resources and research-tested recipes in home food preservation. You may provide a **direct link** to the information below:

Food Safety.

- Be Food Safe: <http://www.fightbac.org/>
- Foodsafety.gov <https://www.foodsafety.gov>
- Centers for Disease Control and Prevention <https://www.cdc.gov/>
- USDA Food Safety Information: <https://www.fsis.usda.gov/wps/portal/fsis/home>
- USDA Meat and Poultry Hotline 888-674-6854.
- FDA Food Information Line 888-723-3366

Food Preservation.

- National Center for Home Food Preservation <http://nchfp.uga.edu/>
- Safe & Healthy: Preserving Food at Home (UWEX) <https://fyi.uwex.edu/safepreserving/>
- The Learning Store (UWEX) <https://learningstore.uwex.edu/>

UW-Extension **does not** support commercial web sites or social media platforms for food safety or food preservation information. **Please do not offer other resources to consumers.**

-Encourage consumers to sign up for **food safety and food preservation updates** via the UWEX food safety blog: <https://fyi.uwex.edu/safepreserving/>

-Do **not** provide a personal interpretation of any recommendations, even if you have personal experience. Even though consumers may be insistent and their concerns real, our organization is put at-risk if incorrect or incomplete advice is given.

-You may **print information** directly from the listed web sites or from the UWEX Safe Food Preservation Series bulletins. You may direct consumers to the phone numbers listed for **hotlines** or to **content educators in your area** who may have agreed to help <https://counties.uwex.edu/>; in some situations, you may need to reach out to the **Food Safety Specialist** 608-263-7383 ☺ Barb will work with you to see that questions are answered; consumers should **not** call the specialist directly. We do not have a supported network of food safety & preservation **volunteers**. Volunteers should not answer questions.

-Do **not** attempt to answer a question or redirect a consumer to another UWEX office when a consumer did not **use or follow** an Extension-approved resource/recipe. If a consumer has a question about an approved resource, you may refer them back to the resource (where they can review the information), or you may refer them to educators in your area. If your county/area no longer provides support for food safety/preservation, direct consumers to the resources above, not to other areas or resources.

-Due to **liability**, do not answer questions related to the manufacture of food for sale. Refer callers to the State Specialist: Barb Ingham bhingham@wisc.edu or 608-263-7383.

-Only trained staff should test **dial gauge canners**; a **trained** UWEX educator **must** be present to sign the testing report. Consumers who have a Presto dial-gauge canner can call Presto directly: 800-877-0441. Thank you for your support of food safety and food preservation education in the state. 6/26/2018