Consumer Food Safety Education Conference 2014

FDA’s Food and Cosmetics Information Center (FCIC)

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Chief, Information Center Branch
Center for Food Safety & Applied Nutrition (CFSAN)
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What is FDA?

Food & Drug Administration
FDA: Nationally & Globally

• Field Offices: Headquarters, Regions, Districts

• Global Posts:
  o China,
  o India,
  o Latin America,
  o Europe,
  o Asia-Pacific,
  o Sub-Saharan Africa,
  o Middle East/North Africa

• Product/Program-Focused Centers

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Questions about Food: Ask FDA or USDA?

**USDA: Meat, Poultry, Certain Egg Products**
Key Laws:
- Federal Meat Inspection Act
- Agricultural Marketing Act
- Poultry Products Inspection Act
- Egg Products Inspection Act

**FDA: All Other Food**
Key Laws:
- Food, Drug, and Cosmetic Act
- Public Health Service Act
- Food Safety Modernization Act

Responsibility of U.S. food dollars

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FCIC Guiding Principle

Two-way flow of information about food and cosmetic safety and nutrition so that:

- Inquirers get the quality information they need for their health and safety
- We use their feedback to improve our public health communications
Goals of The FCIC

• Quality customer service:
  ▪ Accurate, timely, professional responses

• Sound information:
  ▪ Food, Cosmetics, & Regulatory processes

• Current Trends:
  ▪ Emerging topics, educational outreach, improved clarity
FCIC Structure

Branch Chief

- 5 Tier 1 Information Specialists
- 2 Tier 2 Information Specialists
- Quality Control Analyst
- Content/Systems Coordinator

9 FTEs + Branch Chief
How to Ask Questions of the FCIC:

- Web Form
- Phone
- Letter

Answer time varies with complexity & volume
What If It’s An Emergency?

- Contact your personal health care professional
- Report to MedWatch
- Contact FDA Consumer Complaint Coordinator in your state
Inquiries Handled
July through October, 2014

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The Partnership for Food Safety Education
Range of Consumer Inquiries

1. I ate this food and got sick. How can I report it?
2. Where is there more information about this recalled product?
3. When are those regulations going to be final?
4. Can dietary supplements interact with prescription medicines?
5. Does company X use a certain food additive in its product?
6. Is it safe to consume a product that has passed its expiration date?
7. I want to report metal fragments in my canned food.
8. Why don’t you regulate pink peppercorn as a food allergen?
9. I want to report a false claim on a dietary supplement.
10. Why don’t labels disclose when ingredients are genetically modified?
11. I left my fried rice on the table all night, is it safe to eat?
12. My power has been out for 4 hours, is the food in my fridge safe?
13. I want to start a food business – what are FDA’s requirements?
## Most Frequent Consumer Topics

Commonalities & Descending Rank of Frequency From 1 to 9

<table>
<thead>
<tr>
<th>Topic</th>
<th>Food</th>
<th>Food, Specifically Dietary Supplements</th>
<th>Cosmetics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint</td>
<td>1</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>Safety</td>
<td>2</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>Labeling</td>
<td>3</td>
<td></td>
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<tr>
<td>FDA “Approved”?</td>
<td></td>
<td>5</td>
<td>9</td>
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Interesting Inquiries

• Is it true that FDA allows peanut butter manufacturers to add insects to their products?
• What foods are colored with insect juice?
• How does the FDA classify lactase supplements, such as Lactaid? My son's school wants to ban them under its Zero Tolerance policy but I thought they were a food or dietary supplement.
• What are the regulations for using placenta and ground centipede in a dietary supplement?
• Will I fail my drug test if I take a certain Dietary Supplement?
• GMO foods are the cause of the Ebola virus. What is FDA doing about it?
• Is finding a dead insect in a 40 lb case of dried figs acceptable?
Contact Information

Phone

- 1-888-SAFEFOOD (1-888-723-3366)
- 10 AM to 4 PM EST

Submit a Question

- Online Web form
- https://cfsan.secure.force.com/Inquirypage

Consumer and Industry Assistance

- http://www.fda.gov/Food/
- http://www.fda.gov/Food/ResourcesForYou/ucm334249.htm
- Follow us on Twitter @FDAfood

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Questions?