

COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

DIRECTIVE

No.:	1154
Issued:	12/13/07
Post Until:	01/13/08

SUBJECT: Product Recalls

Our Department is committed to providing a safe and healthy environment for staff, visitors and the clients we serve. With the rise in consumer product recalls, it is necessary to establish a policy for handling product recalls. The objective of a product recall is to prevent consumers from becoming ill, or injured by potentially harmful products. Products that are deemed potentially harmful shall be seized and confiscated immediately.

Initial Notification

The Probation Department's Safety Officer, and Loss Control Specialist, both shall be registered with the U.S. Consumer Product Safety Commission and monitor all product recalls on a routine basis through media and/or Internet access. When informed of a food and or consumer product recall, the Safety Officer and Loss Control Specialist shall communicate the ***Product Information to Key Internal Personnel*** immediately, and confirm that key personnel were notified. Depending on the severity of the recalled item, information shall be posted on the Department's web site (ProbNet). The Safety Officer and Loss Control Specialist shall track the process and collect all data concerning the product and the Department's corrective action.

Product Information shall include, but is not limited to the following:

- Product name (include brand name and generic name)
- Model, catalogue, or product order number
- Description of product
 - Include if product is powder, liquid, tablet, capsule, etc.
 - Include the intended use or indications.
 - If the product is perishable, include the expected shelf life.
 - Include type of packaging (i.e. box, flexible plastic, glass).

Key Internal Personnel include:

- Procurement
- Warehouse
- Services Directors
- Camp Service Managers
- Food Service Providers (Contractors and Departmental Chief Cook)
- Civil Litigation Office
- Bureau Chiefs, Superintendents and Directors

Key personnel shall ensure there is a prompt and responsible process for responding timely to recalled products.

PRODUCT RECALLS
PAGE 2

Product Retrieval and Collection:

The Facilities Operations Director shall coordinate the mass retrieval, collection, storage, inventory control and return of recalled products.

The Procurement Director must expedite the procuring of a substitute product when the confiscated product creates a shortage and impacts operational needs and the daily care and treatment of detained minors.

Food Product Recalls

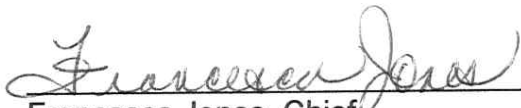
The Chief Cook and Food Service Providers (Contractors) shall check inventory and provide a written statement to the Safety Officer indicating action taken.

Evaluation of Recall:

If the Department is in possession of any recalled products, the unit responsible for confiscating and removing those products shall send an incident report and manager's memo that summarizes the recall activities to the Probation Risk Management Division. The Safety Officer and or Loss Control Specialist shall review the reports and make a determination if the recall efforts have met the recommendations from the U.S. Consumer Product Safety Commission.

If deemed necessary by the Chief Deputy, the Quality Assurance Bureau will conduct a Critical Incident Review.

If you have any questions or concerns regarding this directive, please contact the Risk Management Division, Belinda Ramirez, Safety Officer, at (562) 940-3673; or Mr. Ayatu Oyaifo, Loss Control Specialist, at (562) 940-2814.



Francesca Jones, Chief
Management Services Bureau