



Frequently Asked Questions regarding the Murry's, Inc., Recall – July 15, 2015
Bell & Evans GLUTEN FREE Breaded Chicken Breast Nuggets
Best by Date: 3/25/16

What product does this affect?

The voluntary recall is for **ONE PRODUCTION DATE** of Bell & Evans **GLUTEN FREE** Breaded Chicken Breast Nuggets with a **best by date of 3-25-16**. There are NO OTHER BELL & EVANS PRODUCTS AFFECTED.

Bell & Evans Item#: 20229 – Bell & Evans **GLUTEN FREE** Breaded Chicken Nuggets

- 12 oz retail box – black and red – clearly labeled as GLUTEN FREE
- Best by: 03/25/16 – front panel of box
- UPC #: 738985277291 – back panel of box



Why are these products being recalled?

The USDA identified a possible contamination of the product with Staphylococcal enterotoxin. The problem was discovered by the Colorado Department of Agriculture during a routine retail surveillance and sampling program, which is funded by the USDA at a Federal Emergency Response Network (FERN) lab. Testing for this enterotoxin is currently not required by the USDA as standard testing protocol for protein or poultry products.

What are the symptoms of staphylococcal enterotoxin?

Staphylococcus enterotoxins are fast acting, sometimes causing illness in as little as 30 minutes. Thoroughly cooking product does not prevent illness, and symptoms usually develop within one to six hours after eating contaminated food. Patients typically experience several of the following:

- Nausea
- Vomiting
- Stomach Cramps
- Diarrhea

The illness is usually mild and most patients recover after one to three days. At this time **there have been no illnesses reported with this recall.**

What should I do if I have this product?

Confirm that information on your product matches the description and information above. If you are in possession of this product, please return it to the store where purchased for a full refund. If you have additional questions, please call Murry's Customer Service Center at 1-800-638-0215 between the hours of 9am and 5pm (EDT), Monday thru Friday.

I see one or more Bell & Evans products for sale at my local store. Are they included in the recall?

No. The only product included in this recall is **ONE PRODUCTION DATE** of Bell & Evans **GLUTEN FREE** Breaded Chicken Breast Nuggets with a **BEST BY DATE OF 3-25-16**. You can find the best by date on the front of retail box. No other Bell & Evans products, or production dates, fresh or frozen, are affected or included in this recall.

I have one of these products in my freezer, but it's not the one being recalled. Is it safe?

Yes. If the product in your possession does not ENTIRELY match the information listed above, i.e. product name, best by date and UPC number, they are safe to eat.



Should I worry about other Bell & Evans products?

No. No other Bell & Evans products, or production dates, fresh or frozen, are affected or included in this recall. Bell & Evans is fully committed to raising chickens with the highest standards for humane animal welfare, quality and trust. Remember, no Bell & Evans fresh products or other frozen products are affected.

Why is my grocery store contacting me?

Many retailers have the ability to search their system for individuals who have purchased product during a designated timeframe. Your name may have come up on their list. This does not indicate that you purchased the **Bell & Evans GLUTEN FREE Breaded Chicken Breast Nuggets** with a **BEST BY DATE of 3-25-16** in question. Please check any of the product that you may have at home and return only the specified product to that store where you purchased.

What are you doing to prevent this from happening again?

Bell & Evans is working and will continue to work collaboratively with Murry's, Inc., and the USDA to identify and resolve the root problem. At this time, testing for the enterotoxin is not required and normally not tested for in protein or poultry products. Both Bell & Evans and Murry's, Inc., have world-class safety programs that are Global Food Safety Initiative (GFSI) audited and approved. We will continue to work with the USDA and Murry's to ensure all required testing parameters are met.

Why did someone else produce the product for you?

We have trusted relationships with key suppliers who help us meet consumer demand for our products. This is called "co-packing." When a supplier produces a product for us, we work closely with that company to ensure it has high food safety standards and production practices that we would expect if we produced the product in our plant.

Was this product inspected?

Yes, this product was inspected and met all requirements by USDA's Food Safety and Inspection Service.

Why did the State of Colorado find this contamination and not the USDA?

The State of Colorado has received federal funding to conduct special testing as part of a government food safety surveillance program. USDA conducts inspection procedures and runs other tests nationally and our product passed all applicable requirements. The records show that both Bell & Evans and Murry's, Inc., have an excellent history of compliance with federal rules.

Will cooking destroy the contamination?

No. Although bacteria are commonly destroyed with heat, an "enterotoxin," which is a toxin produced by bacteria, is not. The toxin is heat resistant and that is why it is important to return any recalled product.

Isn't this the second time that you've recalled a product for this same reason in a year?

Yes. The October 2014 recall appeared to be an isolated case. Changes were implemented at our co-packer after that recall that were closely monitored and approved by the USDA. We are actively working directly with our co-packer to further investigate the matter, determine what other procedures may need to be implemented, identify the root cause of the problem, and prevent it from happening again. We are also working with the Office of Public Health Services (OPHS) and Food Safety and Inspection Service (FSIS) to ensure that validated testing methods are defined for use by industry and government testing of this type of product.

NO ILLNESSES HAVE BEEN REPORTED for either recall at this time.



If you have additional questions, please call Murry's Customer Service Center at 1-800-638-0215 between the hours of 9am and 5pm (EDT), Monday thru Friday.

Please note the following guidelines for preparing food products for safe consumption as provided by the USDA:

Wash hands with soap and warm water for at least 20 seconds before and after handling raw meat and poultry. Also, wash cutting boards, dishes and utensils with hot, soapy water. Clean spills immediately.

Keep raw meat, fish and poultry away from other food that will not be cooked. Use one cutting board for raw meat, poultry and egg products and a separate one for fresh produce and cooked foods.

Color is NOT a reliable indicator that meat has been cooked to a temperature high enough to kill harmful bacteria.

The only way to be sure the meat or poultry is cooked to a high enough temperature to kill harmful bacteria is to use a food thermometer to measure the internal temperature.

- Beef, Pork, Lamb & Veal (steaks, roasts, chops): 145°F with a three minute rest time
- Ground meat: 160°F
- Whole poultry, poultry breasts & ground poultry: 165°F
- Fish: 145°F

Refrigerate raw meat and poultry within two hours after purchase or one hour if temperatures exceed 90°F. Refrigerate cooked meat and poultry within two hours after cooking.

USDA Meat and Poultry Hotline
1-888-MPHOTLINE or visit
www.fsis.usda.gov