Please consider these points as your office decides whether to answer home food preservation questions.

**As you decide if** your office will answer consumer questions, please consider……

- **How would these efforts fit** with educator plans of work? While not all efforts are defined in a plan of work, acquiring the **scientific knowledge base** to effectively answer food preservation question might be out of scope. [NOTE: Food preservation questions from the general public should **not be directed to Food Wise educators**; responding to such questions or teaching food preservation is outside their scope of work and area of expertise.]

- **How comfortable are you** fielding these types of questions? See resources below to help you.

- **Are there colleagues in your Area** able to help? Please ask before sending questions their way!

- **Are colleagues in a neighboring Area** able to help? Please be sure to check with both **Area Directors**.

So…. **if you are trained and comfortable answering** consumer food preservation questions and have the **interest and capacity** to do so, that’s great! Your efforts are important. **It’s also OK to say no!** Institute and Area Directors are aware of our diminishing capacity in home food preservation support; contact AEDs or Amber Canto (Health & Well Being Institute - amber.canto@wisc.edu) if you have questions.

Whether you are answering questions or not, consider using websites and social media to direct consumers **to up-to-date research-tested recipes**. Sharing safe food preservation information via websites, Facebook, etc is a great idea! Encourage consumers to use these resources:

- **National Center for Home Food Preservation** [https://nchfp.uga.edu/](https://nchfp.uga.edu/) - if there is research to support safe home food preservation, you’ll find it here.

- **Safe & Healthy blog** (UW Division of Extension) [https://fyi.extension.wisc.edu/safefood/](https://fyi.extension.wisc.edu/safefood/) - safe recipes (including a link to Wisconsin food preservation bulletins), a blog with frequent updates, and resources for Educators!

Encourage consumers to sign up for the **Safe & Healthy** blog and receive updates right to their inbox: [https://fyi.extension.wisc.edu/safefood/](https://fyi.extension.wisc.edu/safefood/)! Extension **does not support** commercial web sites, Pinterest, etc for food preservation information.

As educators, please do not provide a personal interpretation of any recommendations **unless** you have training/foundational knowledge. Even though consumers may be insistent and their concerns very real, our organization is put at-risk if incorrect or incomplete advice is given. Consumers do ask some complicated questions, and **if you find yourself stumped or need help for any reason**, please contact Barb Ingham (Food Safety Specialist) for help 608-263-7383 or bhingham@wisc.edu! Consumers should **not** contact Barb directly.

Extension’s niche has always been that we share **research-based or best practice information**. Please do not refer consumers to organizations or resources where we do not know the basis of the information being shared.

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**Licensing/Food Safety/Product Development help for Food Entrepreneurs**

If individuals call with questions about making food for sale, please have them call Barb Ingham directly--

Call: 608-263-7383; Email – bhingham@wisc.edu (Food Safety Specialist)

- One-on-one support for food businesses with food safety questions.
- Support for small food businesses trying to meet licensing requirements.
- Supporting food businesses in manufacturing safe food under license.
- Resources to assist with product development and production/packaging questions.