

Nutrition, Family, & Consumer Sciences

Consumer Toll-Free Helplines and Websites

Food Manufacturers

<p>Arm & Hammer™</p>	<p>Consumer Helpline 1-800-524-1328 <i>Weekdays 9 am – 5 pm (EST)</i></p> <p>Answers to product questions.</p>	<p>Website: www.armhammer.com</p> <p>Company and product information. Ideas about how and where the product can be used.</p>
<p>Butterbuds™</p>	<p>Consumer Helpline 1-800-231-1123 <i>Weekdays 9 am-10 pm (EST)</i></p> <p>Answers to product questions.</p>	<p>Website: www.butterbuds.com</p> <p>Company information, recipes, FAQ's, and nutrition information about Butterbud™ products</p>
<p>Dole Consumer Center™</p>	<p>Consumer Helpline 1-800-232-8888 <i>Weekdays 8 am-3 pm (PST)</i></p> <p>Product information. Order a free nutrition newsletter offered twice a month.</p>	<p>Website: www.dole.com</p> <p>Company information, healthy recipes, nutrition information, promotions, and online interactive activities for children that promote health and nutrition.</p>

<p>Eckrich Lunch Meats and Sausages™</p>	<p>Consumer Helpline 1-800-325-7424 <i>Weekdays 8:30-4:30 (CST)</i></p> <p>Answers to product questions.</p>	<p>Website: www.eckrichbrand.com</p> <p>Company information, products, news, recipes, nutrition, and storage information.</p>
<p>Equal/Nutrasweet™</p>	<p>Consumer Affairs 1-800-323-5316 <i>Weekdays 8am- 5 pm (EST)</i></p> <p>Answers to product questions.</p>	<p>Website: www.equal.com</p> <p>Company information, recipes, products, health and nutrition information, and FAQ's.</p>
<p>Fleishman's™</p>	<p>Consumer Helpline 1-800-777-4959 <i>Weekdays 9am -4 pm (CST)</i></p> <p>Answers to product questions.</p>	<p>Website: www.breadworld.com</p> <p>Recipes, baking tips, easy recipes and ideas for baking with children. Metric conversion table.</p>
<p>Freida's Inc.™ (Exotic Produce Company)</p>	<p>Consumer Helpline 1-800-241-1771 <i>Weekdays 7:30 am-4:30 pm (PST)</i></p> <p>Answers to product questions.</p>	<p>Website: www.freidas.com</p> <p>Company information, recipes and information about fruits, vegetables and specialty items.</p>

Gerber™	Consumer Helpline 1-800-4 GERBER <i>24 hours daily</i> Answers to product questions. Information for parents on feeding their children	Website: www.gerber.com Company information, baby and toddler feeding information, FAQ's, parent's resource center, 24 hour specialists available online, special offers.
Hershey's Foods™	Consumer Helpline 1-800-468-1714 <i>Weekdays 9 am-4 pm</i> Answers to product questions.	Website: http://www.hersheys.com/ Recipes, nutrition information, and shelf-life guidelines.
Hilshire™	Consumer Helpline 1-800-EAT-A-HAM (1-800-328-2426) <i>Weekdays 8 am-6 pm (EST)</i> Answers to product questions.	Website: www.hilshirefarm.com General product information, nutrition information and recipes for Hillshire™ products.
Hormel™	Consumer Helpline 1-800-523-4635 <i>Weekdays 8 am -4 pm (CST)</i> Answers to product questions.	Website: http://www.hormel.com/home.asp Recipes and nutrient composition of Hormel products.
Kellog Company™	Consumer Affairs 1-800-962-1413 <i>Weekdays 8 am-8 pm (PST)</i> Product information and educational resources.	Website: www.kelloggs.com Product and nutrition information, recipes, promotions, "Healthy Beginnings"- an interactive nutrition website.

Kitchen Kraft™	<p>Consumer Helpline 1-800-776-0575 <i>Weekdays 9am-4 pm (CST)</i></p> <p>Answers to product questions.</p>	<p>Website: www.kitchenkraft.com</p> <p>Information on baking, candy making, cake decorating and food preservation. Information about hard-to-find ingredients and gadgets for the kitchen.</p>
Kosher Poultry™	<p>Consumer Affairs 1-800-367-4734 (recording) or 1-717-436-7055 (live) <i>Monday-Thursday 8 am-4:30 pm, Friday 8 am-3 pm (EST), Closed al secular Jewish holidays.</i></p> <p>Information about Kosher poultry, general cooking instructions, and FAQ's.</p>	<p>Website: www.empirekosher.com</p> <p>Information on kosher processing, poultry handling and preparation, kosher recipes and nutrition information. Newsletter available.</p>
Kraft™	<p>Consumer Helpline 1-800-323-0768 <i>Weekdays 9 am-9 pm (EST)</i></p> <p>General product information.</p>	<p>Website: www.kraftfoods.com</p> <p>Website services provide information about Kraft products, recipe ideas, nutritional information and a “healthy living” section focused on health and nutrition.</p>
Land O' Lakes™	<p>Consumer Helpline 1-800-782-9606 <i>During the months of October 1-December 31, call 1-800-837-7702 (CST) to receive a free holiday brochure.</i></p>	<p>Website: www.landolakes.com</p> <p>Website services include product information, recipes, cooking and baking assistance, and FAQ's.</p>

<p>Lawry's Foods, Inc™</p>	<p>Consumer Helpline 1-800-952-9797 <i>Weekdays 8:30 am-6 pm</i></p> <p>Representatives available to answer product questions.</p>	<p>Website: www.lawrys.com</p> <p>Product and nutrition information.</p>
<p>Mrs. Dash™/ Molly McButter™</p>	<p>Consumer Helpline 1-800-622-3274 <i>Weekdays 9 am-4 pm (EST)</i></p> <p>Representatives available to answer questions about Mrs. Dash™ and Molly Mcbutter™ products.</p>	<p>Website: www.mollymcbutter.com</p> <p>Product information, recipes and cooking tips.</p> <p>Website: www.mrsdash.com</p> <p>Product information, sodium information, cooking tips and recipes.</p>
<p>Nabisco™</p>	<p>Consumer Helpline 1-800-932-7800 <i>9 am-9 pm (EST)</i></p> <p>Product information, recipes, healthy snacking ideas, recipes and promotions</p>	<p>Website: www.nabisco.com</p> <p>Brand and product information, snack ideas, recipes and promotions.</p>
<p>Omaha Steaks™</p>	<p>Consumer Helpline 1-800-228-2778 <i>24 hours daily</i></p> <p>Representatives available to answer product questions 24 hours a day.</p>	<p>Website: www.omahasteaks.com</p> <p>Product information, cooking tips, recipes ordering information, and customer service.</p>

<p>Pillsbury™</p>	<p>Consumer Helpline 1-800-767-4466 <i>Weekdays 8 am-7 pm</i></p> <p>Answers to all product questions.</p>	<p>Website: www.pillsbury.com</p> <p>Product information, recipes, meal planning ideas, Spanish translation available.</p>
<p>Spice Island Spices™ and Dromedary™ Mixes</p>	<p>Consumer Helpline 1-800-247-5251 <i>Weekdays 9 am-4 pm (CST)</i></p> <p>Recordings about storage and shelf life, FAQ's and spice advice.</p>	<p>Website: www.spiceadvice.com</p> <p>Recipes, spice usage questions, spice encyclopedia, spice history, FAQ's.</p>
<p>Sweet' N Low™</p>	<p>Consumer Helpline 1-800-221-1763 <i>Weekdays 9 am-5 pm (EST)</i></p> <p>Product information and customer service.</p>	<p>Website: www.sweetnlow.com</p> <p>Product information, information on diabetes, nutrition information, FAQ's and recipes for sugar alternatives.</p>
<p>Sweet One™ (Sunette)</p>	<p>Consumer Helpline 1-800-544-8610 <i>Weekdays 9 am-5 pm (EST)</i></p> <p>Information about Sweet One™ products and product availability</p>	<p>Website: www.sweetone.com</p> <p>FAQ's about sugar substitutes, ordering information, and recipes for baking and cooking.</p>

<p>Tyson-Holly Farms™ Consumer Information Line</p>	<p>Consumer Helpline 1-800-233-6332 <i>Weekdays 8 am-5 pm (CST)</i></p> <p>Information about nutrition, safe handling and preparation techniques for Tyson-Holly Farms™ poultry and meat products.</p>	<p>Website: www.tyson.com</p> <p>Product information and recipes for Tyson™ products.</p>
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Food Safety

<p>Butterball Turkey™</p>	<p>Consumer Helpline 1-800-BUTTERBALL (1-800-288-837-2255) <i>Weekdays 10 am-7 pm (CST)</i></p> <p>Information about turkey preparation, safe handling, cooking assistance, and product questions.</p>	<p>Website: www.butterball.com</p> <p>Website offers recipes, general product information, and informational newsletter.</p>
<p>FDA Center for Food Safety and Applied Nutrition</p>	<p>Helpline 1-888-SAFE-FOOD (1-888-7233-3663) <i>Weekdays 10 am-4 pm (EST)</i> Automated information line 24 hours daily.</p> <p>Outreach and information center for consumers seeking reliable food safety information.</p>	<p>Website: www.cfsan.fda.gov</p> <p>Information and links to programs focused on food safety, recent food safety news, food labeling, consumer advice and publications and special interest areas.</p>

Fight Bac		<p>Website http://www.fightbac.org/main.cfm</p> <p>Partnership of government, industry, and consumer groups established to educate consumers about food safety. English and Spanish.</p>
National Lead Information Center	<p>Helpline 1-800-424-LEAD (5323) <i>Weekdays 8:30-6 pm</i></p> <p>Answers to questions about lead poisoning and prevention. English and Spanish.</p>	<p>Website: www.epa.gov/lead</p> <p>Basic information and facts about lead, lead in the news, rules and regulations, education and outreach materials, and training and certification courses.</p>
National Pesticide Telecommunications Network	<p>Helpline 1-800-858-7378 <i>Weekdays 6:30-4:30 pm (PST)</i></p> <p>Information from trained staff about pesticides, safety issues and referrals for disposal.</p>	<p>Website: http://npic.orst.edu</p> <p>General and technical information about pesticides and pesticide control.</p>
UC Food Safety		<p>Website http://www.ucfoodsafety.ucdavis.edu/</p> <p>Links to presentations, publications, and other websites with information related to the production, harvest, and processing of foods. The emphasis is on microbial food safety but many other subjects related to food such as biotechnology, food quality and food security are also addressed.</p>

UC Davis Seafood Network Information Center		<p>Website http://seafood.ucdavis.edu/</p> <p>Consumer seafood information, educational resources, recipes, seafood safety and storage, and much more.</p>
UC Davis Food Safe Program		<p>Website http://foodsafety.ucdavis.edu/</p> <p>Hot topics in food safety, consumer advice, pesticide use, food industry resources, food industry referrals and much more.</p>
USDA Meat and Poultry Hotline	<p>Helpline 1-800-535-4555 <i>Weekdays 10 am-4 pm (EST), Thanksgiving day 8 am-2 pm (EST)</i></p> <p>Recorded food safety messages can be heard 24 hours a day. Food safety specialists available to answer questions related to food safety, food handling methods, food storage and preparation questions about meat, poultry, and egg products.</p>	<p>Website http://www.fsis.usda.gov/Food_Safety_Education/usda_meat_&_poultry_hotline/index.asp</p> <p>Website offers information on food safety education programs and worksheets for kids and teens, common food safety questions, recent food and product recalls and information on food safety and emergency preparedness.</p>
US EPA Safe Drinking Water Hotline	<p>Hotline 1-800-426-4791 <i>Weekdays 10 am-4 pm (EST)</i></p> <p>Information on safe drinking water regulations, submit comments about local drinking water quality. Referrals to State Lab certification officer for water testing.</p>	<p>Website: http://www.epa.gov/safewater/</p> <p>General information about ground and drinking water, FAQ's, local drinking water information current news and educational materials for children and teachers.</p>

Government Health and Safety Agencies

<p>Consumer Product Safety Commission</p>	<p>Hotline 1-800-638-CPSC <i>Weekdays 8:30 am-5 pm (EST)</i></p> <p>Information about household product safety and product recalls. English and Spanish.</p>	<p>Website www.cpsc.gov</p> <p>Health and safety news, product recalls, publications, report and unsafe product.</p>
<p>Food and Drug Administration</p>	<p>Hotline 1-888-463-6332 <i>Weekdays 8 am-5 pm (EST)</i></p> <p>Call to receive information or to report problems with FDA-regulated products.</p>	<p>Website www.fda.gov</p> <p>FDA regulated products, information, FDA activities, FDA news and hot topics.</p>
<p>National Cancer Institute</p>	<p>Cancer Information Service Hotline 1-800-4-CANCER <i>Weekdays 9 am-4:30 pm</i></p> <p>Cancer information specialists answer questions on cancer, help with quitting smoking, and can provide informational materials. English & Spanish.</p>	<p>Website www.cancer.gov</p> <p>Extensive information on the different types of cancer, research, news, cancer treatments, statistics and general support and resource information.</p>

<p>National Health Information Center</p>	<p>Referral Specialists 1-800-336-4797 <i>Weekdays 9 am-5:30 PM (EST)</i> Refers health professionals and people with health and medical questions to public and private health organizations best suited for their needs.</p>	<p>Website www.health.gov/nhic/ Links to the health information resource database which provides referrals to public and private health organizations. English and Spanish databases available.</p>
<p>National Heart, Lung, and Blood Institute</p>	<p>Health Information Line 1-800-575-WELL <i>24 hour recording</i> Information on how to prevent and treat high blood pressure and high cholesterol. Also, information on the “Heart Truth,” the national women’s heart awareness campaign.</p>	<p>Website www.nhlbi.nih.gov Health information on various conditions. Health assessment tools, educational tutorials, and recipes for healthy eating available. Clinical practice guidelines, information and resources for health professionals and researchers.</p>

Note: For additional government sites, check the food safety section on page 7.

National Health Associations

<p>American Diabetes Association</p>	<p>Hotline 1-800-342-2383 <i>Weekdays 8:30 am- 8 pm (EST)</i> General information about diabetes. English & Spanish.</p>	<p>Website www.diabetes.org Diabetes information, nutrition and recipes, prevention and research, resources for parents, kids, and health professionals. English and Spanish.</p>
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<p>American Dietetic Association</p>	<p>Hotline 1-800-366-1655</p> <p>Recorded messages on fat, cholesterol, nutrition information, weight control and referrals to nutrition professionals in specific areas. English & Spanish. Message available 24 hours a day. To speak with a registered dietitian, call 1-900-CALL-A-RD</p>	<p>Website www.eatright.org</p> <p>Food and nutrition information, resources for nutrition professionals.</p>
<p>American Institute for Cancer Research</p>	<p>Hotline 1-800-843-8114 <i>Weekdays 8:30 am-6 pm (EST)</i></p> <p>Information about cancer prevention and research.</p>	<p>Website www.aicr.org</p> <p>Website services include online consultations with registered dietitians who specialize in cancer and nutrition related areas. Brochures about cancer and cancer prevention can be requested by phone or mail.</p>

Food Preservation

<p>American Harvest/Harvest Maid (Nesco)™</p>	<p>Consumer Hotline 1-800-288-4545 <i>Weekdays 8 am-6 pm</i></p> <p>Information about dehydrators, roasters, and ovens. Accepts phone orders.</p>	<p>Website www.nesco.com</p> <p>General information about dehydrators, roasters and ovens, recipes, Nesco™ newsletter and safety recalls.</p>
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Ball and Kerr Home Canning™	Consumer Hotline 1-800-240-3340 <i>Weekdays 8:30-4:30 pm (EST)</i> Information about home canning, freezing, dehydrating, and other food preservation topics and food safety issues.	Website www.homecanning.com Information on home canning, FAQ's, and recipes.
Mirro Company™	Consumer Hotline 1-800-527-7727 Information about pressure cookers, canners, cookware, bakeware, and food safety.	Website www.pressurecooker-outlet.com/mirropressurecanners.htm Information on Mirro™ products, ordering parts and products, and FAQ's.
Mrs. Wages/ Precision Foods™	Consumer Hotline 1-800-458-0959 x204 <i>Weekdays 6:30 am-3:30 pm (CST)</i> Information about pickling and canning.	Website www.precisionfoods.com/ Foodservice product information, retail product information, customer service.
Presto™	Consumer Hotline 1-800-877-0441 <i>Weekdays 8 am-4:30 pm (CST)</i> Parts, products, and pressure gauge testing information.	Website www.gopresto.com Information about products and parts, cooking and recipes, and ordering information.

Consumer Economics

Government

<p>Consumer Product Safety Commission</p>	<p>Consumer Hotline 1-800-638-CPSC</p> <p>Recording of recalls and safety information; takes complaint calls only. English & Spanish.</p>	<p>Website http://www.cpsc.gov/</p> <p>Product safety news and product recalls, e-mail newsletter, product safety publications available online. English and Spanish.</p>
<p>Social Security</p>	<p>Consumer Hotline 1-800-772-1213 <i>Weekdays 7 am-7 pm</i> <i>24 hour recorded information.</i></p> <p>Information about social services and local office information.</p>	<p>Website www.socialsecurity.gov</p> <p>Information about retirement, Medicare, and disability.</p>

Appliances/Housewares

Industry

<p>Johnson Wax™</p>	<p>Consumer Hotline 1-800-428-4795</p> <p>Information about JohnsonDiversey™ products.</p>	<p>Website www.jwp.com/</p> <p>Information about products and programs and recent news.</p>
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Kitchen Aide™	Consumer Helpline 1-800-422-1230 Product information and complaint calls about household and portable devices.	Website http://www.kitchenaid.com/home.jsp Product information, customer service, gift ideas.
Panasonic™	Consumer Helpline 1-800-973-4326 Assistance with product-related issues, receives complaints.	Website http://www.panasonic.com/support/about_panasonic.asp Information about Panasonic™ products and customer support.
Weber Grills™ Customer Service	Consumer Helpline 1-800-446-1071 <i>24 hours daily</i> BBQ experts offer product information and answers to cooking questions, food safety concerns.	Website www.weber.com Product information, recipes and tips, and product recalls.
Whirlpool™	Consumer Helpline 1-800-253-1301 <i>Monday-Saturday 8 am-9 pm</i> Product information and service referrals.	Website www.whirlpool.com Products, parts and accessories, customer support.
Wisk™	Consumer Helpline 1-800-ASK-WISK Product information, customer service, information about stain removal and garment care.	Website www.wisk.com Product information and laundry tips.

Carpet/ Flooring

<p>Anso/ Allied Fibers™ Warranty Line</p>	<p>Consumer Helpline 1-800-441-8185</p> <p><i>Weekdays 8 am-8 pm</i> Answers to questions about Allied Fibers™ Carpets.</p>	<p>Website</p>
<p>DuPont™ Flooring</p>	<p>Helpline 1-800-4-DUPONT Weekdays 9 am-5 pm (EST)</p> <p>Staining and warranty information about Stain Master products only.</p>	<p>Website http://www2.dupont.com/DuPont_Home/en_US/</p> <p>Information about DuPont™ products, recent news and events.</p>
<p>Solutia Weardated Carpets™</p>	<p>Consumer Helplines 1-800-633-3208</p> <p>Information on Monsanto carpets and a message center for Solutia™ products.</p>	<p>Website http://www.weardated.com/</p> <p>Carpet catalog, carpet 101, carpet buying guide, stain removal guide.</p>
<p>3M/Scotchguard™</p>	<p>Consumer Helplines 1-800-433-3296 <i>Weekdays 8 am-6 pm (CST)</i></p> <p>Scotchguard™ Stain resistance carpets and furniture stain warranty center.</p>	<p>Website http://www.3m.com/us/home_leisure/scotchgard/</p> <p>Product information, tips, FAQ's.</p>

Chemical

<p>Chemtrec Information</p>	<p>Consumer Helpline 1-800-CMA-8200 <i>Weekdays 8 am-5 pm (EST) connects to a 24 hour EMERGENCY hotline.</i></p> <p>A public service of the Chemical Manufacturer’s Association providing emergency communications for hazardous materials.</p>	<p>Website http://chemtrec.com/Chemtrec/</p> <p>Product and service information, resources, regulations, ordering information.</p>
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Insurance

<p>California Department of Insurance Consumer Hotline</p>	<p>Consumer Helpline 1-800-927-HELP</p> <p>Information on health, life, residence, and auto insurance. English & Spanish. <i>Weekdays 8 am-6 pm (PST)</i></p>	<p>Website http://www.insurance.ca.gov/</p> <p>Consumer and industry information about insurance.</p>
<p>National Insurance Consumer Hotline</p>	<p>Consumer Helpline 1-800-942-4242 <i>Weekdays 8 am-8 pm (EST)</i></p> <p>Free information about basic auto, home, business, and life insurance questions. Provides insurance company names and phone numbers but cannot make referrals.</p>	

For other toll-free numbers check product labels or call the toll-free telephone directory at 1-800-555-1212.

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