

Governor
John R. Kasich

Lieutenant Governor
Mary Taylor

ODA Director
David T. Daniels

ODH Director
Richard Hodges

DATE: April 24, 2015

TO: Health Commissioners, Directors of Environment Health and Interested Parties

RE: Recall Announcement (ODA/ODH) 2015-64

Jeni's Splendid Ice Creams Recalls All Products Because of Possible Health Risks

April 23, 2015 – Columbus, Ohio – Jeni's Splendid Ice Creams has initiated a voluntary recall of all ice creams, frozen yogurts, sorbets, and ice cream sandwiches for all flavors and containers because of the possible presence of *Listeria monocytogenes*. The company is ceasing all sales and closing all scoop shops until all products are ensured to be 100% safe.

Listeria monocytogenes is an organism that can cause serious and sometimes fatal infections in young children, frail or elderly people and others with weakened immune systems. Although healthy individuals infected by *Listeria* may suffer only short-term symptoms such as high fever, severe headache, stiffness, nausea, abdominal pain, and diarrhea, infected pregnant women can suffer miscarriages or stillbirths.

The ice creams, frozen yogurts, sorbets, and ice cream sandwiches being recalled were distributed in the United States to retail outlets, including food service accounts and grocery markets, as well as online at jenis.com. This recall includes all products bearing the "Jeni's" brand name. The contamination was discovered in a sample randomly collected by the Nebraska Department of Agriculture.

Jeni's Splendid Ice Creams is not aware of any illness reports to date related to the recalled products. However, out of an abundance of caution, Jeni's Splendid Ice Creams is taking this voluntary precautionary measure in order to ensure complete consumer safety. "Our top priority is guaranteeing the safety of all consumers by taking every possible precaution," says John Lowe, CEO of Jeni's Splendid Ice Creams.

"We have decided to recall everything currently on retailer shelves, and we are closing our scoop shops until we are 100% confident every item we sell is safe. We have called in experts to help us find the root cause. We will be working with our suppliers to determine if the bacteria was introduced by one of the ingredients we use. We will not reopen the kitchen until we can ensure the safety of our customers.

" Customers who have purchased any of the products are urged to dispose of them or return them to the store where they were purchased for an exchange or full refund, and consult with their physician regarding any medical questions.

Customers may also contact Jeni's Splendid Ice Creams at 614-360-3905 between the hours of 9 am and 10 pm (E.D.T.) on April 23 and 24, from 9 am to 5 pm (E.D.T.) on April 25 and 26, and from 9 am to 5 pm (E.D.T.) on Mondays through Fridays thereafter. Jeni's can also be contacted by email at recall@jenis.com , and at jenis.com/recall.