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## Food and Drug Administration; Food Industry Customer Satisfaction Survey; Coronavirus Disease 2019 (COVID-19)

We are following up with FDA-registered food facilities we previously contacted that are in geographical areas or communities that are experiencing a rise in COVID-19 cases or are anticipated to do so, and your facility is located in one of these areas. Our purpose is to seek input on whether FDA's COVID-19 information for the food industry has been useful, to see how food facilities are doing, and to offer our assistance if needed.

This contact is not pre-announcing any inspections and is not a part of a regulatory inspection. Your participation or nonparticipation is completely voluntary. Your responses to the following electronic survey do not affect your eligibility for receipt of any FDA services and will not have an effect on future FDA inspections or your facility's compliance status.

As previously discussed, FDA has been working closely with other federal agencies, including the Centers for Disease Control and Occupational Safety and Health Administration and United States Department of Agriculture, as well as state and local health departments, and others to provide information and technical assistance to food facilities in need, all available on our COVID-19 webpage. We want to make sure that our materials are as helpful as possible to you, and we will take your feedback into consideration for our future work.

We continue to offer a process by which FDA-regulated human food facilities can request dialogue with FDA on issues related to continuing or restarting food production safely during the pandemic. The introductory email contains a link to request technical assistance and a list of the various COVID-19 resources available. *(While this process is for human food facilities, our offer for technical assistance still applies to animal food facilities and you can report into the*

*reporting mechanism linked on the FDA Foods COVID-19 webpage or contact CVM directly at [askcvm@fda.hhs.gov](mailto:askcvm@fda.hhs.gov).)*

**INSTRUCTIONS:**

We'd like to ask you a few follow up questions about your facility's experience with COVID-19 and what if any, challenges you are experiencing right now. We also want to ask about any experience you may have had in using the COVID-19 tools for food facilities on the FDA website. This survey should only take 10 minutes.

Several questions provide opportunities for open text comments. You are encouraged to use these comment areas to explain or elaborate on your answers. When submitting information in open text response fields in the survey, please take care not to submit unnecessary and/or sensitive information, such as Social Security Numbers (SSNs), etc.

Thank you for your time and attention.

Please provide your name and title.

**(Q1) As a follow-up to our previous contact with your facility/firm, are you currently experiencing a reduction or slowdown in your production due to COVID-19?**

Yes

If yes, please check all that apply, describe what has happened in your facility and do you expect this reduction or slowdown in operations will continue:

Decreased labor availability due to worker health

Decreased raw material availability

Decreased customer demand

Other (please describe)

No

**(Q2) Since your facility/firm last completed our COVID-19 survey, have you accessed FDA's website for COVID-19-related guidances and other tools for the food industry?**

Yes

If Yes, was the information helpful? Please specify:

No

**(Q3) When your facility/firm was last contacted about our COVID-19 survey, did you request dialogue with FDA on issues related to continuing or restarting safe food production at your facility during the pandemic?**

Yes

If Yes, was the dialogue helpful? Please specify:

No

If No, did you request dialogue after your facility/firm was contacted about FDA's COVID-19 survey?

Yes

If Yes, was the dialogue helpful? Please specify:

No

**(Q4) Are you currently experiencing COVID-19 challenges with receiving supplies needed to manufacture your food products?**

Yes

If Yes, please describe:

No

**(Q5) Do you have any additional follow-up information or feedback you would like to provide?**

Yes

If Yes, please describe:

No

Thank you for taking the time to answer our follow-up questions and providing feedback. These follow-up questions are a part of our continuing efforts to seek input on whether FDA's COVID-19 information for the food industry has been useful, closely monitor the impact of COVID-19 on the food supply and offer our assistance if needed.

As a reminder, if you are currently experiencing challenges in your operations, and would like one of our technical experts to discuss any issues you are having related to continuing or restarting safe food production, please click on the following link: [Report Closure/Reduction and/or Request Assistance](#), and an FDA technical expert will contact you as requested.