

Jason Clevenger

From: Nick Pappas [nickpappas@lizzysicecream.com]
Sent: Wednesday, August 16, 2006 4:05 PM
To: celiac_jc@comcast.net
Subject: Re: Gluten-free Products

over 80% of our frozen dessert products are gluten free. Each store has a chart showing which products contain common allergens, including gluten. Our staff is trained to consult the chart whenever customers ask for gluten-free products. The chart is also posted where customers can read it.

We sell pre-packaged pints and quarts of ice cream. All are clearly labelled regarding allergen content, in compliance with the latest FDA regulations. The packages are sold in our two stores (367 Moody St., Waltham, and 29 Church Street (Harvard Square), Cambridge).

We have worked with people from the Celiac Society in the past and have been aware of the problem of finding gluten-free products.

We offer ice cream cakes that are gluten free. Customers should indicate that they want a "gluten-free" cake when placing an order.

If we can be of further assistance, please contact me.

Nick Pappas

> Name: Jason Clevenger
> Company:
> Phone: (508) 397-4953
> Message: Dear Winfrey's Customer Service: My name is
>Jason Clevenger, and I am the director of product research for the
>Healthy Villi organization. The Healthy Villi is a Boston-based
>support and outreach group for those suffering from Celiac disease,
>which is an autoimmune response to proteins contained in wheat, rye,
>and barley. The ingestion of these proteins by someone who has celiac
>disease can cause damage to the lining of the small intestine as well
>as contribute to other illness. Celiac disease, once
>thought rare, is estimated to affect 1 in 133 Americans. The only
>known effective management for celiac disease is a gluten-free diet,
>which involves a complete avoidance of any gluten protein from wheat,
>rye, or barley as well as any associated derivatives that may
>contain residual gluten. Since it is of paramount importance to
>those suffering from celiac disease that they avoid gluten in its
>various forms, we are writing to you to request informati!
>on about which (if any) of your products can be considered
>gluten-free. The Healthy Villi intends to distribute this
>information to its 1000+ members, so that they can make informed buying
>decisions for products that will make positive contributions to their
>gluten-free diet. Your assistance is greatly appreciated,
>and thanks in advance for your response. Please don't hesitate to
>contact me if you or anyone in your organization has questions or
>comments about celiac disease or the gluten-free diet. Very best
>regards, Jason Clevenger, Ph.D. Healthy Villi (508) 397-4953
><http://www.healthyvilli.com/>

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