

# *Guide to Managing* **Food Allergies**

University of Massachusetts Lowell



# Table Of Contents

## Welcome . . . . . 3

Learn about our philosophies and safety as they pertain to your food allergy(ies).



## Our Commitment . . . . . 4

Learn how we work together so you can dine on campus as safely and frequently as possible.



## Your Management . . . . . 5

Learn how to manage your food allergy(ies).

## Our Resources . . . . . 7

Learn about the resources available to you to help manage your allergy(ies).





# Welcome

## Our Philosophy

We are committed to nourishing all guests by providing nutritious options that fit their needs, no matter where they dine on campus. We support students with food allergies by providing the knowledge and resources necessary for them to make informed food choices in our dining locations.



# Your Safety Is Our Top Priority

Here's how we are prepared to serve you.

## Staff Training

Managers and supervisors are AllerTrain® certified. AllerTrain® is an ANAB-Accredited third-party allergy training program that prepares our dining team to:

- Identify the top 9 food allergens including hidden or uncommon sources.
- Understand how the increase in food allergies impacts our roles within dining.
- Express their commitment to an inclusive environment that allows students with allergies to dine safely alongside the campus community through shared meals.
- Train employees about allergens, including reducing the risk of cross-contact and handling special meal requests.
- Recognize common symptoms of a food allergy reaction and respond appropriately.



# Our Commitment

## How We Can Help You

1

### MEET

Contact our dining team to discuss your allergy, gather information on managing them, and learn about navigating campus dining. We will accommodate your individual needs and help you find safe food options on campus.

2

### SUPPORT

We can provide additional support after the initial meeting. This includes meeting the culinary team who can address any allergy-related questions and concerns. It's an opportunity for us to thoroughly review available food options.

3

### MONITOR

Throughout the year, the Dining Team is available to assist you. Feel free to contact us with any further questions or concerns.

**Food allergies**

Anyone can be allergic to any food though these foods cause most allergic reactions

**THE BIG 9**

- SESAME
- SOY
- EGGS
- MILK
- FISH
- PEANUTS
- TREE NUTS
- SHELLFISH
- WHEAT

Even tiny traces of allergens can cause severe reactions

**Prevent allergic reactions following these tips:**

- Always wash your hands before preparing food
- Follow recipes & avoid making unapproved changes
- Refer all ingredient questions to managers
- Use clean utensils to handle allergen-friendly food

**Severe reactions**

can occur if someone eats or touches food they're allergic to, symptoms include:

- Hives, itching, swelling
- Difficulty breathing, swallowing
- Weakness, dizziness, fainting
- Vomiting, nausea, diarrhea

Call 911 immediately if someone is experiencing severe symptoms

We rely on our vendors' allergy warnings and ingredient listings. Because we operate a commercial kitchen where ingredient substitutions, recipe revisions and cross-contact with allergens is possible, We cannot guarantee that any food item will be completely free of allergens.

# Your Management

**You are the most important advocate for your own health. Please review your responsibilities when managing a food allergy in the campus dining locations:**

Schedule a meeting with our Dining Team to develop a plan.

Learn how to navigate our dining locations safely.

Consult disability/ accessibility services or student health services for additional accommodations if necessary.

Other campus services may provide additional guidance for accommodating special dietary needs, such as preferential housing if you need to be closer to a specific dining hall.

In case of exposure, carry medication (e.g., EpiPen, Benadryl, etc.) with you always.

Consider informing friends you normally dine with about your medical needs in case of an emergency.

Be proficient in the self-management of your food allergy(ies).

- Notify dining services staff of your food allergy(ies).
- Avoid foods to which you are allergic.
- Recognize the symptoms of an allergic reaction.
- Know how and when to tell someone you might be having an allergy-related problem.
- Carry emergency contact information with you.
- Carefully read the menus and recipe description information available to you.

We love feedback!

If you have questions or concerns regarding the ingredients in a particular food, or if you notice something that is problematic for your allergy, please contact us or ask to speak with the manager on duty so that we can promptly address your concern.

**We make every effort to provide you with the information you need to make informed decisions while dining on campus. However, the possibility for a reaction does exist in community dining.**

## To Reduce the Risk of Cross Contact ....

- Ask a dining employee to change their gloves, use new utensils or a fresh pan at made-to-order stations.
- Speak to a dining employee if you need access to allergy-friendly designated equipment.
- Items from self-serve stations, such as the salad bar, can be offered from behind the serving line if requested.
- Take extra precautions at all stations where cross contact may be more likely to occur, such as the bakery, salad bar, and grill.



## IN CASE OF A REACTION

If you are exhibiting symptoms of an allergic reaction, including anaphylaxis, please follow these steps:

- 1** Administer your EpiPen or take an antihistamine as soon as possible.
- 2** Get help immediately—call **911** or indicate to someone around you to call **911**.
- 3** Notify a dining staff member as soon as possible about your experience so they can address your concerns.

Please be sure to carry prescribed medication such as an EpiPen with you at all times.



# Your Resources



## **Our Management Team**

is available to help.

When in doubt, if you have questions and want to consult with the Dining Team regarding ingredients in a particular food, find the nearest employee to help you connect with our dining team supervisors or managers.

## **Menus online at**

[umasslowell.campusdish.com](https://umasslowell.campusdish.com)

## **Nutrition signage**

located at each station with nutrition facts and descriptions of each recipe.

## **Email questions to**

[dietitian@uml.edu](mailto:dietitian@uml.edu)

**For more information on locations, including hours and meal plans, visit:**

[Website umasslowell.campusdish.com](https://umasslowell.campusdish.com)

# True Balance

The **True Balance Station** offers a complete meal made without gluten and the top 9 food allergens (milk, eggs, wheat, soy, shellfish, fish, tree nuts, peanuts, and sesame). A dedicated and trained staff member will serve you from this station with a clean plate each time.

This station is AllerCheck™ certified, indicating that it follows the proper processes and procedures to minimize the risk of cross-contact and serves menu items prepared with verified ingredients. The True Balance station is audited by an independent agency at least once per year.

True Balance stations can be found at both our Fox Hall Dining and our South Campus Dining Commons.



**Dine without restrictions**

**Delicious meals made for your specific needs**

Our chefs prepare specialized options from ingredients without the most common food allergens.\*  
*See your manager for details.*

\*Aramark relies on our vendors' allergy warning and Ingredient substitutions, recipe revisions and cross-contact with allergens is possible, Aramark cannot guarantee that any food item will be completely free of allergens.

no soybean  
no milk  
no eggs  
no wheat  
no gluten  
no peanuts  
no sesame  
no tree nuts  
no shellfish  
no fish

**true balance**  
everything you want nothing you can't



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