



⋮ **Guide to Managing**
⋮ *Food Allergies*
⋮

CAROLINA DINING SERVICES
2021 - 2022



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WELCOME TO CAROLINA

: At Carolina Dining Services, we believe good health is essential to
: students' success in college. Every student should have an equal
: opportunity for success regardless of their dietary needs or food
: allergies. This is why UNC was recognized by Food Allergy Research
: & Education (FARE) for having one of the Best Campus Dining
: services across the nation for students with food allergies.

Our Philosophy

We understand that students with food allergies have to exert more effort in managing their diets than their peers without allergies, and experience a more limited selection. That is why we support students with food allergies by providing the knowledge and resources that are necessary for the student to make informed food choices in our dining locations.

Our goal is to provide students with the tools and support that they need to utilize the dining halls safely and be active in the management of their food allergy or food-related medical condition on campus. We take into account each individual student's personal dietary needs and make every effort to help transition students into their new life at Carolina.

Our Environment

Community dining is an important part of creating social spaces and new experiences on campus. Both of our dining halls (Top of Lenoir and Chase) are community dining locations with many of the service stations being self-serve. Because of this style of dining, cross-contact of food is possible.

On our end, we take care to reduce cross-contact as much as possible. We educate all our employees on the dangers of cross-contact in service and production, where they frequently change gloves and clean utensils between recipes to mitigate this risk. Frequent audits are also performed to ensure recipe adherence and assess production processes.

YOUR MANAGEMENT

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

Notify Accessibility Resources Services (ARS) and Carolina Dining Services (CDS) of your allergy(ies).

- Schedule a meeting with the CDS Registered Dietitian to develop a plan to navigate the dining halls.
- If needed, provide medical documentation to ARS.

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

- Avoid foods to which you are allergic.
- Recognize the symptoms of allergic reactions.
- Know how and when to tell someone you might be having an allergy-related problem.
- Know how to properly use prescribed medications to treat an allergic reaction.
- Carry emergency contact information with you.
- Review policies and procedures with CDS and your physician should a reaction occur.

Carefully read the menus and ingredient information available to you.

- Online at dining.unc.edu/menu-hours
- In the dining halls on the digital menu screens at each station.

Allow enough time in your schedule to walk to Chase Dining Hall when registering for classes.

Chase is the ideal dining hall for those with food allergies because it houses our Simply Prepared station and our Stress Less Pantry. Located on south campus, it may be farther away from classes.

When in doubt regarding ingredients in a particular food, direct your questions to our Registered Dietitian, Executive Chef, or ask a manager on duty.

If you do not know who these individuals are, please ask a cashier or a CDS employee to introduce you to better assist your needs.

In case of exposure, carry any medication (e.g. EpiPen, Benadryl, etc.) with you at all times.

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

If you have a question at any point, or notice something problematic for your allergy, please contact us.

If we do not hear from you, we believe that you are successfully navigating the dining locations.



Avoid cross-contact. Cross-contact occurs when food comes into contact with another food and their proteins mix, creating the potential for an allergic reaction. We reduce this risk on the production side by frequently changing gloves and serving all special accommodation meals out of one location (Chase). You can further reduce the risk for cross-contact.

What you can do to avoid cross-contact:

- Consider making more selections from served stations (rather than self-serve), where employees are trained to mitigate cross-contact.
- You may ask a dining employee to change their gloves.
- You may ask a dining employee to use a new utensil or a fresh pan at made-to-order stations.
- Take caution with deep-fried foods. Frying oil is reused before being changed; this can lead to cross-contact because food fried in oil releases some of its protein, which is then absorbed by other foods fried in the same oil. Examples include: fried chicken, mozzarella sticks, nuggets, onion rings and French fries. *Please note: we now have designated fryers for vegan items.*
- Take caution with bakery items. All of our bakery items are prepared on-site by our pastry chefs and have the potential to have come in contact with other ingredients in the kitchen.
- At the salad bar and deli station students may request produce or meats that are stored behind the counter from the employee working at those stations.
- If you have a wheat allergy, consider using Chase's Stress-less Pantry.

We make every effort to provide you with the information you need to make decisions about which foods to eat in the residential dining facilities. However, the possibility for a reaction does exist in community dining.



IN CASE OF A REACTION

If you are exhibiting symptoms of an allergic reaction, including anaphylaxis, please take one or more of the following steps:

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

If you have been prescribed an EpiPen, you should carry it at all times. Please note our staff cannot administer the EpiPen for you.

YOUR RESOURCES

The following services from Carolina Dining Services are available to help you manage your food allergy(ies):

An individual informational meeting

with the CDS dining staff, including our Registered Dietitian, to help you develop an individual plan to navigate the residential dining facilities.

The Executive Chef and manager on duty

are available in our dining locations to address on-site questions and concerns and serve as important resources.

Our on-site Registered Dietitian

maintains an open door policy and is available for support and consultation.

Online interactive menus available at dining.unc.edu.

- Complete ingredient list for every menu item.
- In-depth nutritional information.
- Ability to flag for the top 8 allergens and sort menu accordingly.
- Mobile-friendly for ease of use.
- Keyword search engine to identify menu items containing any specific ingredient.

Digital screens located at each food station in our residential dining locations and connected to our website in real-time, outline nutrient facts and flag the top 8 food allergens.

Special meal accommodations are only provided at Chase Hall, with a dedicated allergen station designed specifically to reduce cross-contact and a Stress-less Pantry for those with food allergies.

Access to the dry and cold food storage in order to review ingredients personally (with advance notice to establish the foods you wish to review, and on what date/time).

Access to individually packaged foods to replace bulk items that have a high likelihood of cross-contact (e.g. packets of cream cheese, jelly and peanut butter).

Stress Less Pantry is stocked with individually wrapped items available for students with celiac disease and/or severe peanut and tree nut allergies. A designated microwave, toaster, refrigerator, and freezer is also provided.

Fresh gloves, utensils or pans at made-to-order stations upon request to reduce cross-contact concerns.

Preferential housing and registration can be provided to make sure you live close to Chase Hall if you require special meal accommodations, as well as have ample time between classes to properly manage your allergy.

The Simply Prepared station, located at Chase, offers a complete meal excluding milk, eggs, wheat, soy, shellfish, fish, tree nuts, peanuts, and gluten. In order to minimize cross-contact, menu items are prepared at this station rather than in the main shared kitchen. Customers are discouraged from entering the area carrying foods taken from outside the station.

OUR COMMITMENT

How We Can Help You

A plan is developed with students with special dietary needs who contact Carolina Dining Services.

- 1** The student meets with the CDS Registered Dietitian who works with them to review their allergies, gather information on how they have managed their allergy up until now, and learn initial information about how they can navigate the dining locations. Students who need special meal accommodations must provide medical documentation to ARS.
- 2** After the initial meeting, the Registered Dietitian communicates with the Executive Chef, ARS and/or Housing about the student's personal dietary needs so that CDS can begin to consider ways in which they can help the student locate the food they can eat and accommodate their needs. Individual menu development and specially prepared foods can be provided when the daily offerings do not meet an individual's dietary needs.
- 3** A second meeting is held shortly after with the student, Registered Dietitian, Executive Chef, and any other related location manager or chef. This meeting allows for the student to meet other individuals who can serve as local resources when they have questions. It also lets the dining staff know who the student is so they are familiar with their specific allergies and concerns they may have. Lastly, the meeting serves to review the food options that are available, and the steps that the student and CDS can take to have their needs accommodated and find foods that will be appropriate for them to eat.
- 4** On-going evaluation occurs after these initial meetings. Approximately one week after the second meeting, the Registered Dietitian will contact the student (via email or phone) to inquire as to how they are managing eating in the dining locations. They remind the student that they remain available to them in the future if they have any questions or concerns. If requested, the Registered Dietitian will continue to keep in close contact with the individual and check in as needed to monitor the process and provide assistance when required.

ALLERGY INFORMATION

Always carefully read the menu, ingredients and nutrition information made available to you for all the foods you wish to eat to ensure you are properly avoiding your specific food allergy.

Take extra care with manufacturer-produced goods. While we periodically audit ingredients to verify ingredient labeling is consistent with what is provided by the manufacturer, many ingredients listed may be subject to change without notification.



Fish Allergies

Entrées with fish as an ingredient are occasionally on the menu. Some dishes may also contain fish sauce, Worcestershire sauce, curry paste, or Caesar dressing.



Shellfish Allergies

Entrées with shellfish as an ingredient are sometimes on the menu. The name of the shellfish used in the recipe is directly stated in the marketing name of the menu item.



Peanut Allergies

Bulk peanut butter is served in the residential dining halls in one container, and peanuts are ingredients in some cookies and other dessert selections. Students with a peanut allergy are advised to take caution with bakery items. CDS does not use peanut oil and, to help eliminate the possibility of cross-contact, CDS operates a nut-free salad bar. All peanut or peanut butter containing foods are isolated to the bakery.



Tree Nut Allergies

Tree nuts may be present in select dessert items. Students with a tree nut allergy are advised to take caution with bakery items and any menu items that contain coconut or coconut milk. CDS makes nut-free pesto in-house for the dining halls and operates a nut-free salad bar to help eliminate the possibility of cross-contact.

THE SCOOP ON SESAME

Beginning January 1, 2023, sesame will be added as a top 9 allergen per FDA labeling laws. As manufacturers update their labels accordingly, we will follow suit on all ingredient lists and posted signage. During this transition period, defer to our keyword search engine on our online menu for “sesame” and other common names.



Milk Allergies



Soy milk, almond milk, lactose-free ice cream and a vegan dessert option are available every day in residential dining facilities. We replace butter with a dairy-free margarine in all of our recipes. However, manufactured items may contain butter.

Egg Allergies



Eggs are present in baked goods and mayonnaise. There is always a vegan dessert option available, but students are asked to take caution with all other baked goods. Take caution with deep-fried foods, which may have been fried with recycled oil used to fry food items coated with egg.

Soy Allergies



CDS cooks and fries food with oils that contain soybeans. However, this oil is refined and excludes the protein in soy that causes allergic reactions. We consider this oil safe for students with soy allergies. However, we acknowledge that some avoid soybean oil, which is why we cook with extra-virgin olive oil at our Simply Prepared station.

Wheat Allergies & Gluten Intolerances



Wheat is identified as an allergen on digital screens and online. Items marked “made without gluten” omit gluten-containing ingredients from the recipe. Gluten-free cereal, bread, and pasta items are available everyday as well a made-without-gluten dessert. A designated microwave and toaster is available in the Stress Less Pantry along with certified gluten-free packaged desserts and snacks.

Foods commonly prepared without gluten containing ingredients may not be ‘gluten-free’. Our recipes are prepared in open kitchens where cross-contact is possible and where ingredient substitutions are sometimes made. If you absolutely must have a guaranteed “gluten-free” meal, contact ARS and CDS to request individually prepared ‘gluten-free’ meals.

YOUR SAFETY IS OUR PRIORITY

Here's how we are prepared to serve you.

Staff Training

All managerial staff and supervisors receive FARE training from the registered dietitian. Additionally, management is ServSafe certified in food allergies. This prepares the leadership staff to:

- Identify the top 9 food allergies and where they can be found in “hidden ingredients”.
- Understand how the increase in food allergies impacts our roles within CDS.
- Recognize common symptoms of a food allergy reaction and respond appropriately.
- Train service staff about allergens, including how to prevent cross-contact and handle special meal requests.
- Express their commitment to an inclusive environment that allows students with allergies to dine safely alongside the campus community through shared meals.

HAVE A QUESTION?

We make every effort to ensure that all allergens by recipe are listed accurately. However, please be advised that products prepared in our kitchen may have come in contact with common food allergens.

Please direct any questions regarding an allergy or food ingredients to any of the following individuals: Registered Dietitian, Executive Chef, or the manager on duty.

Not sure which meal plan is the best for you? Contact Carolina Dining Services at **1.800.UNC.MEAL** for consultation on meal plans that suit your dietary needs.

Safety & Wellness Ambassador Program

We are working to establish a CDS and student-led board of safety and wellness ambassadors whose mission it will be to improve the safety and wellbeing of students on campus who have food allergies and other special dietary needs.

Student ambassadors will be provided with an allowance each semester to patronize campus dining establishments, with the intent of assessing the safety and quality of food products. Students will enhance inclusivity for students with food allergies and special dietary needs by evaluating the quality and variety of available foods and making suggestions for improvements. Interested in becoming an ambassador? Contact CDS dietitian.

CONTACT US

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