

UHART DINING



GUIDE TO MANAGING FOOD ALLERGIES

▶ **OUR PHILOSOPHY**

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

Our goal is to provide students with the tools and support they need to utilize the dining hall and the snack bar safely and to 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 to their new life at Millbrook



At Uhart Dining, we believe that good nutrition is essential to good health. That's why we are committed to nourishing each and every student by providing them with healthy, nutritious foods every day.

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▶ OUR ENVIRONMENT

AVOIDING CROSS CONTAMINATION

Community dining is an important part of creating social spaces and new experiences on campus. With this style of dining, cross-contact with food is possible since about half of the service stations are self-serve.

Cross-contact occurs when food comes into contact with another food and their proteins mix, creating the potential for an allergic reaction

We educate and train our employees on food allergies, the dangers of cross-contact, where cross-contact frequently occurs in production and service, and the processes and procedures needed to mitigate this risk.

TO AVOID CROSS-CONTAMINATION

- You may ask a dining employee to change gloves
- You may ask a dining employee to use a new utensil or a fresh plate at made-to-order stations.
- Take caution with deep-fried foods. Frying oil releases some of its protein, which is then absorbed by other foods fried in the same oil.
- Take caution with bakery items. Any item prepared onsite has 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.

On our end, we take important steps to reduce cross-contamination as much as possible by:

- Providing separate service utensils for each item and changing them frequently;
- Changing gloves and utensils between preparing recipes or different food items;
- Following standardized recipes as written so as not to introduce any item to a recipe that is not on the recipe card;
- Performing frequent audits to ensure recipe adherence and assessing production processes.

YOUR MANAGEMENT

STUDENT RESPONSIBILITIES WHEN MANAGING A FOOD ALLERGY IN THE PIECE OF MIND PANTRY

- 1** Email the Assistant Vice President of Student Health & Wellness, Suzanne Anderson McNeill at: smcneil@hartford.edu
- 2** For added nutritional information, please visit www.hartford.campusdish.com
- 3** Enjoy the Piece of Mind Pantry. And if you ever have any questions about it, please ask a manager at any time.

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 Epi-pen or take and/or take an antihistamine*
- 2** Get help immediately and notify the Health Center.
- 3** Call 911 or notify someone to do so.



- 4 Read the station signage, menus and ingredient information made available upon request and menu emails in order to be better informed.
- 5 When in doubt regarding ingredients in a particular food, direct your questions to our Food Service Director and/or Executive Chef. If you do not know who these individuals are, please ask the chef on duty.
- 6 If you have been prescribed an Epi-pen, carry it with you at all times.
- 7 If you know something is problematic for your allergy, please notify our Food Service Director and/or Executive Chef so that they can look into your concern.
- 8 If you have a question at any point, please ask our Food Service Director and/or Executive Chef. If we do not hear from you, we believe that you are successfully navigating the dining locations.

We make an 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 exists in a largely self-serve setting. If you have been prescribed an Epi-pen, you should carry it all times.

YOUR RESOURCES

THESE SERVICES FROM UHART DINING ARE AVAILABLE TO HELP YOU MANAGE YOUR FOOD ALLERGY(IES).

- 1** An individual meeting with our Food Service Director and/or Executive Chef to receive information and develop an individual plan to help you navigate the dining facilities.
- 2** A manager on duty is always available in the dining hall and snack bar to address questions/concerns and serve as important resources.
- 3** Access to our Food Service Director and/or Executive Chef for ingredient consultation.
- 4** Introduction to the dining management team to give you direct access to individuals responsible for food preparation.
- 5** The menus are sent out daily via email with the day's offerings and in-depth nutrition information for every menu item. Manufacturer-provided full ingredient listings and allergen information of products are available upon request with advanced notice.
- 6** Signage is located at each food station in our residential dining location outline nutritional information.
- 7** Full nutrition and ingredient/allergen information or retail food items are available upon request.
- 8** Access to the dry and cold food storage in order to review ingredients personally (with advanced notice to establish the foods you wish to review, and on what date/time)
- 9** Access to individually packaged foods to replace bulk items that have a high likelihood of cross-contact (e.g.; packets of cream cheese, jelly & peanut butter)
- 10** Upon request dining staff will change glove, or use fresh utensils or pans (at made to order stations) to reduce cross-contact concerns.

▶ OUR COMMITMENT

HOW CAN WE HELP YOU

A plan is developed for students with special dietary needs who contact Uhart Dining

- 1** The student meets with Health Services and our Food Service Director and/or Executive Chef who work 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.
- 2** After the initial meeting, the Food Service Director and/or Executive chef meet to discuss the student's personal dietary needs and 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, Food Service Director and/or Executive Chef, Health Services, and any other related location managers or chefs. 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 all involved can take to have their needs accommodated and to 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 Food Service Director and/or Executive Chef will contact the student (via email or phone) to inquire as to how they are managing eating in the dining locations. They remind the students that they remain available in the future if they have any questions or concerns. If needed, the Food Service Director and/or Executive Chef will continue to keep in close contact with the student and check in periodically to monitor the process and provide assistance when required.



▶ SPECIFIC ALLERGY INFORMATION



PEANUTS

Bulk peanut butter is serving in the dining hall. Peanut products, including peanut butter are ingredients used in several of our recipes. Students with a peanut allergy are advised to take caution with bakery items. Peanut oil is not used as an ingredient in our recipes.



TREE NUTS

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 pesto, coconut or coconut milk.



FISH

Beyond fish entrees as an occasional menu offering, some dishes may also contain fish sauce. Worcestershire sauce, curry or Caesar dressing.



SHELLFISH

Entrees with shellfish as an ingredient are sometimes on the menu. Additionally, although not considered a shellfish allergen by the Food & Drug Administration (FDA), some dishes may contain mollusks such as clams, mussels, oysters or scallops. If severely allergic to shellfish, it is advised to avoid these as well.

Always carefully read the menus and ingredient information that are made available to you. We use manufacturer-provided information and we do not confirm the presence or lack of an allergen.

Uhart Dining periodically reviews the ingredients to verify ingredients labeling is consistent with what is provided by the manufacturer. Ingredients listed may be subject to change without notification.

Please consult with your doctor or allergen specialist before making any menu selections.



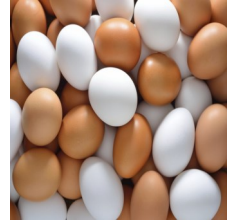
SOY

Soy is present in a large variety of products, most notably manufactured products and our fryer oil. The FDA exempts highly refined soybean oil from being labeled as an allergen. Studies show most allergic individuals can safely eat soy oil that has been highly refined. Our vegetable/olive oil blend contains highly refined, bleached and deodorized soybean oil which is free of all allergenic proteins.



MILK

A non-dairy milk option is available every day in residential dining facilities. However, milk and milk-based products are ingredients used in many of the menu items served. Items prepared with butter or margarine should be avoided.



EGGS

Eggs are present in baked goods, desserts and mayonnaise. Students are encouraged to check ingredient information of items they wish to eat.



WHEAT/GLUTEN

Gluten is a protein found in wheat, barley and rye. We offer a selection of deli meats, salad dressings and cereals that do not contain gluten, as well as gluten-free prepackaged options available upon request. We use gluten-free beef, chicken and vegetable bases in preparation of soups, sauces, casseroles etc. and offer many menu offerings daily that are made without gluten-containing ingredients* **Please read all signage for ingredients.**

*Even 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 have celiac disease or a gluten intolerance, please notify your on-site manager to request an individually prepared meal or pre-packaged 'gluten-free' option.

IMPORTANT NOTE

Aramark uses manufacturer-provided ingredient information and we do not confirm the presence or lack of an allergen. We periodically review ingredients to verify labeling is consistent with what is provided by the manufacturer. However, please be advised that ingredients listed may be subject to change without notification and that products prepared in our kitchen may have come in contact with common food allergens.

Even food commonly prepared without gluten containing ingredients may not be 'gluten-free'. Our recipes are prepared in an open kitchen where cross-contact is possible and where ingredient substitutions are sometimes made.

If you have celiac disease or highly symptomatic to an allergen food please notify the on-site manager, health services and the Dean of Students to request individually prepared meals.

Please direct any questions regarding an allergy or food ingredients to any of the following individuals or a manager on duty:

Mark Marson
Food Service Director
860.768.4798
Marson-mark@aramark.com

Jillian Wanik
Registered Dietitian
860.768.4798
Wanik-jillian@aramark.com



▶ LOCATIONS

COMMONS

HAWK'S NEST

THE VILLAGE MARKET

SUBWAY

GSU CAFÉ

MOE'S

STARBUCKS



**UNIVERSITY
OF HARTFORD**

DINING SERVICES