A Guide to Managing FOOD ALLERGIES

Peanuts | Tree Nuts | Fish | Shellfish | Soy | Milk | Eggs | Wheat/Gluten
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 students to make informed food choices in our dining locations.

Our goal is to provide students with the tools and support 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 the University of Louisville.

UofL Dining Services believes 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.
Avoiding Cross-Contact

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.

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

- Provide separate service utensils for each item and change them frequently.
- Change gloves and utensils between preparing recipes or different food items.
- Require that staff follow standardized written recipes to prevent introduction of allergens or ingredients unauthorized by management.
- Perform frequent audits to ensure recipe adherence and assess production processes.

To Avoid 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, fried fish, mozzarella sticks, nuggets, onion rings and French fries.
- Take caution with bakery items. Any items prepared on-site 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.
Your Management

Student responsibilities when managing a food allergy in the residential dining locations

1. Notify UofL Dining Services of your allergy(ies) or dietary restrictions.

2. Schedule a meeting with our Registered Dietitian to develop a plan so you can navigate the dining halls. (See page 7)

3. Be proficient in self-management of your food allergy(ies) including:
   - Avoidance of foods to which you are allergic
   - Recognition of 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/procedures with UofL Dining Services and your physician should a reaction occur

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. Get help immediately - call 911 or indicate to someone around you to call 911.
2. Administer your Epi-pen or take an antihistamine*
3. Notify UofL Dining Services staff as soon as possible about your experience so they can address your concerns.

*As prescribed or recommended by your physician.
4 Read the station signage, menus and ingredient information made available upon request and online at louisville.edu/dining in order to be better informed.

5 When in doubt regarding ingredients in a particular food, direct your questions to our managers. If you do not know who these individuals are, please ask a cashier or another employee on duty.

6 Due to the self-serve nature of the residential dining halls, if you have been prescribed an Epi-pen, carry it with you at all times.

7 If you notice something that is problematic for your allergy, please notify our UofL Dining Services staff so that they can look into your concern.

8 If you have a question at any point, please ask our managers. If we do not hear from you, we believe that you are successfully navigating the dining locations.

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 exists in a community dining, largely self-serve setting. If you have been prescribed an Epi-pen, you should carry it at all times.
Your Resources

The following services from UofL Dining are available to help you manage your food allergy

1. An individual meeting with UofL Dining Services’ Registered Dietitian will receive information and help developing a custom strategy to help you navigate the residential dining facilities.

2. A manager on duty is always available in residential dining halls and retail locations to address questions/concerns and serve as important resources.

3. Access to our managers for ingredient consultation.

4. Introduction to the dining management team to give you direct access to individuals responsible for food preparation.

5. Online menus available at louisville.edu/dining with daily menu offerings. In-depth nutrition information for every menu item, manufacturer provided full ingredient listings, and allergen information are available at each location upon request.

6. Signage located at each food station in our residential dining locations outline nutrition information.

7. Nutrition and ingredient/allergen information of retail food items available at the location upon request.

8. 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.)

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

10. Upon request dining staff will change gloves, use fresh utensils, or pans (at made to order stations) to reduce cross-contact concerns.
Our Commitment

How we can help you

1. NOTIFY

If you have a severe food allergy or celiac disease, and would like assistance managing these conditions with a registered dietitian, please contact the University of Louisville Disability Resource Center at 502-852-6938 or askdrc@louisville.edu. You will also need to submit medical documentation to the UofL Disability Resource Center to register your food allergy or celiac disease.

2. MEET WITH THE DIETITIAN

Once the DRC receives appropriate documentation, they will notify the UofL Dining Registered Dietitian (RD). The Dietitian will reach out to you to set up a meeting to discuss how UofL Dining can best meet your needs and learn how you managed your food allergy before college.

3. YOUR NEEDS

After the initial meeting, the RD will communicate with the location chefs and managers about your specific dietary needs. Together the team will determine the best way to accommodate your needs by utilizing the current systems and procedures within UofL Dining. Ongoing communication and follow-up will occur after these initial meetings. If you are unsure of the ingredients in a specific menu item, direct your questions to the manager on duty.
Food Allergies

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

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

The Big 9

Important Note

UofL Dining Services uses manufacturer-provided ingredient information and we do not confirm the presence or lack of an allergen. We periodically review ingredients to verify ingredient 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.
Please direct any questions regarding an allergy or food ingredients to any of the following or a manager on duty:

Ashly Whited  
REGISTERED DIETITIAN  
whited-ashly@aramark.com  
502.403.8632

Cody Combs  
EXECUTIVE CHEF  
combs-cody@aramark.com  
502.303.6609

Christine Bree  
FOOD SERVICE DIRECTOR  
bree-christine@aramark.com  
859.257.6059

Guide updated Fall 2023. The contents of this guide are subject to change. Please visit louisville.edu/dining for the most up-to-date information.
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