

Our Philosophy

CDS supports students who have food allergies by providing information and knowledge that is necessary for the student to make informed food choices in our dining locations. We work together to provide reasonable arrangements so that students may participate in the college dining experience as much as possible. We recognize that students with food allergies already experience a more limited diet than those who do not have an allergy, and are required to exert more time and effort in managing their diet than others. We take into account each individual student's personal dietary needs and make every effort to provide helpful information to students with food allergies. Our goal is to provide students with the tools that they need to be active in the management of their food allergy or food-related medical condition within the dining locations in ways that are developmentally appropriate for college students as they transition into adulthood.

Carolina 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.

Health & Wellness

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Your Management

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

- 1** Notify Accessibility Resource Services (ARS) and Carolina Dining Services (CDS) of your allergy(ies).
- 2** Schedule a meeting with CDS Registered Dietitian to develop a plan so you can navigate the dining halls.
- 3** Be proficient in the self-management of your food allergy(ies) including:
 - Avoidance of foods to which you are allergic
 - Recognition of symptoms of allergic reactions
 - How and when to tell someone you might be having an allergy-related problem
 - Knowledge of proper use of medications to treat an allergic reaction
 - Carry emergency contact information with you
 - Review policies/procedures with CDS and your physician should a reaction occur
- 4** Read the menus and ingredient information that are made available to you online at www.dining.unc.edu in order to be better informed.
- 5** When in doubt regarding ingredients in a particular food, direct your questions to the CDS 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 meet your needs.
- 6** Due to the self-serve nature of the residential dining halls, cross-contact is possible. 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 the CDS Registered Dietitian, Executive Chef or manager on duty so that they can look into your concern.
- 8** If you have a question at any point, please ask the CDS Registered Dietitian, Executive Chef or manager on duty. If we do not hear from you, we believe that you are successfully navigating the dining locations.

Our Environment

Avoiding Cross-Contact

Cross-contact occurs when food comes into contact with another food and their proteins mix, creating the potential for an allergic reaction. Since about half of the food in the dining facilities is self-serve, cross-contact is possible. Carolina Dining Services provides separate service utensils for each item and frequently changes utensils in attempt to mitigate customer cross-contact. CDS also works to educate employees involved in the production process to change gloves and clean utensils between recipes in order to reduce cross-contact concerns.

Each cook/front line associate is also instructed to follow standardized recipes as written as to not introduce any item to the recipe that is not on the recipe card. Frequent production audits are performed to assess recipe adherence and production processes, and to stay informed of new products being purchased.

In Case of a Reaction

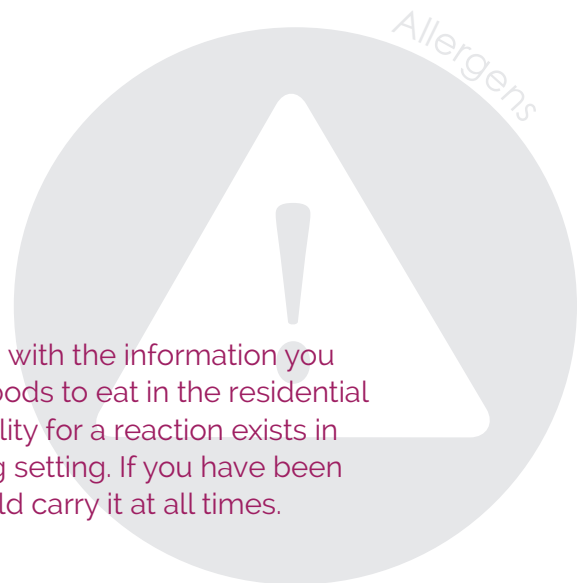
If you are exhibiting symptoms of an allergic reaction, including anaphylaxis, please take one or more of the following steps:

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 CDS staff as soon as possible about your experience so that they can address your concerns.

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. All of our bakery items are prepared onsite 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.

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 communal, largely self-serve dining setting. If you have been prescribed an Epi-pen, you should carry it at all times.



Your Resources

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

- 1** An individual meeting with CDS Registered Dietitian to receive information and develop an individual plan to help you navigate the residential dining facilities.
- 2** The Executive Chef and manager on duty are available in residential dining halls and retail locations to address questions/concerns and serve as important resources.
- 3** Access to our Registered Dietitian for ingredient consultation.
- 4** Introduction to the dining management team to give you direct access to individuals responsible for food preparation.
- 5** Online menus for each dining hall at www.dining.unc.edu.
- 6** Online entrée ingredient lists at www.dining.unc.edu, organized by residential dining location, with the 8 most common allergens highlighted in each entrée/food item.
- 7** Mobile-friendly website at www.dining.unc.edu makes it easy to access in-depth nutrient facts, ingredient listings and food allergen information right from your smart phone.
- 8** Digital screens located at each food station in our residential dining locations outline nutrient facts and flag the top 8 food allergens.
- 9** Nutrition and allergen information of retail food items available online at www.dining.unc.edu.
- 10** 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).
- 11** Upon request dining staff will change gloves, or use fresh utensils or pans (at made to order stations) to reduce cross-contact concerns.

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 additional special meal accommodations must provide medical documentation to Accessibility Resource Services.
- 2** After the initial meeting, the Registered Dietitian communicates with the Executive Chef and/or ARS 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. In accordance with ARS recommendations, 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 needed, the Registered Dietitian will continue to keep in close contact with the individual, meet with ARS on their behalf and check in every one to two weeks to monitor the process and provide assistance when required.

Specific Allergy Information



Peanut Allergies

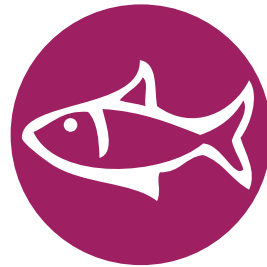
Bulk peanut butter is served in the residential dining halls at the bakery, and peanuts are ingredients in some cookies and other dessert selections. Students with a peanut allergy are advised to take caution with bakery items. CDS does not use peanut oil and to help eliminate the possibility of cross-contact,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

Refer to 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.



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 pesto, coconut or coconut milk. CDS operates a nut-free salad bar to help eliminate the possibility of cross-contact, and our pesto is made in-house and is free of pinenuts.



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. Students with fish allergies are asked to check the menus and full ingredient listings.

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



Shellfish Allergies

Entrées with shellfish as an ingredient are sometimes on the menu. Students with shellfish allergies are asked to check the menus and full ingredient listings.



Soy Allergies

CDS uses soy-containing vegetable oil for frying foods and students with soy allergies are asked to refrain from eating fried foods in the residential dining facilities. For all other menu items, students with soy allergies are asked to check the ingredients before consuming.



Milk Allergies

Soy milk, lactose-free ice cream and a vegan dessert option is available every day in residential dining facilities. Carolina Dining Services replace butter with a dairy-free margarine in all of its recipes. However, manufactured items may contain butter; students are asked to check the ingredients of items they wish to eat.



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 and are encouraged to check ingredient labels of items they wish to eat.



Wheat Allergies

All of our deli meats and salad dressings are gluten-free. Gluten-free cereal is available daily, gluten-free bread and pasta are available upon request, and a daily made-without-gluten dessert is always available. CDS also uses gluten-free chicken, beef and vegetable bases in preparation of soups, sauces, casseroles, etc. Be sure to check the ingredients of all food items you wish to consume. Many of our made-without-gluten recipes contain ingredients with no wheat, barley or rye -- the grains that are the main source of gluten in our diets. Just ask our on-site manager for more information.*

*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 sensitivity please notify your on-site manager to request an individually prepared 'gluten-free' meal.

Communication Disclaimer

Carolina Dining Services makes 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 manager on duty.

Kelli Wood, MS, RD, LDN
Registered Dietitian
919.962.2352
kellwo@email.unc.edu

Michael Gueiss, CCC, PC III
Executive Chef
919.962.0200
mlgueiss@email.unc.edu



Locations

Residential Dining Halls

1. Top of Lenoir
2. Rams Head

Retail Dining Locations

1. Lenoir Mainstreet
1. Healthy Bowl
2. Subway @ Rams Head Market
3. Wendy's
3. Alpine Bagel
4. The Beach Cafe
5. Alpine Deli & Cafe
6. Cafe McColl

Convenience Stores

2. Rams Head Market
7. Blue Ram

Coffee Shops & Snack Bars

2. Starbucks @ Rams Head
8. Common Grounds
9. The Law Bar
10. Genomic Cafe
11. The Friends' Cafe
12. The Atrium Cafe
13. Kind Coffee Cafe

