

GUIDE TO MANAGING  
*food allergies*

UNIVERSITY OF LOUISVILLE DINING SERVICES

PEANUT | TREE NUT | FISH | SHELLFISH | SOY | EGG | WHEAT

## Our philosophy

UofL Dining Services 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 provide a safe and supportive transition into college life.

*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.*

## Your management

### STUDENT RESPONSIBILITIES WHEN MANAGING A FOOD ALLERGY IN THE RESIDENTIAL DINING LOCATIONS:

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](mailto: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.

Once the DRC receives appropriate documentation, they will notify the UofL Dining Registered Dietitian (RD), Maji Koetter-Ali. Maji 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.

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 UofL Dining RD or ask the manager on duty.

While we make every effort to provide you with information you need to make decisions about foods to eat in our dining halls, the possibility for a reaction does exist in community dining facilities that are partially self-service. If you have been prescribed an Epi-Pen, be sure to carry it with you at all times.

Be proficient in self-management of your food allergy(ies) or celiac disease including:

- Avoidance of foods to which you are allergic or cause illness
- 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 allergic reactions
- Carry emergency contact information with you

If you have further questions or concerns, please contact our UofL Dining Registered Dietitian, Maji Koetter-Ali. We encourage students with allergies or celiac disease to correspond with the RD as much as possible in order for us to know that you are successfully navigating the dining halls.

## Content

**3** Your Management

**4** Our Environment

**6** Your Resources

**7** Our Commitment

**8** Specific Allergy Information

**10** Communication & 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. UofL Dining Services provides separate service utensils for each item and frequently changes utensils in an attempt to mitigate customer cross-contact.

We also work 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.

## 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.

# 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:

**Get help immediately- call 911 or indicate to someone around you to call 911.**

**Administer your Epi-pen or take an antihistamine.\***

**Notify UofL Dining Services staff as soon as possible about your experience so that they can address your concerns.**

\*As prescribed/recommended by your physician.

**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 SERVICES ARE AVAILABLE TO HELP YOU MANAGE YOUR FOOD ALLERGY(IES).

- 1** An individual meeting with UofL Dining Services' Registered Dietitian to receive information and develop a custom strategy 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** Introduction to the dining management team to give you direct access to individuals responsible for food preparation.
- 4** Online menus for each residential dining location. **[louisville.edu/dining](http://louisville.edu/dining)**
- 5** Manufacturer-provided entree ingredient lists provided upon request.
- 6** Manufacturer-provided menu and nutrition information available online at **[louisville.edu/dining](http://louisville.edu/dining)**
- 7** Signage located at each food station in our residential dining locations outline nutrition information.
- 8** Nutrition and allergen information of retail food items available upon request and online at **[louisville.edu/dining](http://louisville.edu/dining)**
- 9** 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.)
- 10** 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).
- 11** 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

UofL Dining supports students with food allergies or celiac disease by providing a variety of allergen-free choices in our residential dining facilities. Students will also have access to the UofL Dining Registered Dietitian, who will provide them with information and develop an individualized plan for navigating the residential dining facilities. We want students with food allergies or celiac disease to be able to participate in the campus dining experience with the knowledge necessary to make informed choices.

After the initial meeting, the Registered Dietitian communicates with the Executive Chef about the student's personal dietary needs so that we 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.

On-going evaluation occurs after these initial meetings. The Registered Dietitian will 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 and check in periodically to monitor the process and provide assistance when required.

# Specific allergy information



## ***peanut allergies***

Bulk peanut butter is served in the residential dining halls. 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 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.



## ***fish allergies***

Beyond entrees and mixed dishes that contain fish or shellfish as a main component, please use caution when selecting Asian dishes where fish or shellfish may be included in sauces. Additionally, some gravies and barbecue sauces may contain Worcestershire sauce which also contains fish. Students with fish allergies are asked to check the menus and full ingredient listings.



## ***shellfish allergies***

Beyond entrees and mixed dishes that contain fish or shellfish as a main component, please use caution when selecting Asian dishes where fish or shellfish may be included in sauces. Additionally, some gravies and barbecue sauces may contain Worcestershire sauce which also contains fish. Students with shellfish allergies are asked to check the menus and full ingredient listings.



## ***soy allergies***

Soybean oil is present in a large variety of products, most notably our cooking and frying oil. While studies have shown that highly refined soy oil is safe to consume for most with a soy allergy, if a medical professional has noted that you have a severe allergy, you should consider alternate options.



## ***milk allergies***

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.



## ***egg allergies***

Many of our baked goods and desserts contain eggs. However, desserts such as fruit crisps and gelatin parfaits do not contain eggs. Students are asked to take caution with all baked goods and are encouraged to check ingredient labels of items they wish to eat.



## ***wheat allergies***

We offer a selection of deli meats and salad dressings that do not contain gluten. Gluten-free cereal is available daily, gluten-free bread, pasta and dessert items are available upon request. Be sure to check the ingredients of all food items you wish to consume. If you have any questions, just ask our on-site manager for more information.\*

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.

UofL 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.

\*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' selection.

# 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 individuals or a manger on duty:



Maji Koetter-Ali  
Registered Dietitian  
502.852.2584  
maji.ali@louisville.edu



Mark Hermes  
Executive Chef  
502.852.5991  
mark.hermes@louisville.edu



Andrew Shires  
Food Service Director  
502.852.5991  
andrew.shires@louisville.edu

# Locations

## Student Activities Center

1. Wendy's
2. Papa John's Pizza
3. P.O.D. Express / We Proudly Serve Starbucks
4. Marks Feed Store
5. Chick-fil-A
6. Greens to Go
7. Panda Express

## Davidson Hall

1. P.O.D. Express
2. Subway

## Ville Grill

## Student Rec Center

SRC Cafe

## Louisville Hall

Twisted Taco

## Ekstrom Library

Starbucks

## Humanities

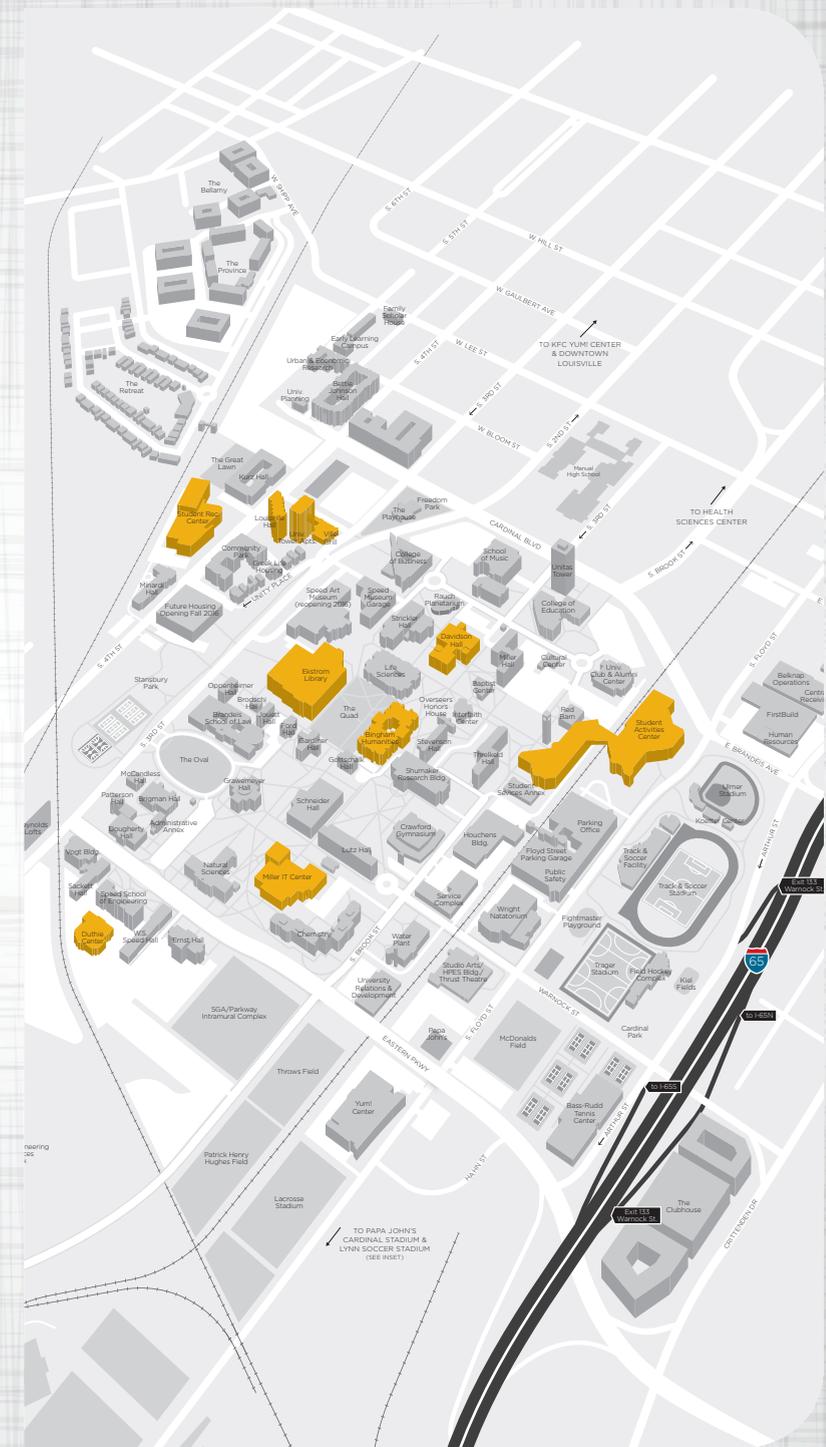
Einstein Bros' Bagels

## Duthie Center

City Cafe Express

## Miller IT

McAlister's Select





DINING  
SERVICES

GUIDE TO MANAGING FOOD ALLERGIES