

# Guide to managing food allergies

High Point University  
Dining



Peanut • Tree Nut • Fish • Shellfish • Soy • Egg • Wheat

# 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 High Point University Dining.

At High Point University 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-Contact

Community dining is an important part of creating social spaces and new experiences on campus. With this style of dining, cross-contact of 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.
- Follow standardized recipes as written as to not introduce any item to a recipe that is not on the recipe card.
- 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 onsite 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 High Point University Dining of your allergy (ies).
- 2 Schedule a meeting with our 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
  - 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 High Point University Dining 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 High Point University Dining staff as soon as possible about your experience so that they can address your concerns.

- 4 Read the station signage, review menus, and allergen and ingredient information made available upon request and online at [www.hpudining.com](http://www.hpudining.com) in order to be better informed.
- 5 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 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 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 our 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.

We make every effort to provide you with the information you need to make decisions about which foods to eat in our residential dining locations. 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 High Point University Dining are available to help

- 1 An individual meeting with High Point University Dining 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 interactive menus available at [www.hpudining.com](http://www.hpudining.com) with daily menu offerings, in-depth nutrition information for every menu item, manufacturer-provided full ingredient listings and allergen information for those with food allergies, intolerances and/or preferences.
- 6 Signage located at each food station in our residential dining locations outline nutrition information.
- 7 Nutrition information of retail food items available upon request and online at [www.hpudining.com](http://www.hpudining.com).
- 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-contact (i.e.; packets of cream cheese, jelly and peanut butter).
- 10 Upon request dining staff will change gloves, or use fresh utensils or pans (at made to order stations) to reduce cross-contact concerns.

**Did you know?** To reduce the risk of cross-contact and provide for a more personalized experience for our students with food allergies, the Cafe offers a station where menu items are made without 7 of the top 8 most common food allergens, including gluten\*. Ask our Food Service Director, Registered Dietitian or Executive Chef for more information.

# Our commitment

## How We Can Help You

A plan is developed with students with special dietary needs who contact High Point University Dining.

- 1 The student meets with the High Point University Dining 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.
- 2 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.
- 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 all concerned 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 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 are ingredients used in several of our recipes. Students with a peanut allergy are advised to take caution with bakery items and Asian dishes where peanuts may be included in sauces. 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 fish entrees as an occasional menu offering, some dishes may also contain fish sauce, Worcestershire sauce, curry paste or Caesar dressing.



## Shellfish allergies

Entrees with shellfish as an ingredient are sometimes on the menu. Additionally, although not technically considered a shellfish allergen by the Food and 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.

High Point University Dining 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.





### Soy allergies

Soy and soybean oil is present in a large variety of products, most notably manufactured products and our fryer oil. However, our other recipes are prepared with a vegetable/olive oil blend. 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 (not cold pressed, expeller pressed, or extruded soybean oil). Our specified vegetable/olive oil blend contains highly refined, bleached, and deodorized soybean oil which is free of all allergenic proteins. Please consult with your doctor or allergen specialist before making any menu selections.



### 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

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



### Wheat allergies

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 such as bread and pasta. 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.\*



\*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 or prepackaged 'gluten-free' option.

# Important note

High Point University Dining 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 manager on duty:

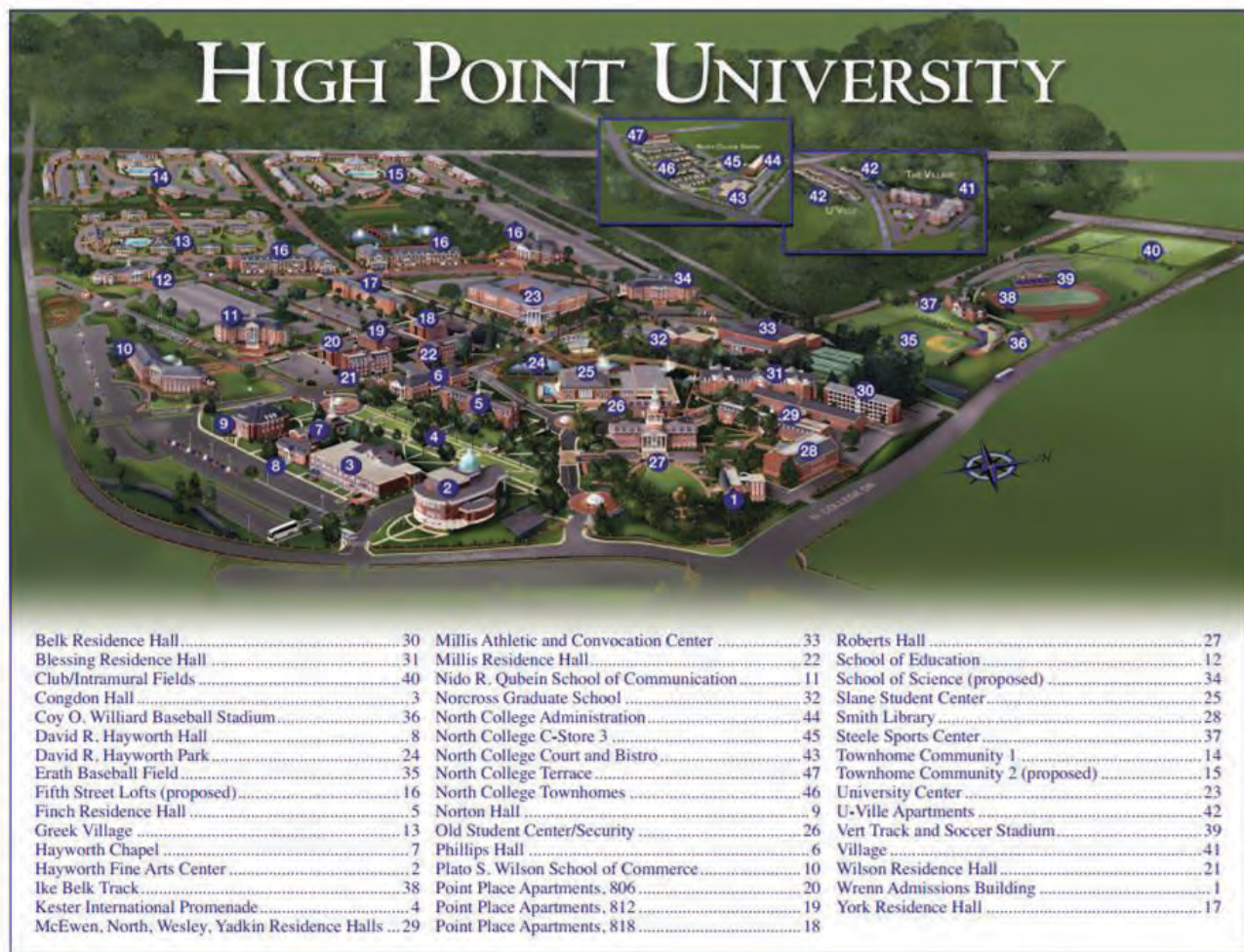
Tisha Davidson  
Food Service Director  
336-841-9612  
davidson-tisha@aramark.com

Christian Froelich  
Executive Chef  
336-841-9357  
froelich-christian@aramark.com

Allyson West, RD, LDN  
Registered Dietitian  
336-841-9626  
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# Locations



Allergen Station: True Balance station offered at the Cafe





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