

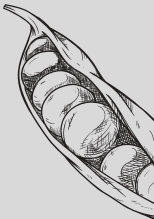
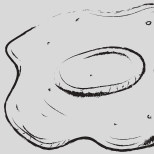
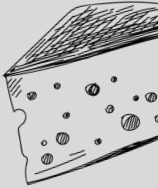
GUIDE TO MANAGING FOOD ALLERGIES



DINING SERVICES
CARLETON UNIVERSITY

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Our Philosophy

Carleton Dining Services is committed to providing a safe & enjoyable dining experience. We provide the information that students need in order to make an informed decision regarding their food choices at our dining locations. This includes providing menu ingredients, specific product ingredients whenever necessary, as well as using appropriate dietary icons for each menu option.

We take a lot of pride in being able to support students with allergies, intolerances, and special diet requirements as much as possible. We recognize that students with allergies can experience a limited diet, and spend a higher amount of time and effort managing their allergies compared to students who do not have a food allergy. Hence, we work closely with Residence Services to provide reasonable housing arrangements, and we work together with students to provide dietary arrangements that fit the personal needs of each student.

We make every effort to provide the necessary information to help students properly manage their food allergies within our dining locations in order for students to have a safe transition into university life.

We believe in food that tastes good, that's good for students, for our communities, and for the planet. We are committed to providing nourishing food options that fit students' dietary needs every day.



Your Management

Student responsibilities to help them manage food allergies in our dining locations:

1

Notify Residence Services and Carleton Dining Services of your food allergy(ies).

2

Schedule a meeting with the Dining Services Registered Dietitian (RD) to discuss your options and develop a plan to help you safely dine in our dining locations.

3

Familiarize yourself with food allergy resources available at Carleton Dining Services through this booklet, and our website: dining.carleton.ca

4

If you are not sure of the ingredients in a menu item, ask one of our chefs or cooks to provide you with the ingredient list.

5

Due to the self-serve nature of our dining hall and our open kitchen, cross-contamination is possible. If you have been prescribed an Epi-pen, make sure to carry it with you at all times.

6

If you notice something that is problematic for your food allergy, please notify the Registered Dietitian, chef, or manager on duty, so your concern can be addressed.

7

If you have any questions please contact the Dining Services RD at askadietitian@carleton.ca. We won't know that there is a problem unless you communicate it to us. If we don't hear from you, we believe that you are successfully navigating our dining locations.



Our Environment

Due to the nature of our open kitchen and self-serve dining hall, allergen cross-contamination is possible. Allergen cross-contamination is the unintentional transfer of residues from a food containing an allergen into another food that does not contain the allergen. This can create a potential allergic reaction.

To decrease the possibility of cross-contamination, Carleton Dining Services frequently educates and trains production employees as well as front-line staff to change gloves, clean utensils, and clean their workstations between recipes.

All of our chefs and cooks are trained to adhere to standardized recipes in order to decrease the possibility of introducing ingredients that are not listed on the recipe card. Additionally, all managers, chefs, and front-line staff receive specific food allergy training and complete an online food safety and allergens training.

Experiencing an allergic reaction, including anaphylaxis?

1. Get help immediately, call campus safety or have someone around you contact them.
2. Notify Dining Services about your experience for your concerns to be addressed.
3. Carry your prescribed Epi-pen at all times so you can administer it quickly if necessary.

Avoiding Cross-Contact

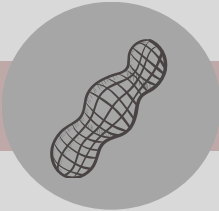
Tips for avoiding cross-contamination when dining at our dining locations:

- At the deli station, you can ask our front-line staff to change gloves and get freshly clean utensils to prepare your food item without the allergen you are allergic to.
- Avoid deep-fried foods, as we do not contain an allergen-free deep fryer. When food is deep-fried, the food releases some of its proteins which can very easily be absorbed by other foods fried in the oil. Examples of deep-fried foods that should be avoided include fried chicken, fried fish, nuggets, french fries, home fries, onion rings, and mozzarella sticks.
- At any of our stations, you can ask our cook or chefs to provide you with the ingredient list for the menu items prepared.
- At the bakery station, take caution with the items prepared. At our main dining hall, the caf, we do not use ingredients containing tree nuts or peanuts. However, some items are prepared with ingredients that have a "may contain" label.

We make every effort to provide you with the information you need to make an informed decision about which food to eat in our dining locations. Keep in mind that the possibility for an allergic reaction exists in any self-serve dining setting.



Allergy Information



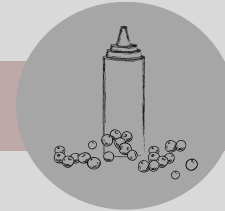
Peanut Allergies

Our main dining hall, the caf, does not serve peanuts, tree nuts, or products containing either peanuts or tree nuts. Recipes originally listing peanuts or tree nuts are modified to include soy butter or seed butter instead. Students with peanut and tree nut allergy(ies) are advised to be cautious with bakery items as some ingredients have a "may contain" label.

When dining at other dining locations such as the Food Court at the University Centre building, students are encouraged to ask our chefs and cooks for menu item ingredients, as there could be peanuts or tree nuts present.



Tree Nut Allergies



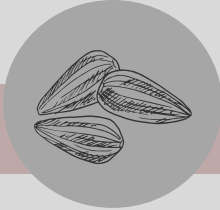
Mustard Seed Allergies

Our menu items often include ingredients that can contain mustard, such as vinaigrettes, marinades, salad dressings, emulsifiers, and soups.

Students with a mustard seed allergy are advised to make an appointment with the Dining Services Registered Dietitian to go through the menu and highlight menu items that are safe to eat or to create a personalized plan for the student.

Always refer to the menus and ask for ingredient information. We rely on the ingredient listings of our food manufacturers and processors. The reliability of our manufacturers and processors is a key component of Carleton Dining Services' overall approach to food quality and safety.

Allergy Information



Sesame Allergies

Our menu items occasionally include sesame, as it is present in falafel recipes, Asian-inspired recipes, hummus, salad dressings, and some breads.

Students are asked to communicate with the chefs, managers and Registered Dietitian in regards to food containing sesame. Students can also receive a full ingredient list from a chef if necessary.



Wheat Allergies

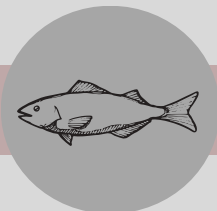
Menu items containing wheat are often served at the caf. However, we do offer menu items that do not contain gluten ingredients and are labelled with our no-gluten icon*. Students are encouraged to look for this icon beside each menu item.

At our main dining hall, we have a gluten-free pantry, which can be accessed through an appointment with our Registered Dietitian. Inside this pantry, we carry gluten-free salad dressings, deli meats, cereal, bread, pasta, and desserts all made without gluten.

At the Food Court located in the University Centre building, we have a certified gluten-free concept called Kitchen Exchange, where all food prepared is certified gluten-free.

**Even food commonly prepared without gluten might not be gluten-free. Due to the buffet-style of dining at our main dining hall, there is a risk of cross-contamination. If you have Celiac Disease or a gluten sensitivity please make an appointment with our Dining Services Registered Dietitian.*

Allergy Information



Fish Allergies

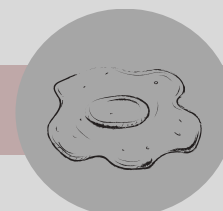
At our main dining hall, the caf, entrees with fish are on the menu often. Some dishes may also contain fish sauce, Worcestershire sauce, or caesar dressing. Students with fish allergies are asked to make an appointment with our Registered Dietitian to obtain a better idea of the menu items that contain sauces with fish as an ingredient.

Entrees with shellfish are rarely on the menu. Whenever there is shellfish served, it is only available at our Mix Station as a special dish such as lobster or shrimp rolls. Students with shellfish allergies are asked to check with the chef serving at this station first.

At the Food Court, students are encouraged to always check ingredients with our chefs serving the food as fish and shellfish are served often.



Shellfish Allergies



Egg Allergies

Many of the menu items offered at the caf contain eggs, including baked goods and mayonnaise.

We have a vegan station available at the caf, where egg ingredients are absent. Additionally, we do provide a daily vegan dessert at our bakery station.

Students are advised to always ask a chef or manager for the ingredient labels of the items used to prepare the menu item they wish to eat.

Allergy Information



Soy Allergies

We use canola oil and olive oil for all of our cooking and food preparations at our main dining hall.

For students who have a soy allergy and who do not drink cow's milk, oat milk is available. Almond milk is not available at our main dining hall as we don't serve menu items with nuts or tree nuts, but almond milk is available at other dining locations such as the Food Court.

For all menu items, students with soy allergies are advised to check the ingredients of the menu items they want to consume before consuming by asking a chef or a manager. Please note that bread, mayonnaise, and some salads dressings and sauces may contain soy.



Milk Allergies

We offer soy milk, oat milk, and lactose-free milk for students who have a milk allergy and for those who have lactose intolerance.

We use dairy-free margarine for all our cooking at the caf, and we provide a daily vegan dessert option at our main dining hall. We advise students not to assume a dessert is vegan unless it is labeled as vegan with our vegan dietary icon.

Foods that do not contain dairy ingredients will have a No Dairy or vegan dietary icon. *Due to the buffet-style of dining at our main dining hall, there is a risk of cross contamination.

Our Commitment

A plan is developed for each student with special dietary needs who contacts Carleton Dining Services. Here is an overview of the steps we take:

1 Once the student contacts Carleton Dining Services, the student will meet with the Registered Dietitian who will work with the student to gather information on how the food allergy has been managed, and discuss how the student can navigate our dining locations. Students who need additional special meal accommodations will be asked to provide medical documentation.



2 After the initial meeting with the student, the Registered Dietitian will communicate with the Executive Chef and Lead Sous chef about the student's personal dietary needs. The culinary team will begin to consider ways in which they can help accommodate the student's needs.

3 The student will meet again with the Registered Dietitian to follow up on their new dietary plan. Whenever requested by the student, the Executive chef, Lead Sous chef, and any other location managers might be present in this second meeting. The meeting also serves as a review of the food options available and the steps the culinary team can take to further accommodate the student's needs.


4 After the second meeting, the Registered Dietitian will let the student know she is reachable via e-mail or phone for any questions or future appointments the student might need.



Additional Information



Carleton Dining Services relies on the ingredient listings of our food manufacturers and processors. The reliability of our manufacturers and processors is a key component of Dining Services' overall approach to food quality and safety. Based on our manufacturer's information and a sophisticated system of food production management involving transparency of recipes and ingredients, we can advise students on the type of foods that won't contain ingredients with the allergens in question. However, because of the all-you-care-to-eat style of our dining room and our shared kitchen space, there is a risk of cross-contamination.



We cannot guarantee that our dining hall is 'free' of any of the priority allergens. You are the expert in your own body and allergy, which gives you the power to decide which foods are safe or unsafe to eat based on the information we can provide.

Please direct any questions regarding food allergies to any of the following individuals: Registered Dietitian, Executive Chef, or manager on duty.



Talia Klein, RD
Registered Dietitian
613.520.2600 ext.1742
klein-talia@aramark.ca

Daniel Poulin
Executive Chef
613-520-2600 ext. 3119
poulin-daniel@aramark.ca

Carleton Dining Locations

