

GUIDE TO MANAGING FOOD ALLERGIES

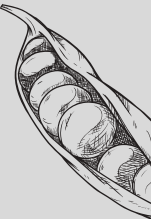
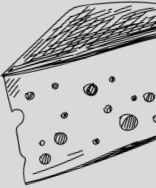


Carleton
University

Dining Services

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Our Philosophy

Carleton Dining Services is committed to providing a safe & enjoyable dining experience. We provide the information that student to make an informed decision about their food choices at our dining locations. This includes providing menus, specific product ingredients on request, as well as using appropriate dietary icons for each menu option. Please note that individual ingredients found online are subject to change based on availability of individual product.

We take 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. Hence, we work closely with Residence Services to assist with reasonable housing arrangements, and we work together with students to provide dietary arrangements that fit their personal needs.

We make every effort to provide the necessary information to help students properly manage their food allergies within our dining locations, 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.*

Your Management

Student's 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

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

3

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.

4

If you are not sure of the ingredients in a menu item, ask one of our chefs in a white coat 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 promptly.

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 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 on proper food handling procedures.

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 and chefs receive specific food allergy training and complete an online food safety and allergens training.

We have a new, dedicated station for students with 9 of the most common, serious allergies called True Balance.

Experiencing an allergic reaction, including anaphylaxis?

1. Get help immediately, call campus safety (4444) 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.

True Balance Station

A dedicated station without ingredients from 9 allergens

- Open for lunch and supper, the True Balance Station does not include these 9 allergen ingredients: nuts, peanuts, dairy, eggs, soy, sesame, mustard, shellfish and any gluten source (wheat, rye, barley etc.)
- To reduce risk of cross contamination: food for this station is purchased, stored separately and labelled. Specific dishware is used, cleaned and stored separately. Meals for this station are never self-serve.
- Our Registered Dietitian regularly audits ingredients and practices for this station.
- As we are not currently open for breakfast, please get in contact if you need guidance at askadietitian@carleton.ca

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 open dining setting.

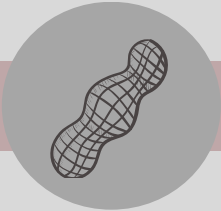
Avoiding Cross-Contact

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

- Avoid deep-fried foods, as we do not have 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, breakfast home fries, onion rings, and mozzarella sticks.
- At the bakery station, take caution with the items prepared. At our main dining hall, we do not use ingredients containing tree nuts or peanuts. However, some items are prepared with ingredients that have a "may contain" label.
- The safest station for students with certain allergies is True Balance. See the True Balance section for more information

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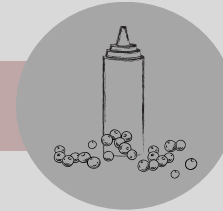
Allergy Information



Peanut Allergies Tree Nut Allergies

Our dining hall 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.

When dining at other dining locations such as the Food Court at the Nideyinan building, students are encouraged to ask chefs in a white coat or the manager for ingredients, as there could be peanuts or tree nuts present.



Mustard Seed Allergies

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

The True Balance Station (open for lunch and dinner) does not contain mustard ingredients.

Contact the Registered Dietitian for additional information:
askadietitian@carleton.ca

Always refer to the menus and ask for ingredient information. Ingredient lists online are NOT complete, so reach out to a sous chef or manager for exact information.

Allergy Information



Sesame Allergies

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

The True Balance Station (open for lunch and dinner) does not contain sesame ingredients.

Contact the Registered Dietitian for additional information:
askadietitian@carleton.ca



Wheat Allergies

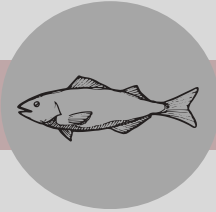
Menu items containing wheat are often served at the dining hall. However, we do offer menu items that do not contain gluten ingredients and are labelled with our no-gluten icon*. Students are encouraged to look for this icon beside each menu item.

At our main dining hall, we have a no gluten pantry, which can be accessed through an appointment with our Registered Dietitian. Inside this pantry, we carry cereal, bread, yogurt, eggs, cheese, frozen entrées and desserts all made without gluten ingredients.

The True Balance Station (open for lunch and dinner) does not contain gluten ingredients.

**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

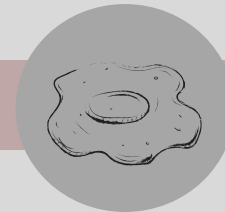
At our main dining hall, entrées with fish are on the menu often, even at True Balance. Some dishes may also contain Worcestershire sauce, or Caesar dressing. The 'fish' sauce we use is vegan. Students with fish allergies are asked to make an appointment with our Registered Dietitian to obtain a better idea of the menu items that contain sauces with fish as an ingredient.

Entrées with shellfish are rarely on the menu. Whenever there is shellfish served, it is available at our Innovation Station as a feature, or Umami stations in sushi. Students with shellfish allergies are asked to check with the chef at these stations.

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 dining hall contain eggs, including baked goods and mayonnaise.

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

The True Balance Station (open for lunch and dinner) does not contain egg ingredients.

Always refer to the menus and ask for ingredient information. Ingredient lists online are NOT complete, so reach out to a sous chef or manager for exact information.

Allergy Information



Soy Allergies

We use canola oil and olive oil for all of our cooking and food preparations at our main dining hall, but many foods contain soy oil, protein or soy lecithin.

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 dining hall as we don't serve menu items with nuts or tree nuts.

The True Balance Station (open for lunch and dinner) does not contain soy ingredients.

For options at breakfast, please reach out to our Registered Dietitian:
askadietitian@carleton.ca



Milk Allergies

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

At our main dining hall, we only use dairy-free margarine, and we provide a daily vegan dessert option. We advise students not to assume a dessert is vegan unless it is labeled with our vegan dietary icon.

Foods that do not contain dairy ingredients will have a No Dairy or Vegan dietary icon.

The True Balance Station at lunch and supper does not contain dairy ingredients.

Always refer to the menus and ask for ingredient information. Ingredient lists online are NOT complete, so reach out to a sous chef or manager for exact information.

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 them to gather information on how the food allergy has been managed, and to 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 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 or a member of their team may 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 they are 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 shared and open 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



TC TERAANGA COMMONS
1st Floor

OASIS

2nd Floor



3rd Floor



NN NIDEYINÀN
1st Floor

Tim Hortons. quick eats

2nd Floor



THE
Local
OTTAWA



EXPRESS | **READY TO GO**

URBAN DELI

BURGER 101 the **KITCHEN** exchange

4th Floor



NICOL BUILDING
1st Floor



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