Guide to Managing Food Allergies

Temple Culinary Services





TABLE OF CONTENTS

Welcome 4

Learn about our philosophies and safety as they pertain to your food allergy(ies).

Our Commitment 5

Learn how we work together so you can dine on campus as safely and frequently as possible.

Your Management 6

Learn how to manage your food allergy(ies).

Our Resources 8

Learn about the resources available to you to help manage your allergy(ies).

Campus Specific Information 9

Learn about our campus.

Meet Our Dietitian 10

Learn about our dietitian and schedule a consult.

WELCOME

Our Philosophy

We are committed to nourishing all guests by providing nutritious options that fit their needs, no matter where they dine on campus. We support students with food allergies by providing the knowledge and resources necessary for them to make informed food choices in our dining locations.

Your Safety Is Our Top Priority

Team Training

Managers and supervisors are AllerTrain® certified. AllerTrain® is an ANAB-Accredited third-party allergy training program that prepares our dining team to:

- Identify the top 9 food allergens including hidden or uncommon sources.
- Understand how the increase in food allergies impacts our roles within dining.
- Express their commitment to an inclusive environment that allows students with allergies to dine safely alongside the campus community through shared meals.
- Train employees about allergens, including reducing the risk of cross-contact and handling special meal requests.
- Recognize common symptoms of a food allergy reaction and respond appropriately.

OUR COMMITMENT

How We Can Help You

1

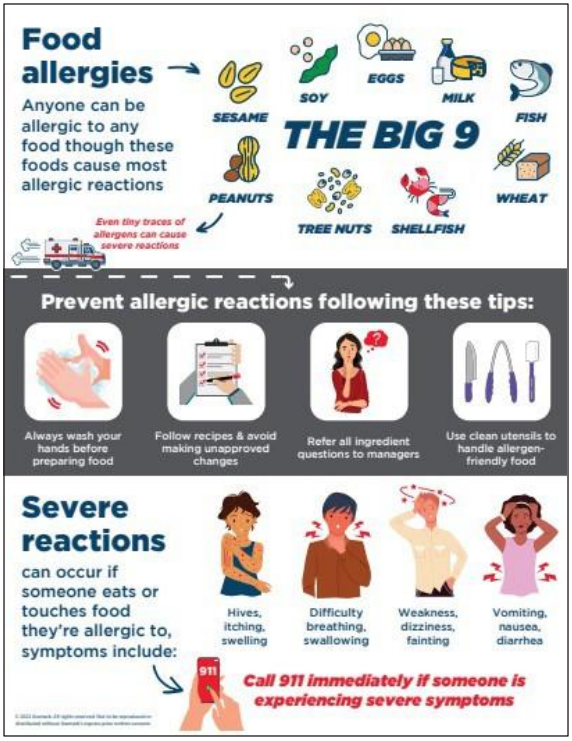
MEET
Contact our dietitian to discuss your allergy(ies), gather information on managing it, and learn about navigating campus dining. We will consider how to accommodate your individual needs and help you find safe food options on campus.

2

SUPPORT
We can provide additional support after the initial meeting. This includes meeting our dietitian to address any allergy-related questions and concerns. It's an opportunity for us to thoroughly review available food options.

3

MONITOR
Throughout the year, our dietitian is available to assist you. Feel free to schedule a consult to discuss any further questions or concerns.



Aramark relies on our vendors' allergy warnings and ingredient listings. Because we operate a commercial kitchen where ingredient substitutions, recipe revisions and cross-contact with allergens is possible, Aramark cannot guarantee that any food item will be completely free of allergens.

YOUR MANAGEMENT

You are the most important advocate for your own health. Please review your responsibilities when managing a food allergy at our dining locations:

Schedule a meeting with our dietitian to develop a plan.

Learn how to navigate our dining locations safely.

Consult disability/accessibility services or student health services for additional accommodations if necessary.

Other campus services may provide additional guidance for accommodating special dietary needs, such as preferential housing if you need to be closer to a specific dining hall.

In case of exposure, carry medication (e.g., EpiPen®, Benadryl®, etc.) with you always.

Consider informing friends you normally dine with about your medical needs in case of an emergency.

Be proficient in the self-management of your food allergy(ies).

- Notify the dining services team of your food allergy(ies).
- Avoid foods to which you are allergic.
- Recognize the symptoms of an allergic reaction.
- Know how and when to tell someone you might be having an allergy-related problem.
- Carry emergency contact information with you.
- Carefully read the menus and recipe description information available to you.

We love feedback!

If you have questions or concerns regarding the ingredients in a particular food, or if you notice something that is problematic for your allergy(ies), please ask to speak with the manager on duty or reach out to our dietitian so that we can promptly address your concern.

We make every effort to provide you with the information you need to make informed decisions while dining on campus. However, the possibility for a reaction does exist in community dining.

To Reduce the Risk of Cross-Contact ….

- Ask a dining employee to change their gloves or use new utensils / a fresh pan at made-to-order stations.
- Speak to a dining employee if you need access to allergy-friendly designated equipment.
- Ask an employee at self-serve stations, such as the salad bar, if you need to be served from a different container.
- Take extra precautions at all stations where cross-contact may be more likely to occur, such as the bakery, salad bar, and grill.



IN CASE OF A REACTION

If you are exhibiting symptoms of an allergic reaction, including anaphylaxis, please follow these steps:

1. Administer your EpiPen® or take an antihistamine as soon as possible.
2. Get help immediately – call **911** or indicate to someone around you to call **911**.
3. Notify our dietitian about your experience as soon as possible so they can address your concerns.

Please be sure to always carry prescribed medication such as an EpiPen® with you.

OUR RESOURCES

Our dining team and dietitian are available to help.

When in doubt, if you have questions and want to consult with the dining team regarding ingredients in a particular food, find the nearest employee to help you connect with our supervisors, managers, or dietitian.

Menus are available online at Temple.MyDiningHub.com

Nutrition signage is located at each station with nutrition facts and descriptions of each recipe.

Email questions to our Dietitian, TempleUDietitian@aramark.com

For more information on Temple Culinary Services, including location and meal plan information, visit: Temple.MyDiningHub.com

TRUE BALANCE

The True Balance Station offers a complete meal made without gluten and and the top 9 food allergens (milk, eggs, wheat, soy, shellfish, fish, tree nuts, peanuts, and sesame). A dedicated and trained team member will serve you from this station with a clean plate each time.

This station is AllerCheck™ certified, indicating that it follows the proper processes and procedures to minimize the risk of cross-contact and serves menu items prepared with verified ingredients. The True Balance station is audited by an independent agency at least once per year.

True Balance can be found in the Esposito Dining Center at Johnson & Hardwick Halls.



OUR DIETITIAN

Personal Dietary Needs

If you have food allergies or special dietary requirements, our goal is to provide you with the tools to support your needs.

Our dietitian and teams will help you dine on campus safely and take an active role in the management of your food allergy(ies), dietary restriction(s), or food-related medical condition(s).

We take into account your personal dietary needs and will make every effort to help you transition into your new life at Temple University.

Benefits Include:

- Food Allergy Meal Plan Solutions
- Dietary Restriction Solutions
- Private Nutritional Counseling
- Group Nutrition Sessions
- Tabling Events



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TEMPLE

CULINARY SERVICES

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