

# *Guide to Managing* **Food Allergies**

Tulane University



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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.



**TULANE**  
Hospitality

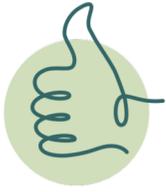
## Your Safety Is Our Top Priority

Here's how we are prepared to serve you.

### Staff Training

Managers and supervisors are AllerTrain® certified. Front line associates are AllerTrain® Lite 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 allergic reaction and respond appropriately.



# Our Commitment

## How We Can Help You

1

### MEET

Contact our registered dietitians to discuss your allergy, gather information on managing them, and learn about navigating campus dining. We will 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 the culinary team who can address any allergy-related questions and concerns. It's an opportunity for us to thoroughly review available food options.

3

### MONITOR

Throughout the year, the Dining Team is available to assist you. Feel free to contact us with any further questions or concerns.



We rely 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, We 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 in the campus dining locations:**

**Schedule a meeting with our Registered Dietitians to develop a plan.**

Learn how to navigate our dining locations safely.

**Consult the Goldman Center for Student Accessibility for additional accommodations if necessary.**

Other campus services may provide additional guidance for accommodating special dietary needs, such as additional housing adjustments. Adjustments may be made through committee-based processes.

**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 Tulane Hospitality staff 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, please contact us or ask to speak with the manager on duty 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 and use new utensils or a fresh pan at made-to-order stations.
- Speak to a dining employee if you need access to allergy-friendly designated equipment.
- Items from self-serve stations, such as the salad bar, can be offered from behind the serving line if requested.
- 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 a dining staff member as soon as possible about your experience so they can address your concerns.

Please be sure to carry prescribed medication such as an EpiPen with you at all times. MedLockers available with undesignated epinephrine on the first and second floor of the Commons and in Green Wave Grille

# Your Resources



## **Our management team**

is 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 dining team supervisors or managers.

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## **Nutrition signage**

located at each station with nutrition facts, descriptions of each recipe, and allergen contains statements.

## **Menus online**

Your campus dining at your fingertips! Access our full daily menus online at any time for complete ingredient listings at: [www.tulane.mydininghub.com](http://www.tulane.mydininghub.com)

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## **Contact our Registered Dietitians**

Email:  
[TulaneDietitian@aramark.com](mailto:TulaneDietitian@aramark.com)

**For more information on locations, including hours and meal plans, visit:**

[tulane.mydininghub.com](http://tulane.mydininghub.com)

# True Balance

**The True Balance Station** offers a complete meal made without gluten and the top 9 food allergens (milk, eggs, wheat, soy, shellfish, fish, tree nuts, peanuts, and sesame). A dedicated and trained staff 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, and on a monthly basis by one of our on-site Registered Dietitians.

True Balance can be found on the second floor in The Dining Room at Malkin Sacks Commons.



**Dine without restrictions**

**Delicious meals made for your specific needs**

Our chefs prepare specialized options from ingredients without the most common food allergens.\*  
*See your manager for details.*

\*Aramark relies on our vendors' allergy warning and ingredient substitutions, recipe revisions and cross-contact with allergens is possible, Aramark cannot guarantee that any food item will be completely free of allergens.

no soybean  
no milk  
no eggs  
no wheat  
no gluten  
no peanuts  
no sesame  
no tree nuts  
no shellfish  
no fish

**true balance**  
everything you want nothing you can't

# Stress Less Pantry

**The Stress Less Pantry** is a dedicated space is designed for guests with a medical need for gluten-friendly and allergy-friendly food options. Here, you will find options carefully curated to complement typical dining hall offerings rather than replace them entirely. Most items are individually wrapped by the manufacturer and may omit some of the 9 major allergens. Our primary focus is on eliminating the risk of cross-contact with gluten (wheat, barley, rye), peanuts, and tree nuts within this space. While our program is specifically tailored to exclude gluten, peanuts, and tree nuts, many of the approved products also avoid other common allergens. However, we always recommend that guests carefully review product labels before enjoying items from the stress less pantry.

The Stress Less Pantry is located on the second floor in The Dining Room at Malkin Sacks Commons.

## stress less pantry an allergy mindful space

The stress less pantry is designed for those with allergies or other special dietary needs, carefully sourced without gluten, peanuts or tree nuts. Other common allergens may be present and item availability may vary. Please be advised to review ingredient labels on products.

To reduce the risk of cross-contact with allergens, this equipment is dedicated to "stress less pantry" items only. We thank you for your assistance in keeping our food-allergic guests safe.\*

Please direct any questions or concerns to our management team. Thank you!

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

stress less pantry  
an allergy mindful space

# Tools to Manage Your Nutrition

Find fresh and healthy ingredients in every bite. Just look for the icon on the menu to identify recipes with these attributes!



Eat Well - Lower in calories, saturated fat, and sodium AND at least one full serving of nutritionally dense ingredients like vegetables, lean protein, whole grains or fresh greens.



Vegan - Contains no animal products of any kind.



Vegetarian - Contains no meat, fish, or poultry. May contain eggs, dairy or honey.



Plant Forward - A style of cooking and eating emphasizing healthy plants at the center of the plate. May contain a proportionally small quantity of animal protein.



Coolfood Meal - Certified climate-friendly by the World Resources Institute. They have a low impact on the climate, making them a delicious way to help the planet.



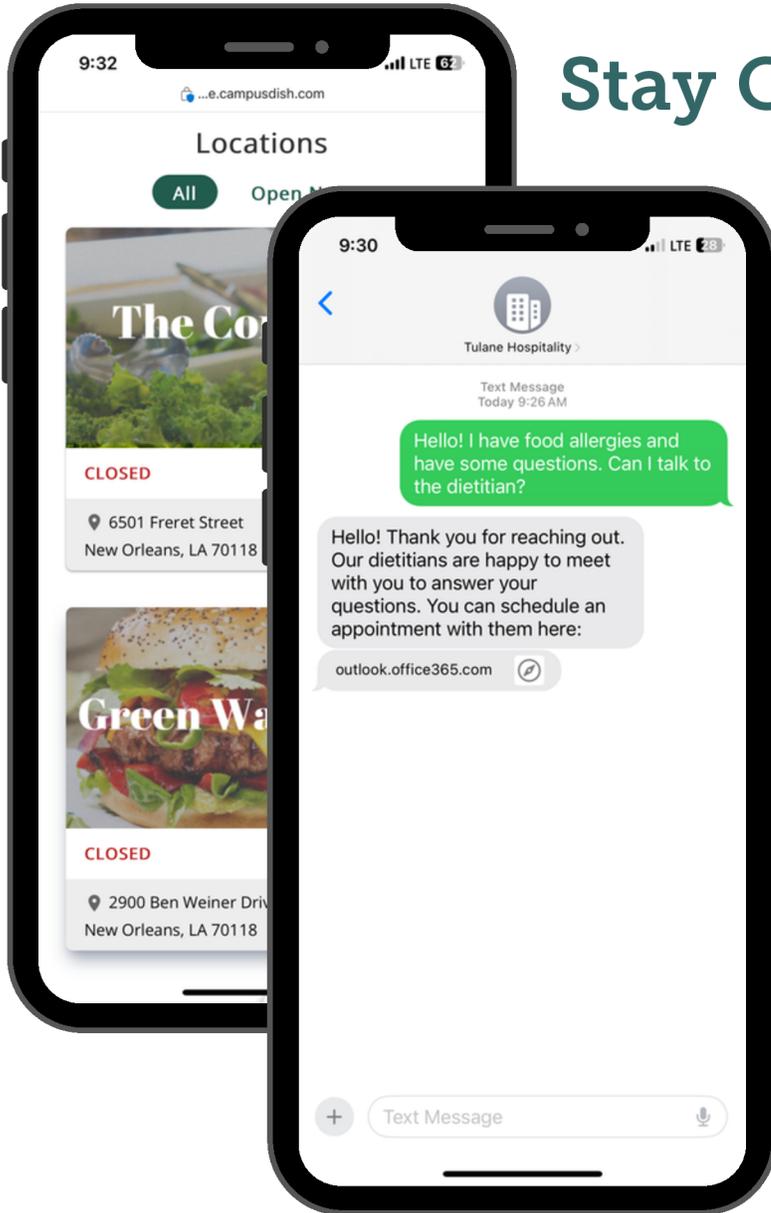
Made with Whole Grains - Whole grains are a leading ingredient in this item.



Made without Gluten - Selections made with ingredients that do not contain gluten. **IMPORTANT:** Foods prepared without gluten containing ingredients may not be 'gluten-free' since recipes are prepared in open kitchens where cross-contact is possible. Aramark relies on its manufacturers' ingredient listings in determining whether an ingredient contains gluten.



# Stay Connected



Get real-time help by sending us a message!

Text to talk: (504) 900-8656

Other ways to reach out:

Email: [TulaneDietitian@aramark.com](mailto:TulaneDietitian@aramark.com)

Web: [www.tulane.mydininghub.com](http://www.tulane.mydininghub.com)

[tulane.mydininghub.com](https://tulane.mydininghub.com)

