



## **Eating a Gluten-Free Diet at UMass Dining**

### **UMass Mission:**

To contribute to the campus life experience by providing a variety of healthy and flavorful meals featuring local, regional, and world cuisines in a sustainable and environmentally conscious manner.

### **Dietitian's Message:**

For students, it is important for you to eat well in order to excel in your studies. UMass Dining looks forward in assisting you in eating a variety of safe foods regarding your special dietary needs. As the department Dietitian, I can help tailor your needs to ensure that you eat well balanced meals without any cross contact issues. I would be happy to personally guide you through the process of selecting foods that is safe for you.

My interest in helping you with your dietary needs is both professional and personal. I have immediate family members with severe food allergies, so I understand the difficulties and constant worries of avoiding life-threatening ingredients. At UMass, we believe your biggest focus should be on academics. I hope that our accommodations will take away some of your worries and allow you to just enjoy the food, stress-free. With over 20,000 students on the meal plan, I have assisted many and I look forward to assisting you!

**What is Gluten?** Gluten is a protein found in grain products such as wheat, rye, barley and oats.

A Gluten Free (GF) diet must be followed if one of the following conditions exists:

- Celiac Disease or Celiac Sprue – an abnormal immune disorder where the lining of the intestine is damaged when gluten comes in contact with it. It can impact the absorption of nutrients and can result in malnutrition. It is vital that gluten containing foods are avoided at all times.
- Gluten Allergy – an immune condition where gluten must be avoided as the body will defend itself through various symptoms. This can be fatal. A GF diet must be followed.
- Gluten Intolerance/Sensitivity – a condition where the protein cannot be digested. It is not related to the immune system. Symptoms are uncomfortable, but not life threatening.

For additional tips and hidden ingredients regarding gluten free, please click on:

<http://www.celiaccentral.org/Resources/Printable-Guides/373/>

## Download the new UMass Dining App!



- Access your favorite dining locations with daily menus, operating hours, and real time traffic reports
- Plan your menu based on allergens and dietary preferences
- And many other features!

## UMass Dining GF Locations:

- **Dining Commons (DCs)**
  - **Hampshire, Franklin and Worcester DCs** have a designated Gluten Free station. Please ask a manager of the dining commons for a tour to find all the GF options.
  - **Berkshire DC** does not have a Gluten Free station, but the staff is more than happy to make you GF food per your request. Just ask!
- **Retail Dining** – There are some gluten free options available at the retail operations. Be sure to ask a manager on duty as they can provide a tour.

### Gluten Free Foods in the dining commons

- **GF station** has a choice of up to two entrees, starches and vegetables
- **Main line** – some items may be gluten free (entrée, starches and/or vegetables). White rice and brown rice are always available.
- **Grill Station** – sliders and grilled chicken (GF rolls are available at the GF station, but may also be available at the Grill station)
- **Pasta Station** – the marinara and pesto sauces are GF. GF pasta is available upon request.
- **Pizza Station** – GF pizza is available upon request
- **Deli** – deli turkey and tuna salad are GF
- **Vegetarian Station** – some items may be GF
- **Fruits and Salad** – fresh fruits and the majority of salad items are available daily
- **Breads and Desserts:** UDI's cookies/muffins, soft serve ice cream and frozen yogurt are available. **Please note that there may be some GF desserts made in the UMass Bakeshop but note that the UMass Bakery is not a GF environment. All bakery desserts will have the gluten allergen.**
- **GF toaster** is available for the GF breads at the GF station. Ask if you do not see the toaster.
- **Grab n'Go Options** – GF bread Grab n'Go options are available. If you have a specific request, please speak to the manager of the dining commons.
- **Southwest Delivery** has GF pizza and salads. Please ask to speak to Adrienne Kaio and/or Adam Gundersheim about GF choices.
- **Item from kitchen:** If you see an item without gluten at a station but worry about cross contact, please ask the staff to get a portion from the kitchen for you.

**Tips on eating GF**

- **Sushi:** Please inform your server if you have a gluten allergy even if you are ordering a vegetarian, shrimp or salmon sushi roll. The surimi (crabmeat) does contain gluten. Cross contact between ingredients is common, so freshly made ingredients will be required. If you have a contact gluten allergy, please let the dining hall know in advance because it may require the chefs to prepare new rice and ingredients which takes over 30 minutes.
- Avoid deep fried items as the deep fat fryer is contaminated with wheat from other products. If you want French fries, we can always bake them for you – available upon request.
- If you would like to have GF pizza, pasta, or fish with GF breadcrumbs (as long as fish is on the menu that day), just communicate with the management staff of the dining commons and we would be more than happy to accommodate you.
- UMass Dining has a GF package that can be ordered through our Gifts from Home Packages

**Celiac Support Group:** Bruce Homstead, MS, RD holds meetings for groups or individuals on gluten free diets. *Transportation may be provided if held off campus.* If interested in, contact him at 413.527.7524 or [homsteadhealth@live.com](mailto:homsteadhealth@live.com).

**Menu Identifier (Line Signs) on the Serving Line:**

The menu identifier lists the following:

- Name of the recipe
- Nutrient analysis for one serving
- The allergens that this recipe contains
- Healthfulness Factor: more color in the bar indicates healthier food

Item	Calories	Protein (gm)	Sugars (gm)	Sodium (mg)	Carbs (gm)
Taco Bar	469 per 2 EACH	27.4	6.8	586.6	47.8
Bulgur & Chick Peas w/Lemon Vinaigrette	65 per 3 oz	2.1	0.2	114.1	9.8

- Menu identifiers only include the main ingredients in the recipe. For the full list of ingredients refer to the website or the app. For example:

**Bulgur & Chick Peas w/Lemon Vinaigrette:**

**INGREDIENTS:** Low Sodium Garbanzo Beans (Prepared Chick Peas, Water, Salt, Calcium Chloride (Firming Agent), and Disodium EDTA (Color Retention)), Red Bulgur Wheat, Local Yellow Onions, Water, Organic Vegetable Broth (Vegetable Broth (Prepared from Water and Concentrated Juices of Carrot\*, Onion\*, Celeriac\*), Contains less than 2% of the following: Sea Salt, Natural Flavoring, Vegetables (Carrots\*, Onions\*, Celery\*), Dextrose (Corn), Pear Juice Concentrate, Cane Juice, Yeast Extract (Wheat\*), Canola Oil\*, Dehydrated Carrots, Dehydrated Onions, Potato Flour, Black Pepper, Certified Organic), Lemon Juice, Canola Oil, Sundried Tomatoes, Green Olives (Olives, Water, Pured Pimento, Salt, Sodium Alginate, Guar Gum, Lactic Acid, Citric Acid, Calcium Chloride), Chopped Garlic, Fresh Lemons, Fresh Cilantro, Fresh Parsley, Ground Cumin Seed, Kosher Salt, Spanish Paprika, Ground Coriander, Ground Black Pepper



**ALLERGENS:** Gluten, Corn

## Eating out at a Restaurant:

If you are dining out to a restaurant, you can create a chef card and adjust accordingly to your allergies and reactions:

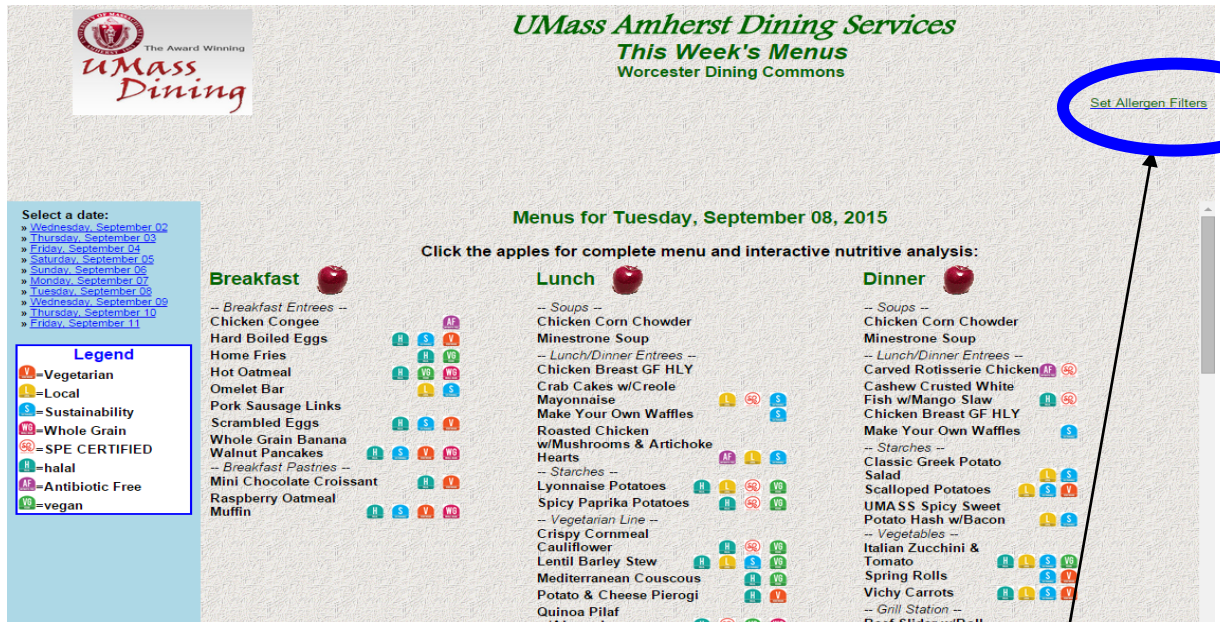
I must **avoid wheat/gluten** (wheat bread, flour, pasta, crackers, malt vinegar, MSG, etc.) for medical reasons/allergy. Please inform me if any food I ordered contains any of these allergens. Cross contact of utensils, gloves and equipment can cause me to have a **serious/fatal reaction**. Thank you very much.  
**Name** (gives reference to chef/manager)

## Navigating through the Nutrient Analysis Web Page [www.umassdining.com](http://www.umassdining.com)

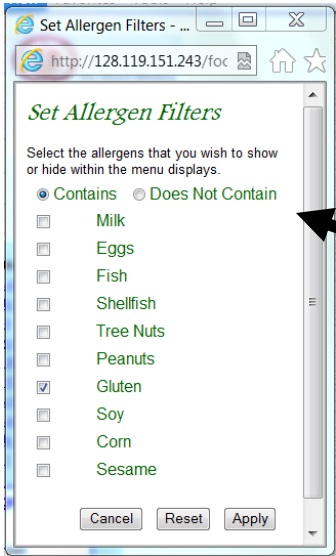
- **For nutrient analysis, ingredients and allergens for ONE ITEM:**
  - Click on the Nutrition tab
  - Click on Nutrient Analysis under “UMass Nutrition” on the top left
  - Scroll to the bottom of the page and click on “here” in “click here to enter the Nutrient Analysis website”
  - Select a dining common
    - Franklin - Freshman Orientation (June 4 – August 4)
    - Hampshire - Summer Camps/Sports (June 16 – July 2, July 9 – August 6)
    - Berkshire (August 7 – 31)
    - All four Dining Commons will be open on Sunday September 3, 2017
  - Select a day from the column on the left side of the page
  - Click on the apple by the meal desired 
  - Click on an underlined item to see the ingredients, allergens and nutrients
  
- **For nutrient analysis for ONE MEAL.**
  - Click on the Nutrition tab
  - Click on Nutrient Analysis under “UMass Nutrition” on the top left
  - Scroll to the bottom of the page and click on “here” in “click here to enter the Nutrient Analysis website”
  - Select a dining common (see above for locations and dates)
  - Select a day
  - Click on the apple by the meal desired 
  - Click box to left of items that you plan to eat and indicate quantity (to right of name of recipe) for each item planning to consume
  - Scroll down and click report to get the nutrient analysis of an entire meal. You can also click on underlined items on this page to see ingredients, allergens and nutrient information of one item.

If you have any questions or concerns, please ask the cashier to radio the management staff on duty so they can assist immediately.

**An Allergen Filter on the web menu.** This allows you to include or exclude one or more of the major allergens. With this great feature, you do not have to click on each menu item to check ingredients or allergens.



**Click here to set the Allergen Filter**



**Click on "Contains" or "Does Not Contain"**  
**Click on one or more allergens**  
**Click on "Apply" to set**

It is important to see what contains gluten as you can have a dish modified to be gluten free, such as breaded fish using gluten free breadcrumbs.

**Disclaimer**

The possibility exists that manufacturers may change their formulation without our knowledge. UMass Dining Services will assume no liability for any adverse reactions that may occur in the Dining Commons.

## UMass Dining Bill of Rights Regarding Special Dietary Needs

You have the right to:

1. A high quality education experience without anxiety regarding your special dietary needs.
2. An excellent dining experience where you feel comfortable eating without fear of getting a reaction.
3. Meet with the dietitian for a free consultation by contacting her: 413.545.2472 or [dietitian@umass.edu](mailto:dietitian@umass.edu).
4. Customize dishes made to your dietary specifications. To better serve you, UMass Dining can take phone orders if you are in a hurry.
5. Accurate and easy-to-understand information regarding food allergies, intolerances and/or special dietary needs.
6. Confidence that the UMass Dining Staff are certified in food allergy training and are knowledgeable about ingredients served in foods.
7. Respect and understanding from UMass Dining Staff regarding your food allergies, food intolerance and/or special dietary needs.
8. Timely answers regarding any ingredients and its safety to your specific diet.
9. Confidence that your food is properly labeled and no cross contact of ingredients occurs.
10. A safe, clean and welcoming environment to dine.

***The goal of UMass Dining is to build a community around our customers to improve quality of life on campus.***

## Best Practices and Resources

1. Please introduce yourself to the management staff at the dining commons. We are happy to assist you.
2. We welcome any questions, comments and concerns to our staff to ensure your safety, health and well-being.
3. We put your health and well-being first and we are more than happy to modify recipes to meet your needs. All you have to do is ask.
4. If food needs to be prepared separately, please communicate with the staff in advance. You can even call ahead. Below are the phone numbers to best contact our staff:
  - a. Worcester DC: 413.545.0302
  - b. Franklin DC: 413.545.5373
  - c. Hampshire DC: 413.577.5160
  - d. Berkshire DC: 413.545.1175
5. If you are prescribed an epinephrine auto-injector pen, UMass Dining recommends that you carry the epinephrine with you at all times.
6. Our Dietitian, Dianne Sutherland, and management staff are always at your disposal for a consultation. Contact the dietitian at [dietitian@umass.edu](mailto:dietitian@umass.edu) or 413.545.2472 or ask to speak to a manager while at the dining commons.
7. We recommend that you notify University Health Services of your allergies so they have a record in case of a reaction. Please call 413.577.5000 to set up an appointment.
8. We recommend that you register with Disability Services. You can contact them at [DS@educ.umass.edu](mailto:DS@educ.umass.edu) or 413.545.0892.
9. If a food allergy reaction does occur, the UMass Health Inspector and UMass Dining does a complete investigation. Policies and procedures are adjusted to prevent a reaction from occurring in the future.