



## Eating Milk Free at UMass Amherst

### UMass Mission:

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

### Dietitian's Message:

For students, it is important to eat well in order to excel in your studies. UMass Dining looks forward to assisting you in eating a variety of safe foods regarding your special dietary needs. As the Department Dietitian, I can help tailor your diet 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 are 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!

### Milk Allergy or Intolerance Tips

- **Nutrient Analysis, allergens and ingredients** of the dining commons recipes are available on the web. Instructions on navigating through the web are included in this brochure.
- **Deep Fried Products:** Avoid deep fried protein items (chicken wings/nuggets, beef, pork) as the deep fat fryer is contaminated from various products cooked in the same fryer. Vegetarian products (French fries, mozzarella sticks) are cooked in separate fryer than protein items. If you ever want a product but fear cross contact, please ask if it is possible to bake it for you.
- **Breaded Products** may be baked, but check the ingredients on the web or app to see if dairy is in the ingredients. A recipe can be modified for you to be dairy free upon request.
- **Item from kitchen:** If you see an item with milk at a station but worry about cross contact, please ask the staff to get a portion from the kitchen for you.
- **Desserts** – many desserts do not contain dairy. Please check web site and menu identifiers. Vegan desserts (no animal by-products, no dairy and no egg) are available at dinner throughout the year.
- **Alternative dairy products** – UMass Dining offers dairy free milk alternatives daily. Please ask our staff if you do not see any as they just need to be replenished
  - Lactaid 100%, Rice Dream, and Soy Milks
  - DAIYA Mozzarella Cheese (dairy free but has tree nuts (coconut oil) and corn as allergens

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

## 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!

## Menu Identifier (Line Signs) on the Serving Line

The menu identifier lists the following:

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

Cheese Pizza WW Crust	Taco Bar
	
<b>INGREDIENTS:</b> Whole Wheat Pizza Crust, Shredded Mozzarella Cheese, Pizza Sauce	<b>INGREDIENTS:</b> Filling for Beef Tacos, Chicken Tacos (Meat Only), Flour Tortilla, Vegetable Taco, Mild Taco Sauce, Shredded Cheddar Cheese, Fresh Tomatoes, Iceberg Lettuce, Taco Shell, Sour Cream... (see web)
<b>HEALTHFULNESS</b> 	<b>HEALTHFULNESS</b> 
<b>NUTRIENTS (per 1/12 Slice):</b> CALORIES 17 PROTEIN (gm) 0.7 SUGARS (gm) 0.2 SODIUM (mg) 40.1 CARBS (gm) 2.5	<b>NUTRIENTS (per 2 EACH):</b> CALORIES 469 PROTEIN (gm) 27.4 SUGARS (gm) 6.8 SODIUM (mg) 586.6 CARBS (gm) 47.8
<b>ALLERGENS:</b> Milk, Gluten, Soy, Corn	<b>ALLERGENS:</b> Milk, Gluten, Soy, Corn

- 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:

### Cheese Pizza on Whole Wheat Crust:

**INGREDIENTS:** Whole Wheat Pizza Crust (Whole Wheat Flour, Water, Wheat Flour (Enriched with Iron, B Vitamins), Soybean Oil, Sugar, Salt, Fresh Yeast), Shredded Mozzarella Cheese (BACIO Whole Milk Cheese Low Moisture Mozzarella Cheese (Cultured Pasteurized Milk, Salt and Enzymes), Buffalo Skin Milk), Powdered Cellulose (added to prevent caking), Natamycin (added as a preservative)), Pizza Sauce (KAGOME BRAND: Tomatoes, Corn Oil, Salt, Spices, Powdered Garlic. FAMIGLIA BRAND: Fine Ripened Fresh Peeled Ground Tomatoes, First Cold Pressed Extra Virgin Olive Oil, Basil, Famiglia Proprietary Spices)

**ALLERGENS:** Milk, Gluten, Soy, Corn

**Hidden Dairy Ingredients:** Following a milk-free diet can be tricky! Milk and milk products can show up on a label under many different names. The following list\* may help you identify milk products in a food label, but bear in mind that this is not a complete list.

<ul style="list-style-type: none"> <li>• Bechamel sauce</li> <li>• Butter, butter solids</li> <li>• Butter fat</li> <li>• Butter flavor</li> <li>• Buttermilk</li> <li>• Casein/casein hydrolysate</li> <li>• Caseinates</li> <li>• Cheese (any kind)</li> <li>• Cottage cheese</li> <li>• Cream</li> <li>• Curds</li> <li>• Custard</li> <li>• Ghee</li> <li>• Half-and-half</li> <li>• High protein flour</li> <li>• Ice cream, ice milk</li> </ul>	<ul style="list-style-type: none"> <li>• Lactate solids</li> <li>• Lactoglobulin, lactalbumin</li> <li>• Lactose/lactoferrin</li> <li>• Malted milk</li> <li>• Margarine</li> <li>• Milk (condensed, derivative, dry, evaporated, milk from other animals, ie. Goat, malted, milkfat, powder, solids)</li> <li>• Milk protein</li> <li>• Non-fat dry milk</li> <li>• Nougat</li> <li>• Pudding</li> <li>• Rennet/rennet casein</li> <li>• Sodium casein</li> <li>• Sour or whipping cream</li> <li>• Whey/whey protein hydrolysate</li> <li>• Yogurt (any kind, except soy)</li> </ul>
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\*A special thanks to Julia Salomon, MS, RD for giving permission to reprint this material.


## 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 have a **life threatening food allergy to milk** (butter, milk products, cheese, whey, casein, etc.). Please inform me if any food I ordered contains any of these allergens. Cross contamination of utensils, gloves and equipment can cause me to have a **fatal reaction**. Thank you very much.  
**Name** (gives reference to chef/manager)

## Navigating the UMass Dining Web site [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.

**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.

**UMass Amherst Dining Services**  
*This Week's Menus*  
 Worcester Dining Commons

[Set Allergen Filters](#)

Select a date:  
 » Wednesday, September 02  
 » Thursday, September 03  
 » Friday, September 04  
 » Saturday, September 05  
 » Sunday, September 06  
 » Monday, September 07  
 » Tuesday, September 08  
 » Wednesday, September 09  
 » Thursday, September 10  
 » Friday, September 11

**Legend**  
 🌱=Vegetarian  
 🍷=Local  
 ♻️=Sustainability  
 🌾=Whole Grain  
 🏆=SPE CERTIFIED  
 🍴=halal  
 🚫=Antibiotic Free  
 🌿=vegan

**Menus for Tuesday, September 08, 2015**  
 Click the apples for complete menu and interactive nutritive analysis:

**Breakfast**

- ~ Breakfast Entrees ~
- Chicken Congee
- Hard Boiled Eggs
- Home Fries
- Hot Oatmeal
- Omelet Bar
- Pork Sausage Links
- Scrambled Eggs
- Whole Grain Banana Walnut Pancakes
- ~ Breakfast Pastries ~
- Mini Chocolate Croissant
- Raspberry Oatmeal Muffin

**Lunch**

- ~ Soups ~
- Chicken Corn Chowder
- Minestrone Soup
- ~ Lunch/Dinner Entrees ~
- Chicken Breast GF HLY
- Crab Cakes w/Creole Mayonnaise
- Make Your Own Waffles
- Roasted Chicken w/Mushrooms & Artichoke Hearts
- ~ Starches ~
- Lyonnais Potatoes
- Spicy Paprika Potatoes
- ~ Vegetarian Line ~
- Crispy Cornmeal Cauliflower
- Lentil Barley Stew
- Mediterranean Couscous
- Potato & Cheese Pierogi
- Quinoa Pilaf w/Almonds

**Dinner**

- ~ Soups ~
- Chicken Corn Chowder
- Minestrone Soup
- ~ Lunch/Dinner Entrees ~
- Carved Rotisserie Chicken
- Cashew Crusted White Fish w/Mango Slaw
- Chicken Breast GF HLY
- Make Your Own Waffles
- ~ Starches ~
- Classic Greek Potato Salad
- Scalloped Potatoes
- UMASS Spicy Sweet Potato Hash w/Bacon
- ~ Vegetables ~
- Italian Zucchini & Tomato
- Spring Rolls
- Vichy Carrots
- ~ Grill Station ~
- Beef Slider w/Roll

**Set Allergen Filters**

Select the allergens that you wish to show or hide within the menu displays.

☒ Contains ☐ Does Not Contain

- ☒ Milk
- ☐ Eggs
- ☐ Fish
- ☐ Shellfish
- ☐ Tree Nuts
- ☐ Peanuts
- ☐ Gluten
- ☐ Soy
- ☐ Corn
- ☐ Sesame

Cancel Reset Apply

**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 does contain milk as a recipe may be modified to be made to meet your needs. Please speak to our management staff for assistance.

## 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 incase 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.