

	Policy for Diners with Special Dietary Requirements	Document Number: 1
		Effective Date: May 2019
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1.0. Purpose and Applicability

- 1.1. The purpose of this standard of practice (SOP) is to understand UMass Dining’s policies and procedures when handling safe foods for a diner with a medically restrictive diet.
- 1.2. The intended audience for this SOP is all staff of UMass Dining Services on the University of Massachusetts, Amherst and Mt. Ida campuses.
- 1.3. To prevent any food reactions on campus, staff and students will be trained on an annual basis, emphasizing the importance of food safety and prevention of cross contact.

2.0. Background of Food Allergies

- 2.1. Food Allergy Research & Education (FARE) states: “A food allergy is a medical condition in which exposure to a food triggers a harmful immune response. The immune response, called an allergic reaction, occurs because the immune system attacks proteins in the food that are normally harmless. The proteins that trigger the reaction are called allergens. The symptoms of an allergic reaction to food can range from mild (itchy mouth, a few hives) to severe (throat tightening, difficulty breathing). Anaphylaxis is a serious allergic reaction that is sudden in onset and can cause death. Anaphylaxis is a severe and potentially life-threatening allergic reaction affecting more than one body system such as the airways, heart, circulation, gut and skin. Symptoms can start within seconds or minutes of exposure to the food or substance that a person is allergic to and usually will progress rapidly. On rare occasions there may be a delay in the onset of a few hours.”
- 2.2. Cross-contact is when an unsafe food (the allergen) mixes with a safe food (food that does not contain the allergen). When this happens the safe food then contains tiny amounts of the unsafe food. The amounts can be so small that you cannot see them. Even if you cannot see the allergen, you can still have an allergic reaction to it.

2.3. Specific symptoms are listed below.
MILD SYMPTOMS CAN INCLUDE:

- Widespread redness/rash
- Widespread hives
- Itchy mouth or ears
- Vomiting
- Diarrhea
- Mild nausea or discomfort
- Coughing
- Runny nose/sneezing

IN SEVERE CASES, SYMPTOMS CAN INCLUDE:

- Swelling of the lips, tongue, face
- Swelling of the throat or mouth
- Wheezing
- Trouble breathing
- Pale or blue color
- Drop in blood pressure
- Fainting
- Dizziness
- Anxiety and/or confusion

If a food reaction occurred from UMass Dining food, a formal investigation will take place at the location where the food was consumed. The investigation will determine how the suspected food was served and prepared and if proper labeling was present at the time of the incident. Policies and procedures will be reviewed or developed to prevent future allergic reactions from occurring.

2.4. A food intolerance/sensitivity is a non-immune, digestive system reaction to a particular food substance. A food intolerance/sensitivity is not life threatening. It is caused by a variety of poorly understood mechanisms that interfere with proper full digestion. Response time for symptoms are typically much slower than allergic responses, but can still happen very fast.

2.5. Specific symptoms are listed below:

- Headache
- Congestion
- Itching
- Dermatitis
- Tiredness
- Stomach Cramps
- Reflux
- Diarrhea
- Constipation
- Shortness of breath

2.6. Celiac disease is an auto-immune, digestive disorder. When people with celiac disease eat gluten (a protein found in wheat, rye, barley, and other grains), their body mounts an immune response that attacks the small intestine. These attacks lead to damage on the villi, small fingerlike projections that line the small intestine, that promote nutrient absorption. When the villi get damaged, nutrients cannot be absorbed properly into the body, which can lead to malnutrition.

2.7. Specific symptoms are listed below:

- Dermatitis
- Diarrhea
- Abdominal bloating
- Increased fat in stools
- Headaches
- Anemia
- Weight loss or gain
- Bone/joint pain
- Fatigue

2.8. Diners' Rights: Food allergies and Celiac disease are considered a disability according to the American Disability Association. Therefore, colleges and universities are required to meet the standard of "reasonable accommodations." At UMass, that means:

- Access to meet with one of UMass Dining's Registered Dietitians to seek further accommodations, especially if a diner has challenges or concerns finding safe foods on a regular basis.
- To provide "nutritionally comparable" hot and cold allergen-free meals to diners with celiac disease, food allergies, and food intolerances
- UMass Dining staff takes responsible steps to avoid cross-contact of allergen-free food, including preparing such meals in a dedicated space in its main dining commons
- Allow diners with multiple severe allergies or dietary restrictions due to medical conditions to pre-order meals made without gluten or specific allergens and serve them in one of our operating dining commons (must work with the Registered Dietitians- refer to the contact sheet on page 6)

3.0 Training

3.1. UMass Dining staff receive training annually to prevent the cross contact of allergens and keep all diners safe.

1. The UMass Registered and Licensed Dietitians, and their staff train UMass Dining staff annually with AllerTrain Menu Trinfo's curriculum and receive a certificate if they successfully passed the exam.

4.0 Diners' Responsibilities

4.1. Diners must carry all medications on them at all times while on campus in case of an allergic reaction. UMass Dining staff are unable to store or administer any medications for diners.

4.2. Diners need to speak to a manager if they feel uncomfortable navigating dining operations on campus. If the diner cannot find a manager, they can go to the cashier station and ask them to contact the manager on duty.

4.3. If a food-related reaction occurs while in a UMass Dining facility, the student's health and well-being are top priority. The student can take the prescribed medication. A friend should notify a dining manager or supervisor on duty so they can assist getting medical help and a formal investigation will be conducted (refer to contact information on the last page for email addresses/phone numbers).

5.0 Policy if a diner has a food allergy reaction

5.1. Procedure if a diner has a **SEVERE ANAPHYLACTIC REACTION:**

1. If a diner is having an anaphylactic reaction in a UMass Dining location, a UMass Dining staff can immediately help the diner locate their medication. UMass Dining staff cannot administer medications per University policy.
2. The staff member must call 911 and say "Anaphylaxis" and "Food Allergy Reaction." Emergency personnel have epinephrine in vehicles for emergencies as it is required by law.
3. Staff must stay with the diner and will ask someone else to get a manager on duty (MOD) until the EMT/Police arrive.
4. Staff will NOT move the diner as moving diner can cause symptoms to worsen, very quickly.
5. Staff needs to inform the diner that a full investigation will be conducted to determine the cause of the food allergy reaction.
6. MOD must fill out the Food Allergy Reaction Form with contact information and any information available (attached) and forward to the UMass Health Inspector, UMass Dining Dietitians and the Director of the Dining location as soon as possible. If possible, the manager will ask the diner for an emergency contact to notify them of the incident.
7. MOD must email the UMass Dining Dietitians, EH&S Health Inspector, and Director of Dining, regarding the incident, and must also submit the Food Allergy Reaction Form.
8. If a reaction occurs outside the dining location with food from UMass dining, diner must email the Registered Dietitians at dietitian@umass.edu within 24 hours after the incident to report it so a full investigation can be conducted.

5.2. Procedure if a diner has a **NON-ANAPHYLACTIC REACTION:**

1. If staff is made aware of the situation, staff can assist diner in locating their medication. Staff must stay with the diner during this period.
2. Staff must call the manager on duty immediately.
3. MOD must ask for diners' name, UMass ID and phone number and fill out the Food Allergy Reaction Form.
4. If the diner needs to go to University Health Services, someone should go with them in case symptoms worsen. Medical assistance may be required immediately.
5. MOD must email the UMass Dining Dietitians, EH&S Health Inspector, and Director of Dining, regarding the incident, and must also submit the Food Allergy Reaction Form.
6. If a reaction from UMass Dining food occurs outside the dining commons or any retail establishments with food from UMass Dining, the diner must contact the Registered Dietitians at dietitian@umass.edu within 24 hours after the incident to report it so a full investigation can be conducted.

6.0 Investigation of Food Allergy Reaction

EH&S and UMass Dining Dietitians may assist with the investigation to determine the cause of the food allergy reaction. Policies and procedures are adjusted to ensure the same sort of reaction does not occur in the future. The EH&S and/or UMass Dining Dietitians will contact the diner once it is reported to assist in the investigation. Results will be shared with the diner once the cause has been discovered.

7.0 Hospital Information: If a diner needs further medical care other than the University Health Services, the diner will be transported to:

- Cooley Dickinson Hospital, 30 Locust Street, Northampton, MA 01060
 - Phone: 413.582.2108
 - The Amherst EMTs do have epinephrine in the vehicles

8.0 Key References

- FARE
- FAAN
- ServSafe Coursebook 6th Edition
- AllerTrain Menu Trinfo LLC

9.0. Contact Information

UMass Environmental Health & Safety Inspector — arusiecki@umass.edu; (508) 479-5861
Dining Services Dietitians — dietitian@umass.edu; (413) 545-5379
UMass Dining Director — gdistefa@umass.edu; (508) 494-3519

UMass Dining Food Allergy/Intolerance/Celiac Reaction Form

Name: DOB:

UMass ID number: Year of Graduation:

Home address:

E-mail:

Cell Phone Number: **Circle:** Student Staff Guest

Allergy/intolerance to (please circle all that apply): Peanuts Tree Nuts Wheat Soy Dairy
Eggs Fish Shellfish Sesame Corn

List other allergens:

If anaphylactic reaction, did customer have the Epi-Pen® when reaction occurred?

Incident Information

Date and location		
Food Eaten		
Time Eaten		
Time of Allergic Reaction and Symptoms		
Time UMass Staff Notified		
Transported to Hospital? Yes No	Epi-pen Self Med Staff Antihistamine Steroids IV Other	Where treated: Dorm/Apt UHS Hospital or ambulance Other: No treatment needed
	If so, where picked up?	Length of Treatment:
Chef/Cook making food and location prepared.		Time prepared:
Location food held		Who gave food to diner?

Reason of Reaction

- Standardized recipe not followed
- Signage not followed
- No signage
- Signage incorrectly displayed
- Cross contact in kitchen
- Cross contact on line
- Cross contamination on equipment
- Menu change

Comments from Investigators:

Name	Date, Comments, Corrective Action

Form should be filled out immediately following an allergic reaction

Collect as much information regarding the incident—Dining Administration will continue the investigation, you do not need to fill in the entire form. The most important information is Contact Information and Incident Information.

BDP:

- Managers/ Asst. manager, supervisors, head cooks and chefs should always have a note pad and pen on their person.
- Question to ask at the time of incident:
 - What is your name?
 - What is UMass ID?
 - What is your cell phone number?
 - What did you eat?
 - What are you allergic to?
 - Do you have medication on you?
 - Do you need help finding medication?
 - Is there someone we should call?
- Call 911/5-2121 (UMass Police) if need takes epinephrine.
- Stay with customer until help arrives (police/ambulance)
- Fill form out and e-mail to Director, Dietitian and health Inspector.
- Text Director and Dietitian after customer in hands of medical staff

Follow up protocol: After the incident, the UMass Dining Dietitian will contact the customer regarding her/ his well-being. She will make at least three connections following the allergic reaction; if a student opts out of the connections, it will be noted.

# Days after incident	Date	Person	Notes
1			
14			
30			

Contacts

Department	Name	Email	Phone Number
University Health Services	UHS Triage Nurses		413-577-5000
UMass Dining Dietitians	Dianne Sutherland Sabrina Hafner	dietitian@umass.edu	413-992-8770 413-204-0996
Worcester Managers	Luanne Wu Steph Stacey Betse Curtis Tenzin Jamyang Sean Mee Hendro Kusumo - Chef Heasuk Waitkus	lwu@umass.edu sstacey@umass.edu ecurtis@umass.edu tenzinjamyang@umass.edu smee@umass.edu hkusumo@umass.edu hwaitkus@umass.edu	413-545-2143 413-262-1838 413-577-8235 413-695-8183 413-545-0302 413-545-0259 413-545-0302
Berkshire Managers	Heather Scoble Mike Kacprzyk Carl Ketchen Adam Aust – Chef Melis Balikcilar	hscoble@umass.edu mkacprzyk@umass.edu cketchen@umass.edu aaust@umass.edu mbalikcilar@umass.edu	413-545-0259 508-340-8280 413-545-1175 413-545-2075 413-577-8114
Franklin Managers	Marc Morrisette Amy Cuff Emily Boudreau Kenneth Taitt	mhmorris@umass.edu acuff@umass.edu eboudrea@umass.edu ktaitt@aux.umass.edu	413-545-1588 413-545-1520 413-545-0375 413-545-0259
Hampshire Managers	Selina Fournier Peter Allard Kim Williams - Chef Tim Woods	smfournier@umass.edu pallard@umass.edu kfwilliams@umass.edu trwood@umass.edu	413-545-5323 413-577-5162 413-545-2075 413-577-5163
UMass Bakery	Pamela Adams	padams@umass.edu	413-545-8747
Dean of Students		deans@stuaf.umass.edu	413-545-2684
Health Inspector	Alyssa Rusiecki	arusiecki@umass.edu	508-479-5861
Commonwealth Restaurant	Valerie Maurer Luanne Wu	vmaurer@umass.edu lwu@umass.edu	413-545-0255 413-545-2143
Bluewall, Harvest, POC, Peet's ILC, Catering	Lynn Pelkey Dan Miller Alexia Ronnau	lpelkey@umass.edu danmiller@umass.edu aronnau@umass.edu	413-545-2075 413-577-8116
Quad Café, Furcocolo, ISB, Progress Bar, Snack Overflow, Worcester Café	Luanne Wu	lwu@umass.edu	413-545-2143
Carne Café, Morrill, Newman, Posta & Bean, Food Trucks, Concessions	New Staff		
Hampshire Café, Courtyard Café, Procrastination Station, Roots Cafe	Selina Fournier	smfournier@umass.edu	413-545-5323
Argo Tea, Southwest Café, Whitmore Café, Terrace	Heather Scoble	hscoble@umass.edu	413-545-0259
Catering	Alexander Ong Robin Hoff	aong@umass.edu robinhoff@umass.edu	510-375-2287 413-325-4213