

UMassAmherst	Policy for Diners with Special Dietary Requirements	Document Number: 1
		Effective Date: May 2019
		Revision Date: January 2026

1.0 Policy Statement

UMass Dining is committed to providing safe, inclusive dining experiences for individuals with food allergies, celiac disease, and medically restrictive diets. The department will take reasonable and appropriate precautions to prevent allergen exposure, reduce cross-contact risk, and respond promptly and effectively to allergic reactions.

Food allergies and celiac disease are recognized disabilities under federal law. UMass Dining will provide reasonable accommodations to support safe access to food services.

2.0 Purpose

This policy establishes institutional standards for:

- Allergen risk reduction
- Emergency response
- Accommodation access
- Staff training
- Incident reporting
- Continuous improvement

3.0 Scope

This policy applies to:

- All dining locations
- Retail food operations
- Catering
- Temporary food events
- All employees, student staff, vendors, and contractors involved in food handling or service

4.0 Institutional Commitments

UMass Dining will:

1. Maintain procedures to minimize cross-contact
2. Provide accurate ingredients and allergen information
3. Train staff in allergy safety and emergency response
4. Offer reasonable meal accommodation when medically required
5. Investigate reported reactions involving dining food
6. Maintain documentation of incidents and corrective actions

5.0 Staff Responsibilities

All dining personnel must:

- Follow allergen-safety procedures
- adhere to standardized recipes
- Use approved preparation methods
- Communicate allergen concerns immediately to supervisors
- Respond to reactions according to emergency protocol

Failure to follow allergen safety procedures may result in disciplinary action.

6.0 Training Requirement

All dining staff must complete approved food allergy and celiac safety training:

- Upon hire
- At required renewal intervals
- Annually for policy review

Training completion must be documented

7.0 Diner Responsibilities

Diners requesting allergy or medical diet accommodations are responsible for:

- Communicating their dietary needs
- Carrying prescribed emergency medications
- Requesting assistance when uncertain about food safety
- Reporting reactions associated with dining food

8.0 Emergency Response Requirement

All staff must respond immediately to suspected allergic reactions and activate emergency services when symptoms indicate possible anaphylaxis

Detailed response procedures are defined in the official Allergen & Special Diet Management SOP

9.0 Reporting & Investigation

All reported food allergy reactions involving dining food must be documented (use Food Allergy Reaction Form) and investigated. Dining administration will evaluate finding and implement corrective action as needed to prevent recurrence.

10.0 Accommodation Access

Diners with medical dietary requirements may request consultation with UMass Dining's Nutrition team of Registered Dietitians to determine appropriate accommodations. Reasonable modifications will be provided when supported by medical necessity.

Related documents

- Allergen & Special Diet Management SOP
- Food Allergy Reaction Report
- Staff Training SOP
- Accommodation Request Process