

UMassAmherst	Food Allergy Policy for Diners	Document Number: 1
		Effective Date: May 2019
		Revision Date: Jan 2023

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 food allergy SOP is all staff of UMass Dining Services on the University of Massachusetts, Amherst campus.
- 1.3. To prevent any future allergic reactions on campus, staff will be retrained, 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. Specific symptoms are listed below.

SYMPTOMS

- Tingling sensation in mouth
- Swelling of body parts (lips, hands, face, tongue)
- Difficulty breathing/asthma symptoms
- Hives or rash
- Vomiting and/or diarrhea
- Abdominal cramps
- Drop in blood pressure

IN SEVERE CASES, SYMPTOMS CAN INCLUDE:

- Anaphylaxis (closing of the throat to prevent air flow)
- Loss of consciousness
- Death

If a food allergy 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 prepared and if proper labeling was present at the time of the incident. Practices to prevent cross contact will be investigated and policies and procedures will be reviewed or developed to prevent future allergic reactions from occurring.

2.3 Diners’ Rights: Food allergies 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 finding safe foods on a regular basis.

- To provide “nutritionally comparable” hot and cold allergen-free meals to diners with celiac disease and food allergies
- 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 celiac disease and/or food allergies 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 and Retail Staff receive training annually to prevent the cross contact of allergens to keep all diners safe.

1. The UMass Dining Director of Training and/or the Registered and Licensed Dietitians train UMass Dining staff annually with AllerTrain Menu Trinfo’s food allergy curriculum and receive a certificate if they successfully passed the quiz.
2. Environmental Health and Safety provides a food allergy training and certificate through MA Restaurant Association along with ServSafe (Certificate requires watching a video but no quiz tests the staff’s knowledge).

4.0 Diners’ Responsibilities

- 4.1. Diner should carry all medications on them at all times while on campus in case of an allergic reaction. UMass Dining staff are unable to store any medications for diners.
- 4.2. Diner needs to speak up if they feel uncomfortable navigating the dining commons or retail operations. 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. Please notify a dining manager or supervisor on duty so they can assist in filling out pertinent information as well as initiate a formal investigation (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 must help the diner locate their medication immediately. UMass Dining staff cannot administer medications per University policy.
2. If a diner is having an allergic reaction, the staff member must call 911 and say “Anaphylaxis” and “Food Allergy Reaction.” The Amherst EMT has 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, which can result in a fatality.
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, MOD 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 UMass Dining/Retail Director 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 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 (MOD) 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 UMass Dining/Retail Director the Food Allergy Reaction Form.
6. If a reaction occurs outside the dining location, diner must contact the Registered Dietitians 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 must conduct a full investigation to determine the cause of the 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: 413.582.2000 x2108 (ER extension) and press 3 (for patient in ER)
 - The Amherst EMTs do have epinephrine in the vehicles

8.0 Key References

- FARE
- FAAN
- ServSafe Coursebook 6th Edition

9.0. Contact Information

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

UMass Dining Food Allergy/Intolerance 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 allergy, 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	Fax Number
University Health Services	Jody Asselin Pam Zaranek-Kuhn Ashley Gagne Cindy Hildebrand UHS Triage Nurse	jkasseli@uhs.umass.edu pamaranekkuhn@umass.edu ashleygagne@umass.edu cindydugan@uhs.umass.com	413-577-5169 413-577-1348 413.577-5217 413-577-5124 413-577-5000	413-577-5440
UMass Dining Dietitians	Dianne Sutherland Sabrina Hafner Julie Jensen	dietitian@umass.edu	413-992.8770 413-545-9431	413-545-9431
Worcester Managers	Luanne Wu Steph Stacey Betse Curtis Amy Cuff Tenzin Jamyang Caleb Pham – Chef	lwu@umass.edu sstacey@umass.edu ecurtis@umass.edu acuff@umass.edu tenzinjamyang@umas.edu trangpham@umass.edu	413-559-7069 413-262-1838 413-335-3637 413.207.5009 413.695.3304 808-729-0456	413-577-0012
Berkshire Managers	Heather Scoble Carl Ketchen Mike Kacprzyk Adrienne Kaio Hendro Kusumo - Chef	hscoble@umass.edu cketchen@umass.edu mkacprzyk@umass.edu akaio@umass.edu hkusumo@umass.edu	413-522-1300 413-387-5044 508-340-8280 508-274-7219 413-657-3099	413-545-0251
Franklin Managers	Marc Morrissette Paul MacGregor Christopher Fisher Don Sabola - Chef	mhmorris@umass.edu macgrego@umass.edu cmfisher@umass.edu dsabola@umass.edu	413-687-3365 413-530-2793 413.446.6966 413-545-1588	413-577-0031
Hampshire Managers	Selina Fournier Mike Hardy Peter Allard Tim Lane Kim Williams-Chef	smfournier@umass.edu mjhardy@umass.edu pallard@umass.edu tlane@umas.edu kfwilliams@umas.edu	860-716-4044 413-563-7044 413-658-8295 413.687.1979 413-237-1847	413-577-0011
UMass Bakery	Pamela Adams	padams@umass.edu	413-687-7380	413-577-2868
Dean of Students		deans@stuaf.umass.edu	413-545-2684	413-545-9704
Health Inspector	Alyssa Rusiecki	arusiecki@umass.edu	508-479-5861	413-545-2600
Commonwealth Restaurant	Valerie Maurer	vmaurer@umass.edu	413-328-0805	413-577-0196
Bluewall, Harvest, POC, Peet's ILC, Catering	Lynn Pelkey Erin Breveleri Emily Boudreau	lpelkey@umass.edu ebreveleri@umass.edu eboudrea@umass.edu	413-270-4492 413.209.0115 978-821-3584	413-577-0015
Quad Café, Furcoclo, ISB, Progress Bar, Snack Overflow, Worcester Café	Luanne Wu	lwu@umass.edu	413-559-7069	413-577-0012
Carne Café, Morrill, Newman, Posta & Bean, Food Trucks	Marc Morrissette	mhmorris@umass.edu	413-687-3365	413-577-0031
Hampshire Café	Selina Fournier	smfournier@umass.edu	860-716-4044	413-577-0011
Argo Tea, Courtside Café, Procrastination Station, Roots, Southwest Café, Whitmore Café	Heather Scoble	hscoble@umass.edu	413-522-1300	413-545-0251
Catering	Cynthia Nardulli	cnardulli@umass.edu	413-658-8988	413-577-0014