

UMassAmherst	Food Allergy Policy for Students and Customers	Document Number: 1
		Effective Date: May 2019
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1.0. Purpose and Applicability

- 1.1. With the rise in the number of food allergies in the United States, an allergic reaction is a serious matter and should be investigated immediately, especially if it is the result of a food consumed in the dining commons or retail outlet on the UMass Amherst campus. A specific procedure is to be followed as soon as a food allergy reaction is reported. The purpose of this policy is to provide a protocol to determine the cause of the food allergy reaction so it can be addressed immediately. A food allergy reaction will be investigated within 48-72 hours by UMass Dining. Environmental Health and Safety (EH&S) will be contacted immediately. If an allergic reaction occurs, a formal investigation will follow to determine what caused the reaction. Also, food allergy training will be reinforced, since it is an integral part of the prevention of allergic reactions. Food safety and the safety of the students are always the top priority of UMass Dining.
- 1.2. To ensure the safety of campus food and the safety of students who eat in all dining commons and retail operations.
- 1.3. If an allergic reaction occurs due to an error in food handling in the kitchen, a new policy and/or procedure will be implemented to prevent an allergic reaction from being repeated.
- 1.4. 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 occur 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.

3.0 Training

3.1. UMass Dining and Retail Staff receive training to prevent the cross contact of allergens to keep all customers safe.

1. The Dietitians train UMass Dining staff with AllerTrain'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 Student Responsibilities

4.1. Students should carry all medications (epinephrine and/or antihistamines) on them at all times while on campus in case of an allergic reaction.

4.2. Students need to speak up if they feel uncomfortable in the dining commons or retail operations. If the student cannot find a manager, go to the cashier station and ask them to contact the manager on duty.

4.3. If a student does have a reaction, first priority is the health of the student. Please notify the dining commons/retail operation staff or have a friend notify the staff so they can assist if necessary. Please contact the manager and/or dietitian at UMass Dining, refer to contact information on the last page.

5.0 Policy if a customer has a food allergy reaction

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

1. If customer is having an anaphylactic reaction in a UMass Dining location and the customer tries to speak but is not speaking clearly, the staff will ask if the customer is having a food allergy reaction.
2. If customer is having an allergic reaction, the staff member is to call 911. The Amherst EMT has epinephrine in the vehicles for emergencies as it is required by law.
3. Staff needs to stay with the customer and will ask someone else to get a manager on duty.
4. Staff needs to NOT move the customer. Moving customer can be fatal.
5. Staff needs assist customer in retrieving the epinephrine if needed, but WILL NOT inject it (per policy of UMass Lawyer).
6. Staff needs to inform the student that a full investigation will be conducted to determine the cause of the food allergy reaction.
7. Staff needs to get the name, UMass ID number and phone number of the customer who had the reaction. Staff will ask the customer if there is a family member/friend that should be contacted and give the information to the manager to contact family/friend.
8. Staff needs to stay with customer until EMT/Police arrives and takes over the care of the customer.
9. Manager on duty of UMass Dining location is to 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.
10. Management staff needs to call and/or text the UMass Dining Dietitians, EH&S Health Inspector, and UMass Dining/Retail Director to make them aware of the situation the day of the reaction.
11. If a reaction occurs outside the dining location, the student is to email/call the Dietitians within 24 hours after the incident to report it so a full investigation can be conducted.

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

1. If staff made aware of the situation, ask the customer if they need anything, such as Benadryl (the student should have it on them as staff cannot distribute medication).
2. Have someone get the manager on duty immediately and staff to stay with customer who had the reaction.
3. Get the name, UMass ID and phone number of the customer who had the reaction.
4. If student needs to go to University Health Services, someone should go with them in case symptoms worsen. Medical assistance may be required immediately.
5. Call the UMass Dining Dietitians and the EH&S Health Inspector to make them aware of the situation within 24 hours if possible so an investigation can be conducted.

6.0 Investigation of Food Allergy Reaction

EH&S and UMass Dining conducts 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 student once it is reported to assist in the investigation. Results will be shared with the student once the cause has been discovered.

7.0 Hospital Information: If a student needs further medical care other than the University Health Services, the student 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
- Getting back to the UMass campus: FREE RIDE via Aaron's Paradise Taxi Service
 - Aaron's Paradise Taxi has a contract with UMass to bring any UMass student back to campus residence hall or local apartment at no charge
 - UMass student is to inform the ER staff that they attend UMass and Cooley Dickinson can call them for the student
 - Phone Numbers to Aaron's Paradise:
 - 413.525.8294
 - 413.387.0300
 - Student must give a valid UMass ID number to the driver.

8.0 Key References

- FARE
- FAAN
- ServSafe Coursebook 6th Edition

9.0. Contact Information

UMass Environmental Health & Safety Inspector — (508) 479-5861
Dining Services Dietitians — (413) 545-5379
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		
Food Eaten		
Time Eaten		
Time of Allergic Reaction and symptoms		
Time UMass Staff Notified		
Take meds?		
Transported to hospital?	Epi-pen Self Med Staff Antihistamine Steroids IV Other	Where treated: Dorm/Apt Other: No treatment needed
	If so, where picked up?	Length of Treatment:

Reason of Reaction

- Standardized recipe not followed
- Signage not followed
- No signage
- Signage incorrectly displayed
- Cross contamination in kitchen
- Cross contamination on line
- Cross contamination on equipment
- Menu change
- Other to be specified:

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	Robin Walsh - Supervisor Cindy Dugan-Clinic Resource Nurse UHS Triage Nurse	rwalsh@uhs.umass.edu cindydugan@gmail.com patmay@uhs.umass.edu	413-577-5227 413-577-5124 413-577-5000	413-577-5440
UMass Dining Dietitians	Dianne Sutherland Sabrina Hafner	diannes@umass.edu shafner@umass.edu	413-545-5379 413-545-9686	413-545-9673
Worcester Managers	Tim Woods Luanne Wu Dave Kushi	trwood@umass.edu lwu@umass.edu dkushi@umass.edu	413-214-3630 413-559-7069 413-687-1742	413-577-0012
Berkshire Managers	Heather Scoble Lynn Pelkey Alex Rizzo	hscoble@umass.edu lpelkey@umass.edu arizzo@umass.edu	413-522-1300 413-270-4492 978-273-5472	413-545-0251
Franklin Managers	Marc Morrissette Tim Lane Emily Boudreau	mhmorris@umass.edu tlane@umass.edu eboudrea@umass.edu	413-687-3365 413-687-1979	413-577-0031
Hampshire Managers	Selina Fournier Keren Yu Peter Allard	smfournier@umass.edu kereny@umass.edu pallard@umass.edu	860-716-4044 413-658-8295 413-446-6966	413-577-0011
UMass Bakery	Simon Stevenson Pamela Adams	sasteven@umass.edu padams@umass.edu	413-658-8403 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
University Club	Valerie Maurer	vmaurer@umass.edu	413-328-0805	413-577-0196
Bluewall, Harvest	Shiang Sobieski Van Sullivan	ssobieski@umass.edu vsulliv@umass.edu	413-345-0245 413-230-1303	413-577-0015
Hampden, Worcester, Franklin Markets, Cafes (Library, Whitmore, Herter, Southwest Express, Worcester)	Adrienne Kaio Van Sullivan	akaio@umass.edu vsulliv@umass.edu	508-274-7219 413-230-1303	413-577-0015
Cafes (ISB, IDB, Marcus, Morrill, Progress Bar, Tower Square, Computer Science, Furcolo, Courtside, Roots, Argo Tea, Hampshire, Newman Center)	Stephanie Stacey Van Sullivan	sstacey@umass.edu vsulliv@umass.edu	413-262-1838 413-230-1303	413-577-2868
Catering	Alina Carcea Van Sullivan	acarcea@umass.edu vsulliv@umass.edu	413-834-5857 413-230-1303	413-577-0014
BabyBerk and BabyBerk2, Mullins, McGuirk, Vending (Thompson, Flint, Boyden, South College), Hampden Commissary	Christopher Fisher Van Sullivan	cmfisher0@umass.edu vsulliv@umass.edu	413-687-1001 413-230-1303	413-577-0015