Health Conditions
(Diabetes/Hypoglycemia and Allergies/Intolerance to foods that are not the main allergens)

UMass Dining’s Mission:
To contribute to the campus life experience by providing a variety of healthy and flavorful meals featuring local, regional, and world cuisines in a sustainable and environmentally conscious manner.

Dietitians’ Message:
For students, it is important to eat well in order to excel in your studies. We look forward to assisting you in eating a variety of safe and healthy foods. As UMass Dining Dietitians, we can accommodate to your special diet and ensure that you eat well-balanced meals without any cross-contact issues. We would be happy to guide you through the process of selecting foods that are safe for you.

Our interest in helping you with your dietary needs is both professional and personal. We both live with food allergies, so we understand the difficulties and constant worries of avoiding life-threatening ingredients. At UMass, we believe your biggest focus should be on academics. We hope that our accommodations will take away some of your worries and allow you to just enjoy the food, stress-free. With over 23,600 students on the meal plan, we have assisted many, and we look forward to assisting you!

Note that nutrient analysis, ingredient and allergen information is on our web site: www.umassdining.com. The last section of this document has the instructions to navigate through the nutrient analysis program.

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!

Navigating through the UMass Web Site: FILTER FOR UP TO 3 NON-TOP ALLERGENS!
Please be aware that UMass Dining Services has nutrient analysis (carbohydrates, fiber, sugar, protein, and fat) for dining commons recipes available on menu identifiers, online, and on the app. If you have an allergy or intolerance to a food that is not one of the main allergens, you can utilize the new ingredient filter. You can filter up to three ingredients that are not one of the top 10 allergens that UMass identifies [milk, eggs, fish, shellfish, tree nuts, peanuts, gluten, soy, corn and sesame]. The next page will give you instructions on how to navigate through the web site. This allergen filter is currently available on the UMass Dining web page in the nutrient analysis section.
Nutrient analysis of menu items on the web: www.umassdining.com

- **For nutrient analysis, ingredients and allergens for ONE ITEM:**
  - Click on the Nutrition tab
  - Click on Nutrient Analysis tab
  - Scroll to the bottom of the page and click on “Nutrient Analysis”
  - Select a dining common
  - Once on this page, you can use the filter at any point to set preferences/allergens by selecting “Set Filters”
  - 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

![Image of UMass Amherst Dining Services menu]

- **Click on Set filter**
- You can click on:
  - **Allergen filters**
    - Contains one or more allergens
    - Does not contain one or more allergens
  - **Legend Filters**
  - **Ingredient Filters**
    - Enter specific foods allergic to
    - Click on Contains/Does Not Contain as well as OR or AND (if allergic/want to avoid multiple foods)

Examples:
1. Garbanzo bean OR chickpeas (two names for the same food)
2. Lemon AND pork AND mangos

The list on the web will shrink down to show your options
• **For nutrient analysis for ONE MEAL:**
  
  o Click on the Nutrition tab
  o Click on Nutrient Analysis tab
  o Scroll to the bottom of the page and click “Nutrient Analysis”
  o Select a dining common
  o Select a day from the column on the left side of the page
  o Click on the apple by the meal desired 🍎
  o Click box to left of items that you plan to eat and indicate quantity (to right of name of recipe) for each item you are planning to consume
  o Scroll down and click “Show report” to get the nutrient analysis of an entire meal. You can also click on underlined item on this page to see ingredients, allergens and nutrient information of THAT item.

If you have any questions or concerns while in the dining commons, please ask the cashier to radio the management staff on duty so they can assist immediately.
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 dietitians for a free consultation: call 413.545.2472 or email 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. Have confidence that the UMass Dining Staff are certified in food allergy training and are knowledgeable about ingredients served in foods.
7. Receive 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. Have confidence that staff uses safe practices to prevent cross contact from occurring.
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 ensure your safety, health and well-being.
3. 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
4. If you are prescribed an epinephrine auto-injector pen, UMass Dining recommends that you carry the epinephrine with you at all times.
5. Our Dietitians, Dianne Sutherland and Sabrina Hafner are always at your disposal for a consultation. Contact the dietitian at dietitian@umass.edu or 413.545.2472.
6. We recommend that you notify University Health Services of your allergies so they have a record in case of a reaction. Please call 413.577.5101 to set up an appointment.
7. We recommend that you register with Disability Services. You can contact them at notify@admin.umass.edu or 413.545.0892.
8. If a food allergy reaction does occur, the UMass Health Inspector and UMass Dining staff does a complete investigation. Policies and procedures are adjusted to prevent a reaction from occurring in the future.