

# Guide To Managing Food Allergies

vcu dine |  VCU



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# WELCOME

## Our Philosophy

VCU Dine is committed to nourishing all guests by providing nutritious options that fit their needs, no matter where they dine on campus. We support students with food allergies by providing the knowledge and resources necessary for them to make informed food choices in our dining locations.



## Your Safety Is Our Top Priority

Here's how we are prepared to serve you.

### Staff Training

Managers and supervisors are AllerTrain® certified. AllerTrain® is an ANAB-Accredited third-party allergy training program that prepares our dining team to:

- Identify the top 9 food allergens including hidden or uncommon sources.
- Understand how the increase in food allergies impacts our roles within dining.
- Express their commitment to an inclusive environment that allows students with allergies to dine safely alongside the campus community through shared meals.
- Train employees about allergens, including reducing the risk of cross-contact and handling special meal requests.
- Recognize common symptoms of a food allergy reaction and respond appropriately.

# OUR COMMITMENT

## How We Can Help You

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### MEET

Contact our registered dietitian at [dietitian@vcu.edu](mailto:dietitian@vcu.edu) to discuss your allergy, gather information on managing them, and learn about navigating campus dining. We will accommodate your individual needs and help you find safe food options on campus.

2

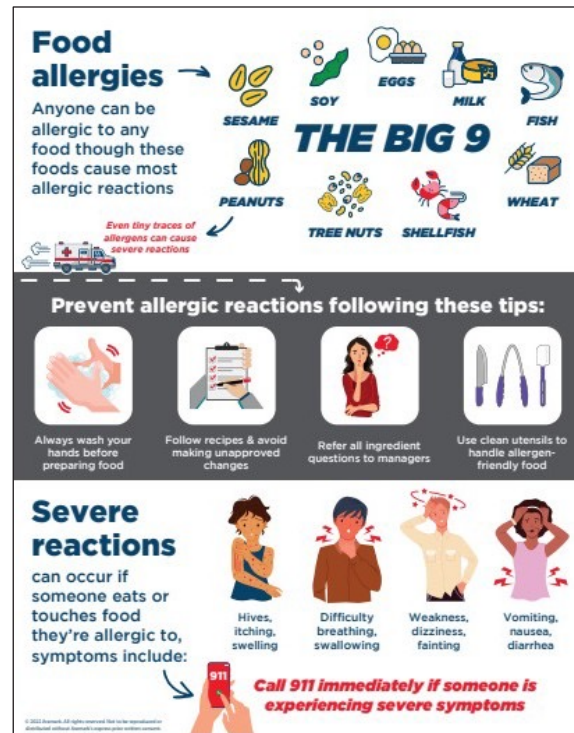
### SUPPORT

We can provide additional support after the initial meeting. This includes meeting the culinary team who can address any allergy-related questions and concerns. It's an opportunity for us to thoroughly review available food options.

3

### MONITOR

Throughout the year, the Dining Team is available to assist you. Feel free to contact us with any further questions or concerns.



Aramark relies on our vendors' allergy warnings and ingredient listings. Because we operate a commercial kitchen where ingredient substitutions, recipe revisions and cross-contact with allergens is possible, Aramark cannot guarantee that any food item will be completely free of allergens.

# YOUR MANAGEMENT

**You are the most important advocate for your own health. Please review your responsibilities when managing a food allergy in the campus dining locations:**

**Schedule a meeting with our registered dietitian to develop a plan.**

Learn how to navigate our dining locations safely.

**Consult Student Accessibility and Educational Opportunity services at [saeo.vcu.edu](http://saeo.vcu.edu) for additional accommodations if necessary.**

Other campus services may provide additional guidance for accommodating special dietary needs, such as housing accommodations.

**In case of exposure, carry medication (e.g., EpiPen, Benadryl, etc.) with you always.**

Consider informing friends you normally dine with about your medical needs in case of an emergency.

**Be proficient in the self-management of your food allergy(ies).**

- Notify dining services staff of your food allergy(ies).
- Avoid foods to which you are allergic.
- Recognize the symptoms of an allergic reaction.
- Know how and when to tell someone you might be having an allergy-related problem.
- Carry emergency contact information with you.
- Carefully read the menus and recipe description information available to you.

**We love feedback!**

If you have questions or concerns regarding the ingredients in a particular food, or if you notice something that is problematic for your allergy, please contact us or ask to speak with the manager on duty so that we can promptly address your concern.

We make every effort to provide you with the information you need to make informed decisions while dining on campus. However, the possibility for a reaction does exist in community dining.

## To Reduce the Risk of Cross Contact:

- Ask a dining employee to change their gloves, use new utensils or a fresh pan at made-to-order stations.
- Speak to a dining employee if you need access to allergy-friendly designated equipment.
- Take extra precautions at all stations where cross-contact may be more likely to occur, such as the bakery, salad bar, and grill.
- Take caution with deep-fried foods. Frying oil is reused; this can lead to cross-contact because food fried in oil releases some of its protein, which is then absorbed by other foods fried in the same oil.
- Take caution with bakery items. All of our bakery items are prepared on-site and have the potential to have come in contact with other ingredients in the kitchen.



### IN CASE OF A REACTION

If you are exhibiting symptoms of an allergic reaction, including anaphylaxis, please follow these steps:

- 1** Administer your EpiPen or take an antihistamine as soon as possible.
- 2** Get help immediately—call **911** or indicate to someone around you to call **911**.
- 3** Notify a dining staff member as soon as possible about your experience so they can address your concerns.

**Please be sure to always carry your prescribed EpiPen.**

# TRUE BALANCE

**The True Balance Station** offers a complete meal made without gluten and the top 9 food allergens (milk, eggs, wheat, soy, shellfish, fish, tree nuts, peanuts, and sesame).

A dedicated and trained staff member will serve you from this station with a clean plate each time.

This station is AllerCheck™ certified, indicating that it follows the proper processes and procedures to minimize the risk of cross-contact and serves menu items prepared with verified ingredients. The True Balance station is audited by an independent agency at least once per year.

True Balance can be found in Shafer's Market 810.

  
no soybean

  
no milk

  
no eggs

  
no wheat  
no gluten

  
no peanuts

  
no sesame

  
no tree nuts

  
no shellfish

  
no fish

## Dine without restrictions

**Delicious meals made for your specific needs**

Our chefs prepare specialized options from ingredients without the most common food allergens.\*  
*See your manager for details.*

\*Aramark relies on our vendors' allergy warning and ingredient substitutions, recipe revisions and cross-contact with allergens is possible, Aramark cannot guarantee that any food item will be completely free of allergens.

## true balance

everything you want nothing you can't

# YOUR RESOURCES

## **Our Management Team**

is available to help.

When in doubt, if you have questions and want to consult with the dining team regarding ingredients in a particular food, find the nearest employee to help you connect with our dining team supervisors or managers and/or our registered dietitian.

## **Menus online at**

[vcu.campusdish.com](http://vcu.campusdish.com)

## **Nutrition information**

located on [vcu.campusdish.com](http://vcu.campusdish.com)  
under Locations & Menus.

## **Email questions to**

[dietitian@vcu.edu](mailto:dietitian@vcu.edu)

**For more information on locations, including hours and meal plans, visit:**  
[vcu.campusdish.com](http://vcu.campusdish.com)



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