

Guide to Managing **Food Allergies**

Boston University



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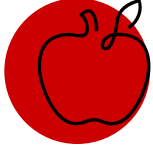
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Welcome Our Philosophy



We are committed to nourishing all guests by providing nutritious options that fit their needs. We support students with food allergies by providing the knowledge and resources necessary for them to make informed food choices in our dining locations.



Dining Services

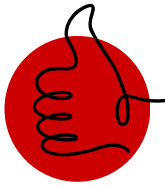
Your Safety Is Our Top Priority

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

1

MEET

Contact our dietitians at scdining@bu.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

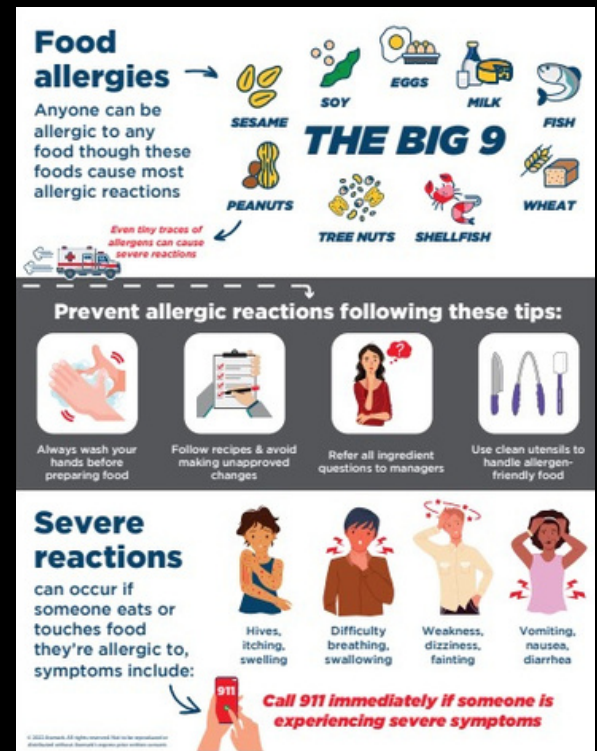
SUPPORT

We can provide additional support after the initial meeting. This includes meeting the Dining Hall Management Team who can address any allergy-related questions and concerns. Students are also eligible for up to three nutrition counseling sessions per academic year.

3

MONITOR

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



We rely 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, We 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 dietitians to develop a plan. Email scdining@bu.edu to get started.

Learn how to navigate our dining locations safely.

Consult Disability & Access Services (DAS). Students with food allergies or other food-related medical conditions may qualify for accommodations. DAS will require documentation from a treating, credentialed provider. Please note, campus dietitians are not able to provide DAS documentation as dietitians are not diagnosing providers.

In case of exposure, carry medication (e.g., epinephrine , Benadryl, etc.) with you always. Know how to properly use prescribed medications to treat an allergic reaction.

Add Boston University Police Department's emergency response phone number to your phone contacts. 617-353-2121

Consider informing friends you normally dine with and your roommates 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. While menus list ingredient and/or allergens, substitutions can be made at any time. Students should exercise caution and follow-up with a manager to check most up-to-date ingredient labels.

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

- Utilize our allergy specific resources like the True Balance Station, Gluten-Free Kitchens, Gluten & Nut Free Pantries, and special meal accommodations.
- 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.
- Items from self-serve stations, such as the salad bar, can be offered from behind the serving line if requested.
- Take extra precautions where cross contact may be more likely to occur, such as the bakery, salad bar, grill, and fried foods.



IN CASE OF A REACTION

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

- 1** Follow your emergency action plan which may include administering epinephrine or taking antihistamines as soon as possible.
- 2** Get help immediately. For reactions on-campus, call Boston University Police Department at 617-353-2121 or indicate someone around you to call. For off-campus reactions call 911 or indicate someone around you to call.
- 3** Notify a dining staff member as soon as possible about your experience so they can address your concerns.

Please be sure to carry prescribed medications, such as epinephrine with you at all times.

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 managers.

Nutrition signage
located on the online menu.

Menus online at
www.bu.edu/dining/where-to-eat/

Please note, substitutions can be made at any time. Students with allergies or severe food-related medical conditions should exercise caution and follow-up with a manager to check most up-to-date ingredient labels.

Email questions to
Scdining@bu.edu

For more information on locations, including hours and meal plans, visit:
www.bu.edu/dining

Peanuts & Tree Nuts

Peanuts and tree nuts are strictly limited at Marciano Commons, West Campus, Warren Towers, and Granby Commons dining halls to two products in designated areas:

- Bulk, self-serve peanut butter near the condiments.
- Almond milk in the almond milk dispenser.

Other than these products, peanuts, tree nuts, and peanut and tree nut oils are not used in dishes served in the aforementioned dining halls. However, ingredients such as baking mixes, sauces, baked goods, etc., used in dishes may have peanut or tree nut precautionary allergen labeling such as "may contain" or "processed in a facility."

Please note:

- Other campus dining locations such as the George Sherman Union do use peanuts and tree nuts.
-
- Based on [FDA guidance](#), coconut is not considered a tree nut. Coconut is used in recipes throughout the dining halls.

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) for breakfast, lunch, and dinner. 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.

Please note: Based on FDA guidance, coconuts are not considered a tree nut, and mollusks such as clams, mussels, oysters, and scallops are not considered shellfish. These are allowed at the True Balance Station.

True Balance can be found in West Campus Dining Hall.



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.

no soybean
no milk
no eggs
no wheat
no gluten
no peanuts
no sesame
no tree nuts
no shellfish
no fish

true balance
everything you want nothing you can't

Gluten-Free Kitchens

The Gluten-Free Kitchens offer a complete meal made without gluten for breakfast, lunch, and dinner. The food is prepped in a gluten-free space. A dedicated and trained staff member will serve you from this station with a clean plate each time.

The Gluten-Free Kitchens are audited by an independent agency at least once per year.

The Gluten-Free Kitchens can be found in Marciano Commons and Warren Towers dining halls.

Gluten & Nut-Free Pantries

The Gluten & Nut-Free Pantries are dedicated, locked rooms accessible to students who complete a training.

The pantries contain items such as individually packaged condiments, frozen entrees, prepackaged snacks, and desserts.

The pantries are equipped with a toaster, microwave, utensils, plates, bowls, and handwashing sinks.

While other allergens are present in the pantries, students managing severe food allergies outside of gluten, peanuts, and tree nuts may also find having access useful.

Gluten & Nut-Free Pantries can be found in Marciano Commons, West Campus, and Warren Towers Dining Halls.

Special Meal Accommodations

Special meal accommodations allow students to preorder food that is prepared by a specially trained cook specifically for them with their allergens in mind. Specially trained cooks are AllerTrain certified and have completed additional allergy training.

Students with certain food allergies or multiple food restrictions may benefit from special meal accommodations. Schedule a meeting with our dietitians to discuss your plan for dining safely on campus and see if special meal accommodations would be helpful for you. To schedule a meeting, email scdining@bu.edu.

All students requesting special meal accommodations must register with [Disability & Access Services](#).



Campus Resources

BU Dietitians

Scdining@bu.edu

www.bu.edu/scnc/foodallergy/

BU Dining

Dining@bu.edu

www.bu.edu/dining/

BU Disability & Access Services

Access@bu.edu

www.bu.edu/disability/

BU Housing

www.bu.edu/housing/contact-us/

www.bu.edu/housing/

BU Student Health Services

www.bu.edu/shs/about-us/contact-us/

www.bu.edu/shs/

www.bu.edu/dining

