Guide to managing food allergies

NYU Dining Services
NYU Dining Services supports students who have food allergies by providing information and knowledge that is necessary for the student to make informed food choices in our dining locations. We work together to provide reasonable arrangements so that students may participate in the college dining experience as much as possible. We recognize that students with food allergies already experience a more limited diet than those who do not have an allergy and are required to exert more time and effort in managing their diet than others. We take into account each individual student’s personal dietary needs and make every effort to provide helpful information to students with food allergies.

Our goal is to provide students with the tools that they need to be active in the management of their food allergy or food-related medical condition within the dining locations in ways that provide a safe and supportive transition into college life.

NYU Dining Services believes that good nutrition is essential to good health. That’s why we are committed to nourishing each and every student by providing them with healthy, nutritious foods every day.
Your management

Student responsibilities when managing a food allergy in the residential dining locations:

1. Notify NYU Dining Services of your allergy(ies).

2. Schedule a meeting with our Food Service Director to develop a plan so you can navigate the dining halls.

3. Be proficient in the self-management of your food allergy(ies) including:
   - Avoidance of foods to which you are allergic
   - Recognition of symptoms of allergic reactions
   - How and when to tell someone you might be having an allergy-related problem
   - Knowledge of proper use of medications to treat an allergic reaction
   - Carry emergency contact information with you
   - Review policies/procedures with NYU Dining Services and your physician should a reaction occur

4. Read the station signage, menus, and ingredient information made available upon request and online at dining.services@nyu.edu in order to be better informed.

5. When in doubt regarding ingredients in a particular food, direct your questions to our Food Service Director, Executive Chef, or ask a manager on duty. If you do not know who these individuals are, please ask a cashier or another employee on duty.

6. Due to the self-serve nature of the residential dining halls, if you have been prescribed an Epi-pen, carry it with you at all times.

7. If you notice something that is problematic for your allergy, please notify our Food Service Director, Executive Chef or manager on duty so that they can look into your concern.

8. If you have a question at any point, please ask our Food Service Director, Executive Chef or manager on duty. If we do not hear from you, we believe that you are successfully navigating the dining locations.
Our environment

Avoiding Cross-Contact

Cross-contact occurs when food comes into contact with another food and their proteins mix, creating the potential for an allergic reaction. Since about half of the food in the dining facilities is self-serve, cross-contact is possible. NYU Dining Services provides separate service utensils for each item and frequently changes utensils in attempt to mitigate customer cross-contact. We also work to educate employees involved in the production process to change gloves and clean utensils between recipes in order to reduce cross-contact concerns.

Each cook/front line associate is also instructed to follow standardized recipes as written as to not introduce any item to the recipe that is not on the recipe card. Frequent production audits are performed to assess recipe adherence and production processes, and to stay informed of new products being purchased.

In Case of a Reaction

If you are exhibiting symptoms of an allergic reaction, including anaphylaxis, please take one or more of the following steps:

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

* As prescribed/recommended by your physician.
To Avoid Cross-Contact

- You may ask a dining employee to change their gloves.
- You may ask a dining employee to use a new utensil, or a fresh pan at made to order stations.
- Take caution with deep-fried foods. Frying oil is reused before being changed; 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.

Examples include: fried chicken, fried fish, mozzarella sticks, nuggets, onion rings and French fries.

- Take caution with bakery items. Any items prepared onsite have the potential to have come in contact with other ingredients in the kitchen.
- At the salad bar and deli station students may request produce or meats that are stored behind the counter from the employee working at those stations.

We make every effort to provide you with the information you need to make decisions about which foods to eat in the residential dining facilities. However, the possibility for a reaction exists in a community dining, largely self-serve setting. If you have been prescribed an Epi-pen, you should carry it at all times.
Your resources

The following services from NYU Dining Services are available to help you manage your food allergy(ies):

1. An individual meeting with the NYU Dining Services Director to receive information and develop an individual plan to help you navigate the residential dining facilities.
2. The Executive Chef and manager on duty are available in residential dining halls and retail locations to address questions/concerns and serve as important resources.
3. Access to our Food Service Directors for ingredient consultation.
4. Introduction to the dining management team to give you direct access to individuals responsible for food preparation.
5. Online menus for each residential dining location at dining.services@nyu.edu.
6. Manufacturer-provided entrée ingredient lists provided upon request.
7. Manufacturer-provided menu and nutrition information available online at dining.services@nyu.edu.
8. Signage located at each food station in our residential dining locations outlines nutrition information.
9. Nutrition information of retail food items available upon request and online at dining.services@nyu.edu.
10. Access to the dry and cold food storage in order to review ingredients personally (with advance notice to establish the foods you wish to review, and on what date/time).
11. Access to individually packaged foods to replace bulk items that have a high likelihood of cross-contamination (i.e.; packets of cream cheese, jelly, and peanut butter).
12. Upon request dining staff will change gloves, or use fresh utensils or pans (at made to order stations) to reduce cross-contact concerns.
Our commitment

How We Can Help You

A plan is developed with students with special dietary needs who contact NYU Dining Services.

1. The student meets with the NYU Dining Food Service Director who works with them to review their allergies, gather information on how they have managed their allergy up until now, and learn initial information about how they can navigate the dining locations.

2. After the initial meeting, the NYU Dining Food Service Director communicates with the Executive Chef about the student’s personal dietary needs so that we can begin to consider ways in which they can help the student locate the food they can eat and accommodate their needs. Individual menu development and specially prepared foods can be provided when the daily offerings do not meet an individual’s dietary needs.

3. A second meeting is held shortly after with the student, NYU Dining Food Service Director, Executive Chef, and any other related location manager or chef. This meeting allows for the student to meet other individuals who can serve as local resources when they have questions. It also lets the dining staff know who the student is so they are familiar with their specific allergies and concerns they may have. Lastly, the meeting serves to review the food options that are available, and the steps that all concerned can take to have their needs accommodated and find foods that will be appropriate for them to eat.

4. On-going evaluation occurs after these initial meetings. Approximately one week after the second meeting, the Food Service Director will contact the student (via email or phone) to inquire as to how they are managing eating in the dining locations. They remind the student that they remain available to them in the future if they have any questions or concerns. If needed, the Food Service Director will continue to keep in close contact with the individual and check in periodically to monitor the process and provide assistance when required.
# Specific allergy information

<table>
<thead>
<tr>
<th>Peanut allergies</th>
<th>Tree nut allergies</th>
<th>Fish allergies</th>
<th>Shellfish allergies</th>
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<tbody>
<tr>
<td>Bulk peanut butter is served in the residential dining halls. Peanut products, including peanut butter, are ingredients used in several of our recipes. Students with a peanut allergy are advised to take caution with bakery items. Peanut oil is not used as an ingredient in our recipes.</td>
<td>Tree nuts may be present in select dessert items. Students with a tree nut allergy are advised to take caution with bakery items and any menu items that contain pesto, coconut or coconut milk.</td>
<td>Beyond entrées and mixed dishes that contain fish or shellfish as a main component, please use caution when selecting Asian dishes where fish or shellfish may be included in sauces. Additionally, some gravies and barbeque sauces may contain Worcestershire sauce which also contains fish. Students with fish allergies are asked to check the menus and full ingredient listings.</td>
<td>Beyond entrées and mixed dishes that contain fish or shellfish as a main component, please use caution when selecting Asian dishes where fish or shellfish may be included in sauces. Additionally, some gravies and barbeque sauces may contain Worcestershire sauce which also contains fish. Students with shellfish allergies are asked to check the menus and full ingredient listing.</td>
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Refer to the menus and ingredient information that are made available to you. We use manufacturer - provided information and we do not confirm the presence or lack of an allergen.

**NYU Dining Services** periodically reviews ingredients to verify ingredient labeling is consistent with what is provided by the manufacturer. Ingredients listed may be subject to change without notification.
Soybean oil is present in a large variety of products, most notably our cooking and frying oil. While studies have shown that highly refined soy oil is safe to consume for most with a soy allergy, if a medical professional has noted that you have a severe allergy, you should consider alternate options.

A non-dairy milk option is available every day in residential dining facilities. However, milk and milk-based products are ingredients used in many of the menu items served. Items prepared with butter or margarine should be avoided.

Many of our baked goods and desserts contain eggs. However, desserts such as fruit crisps and gelatin parfaits do not contain eggs. Students are asked to take caution with all baked goods and are encouraged to check ingredient labels of items they wish to eat.

We offer a selection of deli meats and salad dressings that do not contain gluten. Gluten-free cereal is available daily, gluten-free bread, pasta and dessert items are available upon request. Be sure to check the ingredients of all food items you wish to consume. If you have any questions, just ask our on-site manager for more information.*

*Soy allergies    Milk allergies  Egg allergies      Wheat allergies

Even foods commonly prepared without gluten containing ingredients may not be ‘gluten-free’. Our recipes are prepared in open kitchens where cross-contact is possible and where ingredient substitutions are sometimes made.

If you have celiac disease or a gluten sensitivity please notify your on-site manager to request an individually prepared ‘gluten-free’ meal.
Important Note

NYU Dining Services uses manufacturer-provided ingredient information and we do not confirm the presence or lack of an allergen. We periodically review ingredients to verify ingredient labeling is consistent with what is provided by the manufacturer. However, please be advised that ingredients listed may be subject to change without notification and that products prepared in our kitchen may have come in contact with common food allergens. Please direct any questions regarding an allergy or food ingredients to any of the NYU Dining Food Service Directors or a manager on duty.

Contact:

Ann Marie Powell
Director, NYU Dining Services
212-998-4279
dining.services@nyu.edu
Locations

1. The MarketPlace at the Kimmel Center
   Peet’s Coffee and Tea

2. Palladium Restaurant by LifeWorks

3. Starbucks at Faye’s @ the Square

4. Weinstein Dining Hall
   Weinstein Food Court
   Kosher Eatery
   Sidestein Market

5. Lipton Dining Hall

6. Third North Courtyard Café

7. Argo Tea

8. University Hall Commons Café
   Dunkin’ Donuts

9. Jasper Kane Café
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