

A GUIDE TO MANAGING
Food Allergies

at

NEW YORK UNIVERSITY

NYU
EATS

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**For more information about our process for
managing allergies, including menus,
visit NYU Eats online at nyueats.com**

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FROM US *To You*

Welcome to NYU Eats! The health and safety of our guests is our highest priority at New York University and for NYU Eats. In support of our guests with food allergies and other dietary restrictions, we have created this guide for your reference.

Be aware that we handle and prepare egg, milk, wheat, shellfish, fish, soy, peanut and tree nut products and other potential allergens in the food production areas of our facility.

We attempt to provide nutrition and ingredient information that is as complete as possible. Vendors may substitute ingredients without our knowledge and menu items are prepared in close proximity to other ingredients that may result in cross-contact with ingredients not listed, including allergens. Guests with food allergies or specific dietary concerns should speak with a manager for individualized assistance.

Please direct any questions regarding an allergy or food ingredients to any of the Food Service Directors or a manager on duty.

Also remember: Don't be Shy! Self Identify.

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OUR *Philosophy*

NYU Eats 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.

NYU Eats supports students who have food allergies by providing information and knowledge that is necessary to make informed food choices in all of 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 those 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. We want to provide a safe and supportive transition into college life.

HOW TO

Self-Identify

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

1 / Notify NYU Eats Dining team of your allergy(ies). Schedule a meeting with our Dietitian, Food Service Director and Executive Chef to develop a plan so you can navigate the dining halls. Do this by emailing nyu.eats.nutrition@nyu.edu

2 / 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 at all times
- Review policies/procedures with NYU Eats and your physician should a reaction occur

3 / Read the station signage, menus, and ingredient information made available upon request and online at nyueats.com to be better informed.

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

5 / 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.

6 / 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.

7 / 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.

YOUR *Responsibilities*

It's our goal to provide students who identify as having food allergies or intolerances with the necessary information so they may make confident food choices. It's pertinent for these students to help manage their food allergies or intolerances by doing the following to avoid cross-contamination:

- You may ask a dining employee to change his/her 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 come into 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.

FOOD ALLERGY

Disclaimer

NYU Eats uses manufacturer-provided ingredient information, and we do not confirm the presence or lack of an allergen. We periodically review ingredients to verify that 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 into contact with common food allergens. Please direct any questions regarding an allergy or food ingredients to any of the NYU Eats Food Service Directors or a manager on duty. Do this by emailing nyu.eats.nutrition@nyu.edu

AVOIDING

Cross-Contact

Cross-contact occurs when one 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 Eats provides separate service utensils for each item and frequently changes utensils in an 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 to reduce cross-contact concerns.

Each cook/front-line associate is also instructed to follow standardized recipes as written so as not to 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.

YOUR *Resources*

The following services from NYU Eats are available to help you manage your food allergy or allergies:

- 1 /** An individual meeting with the NYU Dining Services Dietitian, Director and Executive Chef to receive information and develop an individualized 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. When in a particular unit, please ask for a food service manager or email the Dietitian at : nyu.eats.nutrition@nyu.edu
- 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 nyueats.com.
- 6 /** Manufacturer-provided entrée ingredient lists, provided upon request.
- 7 /** Manufacturer-provided menu and nutrition information, available online at nyueats.com.
- 8 /** Signage located at each food station in our residential dining locations outlines nutrition information.
- 9 /** Nutritional information for internally produced retail food and nationally branded retail items is available online at nyueats.com. Nutrition information for purchased or pre-packaged retail items is available upon request.
- 10 /** Access to the NYU culinary team to provide package labels for all dry and cold food storage items. This ensures you can review ingredients personally to make the best decisions for your dietary needs. Please schedule advanced 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). NYU Eats wants you to feel at home in our dining spaces. During your individual meeting with dining services, please provide a wish list of items that are your favorites so that we can try and ensure the availability of individually packaged items for you.
- 12 /** Upon request, dining staff will change gloves, or use fresh utensils or pans (at made-to-order or self-serve stations) to reduce cross-contact concerns.

SPECIFIC

Allergy Information

Refer to the menus and ingredient information made available to you. We use manufacturer-provided information, and we do not confirm the presence or lack of an allergen.

NYU Eats 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.

WHEAT / GLUTEN ALLERGIES

We offer a selection of deli meats and salad dressings that do not contain gluten. Gluten-free cereal is available daily, and 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.*

MILK ALLERGIES

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 also be avoided.

SOY ALLERGIES

Soybean oil is present in a large variety of products, most notably our cooking and frying oils. 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.

* 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.

EGG ALLERGIES

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.

SHELLFISH ALLERGIES

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 list.

FISH ALLERGIES

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 list.

PEANUT ALLERGIES

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.

TREE NUT ALLERGIES

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.

OUR COMMITMENT :

How Can We Help You?

Here at NYU, we've developed a plan with students who have special dietary needs to contact NYU Eats.

- 1 /** The student meets with the NYU Eats Director and Executive Chef who works with him/her to review specific allergies, gather information on how he/she has managed the allergy up until now, and learn initial information about how to navigate the NYU Eats locations.
- 2 /** After the initial meeting, the NYU Eats Dietitian, Food Service Director and Executive Chef communicate with the location-specific allergen expert team about the student's personal dietary needs. This allows us to begin to consider ways in which we can help the student locate the food he/she can eat and accommodate his/her 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 Eats 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 he/she has questions. It also lets the dining staff know who the student is so they are familiar with specific allergies and concerns that student 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 him/her 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 he/she is managing eating in the dining locations. They remind the student that they remain available if or when 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.

FAQs

Frequently Asked Questions

1 / Should I assume what the ingredients are in a menu item?

Never assume. Although there might be a common item on the line, don't assume you know the ingredients. We have different products based off our vendors' availability, so an ingredient we use today can potentially be a different brand from time to time. The safest and most reliable practice is to just ask every time you dine.

2 / Who should I ask or talk to about a question on the menu?

Always ask the manager or chef. Our trained professional staff will be able to ensure you are provided with accurate ingredient information. You can locate a chef or the manager of each unit by asking one of the line associates to speak to a management professional to help you navigate our dining facilities.

3 / What's the difference between "Gluten-Free" and "Avoiding Gluten"?

Avoiding Gluten means our products do not include any fresh or manufactured food that contains gluten. Gluten Free means the food item contains less than 20 ppm of gluten, which can only be determined through laboratory testing. Since we prepare products in common kitchens with shared equipment, it is not possible that our products can maintain gluten-free status as established by the manufacturer.

CONTACT LIST

Who Do I Contact?

Marketplace at Kimmel

Registered Dietitian, Christina Kamilaris
Executive Chef, Keith Ruthe
Director of Dining Services, Steven Lemay

nyu.eats.nutrition@nyu.edu
Keith.Ruthe@Compass-USA.com
Steven.Lemay@Compass-USA.com

NYU EATS at Downstein

Registered Dietitian, Christina Kamilaris
Executive Chef, Robert Ritchie
Director of Dining Services, Anna Howell

nyu.eats.nutrition@nyu.edu
Robert.Ritchie@Compass-USA.com
Anna.Howell@Compass-USA.com

Upstein

Registered Dietitian, Christina Kamilaris
Director of Dining Services, Madison Pugh

nyu.eats.nutrition@nyu.edu
Madison.Pugh@Compass-USA.com

Market at Sidestein

Registered Dietitian, Christina Kamilaris
Assistant Director of Dining Services, Patty Glasgow

nyu.eats.nutrition@nyu.edu
Patty.Glasgow@Compass-USA.com

Kosher Eatery

Registered Dietitian, Christina Kamilaris
Location Manager, Marc Tanner

nyu.eats.nutrition@nyu.edu
Marc.Tanner@Compass-USA.com

NYU EATS at Lipton

Registered Dietitian, Christina Kamilaris
Executive Chef, Cory Estelle
Director of Dining Services, Jennifer Nenadich

nyu.eats.nutrition@nyu.edu
Cory.Estelle@Compass-USA.com
Jennifer.Nenadich@Compass-USA.com

NYU EATS at Third North

Registered Dietitian, Christina Kamilaris
Executive Chef, Frank Cotroneo
Director of Dining Services, Heather Zimmer

nyu.eats.nutrition@nyu.edu
Frank.Cotroneo@Compass-USA.com
Heather.Zimmer@Compass-USA.com

Peet's Coffee

Registered Dietitian, Christina Kamilaris
Director of Dining Services, Steven Lemay

nyu.eats.nutrition@nyu.edu
Steven.Lemay@Compass-USA.com

Starbucks

Registered Dietitian, Christina Kamilaris
Director of Dining Services, Alicia Brown

nyu.eats.nutrition@nyu.edu
Alicia.Brown@Compass-USA.com

Torch Club

Registered Dietitian, Christina Kamilaris
Executive Chef, Michael Garelick
Director of Catering, Mackenzie Collins

nyu.eats.nutrition@nyu.edu
Michael.Garelick@Compass-USA.com
Mackenzie.Collins@Compass-USA.com

Dunkin Donuts

Registered Dietitian, Christina Kamilaris

nyu.eats.nutrition@nyu.edu

ArgoTea

Registered Dietitian, Christina Kamilaris

nyu.eats.nutrition@nyu.edu

18 Below

Registered Dietitian, Christina Kamilaris

nyu.eats.nutrition@nyu.edu

UHALL Commons Café

Registered Dietitian, Christina Kamilaris
Director of Dining Services, Scott Tremble

nyu.eats.nutrition@nyu.edu
Scott.Tremble@Compass-USA.com

Palladium

Registered Dietitian, Christina Kamilaris
Director of Dining Services, Maurice Dobie

nyu.eats.nutrition@nyu.edu
Maurice.Dobie@Compass-USA.com

Market at UHall

Registered Dietitian, Christina Kamilaris

nyu.eats.nutrition@nyu.edu

Market at Third North

Registered Dietitian, Christina Kamilaris

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Jasper Kane Café

Registered Dietitian, Christina Kamilaris
Director of Dining Services, Joseph Vaina

nyu.eats.nutrition@nyu.edu
Joseph.Vaina@Compass-USA.com

Bridgeview Market

Registered Dietitian, Christina Kamilaris

nyu.eats.nutrition@nyu.edu



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