



*"Creating an excellent
college experience"*

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Section: Operations	
Subject: Handling of Dietary Restrictions	

Handling of Dietary Restrictions:

Dining Services does everything reasonable to accommodate all Dietary Restrictions of our guests. Many issues are beyond our control and therefore cannot be avoided. As a general rule, NO Dining Services' operations are free from any allergen and we make no statements to that effect. All of our areas have inherent cross contamination possibilities that make it impossible to be completely free from allergens. Because of this, Dining Services DOES NOT label any product as free of anything.

Policy / Procedure:

Each operation will have the approved sign (128a) posted in the front of the operation that states Dining Services' policy on allergens. Printed menus shall have the same disclaimer printed on them.

If a guest asks an employee about whether a menu item has certain ingredients in it, the employee is to get the manager / supervisor / chef on duty to answer the question.

The manager / supervisor / chef will answer the question only if they are certain of the answer and that there are not any of the ingredients in question. If there is uncertainty at all, an answer of "I don't know for sure" is a perfectly acceptable answer, especially for non-culinary employees. All attempts should be made to answer the question including calling the chef responsible at home.

In Catering, customers should also be made aware that even though we make every attempt to ensure the allergen is not present in the meal, our food preparation facilities are NOT allergen free.

Every answer should also include a statement drawing attention to conditions beyond our control that may lead to cross contamination. Such situations are operational and situational dependent and should be discussed with employees by management, supervisors, and chefs.

In Retail Operations that offer Gluten Free Bread as an alternative, cashiers must be trained to inform customers that we cannot eliminate all cross contamination. Due to space constraints, all items are prepared in the same area and cooked in the same appliances.