



# HOSPITALITY SERVICES

## AT WESTERN

### **Hospitality Services, Western University**

#### **Policies and Protocols to Support Students with Food Allergies**

*May 2017*

#### SUMMARY:

The safety of our students at Western is a high priority. Our over-arching message to students with dietary restrictions is to **self-identify!** This message can be found in various locations (*The Department of Housing website, the Hospitality Services website, in literature provided during Student Academic Orientation, March Break and Fall Open House and in the student handbook.*)

Our point-person for incoming first-year students with special dietary needs is the Nutrition Manager with Hospitality Services. She meets with students (and parents) during student academic orientation; works closely with the Department of Housing to compile a list, by unit, of students with special dietary needs; and arranges for students (and their family) to meet with our unit leaders during move-in weekend.

Students with food allergies/intolerances are asked to complete a "Food Allergy Emergency Plan" form which provides our staff with information on their specific dietary needs.

Protocols around any emergency are to call 911 (campus police) to dispatch SERT (Student Emergency Response Team). Our SERT team carries with them, 2 epi-pens. Our staff follow this protocol in response to any student emergency.

## Residence Operation:

	Current	Plans for Future
<b>Awareness</b>	<p>STUDENTS</p> <ul style="list-style-type: none"> <li>- Communication to prospective students and parents (Student Academic Orientation &amp; March Break Open House and Fall Preview [Documents Include: Food Allergies/intolerances and RD + Food Allergy Emergency Plan Form], Residence Dining website, Department of Housing website, offer book, student handbook.</li> <li>- Point of purchase signage re: Preventing Cross-Contact</li> </ul> <p>STAFF</p> <ul style="list-style-type: none"> <li>- New hire training in-service (15 minute power point – Definition of allergy, signs and how to use an epi-pen)</li> <li>- Start-up meeting (Chefs, Supervisors and Mgrs) list of students with allergies by unit is distributed</li> </ul>	<p>STAFF</p> <ul style="list-style-type: none"> <li>- All Chef's, Managers and Supervisors will be required to complete "Allergen Training for Foodservice and Food Retail Industry" - an on-line training module developed in part by Anaphylaxis Canada</li> </ul>
<b>Tools</b>	<p>STUDENTS</p> <ul style="list-style-type: none"> <li>- Menu item identifiers on the steam table (list major ingredients)</li> <li>- Digital Menu Boards (list some common allergens)</li> <li>- Table tents &amp; digital screens encouraging allergic students to self-identify</li> <li>- Meet the team during move in weekend (Managers, Chef and Supervisor)</li> <li>- Food Allergy Emergency Plan Form – posted in the back of house (office or health and safety board)</li> </ul>	

## Campus Operations:

	Current	Plans for Future
<b>Awareness</b>	<p>STUDENTS</p> <ul style="list-style-type: none"> <li>- POS signs re: Preventing Cross-Contact</li> <li>- POS signage encouraging students to self-identify</li> </ul> <p>STAFF</p> <ul style="list-style-type: none"> <li>- New hire training in-service (15 minute power point – Definition of allergy, signs and how to use an epi-pen)</li> <li>- Signage in the back of house on “What is a Food Allergy”, “Allergic Reactions” and “How to use an Epi-Pen”.</li> </ul>	<p>STAFF</p> <ul style="list-style-type: none"> <li>- All Managers and Supervisors will be required to complete “Allergen Training for Foodservice and Food Retail Industry” - an on-line training module developed in part by Anaphylaxis Canada</li> </ul>
<b>Tools</b>	<p>STUDENTS</p> <ul style="list-style-type: none"> <li>- Some franchises have ingredient listing resources</li> </ul>	

## Great Hall Catering and Green Leaf Café

### Great Hall Functions and Conference Services Summer Functions:

#### Plated Events

- Organizer identifies guest with special dietary needs
- Special plates are carefully prepared with guest name attached
- Guest is required to self-identify

#### Buffet Events

- Guest self-identifies and is then assisted by Chef, Manager or supervisor
- Safe foods are identified

### Off Campus Events:

- Kitchen staff indicate allergens special events sheet
- Copy of sheet goes with the food

### Green Leaf Café

- Guest self-identifies and is then assisted by Chef, Manager or supervisor

All Cooks, Managers and Supervisors in Great Hall Catering will be required to complete “Allergen Training for Foodservice and Food Retail Industry” - an on-line training module developed in part by Anaphylaxis Canada