



UChicago Students' Guide to Managing Food Allergies

(including Celiac Disease) in the Residential Dining Commons

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For more information about our process for managing allergies, including menus, visit UChicago Dining online at dining.uchicago.edu

Our Philosophy

The House System has as its core a community based residential dining program model. Students and resident staff dining together is a cornerstone of how community is created in the House System. Most first year students report that the residential dining program, realized through House Tables, plays an integral role in assisting with their transition to the University and in feeling that they belong here. Students tell us this is in large part due to the presence of upperclass students who serve as mentors both in the House, but also at the House Tables and beyond. To that end, the Office of Undergraduate Student Housing and UChicago Dining support students who have a food allergy by providing information and knowledge that is necessary for the student to make informed food choices in the three residential dining commons: Pierce, Bartlett, Cathey. We work together to provide reasonable arrangements, as defined below, so that the student may participate in

the residential dining experience as much as is feasible. 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; thus, every effort is made to provide helpful information to students who have to manage their food allergies when eating in the residential dining commons. There is a process that has been developed and standardized since 2008 to assist students with food allergies and other dietary medical conditions. This process takes into account each individual student's particular dietary needs. *The goal of this process is to provide students with serious food allergies the tools that they need to be active in the management of their allergy or food-related medical condition within the residential dining program in ways that are developmentally appropriate for College students as they transition into adulthood.*



Your Management

Student responsibilities when managing a food allergy in the residential dining commons

1

Notify the Office of Undergraduate Student Housing (OUSH) of your allergy(ies).¹

2

Attend the meetings that are offered to provide information and develop a plan so that you can navigate the dining commons.¹

3

Be proficient in the self-management of your food allergy(ies) including:¹

- 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 OUSH and your physician should a reaction occur

4

When in doubt about ingredients in a particular food, direct your questions to a manager or one of our chefs (wearing a white chef coat). If you do not know who these individuals are, please ask a cashier to assist you.

5

Read the menus and ingredient information that are made available to you to be better informed.

6

Ask employees to change their gloves, use a fresh knife/pan, etc as needed.

7

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

8

If you notice something that is problematic for your allergy, please notify your OUSH Assistant Director so that they can look into your concern.

9

If you have a question at any point, please ask your OUSH Assistant Director. If we do not hear from you, we believe that you are successfully navigating the dining commons.

Our Environment Avoiding Cross-Contamination

Cross-contamination occurs when a 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 commons is self-serve, cross-contamination is possible. UChicago Dining works to educate other diners in the self-serve environment of a residential dining commons to use designated utensils in order to reduce cross-contamination concerns. The primary means of communication is via quarterly table tents.

To avoid cross-contamination:

1. You may ask a dining employee to change their gloves.
2. You may ask a dining employee to use a new utensil, or a fresh pan, at made to order stations.
3. Do not eat deep-fried foods. Frying oil is reused before being changed; this can lead to cross-contamination because food fried in oil releases some of its protein, which is then absorbed by other foods fried in the same oil. Examples of the kinds of foods that are deep-fried include: *egg rolls, fried fish, mozzarella sticks, nuggets, chicken fingers, onion rings, homemade potato chips and french fries.*
4. At the salad bar and deli station students may request produce or meat that are stored behind the counter from the employee working at those stations.

In Case of a Reaction

If you are exhibiting symptoms of anaphalaxis, please take the following steps:

1. Get help immediately—call 911 or indicate to someone around you to call 911.
2. Administer your Epi-pen.
3. Never go back to your room alone. Notify your Resident Head(s) (RHs) as soon as is practical about your experience. [Your RHs will notify your Assistant Director.]

If you are experiencing an allergic reaction, but not anaphalaxis, please take the following steps:

1. Take an antihistamine.
2. Notify your RH(s) within 24 hours.
3. Contact your Assistant Director for additional support.

We make every effort to provide you with the information you need to make decisions about which foods to eat in the residential dining commons. 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.

¹ As recommended by FAAN (Food and Anaphylaxis Network)

² We use manufacturer-provided information regarding the presence of allergens; we do not confirm or certify the absence of an allergen. As a result, it is always possible that there are ingredients in the food item that are not listed on the container or packaging.

³ UChicago Dining periodically reviews ingredient listings provided by the manufacturer to verify that the information is consistent with manufacturer-provided ingredient labeling. Our experience is that, despite this practice, manufacturers sometimes change ingredients without advance notification.

Your Resources

The following services from the Office of Undergraduate Student Housing (OUSH) and UChicago Dining are available to help you to manage your food allergy(ies)

1

An individual meeting with OUSH and UChicago Dining staff to receive information in order for you to develop an individual plan to help you navigate the residential dining commons.

2

Your Resident Head(s) and OUSH Assistant Director are available to help address on-going questions/concerns and serve as important resources.

3

Access to our registered dietician for ingredient consultation.¹

4

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).¹

5

Online menus for each residential dining location, dining.uchicago.edu.

6

Online entrée ingredient lists, dining.uchicago.edu, organized by residential dining location, with the 8 most common allergens*, plus gluten, highlighted in each entrée/food item.^{1,2}

7

Each residential dining location has a binder near the cashier station with the ingredient lists outlined there.

8

Access to individually packaged foods to replace bulk items that have a high likelihood of cross-contamination (ie; packets of cream cheese, jelly and peanut butter).

9

Upon request dining staff will change gloves, or use fresh utensils or pans (at made to order stations), to reduce cross-contamination concerns.

10

Introduction to the dining management team to give you direct access to individuals responsible for food preparation.

11

Manufacturer provided nutritional and ingredient³ information available on food cards at each food station. These cards include nutrient facts, ingredients and highlight the 8 most common food allergens*, plus gluten.^{1,2}

12

Color-coded utensils and pans available upon request to aid in reducing cross-contamination concerns:

Yellow handles = gluten-free utensils and pan (no wheat, barley and rye)

Blue handles = vegan utensils and pan (no dairy, no egg, no meat)

Green handles = vegetarian utensils and pan (no meat)

Red handles = meat, no dairy, utensils and pan (no dairy)

Black handles = used for all foods

13

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³ UChicago Dining 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.

Our Commitment: How We Help You

A plan is developed with House System students with special dietary needs who contact the Office of Undergraduate Student Housing (OUSH), UChicago Dining, or a resident staff member (Resident Head or Resident Assistant).

1

The student meets with an OUSH Associate Director, the Registered Dietician, and the OUSH Assistant Director who works with their community 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 their home dining commons.

2

After the initial meeting, the Registered Dietician and OUSH Associate Director communicate with the residential dining commons location manager about the specific student's dietary needs so that UChicago Dining can begin to consider in which ways they can help the student locate the food they can eat.

3

A second meeting is held with the student shortly after the first with the two housing directors, and members of the UChicago Dining team - the Executive Chef, the Manager for the facility where the student's House Tables are located, and the Registered Dietician. This meeting permits the student to meet other individuals who can serve as local resources when they have questions. It also permits the dining staff to know who the student is so that they are familiar with their specific allergies and concerns they might have. Lastly, the meeting serves to review the food options that are available, and the steps that the student can take to find food that will be appropriate for them to eat.

4

On-going evaluation occurs after these initial meetings. Approximately two weeks after the second meeting, the OUSH Assistant Director writes to the student to inquire as to how they are managing eating in the dining commons. They remind the student that they remain available to them in the future if they have any questions or concerns. Any on-going evaluation after that point in time is student initiated due to a question or concern that they might have.

5

The OUSH Assistant Director informs the student's Resident Head(s) of the information they have reviewed so that the RH is aware of the ways that the student can locate information and assistance.

6

The OUSH Assistant Director documents the plan that has been established and provides a copy to the student, the Registered Dietician, UChicago Dining, and the location manager.

Getting Started

An incoming student should contact the Office of Undergraduate Student Housing (OUSH) at housesystem@uchicago.edu in late August or early September to schedule the first meeting to occur upon the student's arrival to campus - the first day or two of Orientation Week. Current students may contact OUSH at any time.

Specific Allergy Information

Refer to the menus and ingredient information that are made available to you.

We use manufacturer provided information regarding the presence of allergens; we do not confirm the lack of an allergen. As a result, we may not be aware of ingredients which are actually in the food but not listed on the container or packaging. UChicago Dining 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.



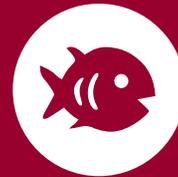
Peanut allergies

Bulk peanut butter is served in the dining commons in one container, and peanuts are ingredients in some ice-cream and select other desserts. Students with a peanut allergy are asked to refrain from eating desserts, and are encouraged to request to view and check the ice cream ingredient labels.



Tree nut allergies

Treenuts may be present in select desserts, including ice-cream. Students with a tree nut allergy are asked to refrain from eating desserts, and are encouraged to request to view and check the ice cream ingredient labels. The Pesto sauce that UChicago Dining serves is made in house and is pine nut free.



Fish allergies

Entrées with fish as an ingredient are occasionally on the menu. Students with fish allergies are asked to check the menus and ingredients.



Soy allergies

Students with soy allergies are asked to check the ingredients for each item that they will eat.



Milk allergies

Soy milk and rice milk are available in each dining commons in coolers. Please ask any dining manager for information on their location. UChicago Dining does not use added butter or margarine in its recipes. However, items that are prepared off-site may contain butter; students are asked to check the ingredients of items they wish to eat. The Kosher stations in Bartlett and Cathey Dining Commons are certified to be free of milk by the Chicago Rabbinical Council.



Egg allergies

Eggs are present in baked goods, and some ice-cream. Students with an egg allergy are asked to refrain from eating baked goods, and are encouraged to request to view and check the ice cream ingredient labels.



Wheat allergies

Individually packaged foods are available to replace bulk items that have a high likelihood of cross-contamination, including packets of jelly, peanut butter, and cream cheese. Please ask your dining manager for information on the location in your dining commons. Please see the list of items on the next page made with gluten free ingredients for additional options.



Shellfish allergies

Entrées with shellfish as an ingredient are rarely on the menu. Students with shellfish allergies are asked to check the menus and ingredients.

Gluten Free Ingredients:

Each dining commons has a toaster that is dedicated only for use for gluten-free bread. Please ask your dining manager for information on the location in your dining commons. We carry specialty gluten free items in each dining commons. Examples include:

- GF Cereal
- GF Bread (French and Whole Grain)
- GF Pizza Crust (pre-made)
- GF Desserts (rotation of Cookies, Brownies, and/or Cupcakes)

The following items made with gluten free ingredients are available in each dining commons daily for lunch and dinner. Please ask the dining commons manager for assistance in locating these selections:

- Rice noodle pasta
- Plain baked potatoes
- Plain baked sweet potatoes
- All deli meats
- Grilled chicken breasts
- Hamburger patties
- Brown rice
- Soup at Harvest station made with GF base

There are designated gluten-free sections in the two convenience markets (Maroon Market and Midway Market) where an assortment of gluten-free items can be purchased with your maroon dollars. Below are several examples:

- Rice Cakes
- Amy's Frozen Meals
- Kind Bars
- Lara Bars
- Dried Fruit
- Rice Chex
- Popcorn
- Blue Diamond Brand Nuts
- Beef Jerky
- Naked Juice

Our Work Together

What do I do if I think this process is not working for me?

You are encouraged to be in contact with your OUSH Assistant Director if you believe that this process is not working for you. We are committed to helping you to be able to reasonably participate in the residential dining experience. You may also contact the Director for Disability Services if you wish to have additional assistance in determining a reasonable dining accommodation via the Americans with Disabilities Act. It will be necessary to provide medical documentation from your treating physician. If you still believe that this process is not working for you, you may petition the Office of Undergraduate Student Housing requesting permission to be released from the meal plan requirement. The OUSH Director will determine, in consultation with UChicago Dining, if the plan that is in place for you is being carried out successfully. It may be necessary to provide medical documentation from your treating physician. If you are released from the meal plan, having access to appropriate kitchen and food storage facilities is reviewed and a room change may be required in order to facilitate the canceling of the meal plan.

What do I do if I wish to be released from the meal plan and not go through this process?

If you request permission to be excused from the meal plan requirement you will be required to submit a petition that documents your rationale for this request. Documentation from your treating physician is required to help the Office of Undergraduate Student Housing to determine whether or not you can be served by the dining program. Typically the first step that is taken is to evaluate whether it will be feasible, from the point of view of UChicago Dining and the Office of Undergraduate Student Housing (OUSH), to meet your expressed, documented, needs, using the process described above. If you are released from the meal plan, having access to appropriate kitchen and food storage facilities is reviewed and a room change may be required in order to facilitate the canceling of the meal plan.

The University reserves the right to determine if due to the number of food allergies, or the severity of the food allergy(ies), that it will not be possible for you to reasonably and safely dine in the residential dining commons, and to release you from the obligation to have a meal plan.¹ In that case, a student may have to change rooms in order to live in a building where there are adequate kitchen and food storage facilities.

¹ As recommended by FAAN (Food and Anaphylaxis Network)

Your Housing

A note about your allergy as it relates to roommates and House activities...

Having a roommate in college is an important developmental milestone for most. Learning how to live with another person and how to compromise and resolve differences are critical life skills. Managing your food allergy(ies) independently and being an advocate for yourself around your food allergy(ies) is another key skill to develop. If you have a roommate, it will be important for you to communicate effectively with your roommate about your concerns. Most roommates wish to have a harmonious relationship with their roommate and compromise around issues like food allergies will be able to be reasonably resolved. Please let your roommate(s), Resident Head(s) and RA(s) know of your food allergy(ies), and the foods that work for you to eat, and those that don't. Your RH(s) and RA(s) will want to know this information so that when feasible, they can provide alternate food options at House events.

There are a limited number of single rooms available in the House System. Students who feel strongly that they require a single room due to a severe food allergy are encouraged to contact the Office for Student Disability Services for information about the housing accommodations process. There is a medical team that will evaluate if a single room is a reasonable housing accommodation due to the student having food allergy(ies).

Locations and Hours

RESIDENTIAL DINING COMMONS

Bartlett Dining Commons

5640 S. University Ave.

M-Th 7am - 8pm Sa 8am - 2:30pm
Fr 7am - 7pm Su 8am - 8pm

Pierce Dining Commons

5514 S. University Ave.

M-Th 7am - 8pm* Sa 11am - 2:30pm
Fr 7am - 7pm Su 11am - 8pm

**Fourth Meal begins 3rd week each quarter. During this time, Pierce will be open from 9 p.m. to midnight, Monday-Thursday.*

Cathey Dining Commons

6025 S. Ellis Ave.

M-Th 7am - 8pm Sa 8am - 2:30pm
Fr 7am - 7pm Su 8am - 8pm

Door Rates in Dining Commons:

Breakfast: \$5.99
Lunch: \$8.99
Dinner: \$11.99
4th Meal (Pierce): \$5.99

CAMPUS MARKETS

Maroon Market

5640 S. University Ave.

M-Su 9am - 3am

Midway Market

6031 S. Ellis Ave.

M-Su 8am - 3am

CAMPUS CAFES

Bio Café

924 E. 57th St.

M-Fr 8am - 5pm

Classics Café

1010 E. 59th St.

M-Th 8am - 5pm
Fr 8am - 3:30pm

Einstein Borthers Bagels

5706 S. University Ave.

M-Fr 7am - 11pm
Sa-Su 9am - 11pm

Gordon Café

927 E. 57th St.

M-Fr 7:30am - 3:30pm

Harris Café

1155 E. 60th St.

M-Fr 7:30am - 3pm

Hutchinson Commons

5706 S. University Ave.

M-Th 10:30am - 10:30pm
Fr 10:30am - 5:30pm
Sa 10:30am - 8pm

Jamba Juice

5530 S. Ellis Ave.

M-Th 10:30am - 9pm
Fr 10:30am - 5:30pm

Law School Café

1111 E. 60th St.

M-Th 7:30am - 6pm
Fr 10:30am - 5pm

Press Café

1427 E. 60th St.

M-Fr 8am - 4pm

SSA Café

969 E. 60th St.

M-Th 8am - 7pm
Fri 8am - 3pm

Stuart Café

5835 S. Greenwood Ave.

M-Th 7:30am - 5pm
Fr 7:30am - 3pm

Tiffin Café

1414 E. 59th St.

M-Fr 8am - 8pm
Sa-Su 8am - 2:30pm



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