

Guide to Managing Food Allergies

ECU Campus Dining Services



East Carolina University's Campus Dining Services supports students who have a food allergy by providing an array of choices in our campus dining halls—West End and Todd—and the knowledge necessary to make informed choices. We strive to provide reasonable arrangements for students with a food allergy, so that they too may participate in the campus dining experience.

Your Management

- 1) If you have a severe food allergy, please contact the Department for Disability Support Services at 252-737-1016 or dssdept@ecu.edu. You will also need to complete the **Report of Medical History Form** with the Student Health Center to register your food allergy.
- 2) Attend your scheduled meeting with ECU Campus Dining Registered Dietitian to discuss a plan that allows you to navigate the dining halls easily.
- 3) Be proficient in self management of your food allergy(ies) including:
 - a. Avoidance of foods to which you are allergic
 - b. Recognition of symptoms of allergic reactions
 - c. How and when to tell someone you might be having an allergy related problem
 - d. Knowledge of proper use of medications to treat allergic reactions
 - e. Carry emergency contact information with you
- 4) If you have questions regarding ingredients in a specific food, direct your questions to ECU Campus Dining Registered Dietitian, Executive Chef, or ask the Manager on Duty. Please ask a cashier or campus dining employee to assist you locating these individuals if you are unable to.
- 5) Ask employees to change gloves, use a fresh knife or pan, etc. as needed.
- 6) Due to the self service nature of the residential dining halls, if you have been prescribed an Epi-pen, carry it with you at all times.
- 7) If you have a question or notice something that is problematic for your allergy, please notify the ECU Campus Dining Registered Dietitian, Executive Chef or Manager on Duty. If we do not hear from you, we assume you are successfully navigating our dining locations.

Our Environment, Reducing the Risk of Cross Contact:

Cross contact occurs when food comes in contact with another food and their proteins mix, creating the potential for an allergic reaction. Since most food in the dining halls is self-serve, cross contact is possible. ECU Campus Dining provides separate serving utensils for each item as an effort to mitigate customer cross contact. ECU Campus Dining also trains and educates employees involved in food production and service about the importance of changing gloves and cleaning utensils between recipes in order to reduce the risk of cross contact.

To Assist in Reducing the Risk of Cross Contact:

- Notify the employee serving you of your allergy, and ask that they change their gloves, use a new utensil or a fresh pan at a Made to Order station.
- Use caution with deep fried foods. Frying oil is reused before being changed which 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 French fries, fried chicken, corn nuggets and onion rings).
- Use caution with bakery items. All of our bakery items are prepared onsite by our bakery department and have the potential to have come in contact with other ingredients in the kitchen.
- Request foods to be served from the back of the house that have not been placed on the serving line next to foods with common allergens.
- If you are concerned about a certain item or need assistance, ask the cashier or another employee to find the Manager on Duty in order to assist you.

In Case of a Reaction

If you are experiencing the symptoms of anaphylaxis:

1. Call 911 or indicate for someone to call 911.
2. If you are prescribed, administer your Epi-pen.
3. Notify the Student Health Center of your reaction.
4. Also contact ECU Campus Dining Services about your experience so they can address any problem that may have caused the reaction.

If you are experiencing an allergic reaction, but not anaphylaxis:

1. Follow instructions as directed by your physician.
2. Notify the Student Health Center of your reaction.
3. Also contact ECU Campus Dining Services about your experience so they can address any problem that may have caused the reaction.

Our Commitment, How We Help You Manage Your Allergy on Campus

ECU Campus Dining has created this guide to help our community- including students, faculty, and staff- understand how to effectively manage food allergies on campus. The following plan has been developed for customers with special dietary needs who partner with the Department for Disability Support Services (DSS), the Student Health Center, and ECU Campus Dining.

Step 1

If your food allergy is severe, please contact the Department for Disability Support Services (DSS) at 252-737-1016 or dssdept@ecu.edu. You will also need to complete the **Report of Medical History Form** with the Student Health Center to register your food allergy.

Step 2

Once appropriate documents have been completed and received, a meeting will be scheduled with the ECU Campus Dining Registered Dietitian (RD). The RD will discuss how ECU Campus Dining can best meet your needs, learn how you were managing your food allergy before college and introduce you to the campus dining management team.

Step 3

After the initial meeting, the RD will communicate with the Executive Chef and Location Managers about the student's specific dietary needs. Together the team will determine the best way to accommodate the individual's needs utilizing the current systems and procedures within ECU Campus Dining.

Step 4

On-going communication and follow up will occur after these initial meetings. The RD will inquire as to how the student is managing their food allergy. The student is also reminded that the RD will remain available to them in the future if they have questions or concerns. If needed, the RD will continue to keep in close contact with the student.

Step 5

While we make every effort to provide you the information you need to make decisions about foods to eat in our dining halls, the possibility for a reaction does exist in a community dining facility that is largely self-serve. If you have been prescribed an Epi-pen, carry it with you at all times.

If you have questions at any point, please contact our Campus Dining Registered Dietitian or Manager on Duty. If we do not hear from you, we will believe you are successfully navigating our dining halls.

Specific Allergy Information



Peanut Allergy

Bulk peanut butter is served in one container at our dining halls and peanuts are found in some bakery selections, and as a topping option for ice cream. Students with a peanut allergy are asked to take caution with bakery items as well as these other areas in the dining halls.



Tree Nut Allergy

Tree nuts may be present in select bakery items. Students with a tree nut allergy are advised to take caution with bakery items as well as items that contain coconut, coconut milk or pesto. The product Nutella, which is made of hazelnuts, is served at our Chobani Greek yogurt bar. Students with tree nut allergies are advised to avoid these desserts.



Fish Allergy

Our dining facilities occasionally feature fish entrées. Students with a fish allergy are asked to avoid these feature entrées. Some dishes may also contain fish sauce, Worcestershire sauce, curry paste or Caesar dressing. Students with fish allergies are asked to check the menus and ask questions about menu items.



Shellfish Allergy

Shellfish, including shrimp and imitation crab, are available in our dining facilities at some of our Made-To-Order stations and occasionally on our menu. While separate utensils are used for each food item at these stations in order to reduce the risk of cross contact, notify the employee preparing your meal of your allergy so extra precautions can be made.



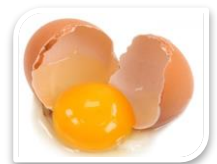
Soy Allergy

Tofu, soy sauce, and other soy-containing ingredients are found at the "Fire and Rice" station in West End dining hall. While separate utensils are used to serve different food items, students allergic to soy are asked to avoid this station due to cooking methods. ECU Campus Dining uses soy containing vegetable oil for frying. Students with soy allergies are asked to avoid eating fried foods in the dining halls.



Milk Allergy

Soy milk is available every day in the dining halls. If you are unsure whether or not an item contains butter, ask the Manager on Duty to check the ingredients of the items in question.



Egg Allergy

Eggs are present in bakery items and mayonnaise. Students are asked to use caution with all baked goods and to avoid mayonnaise containing foods as well as to avoid adding mayonnaise to their food at the condiment station.



Wheat Allergy

Wheat is the nation's predominate grain product, and therefore is found in many aspects of our dining locations. Specific procedures have been developed at ECU for students allergic to wheat or with Celiac disease. Gluten-free items such as gluten-free bread, cookies, pizza crust and pasta are available for students with Celiac Disease and wheat allergies.

Eight foods account for 90% of all food allergy reactions.

Gluten-Free Procedures

For students medically diagnosed with Celiac disease or a wheat allergy.

We strive to offer our gluten-free students a variety of gluten-free options at our dining halls. At West End Dining Hall, we offer a variety of naturally gluten-free foods as well as a variety of specialty gluten-free items such as:

- Gluten-Free Bread (sliced bread for sandwiches, individually wrapped)
- Gluten-Free Hamburger Roll (individually wrapped)
- Gluten-Free Hotdog Roll (individually wrapped)
- Gluten-Free Pasta
- Gluten-Free Pizza Crust (in an individual pizza pan)
- Gluten-Free Cookies (individually wrapped)

In addition to these services, the dining halls offer many other items that have **“No Gluten Containing Ingredients”*** such as:

- The Omelet station features a freshly made omelet with a variety of fresh veggies. Inform the employee of your allergy, and ask that they change gloves and use a fresh pan to complete your order.
- The Salad Bar offers many fruits and vegetables that are naturally gluten-free. This station is self-serve, but please ask an employee if you need assistance.
- The Chobani Yogurt Bar: Chobani yogurt is served straight from the container, and is naturally gluten-free.
- Steamed Veggies with no added sauces are always available.

In order to ensure you are provided quality service in our dining halls, we ask that all students with a medically diagnosed wheat allergy or Celiac disease provide medical documentation from your treating physician. Documentation can be provided to the Department for Disability Support Services and the Student Health Services.

****“No Gluten Containing Ingredients” – These products are prepared in an open kitchen that is not gluten-free. If you have questions or concerns, please notify the Manager on Duty or the Nutrition Director.***

Simple Selections

“Simple Selections” is a specialized station in Todd Dining Hall that is available to students with food allergies. This station has removed seven of the big 8 allergens (wheat, soy, peanuts, tree nuts, shellfish, dairy and eggs) from the menu. The food is prepared in a dedicated prep area on dedicated equipment and is made to order. This station allows students with food allergies to enjoy the same foods as their friends but with the assurance that the food is safe for them to eat.

Here is what one student (Spring 2016) had to say: *“I have been eating at Simple Selections for two years. Having a food allergy on campus can be difficult when trying to eat healthy, but Simple Selections makes going to the dining hall worry-free”.*

Contact Information

Department for Disability Support Services (DSS)

General Information & Appointments: 252-737-1016

Email: dssdept@ecu.edu

Located at 138 Slay,

Monday through Friday, 8:00 am to 5:00 pm

Student Health Services

General Information & Appointments: 252-328-6841

Email: gotquestions@ecu.edu

Located on Main Campus between Flanagan Building and Joyner East

Monday, Tuesday, Thursday, Friday: 8:00 am to 5:00 pm

Wednesday: 9:00 am to 5:00 pm

Skip Allen, MS, RD, LDN

Aramark Nutrition Director

ECU Campus Dining

Phone: 252-328-2333

Email: diningnutrition@ecu.edu

Michael Morgan

Todd Dining Hall Location Manager

Phone: 252-328-4801/252-531-4981

Email: morgan-michael@aramark.com

Ian Mcmillan

West End Dining Hall Location Manager

Phone: 252-328-5644/252-341-7984

Email: mcmillan-ian@aramark.com

*Have questions or concerns? Contact us!
We will make every effort to provide you the information you need for active management of your food allergy on campus.*

Residential Dining Halls



Todd Dining Hall is located atop College Hill Drive, conveniently located for students residing in nearby residence halls.



West End Dining Hall is conveniently located for students on the Central and West of ECU's main campus.

ECU Campus Dining

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Jones Residence Hall
Greenville, NC 27858-4353

diningnutrition@ecu.edu