

FOOD ALLERGY GUIDE

OUR PHILOSOPHY

Northeastern Dining works closely with the University's administration, Food Advisory Board, and students to provide a variety of nutritious and delicious menu options, personalized service, and exceptional dining experiences. Northeastern Dining supports students who have food allergies by providing information to help them make informed food choices in the three residential dining rooms: International Village, Levine Marketplace (Stetson East), and Food Hall at Stetson West.

We work with students to inform them of the food items available in the dining halls in order to make their dining experience as smooth as possible. We work with students regarding their specific dietary restrictions, or a special diet and provide students who have food allergies with the tools that they need to manage their needs within the residential dining halls.

STUDENT'S ROLE

Students are responsible for managing their food allergies while eating in the residential dining halls

Students should notify Northeastern Dining of their food allergy(ies)

Contact Campus Executive Chef, Tom Barton (Tom.Barton@compass-usa.com) and the Registered Dietitian, Christine M. Clark (Christine.Clark2@compass-usa.com) to discuss or visit the dining rooms to review menu design, food labeling, and the measures we take to offer choices that might meet your needs.

Students should be able to manage their food allergy(ies).

- Recognize common sources of, and avoid, foods to which they are allergic.
- Recognize symptoms of allergic reactions.
- Know how and when to tell someone you might be having an allergy related problem.
- Properly use medications (EpiPen, Benadryl, etc.).
- Carry emergency contact information with you.

When in doubt about ingredients in a particular food, direct your questions to a manager

If you do not know who these individuals are, please ask a cashier to assist you.

Read menus and ingredient information available online or within the dining halls at the Nutrition Kiosks

Menus with ingredients are available online through the following link <https://new.dineoncampus.com/Northeastern/menus>. There are allergen filters available for menu items. For example, if you click on the filter for dairy – this will filter the menu for all items that do not contain dairy. There are filters available for egg, fish, gluten, milk, peanuts, shellfish - crustacean, soy, tree nuts and wheat.

It is encouraged that you make more selections from stations managed by an associate as we cannot guarantee there is no cross-contamination in the self-serve stations. To determine the best options for you please talk with a chef or manager.

When you have questions, please ask!

In case of exposure, carry any needed medication (e.g., EpiPen, Benadryl, etc.) with you at all times. Please consider informing those you typically eat at the dining hall with about your medical needs in case of emergency.

OUR COMMITMENT: HOW WE HELP YOU

Planning for students dietary restrictions and special diets

1. An initial meeting with Northeastern Dining and our Registered Dietitian will help us to gather information about your allergy(ies) and how you have managed the allergy(ies) in the past. At this point, you may need to provide medical documentation to the Disability Resource Center (DRC), who may also consult on a plan for managing your allergy(ies) on-campus
2. The Northeastern Dining team, including the Campus Executive Chef and our Registered Dietitian, will assist you in making informed decisions when navigating your residential dining halls. These individuals can serve as resources throughout the year to help you navigate safely in the dining hall.

AVOIDING CROSS-CONTACT

Cross-contact may occur when a food comes into contact with another food item and their proteins mix, creating the potential for an allergic reaction. Since many of the stations in the dining halls are self-serve, cross-contact is possible. Northeastern Dining encourages other diners to use designated utensils in the self-serve areas in order to reduce cross-contact concerns.

To avoid cross-contact:

- Ask dining associates to change their gloves
- Ask dining associates to use new utensils, or a fresh cooking pan, at made-to order stations.
 - International Village
 - Sauté
 - Zone 8
 - Levine Marketplace (Stetson East)
 - Menutainment
 - Rooted
 - Trattoria
 - Food Hall at Stetson West
 - Stir-fry
- Be conscious when eating deep-fried foods.
 - Frying oil is used for multiple foods; 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. Vegetarian items such as: egg rolls, mozzarella sticks, onion rings, homemade potato chips, and French fries are deep fried separately from fried fish, chicken fingers and other animal proteins.
- At the salad bar and deli station, request produce or meat that is stored behind the counter

IN CASE OF A REACTION

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

1. Get help immediately—call NUPD at 617.373.3333 or alert someone around you to call 617.373.3333 or use the Safe Zone app. Only call 911 if it's an off campus emergency.
2. Administer your auto injector.
3. Never go back to your room alone.
4. Notify your Resident Assistant and/or Resident Director as soon as possible about your experience.

We make every effort to provide you with the information you need to make decisions about which foods to eat in the dining halls. However, the possibility for a reaction exists in community dining. If you have been prescribed an auto injector, you should carry it at all times as Northeastern Dining halls do not have access to EpiPens.

ZONE 8

Zone 8 is a designated station for guests dining with food allergies and sensitivities. Menu items prepared within the station are made without major food allergens – milk, eggs, peanuts, tree nuts, fish, shellfish, gluten, and soy. All Zone 8 associates are trained in food allergy awareness.

Zone 8 operates for both lunch and dinner periods, seven days a week. The station shuts down between meal periods (from 3:00 pm to 5:00 pm) to prep for dinner service and ensure food safety guidelines monitored by Northeastern Dining's Quality Assurance manager.

SPECIFIC ALLERGY INFORMATION

Northeastern Dining safely serves many students with food allergies every day. We have clear and concise protocols that take into account our from-scratch cooking methods and ensure students are safely fed. We also seek ongoing guidance from expert professional organizations, such as Food Allergy Research & Education (FARE), to guarantee our approach remains current and reflects best practice guidelines.

Per our food allergy policy, we work to ensure that:

- Managers and hourly associates participate in Food Allergen Awareness Training.
- List all major ingredients. This information is available through the following link <https://new.dineoncampus.com/Northeastern/menus> and on Nutrition Kiosks, location at/near the entrance to each dining room.
- Ingredient questions are directed to managers.
- Relationships are developed to foster direct communication in line with best practices outlined in the FARE restaurant guidelines (foodallergy.org).

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 that are in the food but not listed on the container or packaging. Northeastern 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.

MILK ALLERGIES

Soy milk, lactaid, almond and rice milk are available in each dining room in dedicated dispensers. Northeastern Dining uses butter or margarine in its recipes; please check Kiosk and online menus. Items that are prepared off-site may also contain butter; students are asked to check the ingredients of items they wish to eat. The Kosher station in International Village Dining Halls is certified to be free of milk by the Rabbinical Council of New England. The station and daily food preparation standards are supervised closely by an on-site Mashgiach.

EGG ALLERGIES

Eggs are present in many items throughout the dining halls. Students with an egg allergy are asked to refrain from eating baked goods and are encouraged to request to view labels and check menus and signage.

SOY ALLERGIES

Some items have soy as an ingredient. Students with soy allergies are encouraged to request to view labels and check menus and signage.

PEANUT ALLERGIES

Bulk peanut butter is served in the dining halls in one container. Peanuts and Peanut oils are NOT added to baked goods or menu items. Students are encouraged to request to view and check the ingredient labels.

TREE NUT ALLERGIES

Tree nuts are found in the dining hall as a container of Nutella and a dispenser of almond milk. The pesto sauce that Northeastern Dining serves is pine nut free.

FISH & SHELLFISH ALLERGIES

Fish and Shellfish are sometimes on the menu. Students with fish and shellfish allergies are asked to check the menus and signage.

GLUTEN ALLERGIES

We offer menu items that have been prepared without gluten containing ingredients. To identify these options, look for items labeled *Avoiding Gluten* or ask to speak with the chef or manager. Please note that our menu items are not gluten free because we prepare and handle products containing gluten in our kitchens.

- There are dedicated *Avoiding Gluten* offerings at the following areas
 - International Village
 - Zone 8
 - *Avoiding Gluten* Self-serve area
 - Levine Marketplace (Stetson East)
 - *Avoiding Gluten*
 - *Avoiding Gluten* Self-serve area
 - Food Hall at Stetson West
 - *Avoiding Gluten* Self-serve area

Important information about Avoiding Gluten labeling: Menu options that were prepared without gluten ingredients are labeled *Avoiding Gluten*. However, due to our open kitchens that handle gluten for the preparation of other menu items, we cannot guarantee that items made without gluten ingredients are “gluten-free,” as defined by the FDA. While we make every effort to avoid gluten cross-contact, there is always the potential for cross-contact with other gluten containing food items, particularly in our self-serve facilities. We encourage guests to speak to the Chef or Manager regarding any questions about the ingredients contained in the food being considered.

WHEAT ALLERGIES

Individually packaged foods, such as packets of butter, jelly and peanut butter are available to replace bulk items that have a high likelihood of cross-contact. Please ask your dining manager for information on the location of these items in the dining halls. At the Levine Marketplace (Stetson East) dining room, we have an *Avoiding Gluten* station that offers menu items that have been prepared without gluten containing ingredients.

WORK WITH US

We are committed to helping you to reasonably participate in the residential dining experience.

You are encouraged to contact Northeastern Dining if you believe that you cannot manage your allergy(ies) effectively in the residential dining rooms. You should also contact the Disability Resource Center (DRC) and provide the necessary medical documentation from your treating physician. This is required to help the DRC determine if you can be served by the dining program. Northeastern University will then evaluate if it is possible to meet your expressed, documented needs or if specific accommodations are needed.

RESOURCES AVAILABLE

Northeastern Dining Services is available to help manage food allergy(ies)

Introduction to the dining management team, giving you direct access to individuals responsible for food preparation

An individual informational meeting with Northeastern Dining associates, including our Registered Dietitian, to help you to develop an individual plan to navigate the residential dining rooms.

Registered Dietitians, chefs, and associates help address ongoing questions and concerns. If you would like to discuss or visit the dining rooms to review menu design, food labeling, and the measures we take to offer choices that might meet your needs, please contact Registered Dietitian Christine M. Clark and Campus Executive Chef Tom Barton.

Access to the dry and cold food storage to review ingredients personally (with advance notice)

Online menus for each residential dining location at <https://new.dineoncampus.com/Northeastern/menus> providing nutrition information

Major ingredient information for most items on Nutrition Kiosk, location at/near the entrance to each dining room.

Access to individually packaged foods to replace bulk items that have a high likelihood of cross-contact (e.g., packets of jelly, and peanut butter, butter)

Fresh gloves, utensils, or cooking pans at made-to-order stations, used upon request, to reduce cross-contact concerns

Encourage diner awareness to educate all diners about cross-contact concerns

University Health and Counseling Services, schedule an appointment to discuss food related medical needs at 617.373.2772.

Disability Resources Center. Provide medical documentation, if requested, to the Disability Resources Center on campus.

CONTACT SHEET

Dining Services

106 Saint Stephen Street
617.373.2530
<https://nudining.com/>

University Health and Counseling Services (UHCS)

Forsyth Building, 1st Floor
617.373.2772
uhcs@northeastern.edu
<https://www.northeastern.edu/uhrs/>

The Disability Resource Center (DRC)

20 Dodge Hall
617.373.2675
<http://www.northeastern.edu/drc/>

Housing

4 Speare Commons
617.373.2814
<https://www.northeastern.edu/housing/>

WeCare

104 Ell Hall
617.373.4384
wecare@northeastern.edu
<https://studentlife.northeastern.edu/we-care/>