

A Guide to Managing

FOOD ALLERGIES & INTOLERANCES

at Brigham Young University

Brigham Young University | Dining Services

Registered Dietitians

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For more information about our process for managing allergies, including menus, visit [BYU Dining Services](https://dining.byu.edu) online at dining.byu.edu.

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HOW TO COMMUNICATE YOUR ALLERGY

1. Indicate you have a food allergy/dietary restriction on the online form provided when registering for housing and meal plans.
2. Contact the BYU Dining Dietitian at **801-422-2573** or **diningdietitian@byu.edu** to schedule a meeting and discuss your options on campus.
3. If you have severe or multiple allergies/dietary restrictions, register with the BYU University Accessibility Office (uac.byu.edu) to determine what accommodations can be provided regarding housing and other on-campus needs.
 - To make sure your allergy is known and properly accounted for during food preparation;
 - To learn what options are available at that time; and
 - To learn what resources are available at that location.
4. Acquaint yourself with the food allergy resources available on campus through this guide and BYU Dining Services website, **dining.byu.edu**.

OUR PHILOSOPHY

At BYU Dining Services, we understand that food is not only essential for our physical wellbeing, but also an integral part of socializing and connecting with others. As such, we strive to create a safe and inclusive environment for all students and guests with food allergies or other dietary restrictions.

We regularly review the ingredient and allergen information provided to our customers for accuracy and transparency. This information can be consistently found on the BYU app, on the Dining website, and posted in dining facilities across campus. Our number one priority is our students' safety. We also recognize that the transition to independence that accompanies starting at a university can be challenging for new students. We understand BYU Dining Service's role in providing nutritious, satisfying foods, and aiding in making healthy, safe food choices while away from home. BYU Dining has many resources available to promote students' abilities to make independent, wise food choices while dining on campus. We understand the unique struggles students with food allergies may experience and seek to provide them with the information necessary to successfully manage their dietary needs on campus.

We collaborate closely with BYU On-Campus Housing and the University Accessibility Center to provide arrangements for students with foods allergies and facilitate their inclusion in as many on-campus experiences as possible.

YOUR RESPONSIBILITIES

Our goal is to provide students and guests with food allergies or intolerances with the necessary information so they can make confident food choices. It is critical for students to help manage their dietary needs by doing the following:

Verbalize your allergy when ordering from any dining location or station. This will alert the staff member to get an allergy-trained manager or cook.

Meet with our Dining Registered Dietitian (at no charge). To make an appointment, call 801-422-2573, email diningdietitian@byu.edu, or make an appointment through the page on our website. The registered dietitian will be able to help identify individual strategies and resources to help you be successful.

Review all the provided resources on our website and in this guide before coming to campus. Once on campus, carefully read the food labels that are available to you. Our website menus and BYU App display the entire ingredient list for every menu item that is served.

Read and review our Nutrition and Allergy Disclaimer (see next page).

When in doubt, avoid any ingredient or dish if you are unsure if it is safe. Always ask a manager on duty for more information. They are ready and eager to help.

Do not consume foods that contain one of your allergens.

Be able to recognize symptoms of your allergic reaction and know the proper use of medications for your reaction. If you use an EpiPen, always carry it with you and be prepared to use it. Our staff are NOT trained to administer an EpiPen, and we do not store epinephrine for use in our facilities.

If you notice anything problematic or have any concerns, contact the Dining Dietitian or the manager on duty so your concern can be thoroughly investigated and addressed.

When needed, request accommodation from the University Accessibility Office (UAC).

FOOD ALLERGY DISCLAIMER

BYU Dining Services makes every effort to identify ingredients that may cause reactions for individuals with food allergies and to instruct our food production staff on the severity of food allergies. We regularly review ingredient information provided to our consumers for accuracy. However, there is always a risk of cross contact in production or that manufacturers of the commercial foods we use may change their formulations or send product substitutions at any time, without notice. Customers concerned with food allergies must be aware of this risk and proceed accordingly. For food allergies or special diet concerns, please contact the unit manager or dining services. Please inform the dining services staff if you have a food allergy or celiac disease to decrease your risk of a reaction.

BYU Dining Services does not assume liability for adverse reactions to foods consumed, or items one may come in contact with while eating at any University establishments. Consumers with life threatening food allergies who may need to use an EpiPen should be carrying their own. BYU Dining staff are NOT trained to administer EpiPens and CANNOT provide or administer them.

Nutrition values provided are collected from various distributors and may be different from similar items sold on or off campus. These nutrition labels are intended for personal information only. While it is correct to the best of our knowledge, we do not represent or warrant the accuracy of this information. Nutrition information provided by our app or website is not meant to provide medical advice or counsel.

Cross contact occurs when an allergen is unintentionally transferred from a food containing the allergen to another food that does not contain the allergen. When you are dining in any of our campus locations, please take the following precautions if cross contact is a concern for you:

- Clearly explain that you have an allergy and which foods you are allergic to. Ask the employee handling your food to wash their hands and change their gloves.
- When choosing foods from a self-service line, request menu items from the back of the house that have not yet come in contact with the serving bar.
- Thoroughly review allergen and ingredient information online or on the menu signs.
- If in doubt, always ask questions. Our food service staff are ready and eager to help.

AVOIDING **CROSS CONTACT**

YOUR RESOURCES

We have many resources at BYU to help you navigate campus dining with an allergy.

- Registered Dietitians are available to provide specific information on what we offer and manage your individual dietary needs.
- Online menus with full ingredient lists and nutritional information for all meals and dining locations are available at dining.byu.edu and on the mobile BYU app via the Dining Feature.
- Allergen icons are listed on digital menu boards, physical menu signage, individual menu item cards, and online menus to indicate the presence of the top 9 food allergens.
- The University Accessibility Center is available to assist in determining what accommodations can be made.
- Availability of gluten free and dairy free alternatives at certain retail and student dining locations.
- Dining managers and chefs who can directly help you with your allergy needs.
- Student Health Center for medical care and EpiPen/medication prescriptions.

FINDING INGREDIENT INFORMATION

We identify the top 9 most common allergens on all our digital and physical menu signage, but if you are allergic or sensitive to other foods, you can still find the necessary information online and on the BYU mobile app.

ONLINE

On the BYU Dining web page (dining.byu.edu), find the dining location you wish to view and scroll to click on the "Click to View Menu" button.

Once you have navigated to your desired location's menu, click on any menu item for a complete list of ingredients, nutrition facts, and allergens.

You can also filter the menu by allergen or dietary preference by clicking on the foods you wish to avoid at the top of the menu.

Filter the menu by meal and day to see other options.

IN THE APP

Download and login to BYU's Y App. Adding the "Dining" feature will allow you to see the hours, locations, and mobile order for all of the dining locations on campus. By clicking on "Nutrition Info" and selecting any menu item, you will be able to see the complete list of ingredients, nutrition facts, and allergens. Use the Filters feature at the top right of the screen to exclude any foods you wish to avoid.

OUR COMMITMENT

To provide a safe and inclusive environment for those with allergies and other dietary restrictions, we have implemented several key processes.

All full-time dining staff complete the FARECheck Allergy Training certification yearly.

All staff members complete allergy training upon hire, with reviews each semester.

Our registered dietitians regularly review menu items and ingredients for nutritional and allergen accuracy.

We work closely with BYU Housing and the University Accessibility Center to provide students with an individualized support system.

SPECIFIC ALLERGEN INFORMATION

Our dining locations use a unified allergen identification system for any physical menu signs.

TOP 9 ALLERGENS:

Each menu item will be labeled with any of the top 9 allergens it may contain using the icons below.



GLUTEN FREE/GLUTEN FREE FRIENDLY:

Gluten Free Friendly (GFF) labels indicate menu items that do not have any gluten-containing ingredients and are prepared separately from other menu items that do, but not in a dedicated gluten free facility or area. These items are not certified gluten free, and we cannot guarantee less than 20 ppm gluten.

Gluten Free (GF) labels are reserved for products that use ingredients which are declared by the manufacturer to be gluten free and are prepared in a separate cooking space to avoid cross contact OR are individually wrapped, single serving items from a certified GF manufacturer.



VEGAN AND VEGETARIAN:

Additionally, if an item is Vegan or Vegetarian, the following icons will be used. If a menu item qualifies as Vegan, only the Vegan icon will be used and not both.



VOLUNTARY ADVISORY LABELING:

Manufacturers of food we use do not have to include voluntary advisory labeling such as “May contain...,” “Manufactured in a facility that process...,” and “May contain traces of...”. If a manufacturer provides advisory labeling, BYU Dining Services stores that information in our electronic files. Individuals who have been advised to avoid products with advisory labeling may contact the campus dining dietitian for more information regarding specific food products.

There are many options across campus for individuals with allergies or other dietary restrictions. This section will highlight two specifically: the Commons at the Cannon Center and Choices in the Cougarreat.

ALLERGY FRIENDLY OPTIONS

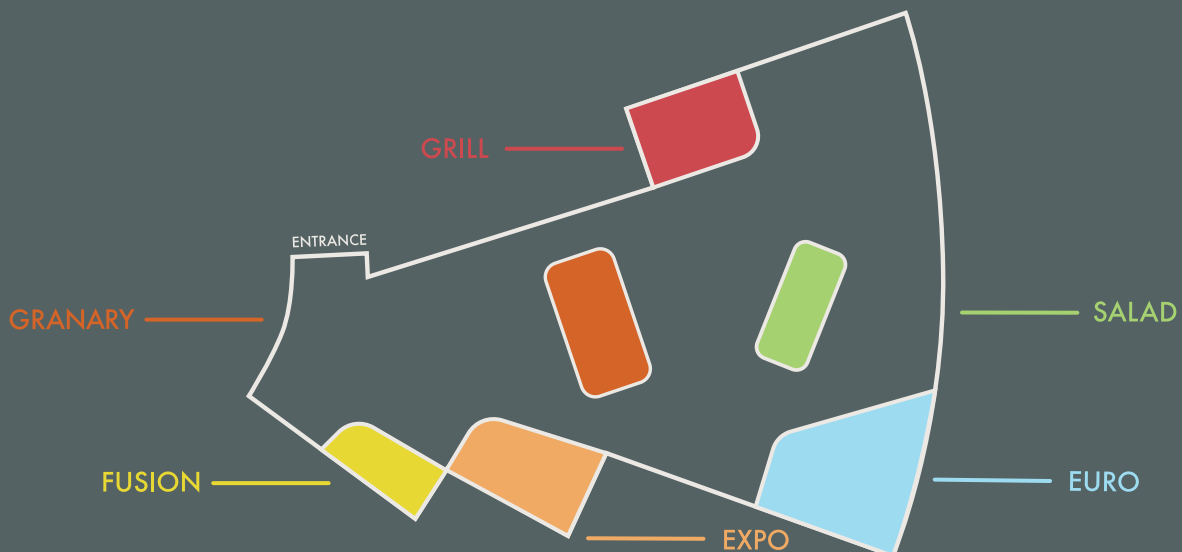


The Cannon Commons is our main all-you-care-to-eat student dining hall and is well equipped to manage a variety of dietary needs. All menu items are posted on signs with their associated allergens at each station, using our allergen icons.

The menu for the Cannon Commons can be found here on our website and on the BYU Dining Locations app. Please note that many entrees can be modified to meet dietary needs, such as gluten or dairy free, and often a dietary replacement option is available that may not be regularly listed on the menu.

Additional things to note about dietary options at the Cannon Center:

Our full-time chefs and cooks wear dark blue/grey chef coats so they can be easily identified! Look for one of them if you have any questions or concerns, and they will be happy to help you.



ALLERGY FRIENDLY OPTIONS CONT.

Breakfast

Certified Gluten Free oatmeal is available every day at the Fusion station.

Eggs can be made without cheese upon request (Expo or Euro stations)

A separately maintained gluten free waffle iron and toaster are available behind the counter at the Granary station. If you would like a waffle or to toast gluten free bread, please ask the attendant at that station and they will be glad to assist you.

Gluten free breads, dairy free milks, and other dietary foods are available in the dietary fridge, found at the granary station. Prepackaged muffins, bagels, and other grain items are available at the Granary as well.

Lunches and Dinners

The Expo station always has made-to-order gluten free pasta and gluten and dairy free marinara sauce available upon request on days when pasta dishes are served. Rice dishes can be modified to include or exclude any foods you wish to avoid.

Vegetables can also be selected from the salad bar and brought over to Expo station to be sauteed by a staff member in a separate pan upon request.

Many of the dishes at the Euro station can be modified to meet your needs, so remember to ask!

Gluten free buns, veggie burgers, and grilled chicken breasts are available upon request at the Grill station.

The Granary station has a sandwich bar which can be used to make any sandwich of your choice. Gluten free bread is available in the dietary fridge. There is also a shelf dedicated to gluten free desserts, as well as prepacked muffins and bagels.

choices

Choices is our allergy-friendly restaurant in the Cougareat (located in the Wilkinson Student Center). With a build-your-own-bowl concept, you can tailor the entrée to meet your needs and preferences. With a variety of bases, proteins, toppings, and sauces, the options are virtually limitless.

POINTS OF CONTACT

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Registered Dietitians

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