



: Guide to Managing : Food Allergies

HOYA HOSPITALITY

2018 - 2019



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We keep the lines of communication open so you can contact us with any questions, concerns, or emergencies.

A decorative header featuring a light gray background with various food-related icons in a darker gray. The icons include a fish, a leafy vegetable, a tomato, a bell pepper, a slice of pizza, and a bowl of food.

WELCOME TO HOYA HOSPITALITY

: At Hoya Hospitality, we believe that good nutrition
: is essential to good health. That's why we are committed to
: nourishing each and every student by providing them with
: balanced and nutritious foods every day.

Our Philosophy

We understand that students with food allergies have to exert more effort in managing their diets than their peers without allergies, and experience a more limited selection. That is why we support students with food allergies by providing the knowledge and resources that are necessary for the student to make informed food choices in our dining locations.

Our goal is to provide students with the tools and support that they need to utilize our dining locations safely and be active in the management of their food allergy or food-related medical condition on campus. We take into account each individual student's personal dietary needs and make every effort to help transition students into their new life at Georgetown.

Our Environment

Community dining is an important part of creating social spaces and new experiences on campus. Our dining hall, Fresh Food Company, is a community dining location with half of the service stations being self-serve. Because of this style of dining, cross-contact of food is possible. We offer other self-service options on campus, however those grab-n-go items are individually wrapped.

We take care to reduce cross-contact as much as possible. We educate all our employees on the dangers of cross-contact in service and production, where they frequently change gloves and clean utensils between recipes to mitigate this risk. Frequent audits are also performed to ensure recipe adherence and assess production processes. Each of our dining locations are different, just like students with food allergies! Be sure to contact the Hoya Hospitality Registered Dietitian for guidance on what options best fit your needs.

YOUR MANAGEMENT

You are the most important advocate for your own health. Please review your responsibilities when managing a food allergy in our dining locations:

Notify Hoya Hospitality of your food allergy(ies).

- Schedule a meeting with the Hoya Hospitality Registered Dietitian to develop a plan to navigate the dining halls.
- We recommend you register your allergy(ies) with the Student Health Center, though it is not required.

Be proficient in the self-management of your food allergy(ies).

- Avoid foods to which you are allergic.
- Recognize the symptoms of allergic reactions.
- Know how and when to tell someone you might be having an allergy-related problem.
- Be prepared and know how to properly use prescribed medications to treat an allergic reaction.
- Carry emergency contact information with you.
- Be sure to save the Georgetown Emergency Response Medical Service (GERMS) phone number: 202.687.4357.
- Review an emergency plan with your physician should a reaction occur.

Carefully read the menus and ingredient information available to you.

- Online at hoyaeats.com/menu-hours.
- In the dining halls on the digital menu screens at each station.

When in doubt regarding ingredients in a particular food, direct your questions to our Registered Dietitian, Executive Chef, or ask a manager on duty.


If you do not know who these individuals are, please ask a cashier or a Hoya Hospitality employee to introduce you to better assist your needs.

In case of exposure, carry any medication (e.g. EpiPen, Benadryl, etc.) with you at all times.

Consider informing friends you normally dine with about your medical needs in case of an emergency.

If you have a question at any point, or notice something problematic for your allergy, please contact us.

If we do not hear from you, we believe that you are successfully navigating the dining locations.



Avoid cross-contact. Cross-contact occurs when food comes into contact with another food and their proteins mix, creating the potential for an allergic reaction. We reduce this risk on the production side by frequently changing gloves and serving all special accommodation meals out of one location (Fresh Food Co.). You can further reduce the risk for cross-contact.

What you can do to avoid cross-contact:

- Consider making more selections from served stations (rather than self-serve), where employees are trained to mitigate cross-contact.
- You may ask a dining employee to change their gloves and/or use a new utensil.
- Take caution with deep-fried foods. Frying oil is reused before being changed; 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. Examples include: fried chicken, fried fish, mozzarella sticks, nuggets, onion rings, and French fries.
- Take caution with bakery items. All of our bakery items have the potential to have come in contact with other ingredients in the kitchen.

Save these phone numbers:

**Georgetown University Police Department (GUPD)
202.687.4343**

**Georgetown Emergency Response Medical Service (GERMS)
202.687.4357**

We make every effort to provide you with the information you need to make decisions about which foods to eat in the residential dining facilities. However, the possibility for a reaction does exist in community dining. ***If you have been prescribed an EpiPen, you should carry it at all times.***



IN CASE OF A REACTION

If you are exhibiting symptoms of an allergic reaction, including anaphylaxis, please take one or more of the following steps:

Get help immediately!

1. Call **GUPD** or **GERMS** or indicate to someone around you to call **GUPD** or **GERMS**.
2. Administer your EpiPen or take an antihistamine.
3. Notify Hoya Hospitality staff as soon as possible about your experience so they can address your concerns.

YOUR RESOURCES

The following services from Hoya Hospitality are available to help you manage your food allergy(ies):

An individual informational meeting with the Hoya Hospitality staff, including our Registered Dietitian, to help you develop an individual plan to navigate the residential dining facilities.

The Executive Chef and manager on duty are available in our dining locations to address on-site questions and concerns and serve as important resources.

Our on-site Registered Dietitian maintains an open door policy and is available for support and consultation.

Online interactive menus available at hoyaeats.com/menu-hours.

- Complete ingredient list for every menu item.
- In-depth nutritional information.
- Ability to flag for the top 8 allergens and sort menu accordingly.
- Mobile-friendly for ease of use.

Digital screens located at each food station in Fresh Food Co. and connected to our website in real-time, highlight nutrient facts and flag the top 8 food allergens.

Ingredient transparency is possible through our Registered Dietitian who can provide access to packaged item labels upon request.

Fresh gloves and utensils upon request to reduce cross-contact concerns.

Special meal accommodations are only provided at the Allergen station in Fresh, Food Co., with a kitchen set up specifically to reduce cross-contamination.

Additional Georgetown resources can be provided upon request.

OUR COMMITMENT

How We Can Help You

A plan is developed with students with special dietary needs who contact Hoya Hospitality.

1 The student meets with the Hoya Hospitality Registered Dietitian who works with them 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 the dining locations. Students who need special meal accommodations must provide medical documentation.

2 After the initial meeting, the Registered Dietitian communicated with the Executive Chef about the students' personal dietary needs so that Hoya Hospitality can begin to consider ways in which they can help the student locate the food they can eat and accommodate their needs. Individual menu development and specially prepared foods can be provided when the daily offerings do not meet an individual's dietary needs.

3 A second meeting is held shortly after with the student, Registered Dietitian, Executive Chef, and any other related location manager or chef. This meeting allows for the student to meet other individuals who can serve as local resources when they have questions. It also lets the dining staff know who the student is so they are familiar with their specific allergies and concerns they may have. Lastly, the meeting serves to review the food options that are available, and the steps that the student and Hoya Hospitality can take to have their needs accommodated and find foods that will be appropriate for them to eat.

4 On-going evaluation occurs after these initial meetings. Approximately one week after the second meeting, the Registered Dietitian will contact the student (via email or phone) to inquire as to how they are managing eating in the dining locations. They remind the student that they remain available to them in the future if they have any questions or concerns. If requested, the Registered Dietitian will continue to keep in close contact with the individual and check in as needed to monitor the process and provide assistance when required.

ALLERGY INFORMATION

Always carefully read the menu, ingredients, and nutrition information made available to you for all the foods you wish to eat to ensure you are properly avoiding your specific food allergy. Contact the Hoya Hospitality Registered Dietitian for more specific information and guidance on what options best fit your needs.

Take extra care with manufacturer-produced goods. While we periodically audit the ingredients to verify ingredient labeling is consistent with what is provided by the manufacturer, many ingredients listed may be subject to change without notification.



Fish Allergies

Entrées with fish as an ingredient are occasionally on the menu. Some dishes may also contain fish sauce, Worcestershire sauce, curry paste, or Caesar dressing.



Shellfish Allergies

Entrées with shellfish as an ingredient are sometimes on the menu.



Peanut Allergies

Fresh Food Co. uses recipes that do not include peanuts. However, individual peanut butter packets are available. Use caution when eating dessert items from other locations and utilize the ingredient listing provided on hoyaeats.com. Hoya Hospitality does not use peanut oil with the exception of Chick-fil-A.



Tree Nut Allergies

Fresh Food Co. uses recipes that do not include tree nuts. Use caution when eating menu items from other locations and utilize the ingredient listing provided on hoyaeats.com. Menu items may contain tree nuts including coconut or coconut milk.

Milk Allergies



Soy milk, lactose-free ice cream, and a vegan dessert option are available every day in Fresh Food Co. A majority of our recipes use oil instead of butter. Many vegan options are available across campus. Use caution when eating baked goods. Always check ingredient listings.

Egg Allergies



Eggs are present in baked goods and mayonnaise. There is always a vegan dessert option available, but students are asked to take caution with all other baked goods.

Soy Allergies



Hoya Hospitality uses soy-containing vegetable oil for frying foods and students with soy allergies are asked to refrain from eating fried foods.

Wheat Allergies



Fresh Food Co. has gluten-free cereal available daily, as well as, gluten-free bread with a designated toaster. Our chefs prepare a selection of soups, sauces, casseroles, etc. at our Allergen Station in Fresh Food Co. to avoid cross-contamination. Additional items made without gluten are available across campus.

Even foods commonly prepared without gluten containing ingredients may not be 'gluten-free.' Our recipes are prepared in open kitchens where cross-contact is possible and where ingredient substitutions are sometimes made. If you have celiac disease or a gluten sensitivity, please notify our Hoya Hospitality Registered Dietitian to discuss your options.



LOCATIONS

- 1 Pre-Clinical Science Building**
P.O.D. Market
- 2 Leavey Center**
Chick-fil-A | Crop Chop
Royal Jacket
Starbucks
- 3 Leo O'Donovan Hall**
5Spice | Bodega Market
Launch | Olive Branch
Sazon | Whisk
Fresh Food Co.
- 4 Car Barn**
Einstein Bros. Bagels

CONTACT US

We make every effort to ensure that all allergens by recipe are listed accurately. However, please be advised that products prepared in our kitchen may have come in contact with common food allergens.

Please direct any questions regarding an allergy or food ingredients to any of the following individuals: Registered Dietitian, Executive Chef, or manager on duty.

TIFFANY NEWENHOUSE, MS, RD

Registered Dietitian

202.230.4292

tn433@georgetown.edu

MANNY MASCRIER

Executive Chef

202.271.0945

mascrier-manuel@aramark.com

MORE ON FRESH FOOD CO.

To reduce the risk of cross-contamination and provide for a more personalized experience for our students with food allergies, we currently serve all of our special meal accommodations out of the Allergen Station at Fresh Food Co.





hoyaeats.com

hoyaeats.com/menu-hours

