

# *Guide to Managing* **Food Allergies**

Georgetown University



# Table Of Contents

## **Welcome . . . . . 3**

Learn about our philosophies and safety as they pertain to your food allergy(ies).



## **Our Commitment . . . . . 4**

Learn how we work together so you can dine on campus as safely and frequently as possible.



## **Your Management . . . . . 5**

Learn how to manage your food allergy(ies).

## **Our Resources . . . . . 7**

Learn about the resources available to you to help manage your allergy(ies).

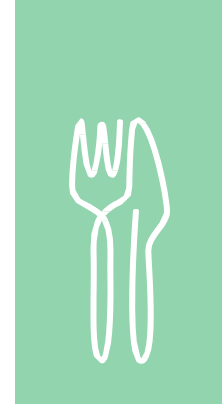


## **Campus Specific Information. . . . . 8**

Learn about our campus.

# Welcome Our Philosophy

We are committed to nourishing all guests by providing nutritious options that fit their needs, no matter where they dine on campus. We support students with food allergies by providing the knowledge and resources necessary for them to make informed food choices in our dining locations.



## Your Safety Is Our Top Priority

Here's how we are prepared to serve you.

### Staff Training

Managers and supervisors are AllerTrain® certified. AllerTrain® is an ANAB-Accredited third-party allergy training program that prepares our dining team to:

- Identify the top 9 food allergens including hidden or uncommon sources.
- Recognize common symptoms of a food allergy reaction and respond appropriately.
- Express their commitment to an inclusive environment that allows students with allergies to dine safely alongside the campus community through shared meals.
- Train employees about allergens, including reducing the risk of cross-contact and handling special meal requests.



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# Our Commitment

## How We Can Help You

1

### MEET

Contact our dining team to discuss your allergy, gather information on managing them, and learn about navigating campus dining. We will accommodate your individual needs and help you find safe food options on campus.

2

### SUPPORT

We can provide additional support after the initial meeting. This includes meeting the culinary team who can address any allergy-related questions and concerns. It's an opportunity for us to thoroughly review available food options.

3

### MONITOR

Throughout the year, the Dining Team is available to assist you. Feel free to contact us with any further questions or concerns.

**Food allergies**

Anyone can be allergic to any food though these foods cause most allergic reactions

**THE BIG 9**

- SESAME
- SOY
- EGGS
- MILK
- FISH
- PEANUTS
- TREE NUTS
- SHELLFISH
- WHEAT

Even tiny traces of allergens can cause severe reactions

**Prevent allergic reactions following these tips:**

- Always wash your hands before preparing food
- Follow recipes & avoid making unapproved changes
- Refer all ingredient questions to managers
- Use clean utensils to handle allergen-friendly food

**Severe reactions**

can occur if someone eats or touches food they're allergic to, symptoms include:

- Hives, itching, swelling
- Difficulty breathing, swallowing
- Weakness, dizziness, fainting
- Vomiting, nausea, diarrhea

Call 911 immediately if someone is experiencing severe symptoms

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We rely on our vendors' allergy warnings and ingredient listings. Because we operate a commercial kitchen where ingredient substitutions, recipe revisions and cross-contact with allergens is possible, we cannot guarantee that any food item will be completely free of allergens.

# Your Management

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

Schedule a meeting with our Dining Team to develop a plan.

Learn how to navigate our dining locations safely.

Consult disability/ accessibility services or student health services for additional accommodations if necessary.

Other campus services may provide additional guidance for accommodating special dietary needs, such as preferential housing if you need to be closer to a specific dining hall.

In case of exposure, carry medication (e.g., EpiPen, Benadryl, etc.) with you always.

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

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

- Notify dining services staff of your food allergy(ies).
- Avoid foods to which you are allergic.
- Recognize the symptoms of an allergic reaction.
- Know how and when to tell someone you might be having an allergy-related problem.
- Carry emergency contact information with you.
- Carefully read the menus and recipe description information available to you.

We love feedback!

If you have questions or concerns regarding the ingredients in a particular food, or if you notice something that is problematic for your allergy, please contact us or ask to speak with the manager on duty so that we can promptly address your concern.

**We make every effort to provide you with the information you need to make informed decisions while dining on campus. However, the possibility for a reaction does exist in community dining.**

## To Reduce the Risk of Cross Contact ....

- Ask a dining employee to change their gloves, use new utensils or a fresh pan at made-to-order stations.
- Speak to a dining employee if you need access to allergy-friendly designated equipment.
- Items from self-serve stations, such as the salad bar, can be offered from behind the serving line if requested.
- Take extra precautions at all stations where cross contact may be more likely to occur, such as the bakery, salad bar, and grill.



### IN CASE OF A REACTION

If you are exhibiting symptoms of an allergic reaction, including anaphylaxis, please follow these steps:

- 1** Administer your EpiPen or take an antihistamine as soon as possible.
- 2** Get help immediately—call GUPD or GERMS or ask someone around you to call GERMS or GUPD. Additionally, have someone else call **911**.
- 3** Notify a dining staff member as soon as possible about your experience so they can address your concerns.

Georgetown University Police Department (GUPD)  
202.687.4343

Georgetown Emergency Response Medical Service (GERMS)  
202.687.4357

Please be sure to carry prescribed medication such as an EpiPen with you at all times.

# Your Resources



## **Our Management Team**

is available to help.

When in doubt, if you have questions and want to consult with the Dining Team regarding ingredients in a particular food, find the nearest dining team member to help you connect with our dining team chef, manager or dietitian.

## **Menus online at**

[Hoyaeats.com](http://Hoyaeats.com)

## **Nutrition signage**

located at each station with nutrition facts and descriptions of each recipe.

## **Email questions to**

[mealplans@georgetown.edu](mailto:mealplans@georgetown.edu)

**For more information on locations, including hours and meal plans, visit:**

[Hoyaeats.com](http://Hoyaeats.com)

# True Balance & Stress Less Zone

**The True Balance Station** offers a complete meal made without gluten and the top 9 food allergens (milk, eggs, wheat, soy, shellfish, fish, tree nuts, peanuts, and sesame). A dedicated and trained staff member will serve you from this station with a clean plate each time.

This station is AllerCheck™ certified, indicating that it follows the proper processes and procedures to minimize the risk of cross-contact and serves menu items prepared with verified ingredients. The True Balance station is audited by an independent agency at least once per year.

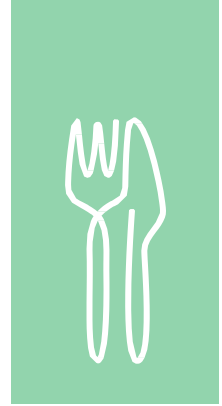
Stress Less Zone is a dedicated space that ensures students and guests who have a gluten intolerance and/or peanut & tree nut allergies can access delicious, versatile food choices at every meal. This area offers prepackaged snacks, bread products, desserts, and more.

Both True Balance Stress Less Zone can be found in the lower level of Leo O'Donovan at "The Table."

**true balance**  
everything you want nothing you can't



# Georgetown Accommodations



## Dietary Accommodations on the Basis of Disability or Religion

Georgetown is committed to supporting students' health and well-being through on-campus dining options that promote access to a variety of healthy, fresh, and nutritious foods that meet students' dietary needs. Georgetown requires all residential students to have a campus meal plan in order to support their on-campus living and learning success. Consistent access to a variety of nutritious foods is one of the foundations for successful learning and on-campus dining provides students with a source of community and shared experience.

The University can meet the vast majority of students' dining needs — including disability-related or religious dietary requirements — through its extensive dining options, or through reasonable accommodations. Students are eligible for reasonable accommodations if they have a disability, meaning a physical or mental impairment that substantially limits one or more major life activities. Depending on the circumstances, this may include conditions such as severe allergies, gluten intolerance, diabetes, gastrointestinal conditions, etc. Students with qualifying religious observances may also receive dietary accommodations.

For information on how to request dietary accommodations on the basis of disability or religion, please review the [Georgetown University Dietary Accommodations Policy](#).

Specialized ordering system  
**OrderIT**  
for students with dietary needs

Order IT is a specialized ordering system designed for students with documented severe food allergies, gastrointestinal conditions, or other special dietary needs that cannot be easily accommodated in the dining hall. The app allows students to order safe meals and schedule pickup times, reducing wait times and ensuring dietary compliance.

[Hoyahospitality.com](http://Hoyahospitality.com)

