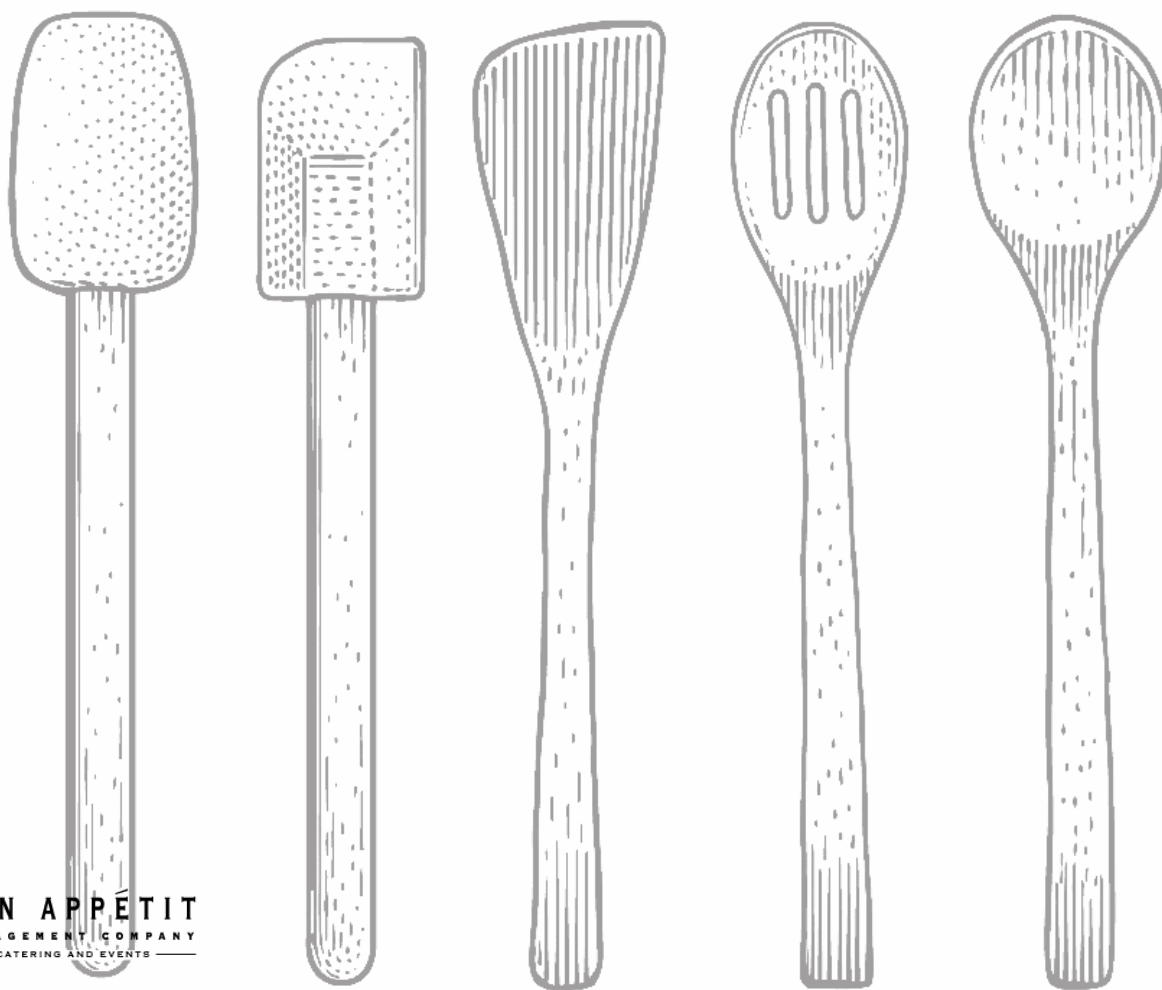


FOOD ALLERGIES & CELIAC DISEASE

AT CASE WESTERN
RESERVE UNIVERSITY



BON APPÉTIT
MANAGEMENT COMPANY
CATERING AND EVENTS

CONTENTS



[Dining on Campus](#)

[Allergen Management on Campus](#)

[Your Resources](#)

[Food Allergies & Celiac Disease](#)

[Your Management](#)

[In Case of a Reaction](#)

[Meal Plan Exemptions](#)

[Contacts](#)

For menus, café hours, and more information on food allergies, intolerances, and special diets, go to case.cafebonappetit.com.

DINING ON CAMPUS



At Bon Appétit, we plan café-specific menus and cook from scratch in each location. From simmering stocks to finishing sauces and roasting meats, our approach to food allows us to provide fresh foods from whole ingredients. This allows students to customize many cafe options to meet their personal dietary goals. We would love to hear from you and can assist you in identifying food choices or even prepare meals tailored to meet your needs.

We take food allergies seriously. Our menu items are prepared from scratch in our kitchens each day using the freshest, highest quality selections available seasonally and regionally. If you have food allergy concerns, our well-trained chefs and/or registered dietitians are here to assist you with menu options to meet your dietary needs. Our chefs are the best resource for real time information about products and ingredients used in a specific dish that day.

While our culinary teams receive significant training about food allergens, please keep in mind that our dishes are prepared in open kitchens, the top-9 allergens are present in all Bon Appétit cafés, and other students may introduce allergens through foods they may bring into the cafe.

ALLERGEN MANAGEMENT ON CAMPUS



Bon Appétit at Case Western Reserve University safely serves many students with food allergies every day. We have clear and concise protocols that take into account our open kitchens and from-scratch cooking methods to ensure students are fed safely. We also look to the recommendations 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 allergen awareness protocol, we work to ensure that:

- Managers and hourly associates participate in food allergy and celiac disease awareness training.
- Descriptive, responsible menu nomenclature identifies the top-9 allergens and gluten in naming and descriptions for house-made menu items.
- Ingredient questions are directed to chefs or managers.
- Relationships with food allergic guests are developed to foster direct communication in line with best practices outlined in the FARE restaurant guidelines (foodallergy.org).

YOUR RESOURCES



Bon Appétit at Case Western Reserve can help you manage your food allergy(ies).

An individual meeting with chefs and managers to help you develop an individual plan to navigating your dining options. They can also help address ongoing questions and concerns.

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

Online menus for each dining location available at case.cafebonappetit.com.

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

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

FOOD ALLERGIES

THE TOP-9 ALLERGENS

Bon Appétit at Case Western Reserve University communicates about the top-9 allergens using descriptive menu nomenclature. For house-made items, the name of the dish, or its restaurant-style description – which are listed on an online menu or station signage – reference any common food sources of the top-9 allergens as well as cooking methods (such as frying) which may risk cross-contact.

However, this does not capture all information regarding the subingredients in purchased products such as bread. This provides much of the information you may need while also letting you know when you might need to ask further questions. Bon Appétit at Case Western Reserve University feels strongly that it is safer for you to receive the most up-to-date information from a chef or manager at mealtimes and encourages you to ask questions.

Examples of descriptive menu nomenclature:

HOUSE-ROASTED TURKEY AND HAVARTI SANDWICH *on rye bread with cabbage carrot citrus vinaigrette slaw*

This menu name and description informs you that the menu item contains milk (Havarti), gluten (rye bread) and that the slaw is not mayonnaise-based (therefore no eggs). If you have a concern about subingredients in the purchased bread or cheese, you should ask to see the package for that product. This ensures that if there were any recent manufacturer (or local bakery) changes in formulation or concerns about cross-contact from shared manufacturing equipment, you have the most up-to-date information in real-time.

PLAINTAIN AND SWEET POTATO TACOS WITH CHORIZO SPICED PORK

If you have a concern about subingredients in the purchased tortilla, such as whether it's 100% corn and not a corn-wheat mixture, you can ask to see the package for the product. This ensures that if there were any recent manufacturer changes in formulation or cross-contact concerns due to shared equipment, you have the most up-to-date information in real-time.

FRIED ROOT VEGETABLE AND POTATO FRITTERS WITH CRISPY PORK BACON

This menu item name may help you to identify egg and wheat (flour) because it is a fritter. However, if you are unsure of the typical ingredients in a fritter, you should ask a chef or manager to determine if this option is safe for you. You will also know that part of the menu item is fried, which should alert you to ask us about the risk of cross-contact within our fryers and allows us to provide the most up-to-date information to you in real-time.

CELIAC DISEASE & GLUTEN INTOLERANCE



Bon Appétit at Case Western Reserve University provides and labels options that are made without gluten-containing ingredients. Menu items identified with the “↓G” symbol on menus are prepared using ingredients that do not contain gluten and steps are taken to manage the risk of cross-contact.

We identify menu items in this manner (instead of “gluten-free”) because all of our food is prepared in open kitchens that handle gluten. For many, the steps we take to avoid cross-contact with gluten-containing ingredients allow them to safely dine with us. If you react to smaller traces of gluten, we can work with you individually to determine appropriate dining options.

AVOIDING GLUTEN?



Leutner Commons offers a station dedicated to providing meals made without gluten-containing ingredients. The Avoiding Gluten station provides menu choices prepared with ingredients that are naturally without gluten-containing ingredients or alternatives to traditional gluten-containing options. At this station, food is prepared by a trained culinarian, in a designated area of the kitchen, and following specific procedures to minimize risk of cross-contact.

SimplyOASIS



BETTER SERVING STUDENTS WITH SPECIAL DIETARY NEEDS

We understand that our students with special dietary needs, albeit food allergies, celiac disease, lactose intolerance, and many other medically necessary diets simply want a safe place to make food choices, quickly. To allow you to have readily available options that meet your needs, we offer SimplyOASIS during lunch and dinner at Leutner Commons and Fribley Commons. SimplyOASIS provides safe meals for most individuals with food allergies and intolerances in a fast and efficient way.

SimplyOASIS is designed with your safety in mind and allows Bon Appétit to utilize simple, whole, unprocessed ingredients to create meals excluding the top-9 allergens and gluten. Use of these simple ingredients allows quick and efficient food for all.

SimplyOASIS includes:

- Full meal options made without the top-9 allergens and gluten.
- Simple meals made with fresh produce, whole muscle meats, herbs, and spices.
- Quick service to safely and effectively plate student meals.

NAVIGATING OTHER SPECIAL DIETS

We believe in a holistic approach to wellness, in which purposeful menu offerings support the well-being of students, enhance performance, and inspire connection and creativity. Specific icons on the menu allow our students to make informed food choices throughout our café(s).



VG

Contains absolutely no animal or dairy products. Every Bon Appétit location offers at least one vegan meal option at every meal period.



V

Contains no meat, fish, poultry, shellfish, or products derived from these sources but may contain dairy or eggs. Every Bon Appétit location offers at least two vegetarian meal options at every meal period. Fresh Table at Leutner Commons and From The Field at Fribley Commons are dedicated vegetarian stations available for breakfast, lunch, and dinner meal periods.



K

Contains only ingredients prepared in accordance with Jewish dietary law. Case Western Reserve University offers a Kosher meal plan which is available to all students and community members. Certified Kosher meals are available on request at Leutner Commons and Fribley Commons.



H

Contains meat prepared in accordance with Muslim dietary law. Certified Halal meat is available at the SimplyOasis station at Leutner Commons and Fribley Commons every lunch and dinner meal period.

YOUR MANAGEMENT



You also have a responsibility for communicating and participating in the management of your food allergy. You are strongly encouraged to:

Understand your food allergy. Recognize common sources of, and avoid, foods to which you are allergic. Know the signs and symptoms of a reaction, and carry any medication prescribed to you for food allergen management

Notify appropriate parties of your allergy(ies). You are encouraged to contact Leilah Absi, MS, RD, LD, Resident Dietitian (leilah.absi@cafebonappetit.com), with Bon Appétit to discuss specific nutrition concerns.

We also request you work through the university's accommodation process and contact:

Disability Resources
disability@case.edu
216-368-5230

Review menu names for food allergens. Our chefs use restaurant style descriptors to indicate allergens whenever possible. Look for clues such as 'creamy' to call out the use of milk or 'breaded' to indicate something may include egg, milk, and wheat. Menus can be accessed at case.cafebonappetit.com.

Get to know your chefs. If you have a question at any point, please ask. Our chefs can help answer questions about ingredients in a particular food; they understand the importance of your need and work daily to keep you safe. If you do not know who these individuals are, please ask a cashier or line attendant to assist you.

Take steps to avoid cross-contact. Cross-contact occurs when a food comes into contact with another food and their proteins mix, creating the potential for accidental exposure.

- Consider making more selections from served stations.
- If choosing self-serve areas, talk to a chef or manager for the best options to reduce potential cross-contact concerns.
- Ask dining employees to change their gloves and to use a new utensil, or a fresh pan, at made-to-order stations.
- Avoid eating 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 in the same oil.
- At the salad bar or deli station, request produce or meat that is stored behind the counter.

Keep an open dialogue. Let our management team know what's working, what's not, and when in doubt - ask questions. If we do not hear from you, we believe that you are successfully navigating the dining facilities.

YOUR MANAGEMENT

Recognize signs and symptoms of an allergic reaction.

- Know how and when to tell someone you might be having an allergy-related problem.
- Properly use medications.
- Carry emergency contact information with you.
- Carry any medication (e.g. auto-injector, Benadryl, etc.) with you at all times.
- Consider informing those you commonly dine with about your medical needs in case of an emergency.



FACE
itching,
redness,
swelling



STOMACH
pain,
vomiting,
diarrhea,
nausea



AIRWAY
trouble breathing,
coughing, wheezing,
trouble swallowing and
speaking



TOTAL BODY
hives, rash,
weakness, paleness,
sense of doom, loss of
consciousness

IN CASE OF A REACTION

If you or someone you know has signs of an allergic reaction, please take the following steps:

1. Get help immediately. Call 216-368-3333 (campus emergency) or indicate to someone that you need them to call for help on your behalf.
2. Do not go back to your room by yourself.
3. Administer epinephrine or take an antihistamine as prescribed by your doctor.
4. Follow-up with your physician or a medical provider.
5. Notify [Jim Boland](#) at Bon Appétit as soon as possible so they can address your concerns, begin an investigation, and help make adjustments in your eating plan if needed.

If you have been prescribed an epinephrine auto injector, you should carry it with you at all times. Please know that Bon Appétit cannot store personal medications on behalf of students and guests.

MEAL PLAN EXEMPTIONS



Students requiring dining accommodations or seeking meal plan exemptions must submit an appeals form to Disability Resources. Appeals will be reviewed by Disability Resources and Bon Appétit at Case Western Reserve University for approval.

CONTACTS



Jim Boland - Resident District Manager
216-219-9557 | jim.boland@cafebonappetit.com

Vincent Gaikens - Campus Executive Chef
216-835-9689 | vincent.gaikens@cafebonappetit.com

Joseph Dubbs - Sr. Executive Chef of Board Halls
216-346-5925 | joseph.dubbs@cafebonappetit.com

Rick Panfil - Sr. General Manager of Board Halls
440-796-6748 | richard.panfil@cafebonappetit.com

Case Western Dining Services
216-368-5844 | mealplan@case.edu

Brenda Walsh - Dietitian, University Health and Counseling Services
216-368-2450 | bjl12@case.edu

FOOD-ALLERGIC INDIVIDUALS: Be aware that we handle and prepare egg, milk, wheat, shellfish, fish, soy, peanut, tree nut, sesame products and other potential allergens in all our kitchens. Please direct questions to a chef or manager.