

# FOOD ALLERGIES & CELIAC DISEASE

AT UNIVERSITY OF THE PACIFIC



**BON APPÉTIT**  
MANAGEMENT COMPANY  
CATERING AND EVENTS

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For menus, café hours, and more information on food allergies, intolerances, and special diets, go to [pacific.cafebonappetit.com](http://pacific.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 University of the Pacific 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](http://foodallergy.org)).

# YOUR RESOURCES



Bon Appétit at University of the Pacific 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 [pacific.cafebonappetit.com](http://pacific.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.

**Access to individually packaged foods** to replace bulk items that are at high-risk for cross-contact.

# FOOD ALLERGIES

## THE TOP-9 ALLERGENS

*Bon Appétit at University of the Pacific 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 University of the Pacific 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 University of the Pacific 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 NUTS?



Bon Appétit is committed to creating food in a socially responsible manner for the well-being of our guests, communities, and the environment.

At University of the Pacific, we do not use peanuts or tree nuts, but do include coconut, as ingredients in the preparation of the menu items; however, products may change without our knowledge. We cannot guarantee these allergens have not been introduced during a previous stage of the food preparation process or accidental cross contact from outside sources.

Peanut butter packets are available for guests in cafés. Guests with food allergies or specific dietary concerns should speak with a manager for individualized assistance.



# NAVIGATING OTHER SPECIAL DIETS

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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. The Marketplace boasts a distinct vegan station, Herbivore, which offers a complete plant-based meal at lunch and dinner.



**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.



**H**

Contains meat prepared in accordance with Muslim dietary law. Certified Halal chicken, ground beef, gyro meat, and steak is available in café and Halal options are designated with the appropriate icon.

# 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, [Sia Mohsenzadegan](#), with Bon Appétit to discuss specific nutrition concerns.

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

Residential Life and Housing  
[iamhome@pacific.edu](mailto:iamhome@pacific.edu)  
209-946-2331

**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 [pacific.cafebonappetit.com](http://pacific.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 Campus Public Safety 209-946-3911 (63911 from university phones) 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 [Sia Mohsenzadegan](#) 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 Residential Life and Housing. Appeals will be reviewed by university department and Bon Appétit at University of the Pacific for approval.

## CONTACTS



Sia Mohsenzadegan - Resident District Manager  
[sia.mohsenzadegan@cafebonappetit.com](mailto:sia.mohsenzadegan@cafebonappetit.com)

Marco Alvarado - Executive Chef  
[marco.alvarado@cafebonappetit.com](mailto:marco.alvarado@cafebonappetit.com)

Jonathan Rojas - Café Manager  
[jonathan.rojas@cafebonappetit.com](mailto:jonathan.rojas@cafebonappetit.com)

**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.