

Guide to Managing **Food Allergies**



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 those with food allergies, intolerances, and other dietary restrictions 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.

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.
- Understand how the increase in food allergies impacts our roles within dining.
- 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.
- Recognize common symptoms of a food allergy reaction and respond appropriately.

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.

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 on-site Registered Dietitian and members of our Dining Team to develop a plan.

Learn how to navigate our dining locations safely.

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.

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.

Consult Student Accessibility Services (SAS) for additional accommodations if necessary.

Other campus services may provide additional guidance for accommodating special dietary needs, such as housing accommodations.

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.

Text WMDINING to 78779 followed by your message.

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 911 or indicate to someone around you to call 911.
 - 3** Notify a dining staff member as soon as possible about your experience so they can address your concerns.
-

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

Your Resources



The following services from W&M Dining are available to help you manage your food allergy(ies) or restrictions.

An Individual Informational Meeting

with the W&M Dining staff, including our Registered Dietitian, to help you develop an individual plan to navigate the dining facilities.

Our On-Site Registered Dietitian

maintains an open-door policy and is available for support and consultation. *Contact Grace Barbaro, MS, RDN at barbaro-grace@aramark.com.*

Golden Apron Program

See a team member wearing a gold apron to get connected with onsite resources or an onsite manager.

Nutrition Signage

located at each station with more in-depth nutritional information, ingredient lists, and allergen statements available online.

Access Our Text Service

Text WMDINING to 78779

This number can be used for a variety of reasons:

- Accessing manufacturer provided ingredient labels and nutrition information.
- Requesting access to individually packed items that have a high likelihood of cross-contact such as jelly, butter, or even utensils.
- Giving general feedback.
- Asking for manager assistance within the dining hall.

For more information on locations and hours, meal plans, and our special diet program, please visit:

<https://williamandmary.mydininghub.com/en>

Or contact us at:
dining@wm.edu



W&M Dining Website

Online Menus

Our interactive menus allow you to view daily or weekly menus, giving you the power to plan your meals in advance. Clicking on individual menu items will also open in depth nutrition, ingredient and allergen information. You can also add the item to your meal calculator.

Ingredient & Allergen Information

To view this information, click on the menu item on our website. Please note that while substitutions have become less common, they do still occur. When a substitution is received, it will cause an incomplete ingredient and allergen statement to populate for that item. For complete information for these items, please reach out to our Registered Dietitian at barbaro-grace@aramark.com.

Contact Information

Have questions about meal plans or need assistance with campus dining? We're here to help. Whether you're looking for more information, need support, or have specific inquiries, please contact us.

Scan to Visit



Did You Know?

Our residential dining hall does not use peanuts or tree nuts in any of our recipes.

You can visit our website at
<https://williamandmary.mydininghub.com/en>

Health & Wellness Icons



Plant Forward

A style of cooking and eating emphasizing healthy plants at the center of the plate. May contain a proportionally small quantity of animal protein.



Vegetarian

Contains no meat, fish, or poultry.



Vegan

Contains no animal products of any kind.



Made with Whole Grains

Whole grains are the leading ingredient.



Eat Well

Lower in calories, saturated fat, and sodium AND at least one full serving of nutritionally dense ingredients like vegetables, lean protein, whole grains, or fresh greens.



Made without Gluten

Selections made with ingredients that do not contain gluten.



Low Carbon

Certified climate-friendly by the World Resources Institute. They have a low impact on the climate, making them a delicious way to help the planet.

Did You Know?

We have an A+ rating from PETA regarding our plant-based options and support for vegan diets.

IMPORTANT: Foods made without gluten containing ingredients may not be “gluten-free” as recipes are prepared in open kitchens where cross-contact is possible. Aramark relies on its manufacturers’ ingredient listings in determining whether an ingredient contains gluten.

True Balance

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.

True Balance can be found in Commons Dining Hall and Marketplace.

Did You Know?

William & Mary was ranked #44 on the Top 100 Allergy-Friendly Colleges list by Spokin.



no wheat
no gluten



no eggs



no peanuts



no milk



no fish



no sesame



no shellfish



no soybean



no tree nuts

Stress Less Zone

Stress Less is a dedicated space that ensures students and guests avoiding gluten, peanuts, and tree nuts can access delicious, versatile food choices at every meal.

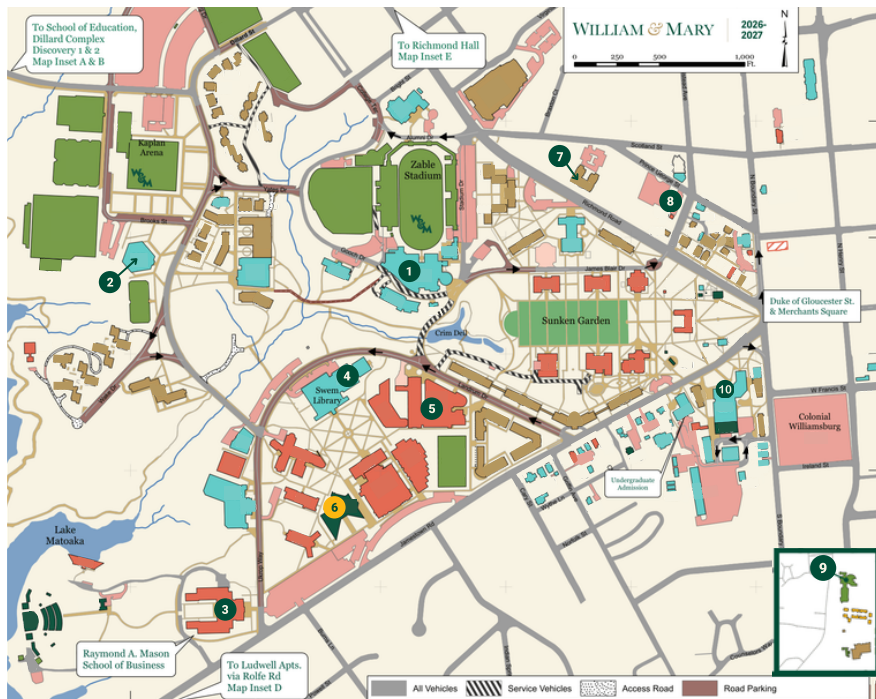
This area offers prepackaged snacks, bread products, desserts, and more, adding an extra layer of protection from cross-contact with certain allergens.

Toasters and other equipment are available for these specialty items.

The Stress Less Zone can be found in Commons Dining Hall.



W&M | DINING Campus Map



- 1 **Food Hall @ Sadler**
Sadler Center
- 1 **The Student Xchange**
Sadler Center
- 1 **Town Center Cold Pressed**
Sadler Center
- 2 **Commons Dining Hall**
The Commons

- 3 **Boehly Cafe**
Mason School of Business
- 4 **Column 15**
Swann Library
- 5 **WPS Starbucks**
Integrated Science Center
- 6 **Cafe M**
Mudcreek Museum of Art

- 7 **Chick-fil-A**
Tribe Square
- 8 **The Bake Shop**
Armistead Avenue
- 9 **De Jure Deli**
Law School
- 10 **Marketplace**
Campus Center



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