

FAQ: Management of Nutrition Concerns

1. **Can you tell me about food allergy awareness at UNH Dining?**

UNH Dining uses a menu/inventory management software program called FoodPro which includes a nutrition analysis program and the ability to manually review for the 8 most common allergens (milk, egg, fish, crustacean shellfish, peanuts, tree nuts, wheat, soybean). Recipes, ingredient and nutrition analysis information is continuously reviewed by the registered dietitian. This information is highlighted on the menus web pages on UNH Dining's web site and also on individual item identification cards that are placed on the serving lines at the dining halls. This online menu data is available for the current day and 6 days ahead so it's the most current.

The UNH Dining program is very flexible. There is a tremendous variety of food choices at all 3 dining halls and hours of service are continuous (no closing between meals). At the stir fry and omelette stations, for instance, there is the option of separate pans and utensils for cooking an allergen-free entrée.

Because of the risk of cross contact of ingredients in the self serve environment a meal may be plated ahead of time in the kitchen (with prior notice) and ready when the customer arrives. This works well with the online gluten free order form - scroll down at: unh.edu/dining/nutrition/concerns.html. Students with celiac have found this resource very useful. Also for customers with celiac disease the dining halls have separate areas designated as gluten free (GF). These areas include a separate GF refrigerator for storage of select GF products (listed on the web site).

2. **What is the prevalence of food allergies seen at UNH Dining?**

Over the past year UNH Dining has worked with about 20 students with various concerns – most predominant would be peanut and tree nut allergies. Other concerns have been around fish, dairy, sesame, egg; also about 16 students with celiac disease.

3. **Who would be the first contact at UNH Dining to make about managing a customer's nutrition concern?**

First contacts:

Registered Dietitian - Rochelle L'Italien, M.S., R.D., L.D. 603.862.2583 rochelle.litalien@unh.edu

Director of Culinary Services - Ralph Coughenour, CEC, AAC, CFBE 603.862.4883 ralph.coughenour@unh.edu

4. **What is the process for managing a customer's food allergies or concern?**

It is very helpful to set up a time to meet in person with the dietitian and/or culinary director to discuss concerns. Depending on the nutrition concern, any dining accommodations are handled on an individual basis to help the customer become comfortable with the plan that is set up. Oftentimes a tour of the dining facilities can be arranged where the person will most often dine, including a look at food storage and cooking areas, food labels in the food storage area and a chance to meet key staff who can assist at meal times. Web site special page for "nutrition concerns" - <http://www.unh.edu/dining/nutrition/concerns.html>.

5. **Is there information on the UNH Dining website about managing food allergies?**

UNH Dining has ingredient listings of menu items and special menu icons for "potential allergens" on the Menus and Locations page. Individual item identification cards also include this information on the main serving lines. The site also includes various nutrition resource links. The customer responsibility disclaimer states: "Ingredients and nutritional content may vary. Manufacturers may change their product formulation or consistency without our knowledge and product availability may fluctuate. While we make every effort to identify ingredients, we cannot assure against these contingencies. It is, therefore, ultimately the responsibility of the customer to judge whether or not to question ingredients or eat selected foods. For questions regarding ingredients, please consult a UNH Dining manager at any time."

6. **What if I have more questions?**

Be proactive for your health and for your ease of food service concerning your allergies or concern. Ask to speak with a key contact about your individual concerns and arrange to set up a meeting ahead of time if possible before you first dine here. If at any time a question or concern comes up be sure to contact a manager, the dietitian, or culinary director so attention can be placed on your concern.