FOOD ALLERGIES, CELIAC DISEASE, AND SPECIAL DIETARY NEEDS AT ROGER WILLIAMS UNIVERSITY
OUR COMMITMENT

It is a priority at Roger Williams University that all students have the ability to dine safely on campus with peers. We recognize that dining is a significant part of the college experience and we strive to provide a safe environment for all students.

Our goal is to provide students with tools for them to actively manage their food allergy or celiac disease in our café’s. We want students to be prepared to advocate for their needs and we are here to help facilitate a safe transition to living at college with allergies.

Each student with dietary needs can develop a plan with the University. Accessibility Services, Dining Services, and Health Services will collaborate with students who have food allergies, celiac disease, or other dietary conditions to provide appropriate accommodations.
OUR POLICY

1. AWARENESS – GUESTS ARE NOTIFIED OF USE OF FOOD ALLERGENS
   We use foods from many different vendors and cook from scratch in our kitchens. The “major 8 allergens” are peanuts, tree nuts, fish, shellfish, soy, eggs, milk and wheat. These ingredients are commonly used in our kitchens.
   In scratch-based cooking hundreds of ingredients can be combined in thousands of ways.
   For this reason, we seek to communicate with students regarding safe options for their needs.

2. “DESCRIPTIVE MENU NOMENCLATURE”
   We menu our daily specials to include “major 8 allergens” as much as possible (i.e. fried rice with egg), however we are not always able to capture sub-ingredients or “processed in the same facility as” statements.
   Individual communication with the guest plays a critical role in this system as not all “major 8 allergens” can reasonably be captured in most signage programs.

3. BUILDING RELATIONSHIPS WITH GUESTS - FOSTERING INDIVIDUAL COMMUNICATION
   We feel strongly that due to product changes, menu flexibility, scratch cooking style, and other varying factors, it is never safe to assume food allergens can be adequately addressed through signage without direct communication with diners.
   Individual communication also allows us to discuss alternative options when there is an uncontrollable cross-contact concern such as in the case of shared equipment or airborne flour.

4. DIRECTING QUESTIONS TO MANAGEMENT, NOT SERVERS
   We do not allow our servers to answer food allergen questions. All ingredient questions are directed to a trained manager or culinary lead who can assist the guest in determining the content of the item in question. Servers are educated about common ingredients that are used in daily menu items as well as about how to avoid cross-contact in serving and how to respond to potential food allergen adverse events and emergencies.

FOSTERING INDIVIDUAL COMMUNICATION

In addition to the steps noted above, at Roger Williams we work one-on-one with students so that the chefs, culinary leads, and managers get to know each student with a special and/or medical need to develop a rapport. A representative of dining will sit with each student that needs special accommodations and go over their dietary form. At the same time management will review the menus and stations in their preferred dining café so they can ask questions and meet the chefs, culinary leads, and managers. The student’s needs will determine their specific accommodations.
YOUR RESPONSIBILITIES

A three-step process allows a student to request accommodations related to food allergies, celiac disease, or other dietary conditions that require dietary accommodations. We recommend that students with food allergies, celiac disease, or other dietary conditions contact Dining Services to ask questions about the process and to discuss their individual needs.

1. As an incoming student you’ll be required to list all allergies in the health history form that you complete on the Health Service Patient Portal.

2. Contact Dining Services to fill out our Allergen Notification form; Health Services can not disclose that information to Dining

3. After notifying Dining, a manager will be in contact to meet to discuss appropriate accommodations to meet your needs.

AS NEEDED

- Request Bon Appétit staff to change gloves—use fresh utensils or pans (at made-to-order stations)—to reduce risk of cross-contact
- Request meals to be plated for you to avoid cross-contact
- Use the gluten-free bread products and cereals, dairy/milk alternatives, and the dedicated gluten-free toaster and waffle-maker at the Upper Commons
- Ask for wipes at the cashier’s desk to sanitize your table to remove crumbs or other allergens

If you observe a problem, or wish to discuss your allergy-related needs, please inform a manager so they can investigate your concern.

Please know: If you do not make your dietary needs known to us we cannot assist you. If we do not hear from you, we believe you are successfully navigating on-campus dining.
DINING FACILITIES AND MEAL PLANS

OUR CAFÉ’S

The Upper Commons is the University’s main all-you-care-to-eat café’. The café is open continuously between breakfast and dinner and offers classic comfort food, house made pizzas and pasta, a cook-to-order Mongolian wok, full deli, grill specials, and a bountiful salad bar

The Lower Commons is our main retail café featuring the Hawk’s Deli, pizzas and calzones, grill favorites, salad bar, Grab & Go, and sushi

The Law School Café serves a full breakfast menu before transforming into a traditional taqueria restaurant for lunch

The Hawk’s Nest is located in the Rec Center serving made-to-order smoothies, coffee, Grab & Go, and house made pastries

The Global Café serves Starbucks coffee and specializes in espresso drinks, but also features breakfast sandwiches and warm lunch sandwiches

The Dining Hall at Baypoint is the main destination for students who live in Baypoint or who are seeking an all-you-care-to-eat dining hall in a more intimate setting

The Convenience Store in North Residence Hall is the main destination for Dunkin Donuts coffee and pastries and also provides basic dormitory needs

The Café Express is located in CAS and serves Grab & Go, coffee, soups, and snacks

OUR STATIONS AT THE UPPER COMMONS

The following are few of the options we already have in place

- Dedicated Made-Without-Gluten destination: We have a made-without-gluten station that includes breakfast items, pizza, daily soups, and sweets
- Cucina always serves made-without-gluten pasta upon request and our deli always offers made-without-gluten breads
- Our house-made french fries are fried in a segregated fryer to avoid cross contact with gluten-containing foods
- Nut butters are provided apart from any main serving line
- Our Global wok provides separate cooking pans for students with concern of cross contact
- We offer a dedicated dairy-free cooler for soy, almond, and rice milks
- Terra serves vegan specialties during lunch and dinner while you can also find vegetarian and vegan dishes at Classics during every meal time—including baked goods
- Kettle’s offers a made-without-gluten, vegetarian—and often vegan—soup daily
- Vegetarian entrée’s are offered at all stations during every service time
EIGHT MAJOR ALLERGENS
AND OUR APPROACH

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

Because we have open kitchens and prepare foods using the eight major allergens in our service areas guests are asked to consult with the manager on duty as to all food ingredient concerns.

“Descriptive and responsible menu-item nomenclature” is part of our awareness program. This means we describe or “name” our menu items as best we can to reflect ingredients or components of a dish that represents or contains allergens. In some cases, allergens are obvious ingredients or components of dishes, and is pretty simple to identify the allergen in the name of the item; for example: “Coconut Macaroons” or “Sautéed Bok Choy with sesame oil”.

In other cases, the allergens are not so obvious because they are “sub-ingredients” of ingredients of a dish, such as color and flavor additives and spice blends present in commercial products. An example is soy sauce has the hidden ingredient wheat in it.

Our management team is encouraged to bring manufacturer packaging/labels to the guest to permit the food-allergic individual to review the ingredient information themselves. This allows at-risk individuals to make their own informed decisions about food choices. They are also trained on the importance of discussing preparation procedures (like deep fat frying), and the potential for cross-contact with allergens in the operation.

As described above, through individual communication students can work with the managers to make sure safe meal options are available. Students can text or call a manager to let them know they are coming to a particular meal so the appropriate steps can be made. For example, if a student has a specific food intolerance or allergy, and we know they are coming for dinner, we have the capability to make them a plate and set it aside in a warmer before we put the food out.
CIRCLE OF RESPONSIBILITY

We believe in a holistic approach to wellness, in which purposeful menu offerings support the well-being of guests, enhance performance, and inspire connection and creativity. Our COR icons that populate our menus, allow our guests can make informed food choices throughout our cafés.

<table>
<thead>
<tr>
<th>Vegetarian</th>
<th>Contains no meat, fish, poultry, shellfish, or products derived from these sources but may contain dairy or eggs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vegan</td>
<td>Contains absolutely no animal or dairy products.</td>
</tr>
<tr>
<td>Made Without Gluten-Containing Ingredients</td>
<td>Made without gluten-containing ingredients. Please speak with an on-site manager to learn how these items are prepared in our open kitchens that also handle gluten for other menu items.</td>
</tr>
<tr>
<td>Halal</td>
<td>Relating to meat prepared as prescribed by Muslim law.</td>
</tr>
<tr>
<td>In Balance</td>
<td>Contains a balanced portion of whole grains, fresh fruits and vegetables, and lean protein, with a minimum amount of healthy fat.</td>
</tr>
<tr>
<td>Seafood Watch</td>
<td>Contains seafood that meets the Monterey Bay Aquarium’s Seafood Watch guidelines for commercial buyers.</td>
</tr>
<tr>
<td>Farm To Fork</td>
<td>Contains seasonal, minimally processed ingredients from a local farm, ranch, or fishing boat.</td>
</tr>
<tr>
<td>Locally Crafted</td>
<td>Contains products crafted by a small, locally owned food business using socially and/or environmentally responsible practices.</td>
</tr>
<tr>
<td>Humane</td>
<td>Contains humanely raised meat, poultry, or eggs. Must be certified by a creditable third-party animal welfare organization.</td>
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</tbody>
</table>

Made without gluten-containing ingredients (MWGCI)
To identify these options, look for items labeled “↓G”. These menu items 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, so our kitchens are not gluten-free environments. For most guests, the steps we take to control for cross-contact yield choices that they can safely eat. However, labeling in this manner gives us the opportunity to alert guests who may have reactions to smaller traces of gluten, such as what might occur with airborne flour. In these cases, we will work with guests individually on additional dining options.
CONTACTS

James Gubata - General Manager
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Jon Cambra - Executive Chef
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Derek Jolie - Executive Sous Chef
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Don Fitting - Operation Manager
401-418-1282
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Josh Hennessy - Upper Commons Manager
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jhennessey@rwu.edu

Joe Carney - Catering Director
401-254-3424
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Joe Solmonese - Retail Manager
413-487-5636
jsolmonese@rwu.edu
FOOD ALLERGY AND SPECIAL DIET FORM

Name: _______________________________ Date: _______________
Email: _______________________________ Phone #: __________________
Resident Room #: _______________
List any allergies/intolerances: _______________________________

Does your allergy/food intolerance require you to have specially prepared food?  
(Circle)  Y/N
List the specific accommodations you are requesting:  
______________________________________________________________

Do you have recent medical documentation available stating your diagnosis or needs?  
(Circle)  Y/N
If yes, does Health Services have a copy of your documentation?  (Circle)  Y/N
Is there anything else you would like to tell us about your condition?

We will be in contact:
Dining Services
Bon Appétit Management Company

James Gubata, GM
Phone: (401) 254-3399
Email: jgubata@rwu.edu

Derek Jolie, Executive Sous Chef
Phone: (401) 254-3125
Email: djolie@rwu.edu

Office use only:
Notes from resident meeting:

______________________________________________________________
______________________________________________________________
______________________________________________________________
______________________________________________________________
______________________________________________________________

- If resident needs to meet with the campus physician, notify Anne Mitchell, F.N.P in Health Services
  Phone: (401) 254-3156
- If resident needs academic accommodations contact Student Accessibility Services (SAS)
  palmonte@rwu.edu / 401-254-3841

*Health Services communication confirmation: