

**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 air borne 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

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.



Vegetarian

Contains no meat, fish, poultry, shellfish, or products derived from these sources but may contain dairy or eggs



Vegan

Contains absolutely no animal or dairy products.



Made Without Gluten-Containing Ingredients

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.



Halal

Relating to meat prepared as prescribed by Muslim law.



In Balance

Contains a balanced portion of whole grains, fresh fruits and vegetables, and lean protein, with a minimum amount of healthy fat.



Seafood Watch

Contains seafood that meets the Monterey Bay Aquarium's Seafood Watch guidelines for commercial buyers.



Farm To Fork

Contains seasonal, minimally processed ingredients from a local farm, ranch, or fishing boat.



Locally Crafted

Contains products crafted by a small, locally owned food business using socially and/or environmentally responsible practices.



Humane

Contains humanely raised meat, poultry, or eggs. Must be certified by a credible third-party animal welfare organization.

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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jgubata@rwu.edu

Jon Cambra - Executive Chef
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jcambra@rwu.edu

Derek Jolie - Executive Sous Chef
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Don Fitting - Operation Manager
401-418-1282
dfitting@rwu.edu

Josh Hennessy - Upper Commons Manager
401-254-5372
jhennessy@rwu.edu

Joe Carney - Catering Director
401-254-3424
jcarney@rwu.edu

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:

BON APPÉTIT
MANAGEMENT COMPANY

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