

COLBY DINING SERVICES

FOOD ALLERGIES, CELIAC DISEASE, AND SPECIAL DIETS

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 guest/guests regarding safe options for their needs.
2. “Descriptive Menu Nomenclature”
 - We menu our daily specials to disclose “major 8 allergens” as much as possible (i.e. farro pilaf with roasted almonds), 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 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 Colby we work one-on-one with guests so that the chefs and managers get to know each guest with a special and/or medical need and develop a rapport. A representative of dining will sit with each guest that needs special accommodations and go over the special/medical diet interview form. At the same time, management will go over the menus and stations in their preferred residential café so they can ask questions and meet the chefs and managers. The guest’s needs will determine what we do to accommodate them.

Dining Facilities

Dana Dining Hall

The largest “all-you-care-to-eat” residential dining facility, Dana offers stations including Pure (vegetarian cuisine), Comforts, Grill, Global, Pizza, Pasta, Soups and Sandwiches. Dana does not serve peanuts or tree nuts, with the exception of coconut; and does not use peanut oil in cooking. Dana also houses the new Clean Room, an allergen friendly, self-sufficient separate kitchen for those granted special access through Support Services. Based on the needs of the guest, the kitchen will be stocked with ingredients they request.

Roberts (Bob’s) Dining Hall

Bob’s is an “all-you-care-to-eat” residential dining facility, which offers stations including home, grill, pizza, soups, sandwiches, salads, and vegetarian cuisine.

Foss Dining Hall

Foss is an “all-you-care-to-eat” residential dining facility specializing in vegan and vegetarian cuisine, which offers stations including wraps, global, burger bar, comforts, and soups.

Circle of Responsibility (COR)

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 to 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 creditable third-party animal welfare organization.

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 it is pretty simple to identify the allergen in the name of the item, for example: “*Chocolate Chip Peanut Butter Cookies*” or “*Green Beans with Almonds*”.

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, which 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 himself or herself. This allows at-risk individuals to make their own informed decisions about food choices. Managers 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 guests can work with the managers to make sure safe meal options are available. Guests 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 guest has celiac disease, 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.

The clean kitchen at Dana allows us to stock it with food that does not include the eight major allergens so guests can prepare a meal for themselves.

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.

Important Contacts

Best place to start is with the management team at your favorite café and talk with them about your needs. Working one-on-one with each guest is key to finding your way through the cafés.

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