

15 Million Reasons to be Allergen Free in your Establishments

Marcia Ginsberg
Columbus Culinary Institute

Shellie O'Toole
Ohio Restaurant Association

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ORA - The trusted source for information.

Have a question? We'll help you find the answer.



- ASK ORA –
 - ✓ offers you a complete resource solution;
 - ✓ is the only Ohio **foodservice-specific** source for information you need to run your business; and
 - ✓ is a team that is exclusively focused on the success of your foodservice business. Period.





Marcia Ginsberg

Marcia Ginsberg holds an associate degree in culinary arts from The Culinary Institute of America. Chef Ginsberg has been with the Columbus Culinary Institute at Bradford School for 7 years.

She feels that it is her duty to arm her students with the tools they need to be successful in their careers and to find their passion. She believes that knowledge is power and teaching is learning.

Shellie O'Toole

Shellie has been Managing Director, Member Services for ORA since 2007 leading the sales and service effort for Ohio's largest trade association for the food service industry.

Shellie has devoted more than 30 years of her professional career to the hospitality industry. She has a culinary arts degree and an associate of applied business, foodservice management degree from Hocking College.



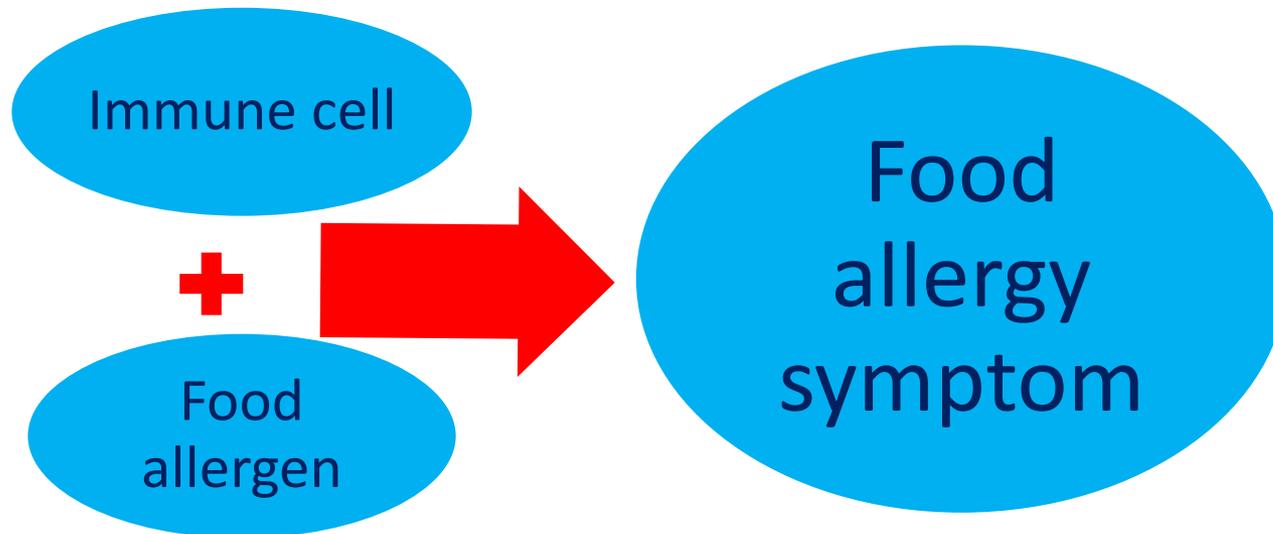
Food Allergy vs. Intolerance

Allergy - adverse health effect arising from a specific **immune** response that occurs reproducibly on exposure to a given food.

Intolerance - an abnormal response to a food or additive. **Does not involve the immune system.** NOT life-threatening.

Food Allergy

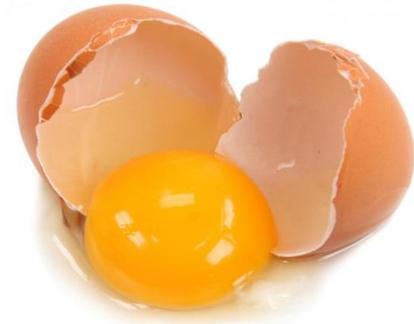
- parts of food
- ingredients within food (usually proteins) that are recognized by immune cells.



Most Common Allergens

Greatest allergic reactions

- Milk and Dairy Products
- Eggs and Egg Products
- Fish and Shellfish
- Wheat (gluten)
- Soy and Soy Products
- Peanuts and Tree Nuts



Can be allergic to ANY food
More than 130 different food proteins / ingredients

Shellfish vs. Molluscan

Shellfish

Shrimp, crab, lobster,
crawfish



Molluscan

Scallops, clams,
mussels, oysters



Allergic Reaction

Signs & Symptoms of Allergic Reactions are:

- Hives, itching, or skin rash
- Swelling - lips, face, tongue and throat, other parts of of the body
- Wheezing, nasal congestion, trouble breathing
- Abdominal pain, diarrhea, nausea, or vomiting
- Dizziness, light-headedness, or fainting
- Can be mild to serious



Allergic Reaction

Anaphylaxis-

Most dangerous, happens quickly and can cause death.

Severe Allergic Reaction Symptoms:

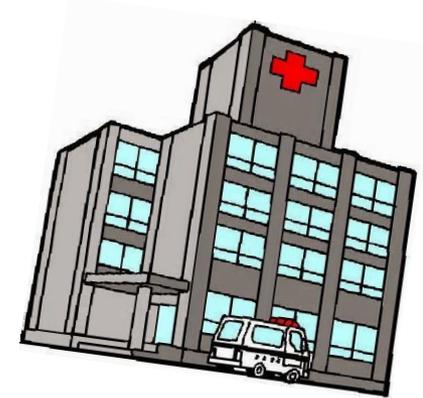
More extreme reactions of the previously mentioned or:

- Swelling of the throat and air passages with difficulty breathing
- Shock with drop in blood pressure
- Rapid irregular pulse
- Loss of consciousness

Allergic Reaction

Each year in the U.S., the FDA estimates that anaphylaxis to food results in:

- 30,000 emergency room visits
- 2,000 hospitalizations
- 150 deaths



Prompt administration of epinephrine by auto-injector (e.g., Epi-pen) during early symptoms of anaphylaxis may help prevent these serious consequences.

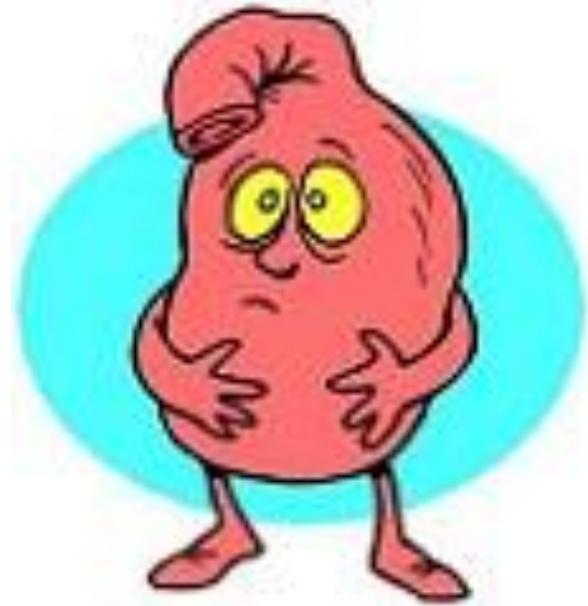
Common Intolerances

- Celiac Disease
- Irritable Bowel Syndrome (IBS)
- Gluten intolerant
- Lactose intolerant



Common Intolerant Reactions

- Bloating
- Uncomfortable
- Not deadly

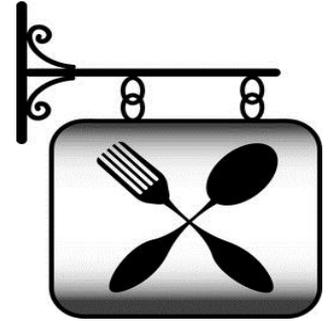


Hidden Triggers

Hidden allergens / intolerances include:

EGG	2. MILK	3. PEANUT	4. TREE NUT
Albumin	Casein Cream Whey Yogurt	Arachis Peanut flour Peanut oil Peanut butter	Almonds Cashew Filberts Pistachio Walnut
5. FISH	6. SHELLFISH	7. SOY	8. WHEAT
Anchovies Halibut Salmon Surimi Trout Tuna	Abalone Clam Crab Lobster Scallops Shrimp	Edamame Miso Soy bean Soy Sauce Tofu	All purpose flour Bran Couscous Spelt Semolina

So what does this mean to us?



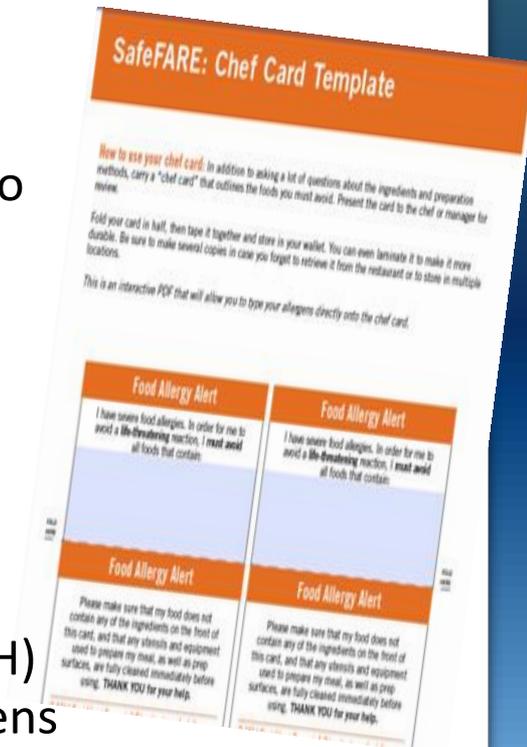
Front of House (FOH)	Back of House (BOH)	For all
<ul style="list-style-type: none">• Workstations & self-serve areas• Special dietary requests• Emergency protocol	<ul style="list-style-type: none">• Understand food labels labels• Purchasing• Handling food deliveries deliveries• Proper food preparation preparation	<ul style="list-style-type: none">• Communication• Cross-contact prevention• Know available resources• Cleaning & personal hygiene

So what does this mean to us?



Front of House (FOH)

- **Servers need to know:**
 - ✓ Customer with allergies may want to speak directly to the chef (Chef Card)
 - ✓ Symptoms of anaphylactic shock, procedure for emergency
- **Front of House staff must:**
 - ✓ Sanitize tables, menus, etc.
 - ✓ Communicate information to the Back of House (BOH)
 - ✓ Take special care when seating customer with allergens
 - ✓ Offer allergen menu
 - ✓ Use disposable utensils, salt & pepper shakers or other condiments



Chef Card

Food Allergy Alert

I have severe food allergies. In order for me to avoid a **life-threatening** reaction, I **must avoid** all foods that contain:

Food Allergy Alert

Please make sure that my food does not contain any of the ingredients on the front of this card, and that any utensils and equipment used to prepare my meal, as well as prep surfaces, are fully cleaned immediately before using. **THANK YOU for your help.**

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FOH - Servers

Servers also need to:



- **KNOW every** ingredient of menu items - show labels if needed
- Clearly mark the guest's order for the Back Of House (BOH)
- Server should confirm special order with BOH
- Deliver special orders separately from other orders at the table, clearly label plate
- Refill beverage of guest with a new glass

FOH - Menus

- Make menu user-friendly
- Secret ingredient policy
 - ✓ Know NOT JUST the recipe
 - ✓ Person responsible for knowing **all** ingredients if recipe not public

IHOP Allergen Information	
<p>The health and safety of our guests are top priorities at IHOP. As part of our commitment to you, we provide the most current allergen information available from our food suppliers on eight common allergens plus gluten, so that our guests with food allergies can make informed food selections. Please be aware that during normal kitchen operations involving shared cooking and preparation areas, including common fryer oil, the possibility exists for food items to come in contact with other food products. Due to these circumstances, we are unable to guarantee that any menu item can be completely free of allergens.</p> <p style="text-align: right;">X - Denotes presence of an allergen</p>	
Egg Combos	Dairy / Soy / Wheat / Eggs / Shellfish / Fish / Tree Nuts / Peanuts / Gluten
Bacon & Eggs Breakfast (w/Any Meat Option & w/ or w/o Hash Browns)	X X X X
Big 2-Egg Breakfast (w/Bacon or Sausage)	X X X X
Biscuits & Gravy Combo (w/Country or Sausage Gravy)	X X X X
Breakfast Sampler	X X X X
Californian Scramble	X X X
<i>Accompanied By:</i> Your choice of side (see below, allergens not included)	
Country/Chicken Fried Steak & Eggs (w/Country or Sausage Gravy)	X X X X
Chicken Fried Chicken & Eggs (w/Country or Sausage Gravy)	X X X X
Chorizo & Eggs	X X X X
Classic Skillets (w/Any Meat & Gravy Option)	X X X X
Corned Beef Hash & Eggs	X X X X
Eggs Benedict	X X X X X
Huevos Rancheros	X X X
<i>Accompanied By:</i> Buttermilk Pancakes or your choice of tortillas (see below, allergens not included)	
Loco Moco	X X X X
Machaca	X X X X
<i>Accompanied By:</i> Your choice of tortillas (see below, allergens not included)	
Migas	X X X

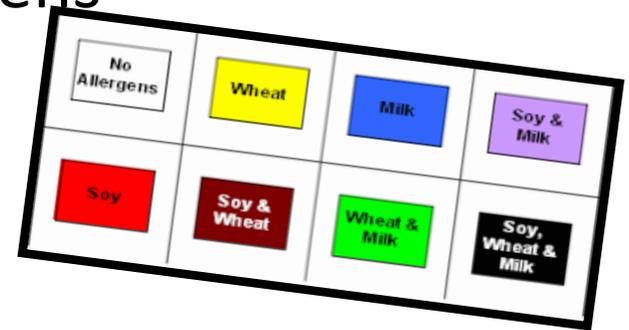
Back of House (BOH) Food Purchasing

- Allergen awareness begins with the supplier
- Use a reputable, knowledgeable supplier
 - ✓ Have clearly labeled storage aisles
 - ✓ Load the products appropriately
 - ✓ Transport products appropriately
 - ✓ Offload correctly
 - ✓ Read labels carefully



BOH - Storing and Receiving

- Store food items containing allergens separate from non-allergen foods
- Use disposable towels & spray cleaners
- Label shelves and equipment with stickers after cleaning for allergen foods



Scenario - Storage and Receiving

- All purpose flour vs. potato starch, corn starch, rice flour, buckwheat flour
- Cooler
 - ✓ Fish
 - ✓ Crustaceans

BOH - Food preparation

- Cook allergy-safe food first
- Keep the "safe" foods covered and away from other foods that may splatter
- Use separate (labeled) utensils, dishes and cutting boards for safe foods



BOH - Food preparation

- If a mistake is made, START OVER simply removing the allergen from a meal is **NOT** okay
- When using a grill or griddle use foil to protect the food item from cross contact
- Use a dedicated fryer
- Plate allergen-free meal on unique tableware.
- Food served by FOH manager



BOH - Food labels

Law - The *Food Allergen Labeling and Consumer Protection Act (FALCPA)* - Labels must identify food source names of all ingredients that contain any protein derived from the 8 most common allergens:

- **Example Label 1:** Ingredients:
 - ✓ Whey protein (milk), lecithin (soy), cherry, sugar, natural flavors (almond), salt
- **Example Label 2:** Ingredients:
 - ✓ Whey protein, lecithin, cherry, sugar, natural flavors, salt. Contains: Milk, soy and almond

	% Daily Value*
Total Fat 12g	18%
Saturated Fat 3g	6%
Trans Fat 3g	6%
Cholesterol 30mg	6%
Sodium 470mg	10%
Total Carbohydrate 31g	6%
Dietary Fiber 0g	0%
Sugars 5g	10%
Protein 5g	10%
Vitamin A	4%
Vitamin C	2%
Calcium	20%
Iron	4%



BOH - Food Labels

"Contains" vs. "May Contain"

"Contains" - includes the food source names of all major food allergens used as ingredients.

"May contain" - there is a chance that a food allergen could be present.

INGREDIENTS: MILK CHOCOLATE (SUGAR, COCOA BUTTER, COCOA MASS, MILK POWDER, MILK FAT, SOYBEAN LECITHIN, AND VANILLA), AND SALTED ALMONDS, CASHEWS, AND PISTACHIOS. **CONTAINS MILK, SOYBEAN, AND TREE NUTS. MAY CONTAIN TRACES OF PEANUTS AND WHEAT.**

BOH - Food labels

Example 1:

- “whey,” “egg yolks,” and a “natural flavor” that contained peanut proteins are listed as ingredients
- The “Contains” statement must identify the words “milk,” “egg,” and “peanuts.”

Example 2:

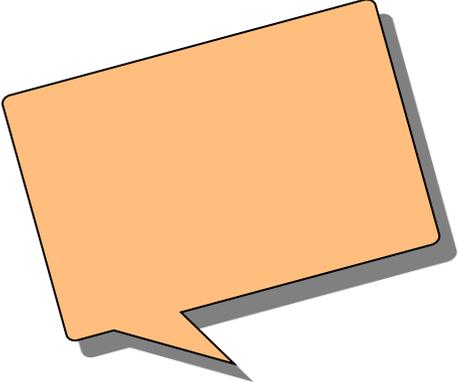
A manufacturer uses the same equipment to make different products. A small amount of an allergen used to make one product may become part of another product.

The “may contain” statement is voluntary.

**FOOD ALLERGY
WARNING**

**This product
may contain
wheat**

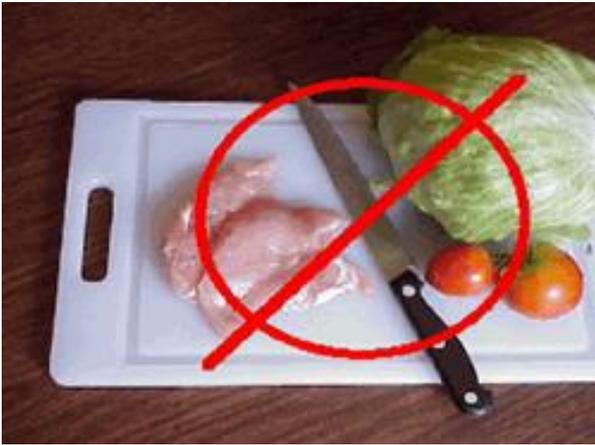




Communication

- Between guests and manager
- Between guests and server
- Between server and manager
- Between manager and all employees (chef, cooks, dishwashers, bus help, expeditors)
- Between FOH and BOH

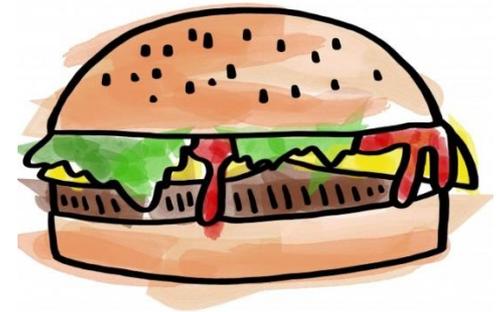




Cross-Contact

- Transfer of an allergen from a food containing an allergen to a food that does not contain an allergen
- **Result** - each food contains small amounts of the other food.
- These amounts are so small that they often can't be seen.

Cross-Contact



Examples:

- Peeling cheese off a cheeseburger to make it a hamburger
- Removing shrimp from a salad
- Using the same spatula that flipped a cheeseburger to flip a hamburger
- Not washing hands after handling shrimp and before making the next salad
- Wiping off (not properly cleaning) a knife used to spread peanut butter before using it to spread jelly

Cross-Contact

- Cross-Contact may occur during:
 - ✓ Harvesting
 - ✓ Transportation
 - ✓ Manufacturing
 - ✓ Processing
 - ✓ Storage



Farm
to
Table



How to prevent Cross-Contact

- Change apron
- Thoroughly wash
 - utensils, cutting boards, and pans with detergent
rinse, sanitize, air dry
- If you make a mistake, you can't just remove an allergen from a meal
 - Even a small amount of cross-contact makes a food unsafe
- Wash your hands with soap and water
 - Sanitizing gels or water alone will not remove an allergen.



Cross-Contact - Hand Washing

- Wash TWICE with soap and warm water
- Scrub for approximately 15-20 seconds
 - Sing “Happy Birthday”
- Scrub your nails
- Double hand wash
 - After coughing, sneezing or contacting body fluids, touching your hair or face
 - Scrub with soap, rinse, scrub again with soap, rinse again, and dry
- Use paper towel to turn off faucet
- Use paper towel to open the door



Cross-Contact - Buffet Bars

- Provide signage for allergens
- Designate utensils
- Use dedicated cleaning equipment



Scenario

- Walk in to a restaurant show Chef Card...
- How do you deal with this....(as FOH, BOH)

SafeFARE: Chef Card Template

How to use your chef card: In addition to asking a lot of questions about the ingredients and preparation methods, carry a "chef card" that outlines the foods you must avoid. Present the card to the chef or manager for review.

Fold your card in half, then tape it together and store in your wallet. You can even laminate it to make it more durable. Be sure to make several copies in case you forget to retrieve it from the restaurant or to store in multiple locations.

This is an interactive PDF that will allow you to type your allergens directly onto the chef card.

<p>Food Allergy Alert</p> <p>I have severe food allergies. In order for me to avoid a life-threatening reaction, I must avoid all foods that contain:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Food Allergy Alert</p> <p>I have severe food allergies. In order for me to avoid a life-threatening reaction, I must avoid all foods that contain:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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Available Resources

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Food Allergy Research & Education

About Us About Food Allergies Tools & Resources Advancing a Cure Get Involved

TOOLS & RESOURCES

Getting Started

- + Browse by Topic
- + Resources For...
- **Managing Food Allergies At...**
 - + Home
 - + School
 - Dining Out

Training for Restaurant Employees

FARE is proud to partner with two trusted resources, the National Restaurant Association (NRA) and MenuTrinfo, to create a safer dining out experience for individuals and families managing food allergies.

The NRA's **ServSafe™ Allergens Online Course** is a comprehensive, interactive training program that educates restaurant personnel – from the hostess in the front of the house, to the manager and executive chef, to the line cook in the back of the house – about the severity of food allergy and the precautions that must be taken. [Learn more >](#)

FOOD ALLERGIES: KEEP YOUR GUESTS SAFE

EVERY 3 MINUTES A FOOD ALLERGY REACTION SENDS SOMEONE TO THE EMERGENCY ROOM.

THE "TOP EIGHT" COMMON FOOD ALLERGENS:



Food allergies are serious. **AN ALLERGIC REACTION TO FOOD CAN CAUSE DEATH.** When you are serving a person with a food allergy:



AVOID CROSS-CONTACT FROM THE START.
Clean the dining area with clean soap and water and a clean towel between each guest.



MAKE SURE YOU UNDERSTAND THE ALLERGY.
Write down the guest's allergy to record the conversation. If you have questions, ask the guest.



TAKE ALL FOOD ALLERGY REQUESTS SERIOUSLY.
Refer the allergy to the chef, manager or person in charge.



USE ONLY FRESH INGREDIENTS, INCLUDING COOKING OIL.



GET IT THERE SAFELY.
Double check with the chef to make sure you have the right meal. Don't let anyone add garnishes. Carry the special meal to the table in a separate way.



CHECK WITH THE GUEST TO MAKE SURE THEY ARE SATISFIED WITH THEIR MEAL.

AVOID CROSS-CONTACT! All food equipment that is used in the handling and processing of allergy-safe foods must be properly cleaned and sanitized before use.

CALL 911 AT THE FIRST SIGN OF A REACTION!

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AND MenuTrinfo • www.MenuTrinfo.com • (800) 767-6168
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Available Resources

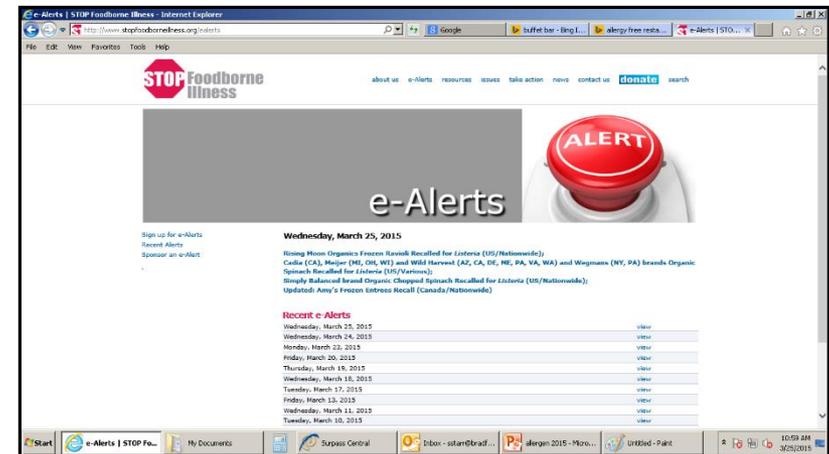
Great Websites

- <http://www.servsafe.com/allergens>
- <http://www.foodsafety.gov/poisoning/causes/allergens/>
- <http://www.foodallergy.org>
- [http://www.niaid.nih.gov/topics/foodAllergy/understanding/
Pages/whatIsIt.aspx](http://www.niaid.nih.gov/topics/foodAllergy/understanding/Pages/whatIsIt.aspx)
- <http://www.foodallergy.org/cross-contact>
- <http://www.kidswithfoodallergies.org/>

Available Resources

Daily Updates & Recalls

- StopFoodborneIllness.org
 - ✓ Recalls, which stores sold product
- USDA.gov
 - ✓ Recall notices in US
- FARE.org
 - ✓ Recall notice, improperly labeled



Available Resources Apps & Social Media

Allergy Free Table

Restaurants Parents Teachers

Food Allergies Books Online Courses Quizzes Resources Simple & Safe Food Allergy Action Hero Blog

Chef Card

CHEF: ALLERGY ALERT
I have a severe allergy to PEANUTS.

Even trace amounts of peanuts can cause a life threatening reaction. Avoid cross contamination by cleaning all utensils, pans, cooking surfaces and cutting boards. Please verify safe cooking oils, marinades, sauces, seasonings, and ingredients are used in my meal.

Thank you for a safe dining experience. www.AllergyFreeTable.com

Chef Card

Dining out with a food allergy can be a challenging experience. You are entrusting the wait staff, chef, and other members of the restaurant team to deal with your food allergies safely. To help, we have created chef cards (allergy cards) which can be printed by you on business card stock. Keep several chef cards with you, and present them to your waiter/waitress to help convey your needs to the chef and kitchen staff.

More Chef Cards

- Peanut Allergy
- Tree Nut Allergy
- Nut Allergy
- Dairy Allergy
- Shellfish Allergy
- Fish Allergy
- Seafood Allergy
- Egg Allergy
- Wheat Allergy
- Soy Allergy
- Gluten Intolerance
- Blank Card

View PDF

- 1) Click the download button
- 2) This will take you to our web page
- 3) Download the FREE product

Allergy Eats
Your Online Guide to Allergy Friendly Restaurants

Free Membership: [Click Here](#)

username:
password: [login](#)
[Forgot? Click Here](#)

Locate or rate a restaurant based on its level of "allergy friendliness."

BEEN NEW SEARCH

FREE MEMBERSHIP
ABOUT US
ALLERGYEATS BLOG SITE
ALLERGYEATS DISNEY WORLD

FOR RESTAURATEURS
ARE YOU A BLOGGER?

FOOD ALLERGY DRIVING TIPS
FOOD ALLERGY RESOURCES
PRESS RELEASES
ALLERGYEATS IN THE NEWS
ALLERGYEATS ENDORSEMENTS
FRIEND SITES
ALLERGY FRIENDLY BAKERIES

FAQ
REPORT A PROBLEM
SITE FEEDBACK
CONTACT US

Select your food allergy or intolerance:

Peanuts Dairy Wheat Fish Sesame
 Tree Nuts Eggs Gluten Shellfish Soy

If you don't see your allergy [click here](#)

Choose location:

Address:
City: State: Zip:
 Search by Town Only Search by Distance 20 Miles Both

(optional) Enter part of restaurant name:

READER'S CHOICE 2012
About.com
FINALIST

Allergy Eats
is up for 2 awards!
WE NEED YOUR VOTE!
vote every day until
3+21+12
BEST ONLINE FOOD
ALLERGY SUPPORT SITE
[Click Here](#)

Sign Up Sign In

FindMeGF
GLUTEN FREE

Find gluten free friendly businesses locally & when traveling.

DOWNLOAD THE APP FOR FREE!

Download on the **App Store**

GET IT ON **Google play**

COMING SUMMER OF 2014

Send me GLUTEN FREE

Start finding gluten free restaurants!

Address, City, State or Postal Code

[More options](#) [Interactive map](#)

Check out our Gluten & Allergen Free Expos!

Sign up for our new GF Subscription Box!

Mobile app interface showing a list of restaurants with columns for Name, Address, City, State, Zip, and Allergy Friendly. A smartphone in the foreground displays the app's home screen with a 'Gluten Free' filter selected and a list of restaurant categories including Italian, Mexican, Steak and Seafood, and Thai.



What's Next,
where do I go to learn more?



ServSafe Allergens Program

- Created in partnership with Food Allergy Research & Education (FARE)
- 15 million Americans with food allergies dine with family and friends **where they feel safe**
- Critical information employees and managers need in order to **accommodate guests with food allergies**
- *Certificate of Completion* upon successful completion

ServSafe Allergens Program

Participants trained in three key areas:

1. Understanding Food Allergies
 - Defining food allergies
 - Recognizing symptoms
 - Dangers of cross-contact
2. Front-of-the-House Operations
3. Back-of-the-House Operations

ServSafe & ORA members



<https://www.servsafe.com/sra/oh/>





Upcoming ORA events

July 22nd 3:00 - 4:00 pm - NRA webinar

[Webinar: H-2Bs and other employment visas for hospitality workers](#)

July 22nd 3:30 - 6:00 pm

Member Blender, Pickwick & Frolic in Cleveland

July 29th 3:00 - 4:00 pm - NRA webinar

[Webinar: Employer compliance strategies and tips](#)

August 27th 4:00 - 7:00

PAC event, Jag's Restaurant in Cincinnati

Check www.ohiorestaurant.org/res for future *free* ORA RES events as well as recordings from past RES events!



Heartland Payment Systems is the lead sponsor of all RES events.



UnitedHealthcare is the co-sponsor of all RES events.