Learning Objectives

1. Understand the benefits, challenges, and implementation of a team-based, comprehensive policy for meal accommodations.
2. Identify one way to improve protocol to better serve students' with food allergies, intolerances, Celiac disease or other medical nutritional needs.

Agenda

• Discuss medical nutritional needs and legality of providing accommodations in the university setting
• Provide a framework for accommodating students that emphasizes a team approach
• Review challenges to accommodating students and provide tools for overcoming them using case examples
• Learn from you about innovative approaches to keeping students safe
Introductions & Interaction
- Our background and interest in topic
- Turn to 3-4 neighbors. Discuss, in 3 minutes:
  - 1-2 challenges to accommodating students with medical nutrition needs
  - 1-2 things you feel your school does well to accommodate students

Celiac Disease
- 1 in 133 Americans
- Take 6-10 years, on average, for diagnosis.
- Celiac disease increases risk for infertility, neurological conditions, other autoimmune disease, some cancers, and more.
- 100% GF diet is only treatment.
Other diagnoses that may require accommodations:
• Food intolerances (lactose, gluten, etc)
• Eosinophilic esophagitis
• Irritable Bowel Syndrome, Inflammatory Bowel Disease, Small Intestinal Bacterial Overgrowth, and more
• Eating disorders
• Radiation treatment for cancer, broken jaw
• Etc...

Law Requires Accommodation

ADA defines disability as: a physical or mental impairment that substantially limits one or more major life activities

Lesley University Case in 2012:
- DOJ ruled food allergies constitute a disability under the ADA, must provide accommodation and full access

Must provide reasonable accommodations

It’s the right thing to do.

From the perspective of:
- Customer service
- Health & safety
- Being reasonable

Until it is enabling students or unreasonable….
- Need Policy
Policy for Meal Accommodations

Register with Disability Office
- Contact office.
- Provide documentation.
- Meet with OD case manager.

Meet with Dietitian
- Bring documentation
- Complete nutrition assessment
- Sign appropriate releases

Determine Need
- What is diagnosis?
- Is the nutritional need being asked for evidence-based?
- Is this a reasonable request?

Accommodation Options
1. No accommodation
2. Needs further work up
3. Self-navigate dining halls
4. Pre-order meals
5. Set menu
6. Combination of options 3-5
PLAIN AND SIMPLE
Top 8 Allergen FREE
No Eggs, Fish, Shellfish, Tree Nuts, Soy, Sesame, Wheat, Peanut...

PAN SEARED CHICKEN
SERVED WITH TWO SIDES
$9.69
SIDE:
ROASTED FINGERLING POTATOES
BROWN RICE
$2.99
ROASTED BROCCOLI
$2.59

à LA CARTE
THE "SHEEP" LOBSTER BOAT
LOBSTER SERVED OVER LEEK MASHED POTATOES, VEGETABLES, AND LOBSTER SOUP
$16.99
CAJUN SALMON
SERVED WITH TWO SIDES
$16.49
GNOCCHI BOLOGNESE
$9.99

Low-hanging fruit
- Nut Free Pesto
- GF Soy Sauce
- GF BBQ Sauce
- Sunflower Butter
- Divvies Cookies & Brownies
- Grillin' Grains Concept
- GF Freezer/Refrigerator access
Pre-ordering Meals

Good morning! I hope that you are having a wonderful day! My name is XXXX and my allergies are corn, soy, dairy, gluten, sugar, white potatoes, and canola oil. For dinner tonight, may I please have grilled chicken, vegetables grilled or with olive oil (broccoli, cauliflower, brussel sprouts, all are delicious!), and possibly a plain baked sweet potato if one is available? And if I could possibly pick it up around 6 that would be awesome.

All the best,

XXX

Set Menu Option

RD reviews Menu Options with Student & Creates Tentative Menu

- Review 3 week Cycle Menu
- Go over kitchen staples
- Review students’ likes/dislikes
- Ensure adequacy and variety using Balanced Plate Model of Eating
- Create plan with student’s schedule

The Balanced Plate Model

- Dietary Fats are part of a balanced plate

**This plate is meant for reference only.** It is important to base your meals on a variety of fruits, vegetables, and whole grains. Include some protein-rich foods in your meals. Always consult a healthcare professional before making any changes to your diet.
Set Menu Option

- Review ingredients
- Review recipes
- Determine feasibility
- Troubleshoot concerns
- Input into Google Doc shared with unit managers
- Student receives confirmation email & instructions

Menu Implementation

- Post menu on board and binder
- Labels made
- Update and post menu by day/meal
- Update pick up logs
- Assign chef
- All dining staff on board and student advocates
### Monday Lunch

<table>
<thead>
<tr>
<th>Student A</th>
<th>Student B</th>
<th>Student C</th>
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<tbody>
<tr>
<td>Lutein &amp; Omega-3 fish oil capsules</td>
<td>Lutein &amp; Omega-3 fish oil capsules</td>
<td>Lutein &amp; Omega-3 fish oil capsules</td>
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<td>Pick-up Time: 11:15 AM</td>
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<td>5th Ave. (PASadena)</td>
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<td>Check-in: 11:00 AM</td>
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<td>School of Medicine</td>
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### Breakfast

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<tr>
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<th>7:30 AM</th>
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<tbody>
<tr>
<td>Student P</td>
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<tr>
<td>Student C</td>
<td>8:15 AM</td>
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### Lunch

<table>
<thead>
<tr>
<th>MON</th>
<th>12:15 PM</th>
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<tbody>
<tr>
<td>Student J</td>
<td>11:00 AM</td>
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<tr>
<td>Student P</td>
<td>12:15 PM</td>
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<tr>
<td>Student M</td>
<td>12:00 PM</td>
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<tr>
<td>Student C</td>
<td>12:15 PM</td>
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<tr>
<td>Student B</td>
<td>12:00 PM</td>
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### Dinner

<table>
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<tbody>
<tr>
<td>Student J</td>
<td>6:00 PM</td>
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Challenges

- Accuracy of cycle menu
- Streamlining options for staff and operations
- Providing variety to students
- Timing of making meal
- Parents advocating for students
- Learning from unreasonable asks
- Dining staff understanding an accommodation

Why it Works

- Team approach is key
- Student takes ownership
- Chef invested in student’s experience and safety
- Allergy trainings:
  - AllerStar
  - AllerTrainU
- TRUST between RD and managers, chefs
- Minimal disruption to student life

Future Directions & Improvements

- Always questioning allergen/GF kitchen
- More automation to decrease human error
- Product searches for low-hanging fruit to encourage self-navigating
- Maxient software for RD so managing OD cases
Let's get together again...
Turn to 3-4 neighbors you spoke to prior. Discuss, in 3 minutes:

- 1-2 things you may do differently going forward

Thank you! Questions?