



Allergic Student Dining Access Guide

Hallmark Management Service Inc. and Wilmington College are committed to your ability to eat safely while at school. We are constantly working to develop our dining program to allow you access to the best dining experience possible. We take your allergy seriously and have created a program that will help you to navigate our dining facilities, make safe selections, work individually with our team to serve your dining needs and be made known of any risks.

This Allergens & Dining Access Guide is a starting point to assisting you. It will outline important information and steps you can take to ensure your dining experience is safe and enjoyable.

ALLERGEN STATEMENT (posted at all dining locations)

Food Allergic Individuals: Be aware that we handle and prepare egg, milk, wheat, shellfish, fish, soy, peanut, tree nut products and other potential allergens in our cafes and kitchens. Before placing your order, please inform your server if you or a person in your party has a food allergy. Please direct questions to the manager.

STEP 1

Upon initial arrival for the school year/semester, arrange a meeting with the school's Lead Administrator. For your convenience, this person's name and contact information is listed below:

Nick Hoover, Director of Housing & Residence Life

Phone: 937-481-4369

Email: nick_hoover@wilmington.edu

At that meeting, please bring a list of food related allergens and any request for accommodation from your physician. The school will need this information to assist in setting a plan for you. After initial meeting, the Lead Administrator will work to coordinate a meeting with our dining service management team to introduce you to the Eat Safe program.

STEP 2

At the Eat Safe meeting, you, the Lead Administrator and dining services will discuss in detail your allergens, their severity as well as your likes and dislikes. Our team will help you understand how you can best navigate the dining program using our allergen icons and how to get more information when you need it. Helping you feel comfortable navigating the choices as much as possible on your own is sure to enhance your dining experience. If required, dining services will make accommodations to provide individual meals, ingredients or food items (as available) to ensure you have access to a nutritionally balanced and safe meal while on campus.

During this meeting our team will complete your Eat Safe Profile which is the Food Service Modification Plan specific to you and your needs. This sheet will outline your specific allergens, your food

preferences and any agreed upon accommodations for your meal plan. You, the Lead Administrator and Hallmark Management Service will receive a copy of your Eat Safe Profile. If you need to update your Eat Safe Profile our Hallmark team can help you in doing so to be sure that our staff is able to support you each and every day.

STEP 3

To enhance your dining experience and navigate safely, it is key that you and the dining services team develop a supportive relationship. Both you and the Hallmark team will want to remain in contact to share what is working and how we can further help to support your needs. Please seek out a manager any time if you need assistance. Contact information provided below:

Matthew Moore, Director of Dining Services

Phone: (937) 481-2469

EAT SAFE EMAIL- eatsafe@wilmington.edu

To assist us in staying connected, an email distribution has been set up specifically to ensure there is a clear line of communication for all of us to support you. This email should be used to communicate changes to your allergen profile, change in accommodations, preferences, personal contact information or general questions you may have.

SPECIAL MEAL REQUESTS (If applicable)

If you have been approved for special individual meals to be prepared, please follow the steps below to ensure that you receive your meals when you need them. Your dining location may offer additional opportunities to accommodate special meals. The Hallmark management representative will be able to share any additional accommodations as they become available.

1. Visit the dining services website menu at **wilmington.hallmarkdining.com** each week and review the menu with corresponding allergens to decide what choices you have available to eat.
2. If you would like to make a special request for a meal or ingredient it is important that you email your request to eatsafe@wilmington.edu, allowing for adequate time (24 hours preferred) prior to the meal to ensure that dining services has the ingredients to prepare your meal. Due to timing of request and availability of certain items, a safe and reasonable substitution of an item may be necessary.
3. It is highly recommended that you look ahead a week at a time to allow adequate time and planning to Hallmark so that they can prepare your meal. To ensure that your order is received and ready for you on time, we suggest working a week in advance. In your email, please include the following information:
 - Day & Date requested
 - Time you expect to eat the meal
 - What food item(s) you are requesting
4. If you will be attending a catered meal on campus and would like to inquire about allergens present for that meal, we ask that you please contact us as soon as possible (3 days preferred) by email and we will respond with allergen information. We can also arrange for a special meal if needed.

We look forward to serving your needs in a way that allows for a safe and enjoyable dining experience while at school. Please let us know if there is anything we can do to assist.