

Unit Guide to Managing Allergens

October 2018

What is an allergy?

An allergy is the response of the body's immune system to normally harmless substances.

What is an intolerance?

A food intolerance occurs when a person has difficulty digesting a particular substance.

Which are the 14 most common food allergens?

- Celery including celeriac
- Cereals containing gluten namely gluten, rye, barley
- Crustaceans such as prawns, crab.
- Eggs
- Fish
- Lupin
- Milk
- Molluscs like mussels, oysters.
- Mustard
- Nuts namely almonds, hazelnuts, walnuts.
- Peanuts
- Sesame
- Soya
- Sulphur dioxide and sulphites including as a preservative in dried fruit

N.B. Bold Underlined are seen commonly in schools

What are common symptoms of a reaction?

Itching or tingling of the throat/nose/skin

Hives on the body

Swelling of the eyes

Flushing of the skin

Abdominal cramps

Nausea or diarrhoea.

Swelling in the throat

Severe asthma

This is Real Life



'Girl with sesame allergy dies after eating a sandwich from a food retailer'



'Birmingham boy dies after allergic reaction at school'

'School boy, 14, went into anaphylactic shock while in detention at school last November after suffering a reaction to milk in his tandoori chicken lunch.'



Allergens can kill.

How do allergies and intolerances affect my job?

- 1) If we don't follow the procedure, we could make a child seriously ill, or even cause death.
- 2) Keeping accurate allergen information in your kitchen is a legal requirement.
- 3) Chartwells want to make sure that every child we feed is safe.

Failure to follow the allergen process as outlined in this guide, and any action which results in a child experiencing a reaction to a known allergen due to negligence, will result in a full investigation which may lead to formal disciplinary action under the Disciplinary Procedure.

What should I do if I spot a child having an allergic reaction?

If you were to spot any of these symptoms in one of your customers, please contact a first aid officer and a teacher immediately. An Epipen may need to be administered if the reaction is severe. Do not hesitate to call 999.

Is it common for children to have an allergic reaction to food/drink?

Children with allergies or intolerances could have a reaction at any time, if they have consumed something they shouldn't. We're seeing the number of children with reported allergies increasing, therefore we must be very careful when serving these children. There have been cases in the news where children have died after consuming something they shouldn't. **It is essential that we check, and double check before serving children with special dietary requirements.**

How do I know which children in the school have special dietary requirements?

It is very important that you speak to a key contact in the school to get this information (such as head teacher, class teacher, school nurse or school reception). Every child that we feed with a dietary requirement must be on our company records if we are catering for them. Once you have gathered a list of names from the school, please tell your area/regional manager who will tell you what to do next.

Do parents have to complete any documentation before we start catering for their child?

Yes. Before we cater for a child with a special diet, you must ensure you have:

- 1) A completed special diet request form
- 2) Medical evidence of the allergy or intolerance

If you do not have this information on file, you should not cater for the child. For help, please contact your area/regional manager or send an email to the Special Diets Team.

Once all documentation has been received please send to the Chartwells Special Diets Team who will put a proposed menu together. Chartwells.specialdiets@compass-group.co.uk

What products need allergen information?

All food and drink products need allergen information.

- All recipes produced in the kitchen by the catering team including main meals, vegetarian main meals, desserts, sides.
- All additional meal options including sandwiches, jacket potatoes, salad bars and fruit.
- All packaged items that are unwrapped, and served by the catering team including bread, premade sandwiches, frozen foods such as breaded fish.
- All pre-packed foods which are given directly to the children including yoghurts, ice cream.
- All foods that are decanted from their packaging including ketchup and yoghurt.
- All hospitality delivered to school staff and all food provided at parents' evenings and open days.
- All food and drink provided in packed lunches and away days.

Allergy reports are compulsory and should be checked daily.

How do Chartwells record allergen information for all their food/drink?

Chartwells has a great online recipe book that holds all allergen information, this is called The Source. We also have a nutrition system called Saffron. Every kitchen should have an "allergen folder" (also known as "the red folder"). Allergy reports for the school menu should be kept in the allergen folder. This should be checked and updated regularly. If you do not have allergy reports for any of your food offer, please contact your regional manager immediately.

If a child or teacher asks me for allergen information, what should I do?

Stop what you're doing and give the adult a copy of the daily allergy report from your allergen folder. Staff should never give allergen advice or information verbally.

What tools are available to help me?

- APL: All units are assigned to a specific APL (Approved Product List) and every ingredient has been assessed for allergen information. All products on the APL have their allergens assigned to them. Our systems automatically hold all information.
- Recipes: the recipes have been pulled from our online recipe book. Following recipes accurately will help you ensure you cater safely for special diet children.
- Allergen reports: these are a legal requirement therefore you must make sure you have copies of these in the kitchen. We pull our allergy reports from our online recipe book. They are generated for every recipe that you serve. Before service, you should check you have your allergy reports available to be shown to a child or teacher should they ask which dishes contain allergens.
- Manual Allergy Reports: these are only used in case of an emergency. When your delivery arrives, the supplier may have had to make a product switch due to availability. When this happens, you will need to create your own version of the above allergen reports. Look at the packaging and carefully transfer the information over, and file as usual.
- Special Diet Process to follow step by step

What staff training is available?

- All Compass employees complete an online Compass induction which includes Allergen Awareness.
- All new starters must receive allergen training as part of their induction and must be familiarised with the process in the kitchen. Unit Managers and Cooks are responsible for ensuring all colleagues within the catering team have received this training.
- All employees have to complete the online Food Safety and Health & Safety e-learning course within 4 weeks of commencing employment.
- Chartwells Allergen Academies are held once a year nationally and all catering teams are invited. Chartwells can also arrange separate training sessions in different parts of the business should there be a need. Chartwells also hold Allergen Academies monthly at head offices for all employees, contact the special diets team for dates.

Who should I ask if I have a question?

In the first instance, contact your area or regional manager. They will be able to help you and if not, the Chartwells Special Diets Team are here to help you every step of the way. Contact details at bottom of page.

What are the most important things for me to remember?

- Do not deviate from your menu and follow recipes carefully.
- Check you have accurate allergen reports and if you have had a product substitution, make sure you have completed a manual allergy report.
- Speak to the school to find out which children have an allergy or intolerance. Do not cater for any children that you don't have on your records.
- Don't cater for any children with allergies or intolerance unless we have the necessary documentation on file.
- Follow special diet menus carefully. Any changes made could cause a reaction to occur.
- If you aren't sure – check!

The Chartwells Five Step Process

So that you're ready to feed special diet children safely.....

1) GETTING STARTED

- It is essential that all members of the team are aware of the Chartwells process. If you think you need to re-inform your team, arrange an urgent meeting.
- Make sure you and all your team have received official allergen training either online or face to face. If someone hasn't been trained, tell your area/regional manager.
- Ensure your special diet red folder is up to date with allergy reports. Ask your area/regional manager for help if you need to.
- Find out which children have special diet requirements in the school. If these children would like a school meal – we need the information.

2) GATHERING INFORMATION ABOUT SPECIAL DIET CHILDREN

- Ask the school to help you organise a meeting to meet the parents/guardians.
- Give parents/guardians a special diet request form to complete and return with medical evidence.
- Once this information has been returned to you, send it to your area/regional manager who will make sure the Special Diets Team receive it.
- If a menu is possible, you will receive it back within three weeks for parent approval.
- If a menu isn't possible, we can show the parents Chartwells allergy reports and they can manage their child's diet for themselves.
- Ensure the child is introduced to the entire catering team to help with recognition.

3) APPLYING THE SPECIAL DIET INFORMATION

- Ask the school for two photographs of the child.
- With the help of your area/regional manager, transfer details of the allergy/intolerance from the completed special diet request form, onto the Chartwells "Hello my name is...." sheet. Include one photograph on this sheet.

- Put the “Hello my name is...” sheet on the wall; this must be in the kitchen and only visible to kitchen staff. Alternatively, you can put this in your special diets red folder however you must review this daily.
- Ask your area/regional manager for a lanyard for the child. Use the second photo for the lanyard and carefully transfer details of the allergy/intolerance from the completed special diet request form, onto the lanyard.
- Consult the school and ensure the child is giving the completed lanyard. This should be worn by the child when they come through for their school meal.
- Arrange a meeting with the child and their teacher to reassure them of our processes.

On the day of service.....

4) GETTING PREPARED

- Check your special diet allergen folder (red folder) again to ensure you have information for every recipe.
- If you are missing any allergy reports or you have had a product substitution, complete a manual allergy report. Use product packaging to complete this report
- Review the main menu and all special diet menus for the day.
- Assign a member of your team who will be responsible for following all special diet menus carefully and preparing the meals for these children. Special diet meals should be prepared with separate utensils to avoid cross contamination.
- When producing special diet meals, follow all menus exactly and do not make any changes. Read menus carefully and follow all instructions. E.g. “remove flour from the recipe”.
- As the catering manager, you are responsible for double checking the special diet meals before they are served.

5) SERVING SAFELY

- Hold a pre-counter briefing with all catering staff. Talk them through each dish including information about allergens.
- Ensure all catering staff know which children have dietary requirements.
- Make time to talk to the school staff and/or mid-day supervisors about the children with allergies and intolerances.
- As the children come for lunch, identify the child by their lanyard, or their photograph on the “Hello my name is...” sheet.
- If a child comes through with a dietary requirement that is not on your records, you should not serve this child.
- Don’t forget, if you’re asked about allergens – use your allergen red folder.

Smile, talk to the children and enjoy your day!

HAPPY COOKING CHEF!

ALLERGEN MANAGEMENT DISCLAIMER

I hereby confirm that I have read and understood this document and will comply to the Chartwells allergen processes and procedures.

Date: _____

Chartwells Sector (schools/Independents/HEFE): _____

Catering Supervisor/Manager

Print name: _____

Signature: _____

Regional/Area Manager

Print Name: _____

Signature: _____

Please return a signed photocopy of this document to Chartwells.specialdiets@compass-group.co.uk

Keep the original copy in your special diets folder to refer to daily.