

MANAGING FOOD ALLERGIES AND DIETARY RESTRICTIONS WHILE DINING AT SYRACUSE UNIVERSITY

At Syracuse University, we are committed to supporting students with a wide range of dietary needs and food allergies. Our dining services are designed to accommodate almost any special diet, whether it's due to food allergies, intolerances, medical conditions, or religious practices. We believe in a collaborative approach and encourage open communication - our goal is to work with each student to ensure they feel safe while dining on campus and also enjoy their meals with confidence and peace of mind. Students' health, safety, and satisfaction are our top priorities.

OUR REGISTERED DIETICIAN



Ashley Leone, MA, RD

Assistant Director of Nutrition Management of Campus Dining

Ashley is the registered dietitian for Syracuse University Campus Dining. She is happy to meet with students and/or parents to answer any questions or concerns that come up at any time over the summer or throughout the semester.

Contact Ashley at mealktalk@syr.edu.

FOOD ALLERGY & SPECIAL DIET LABELING IN RESIDENTIAL DINING CENTERS

Campus Dining uses an icon labeling system in residential dining centers to identify the top 9 allergens and a handful of special diets. Each food item and/or dish is labeled, so it is important for students to familiarize themselves with the icons (pictured at right) so they can safely navigate all our offerings.

Residential dining menus are located on the Campus Dining website and can be accessed via the Orange Now app. You can filter the menu by allergen and/or dietary preference, so you can see which dishes are appropriate for you to eat.

For questions about additional food allergies, specific ingredients, and/or cooking methods, you can ask a supervisor or manager, or reach out to Campus Dining at mealktalk@syr.edu.

BIG 9 ALLERGENS:



DIETARY NEEDS:



A NOTE ON CROSS CONTACT IN RESIDENTIAL DINING

Campus food service staff receive comprehensive training on cross-contact prevention and its importance regarding food allergies. Kitchen protocols require staff to avoid shared surfaces with allergen-containing foods and to ensure that all production areas are regularly cleaned and sanitized. In our self-serve residential dining centers, cross-contact CAN occur when other students unknowingly contaminate food while serving themselves. If this is a concern for you, our staff are happy to prepare your meals in the back of house. Please reach out to our dietitian for more information on this option.

A NOTE ON PEANUTS AND TREE NUTS ACROSS CAMPUS

Residential Dining

The food offered within our six dining centers is produced both on-site and in our commissary kitchen, an off-campus production facility. We do not cook with peanuts or tree nuts in either of these locations. None of our recipes contain peanuts or tree nuts. While we do not approve items that contain peanuts or tree nuts, we cannot guarantee that products did not originate in a facility that processes peanuts or tree nuts, or on shared equipment with these allergens. This is because not all manufacturers are legally required to disclose this information.

Important: Syracuse University Campus Dining has allowed coconut as an ingredient in residential dining and labeled it as a tree nut. Per the FDA, effective March 26, 2025, coconut is no longer listed on the tree nut list. Syracuse University will be removing the tree nut icon for any dishes that contain coconut. However, "coconut" will be included in the name of the dish and on the corresponding label for clarity and safety purposes for those who must avoid consuming coconut.

Retail Dining

Syracuse University Campus Dining has 14 café and retail locations across campus. These outlets do sell some products containing peanuts and tree nuts. Grab-and-go items such as premade salads and sandwiches will use our in-house labeling system for the top 9 allergens. Additional products sold but not produced by Campus Dining will be labeled per manufacturers' guidelines. Franchise locations (i.e., Panda Express, Starbucks) all function independently, but information is always available upon request and/or online.

Campus Catering

Campus Catering also uses the University's internal labeling system for the top 9 allergens and special diets. Like residential dining, Campus Catering does not cook with peanuts or tree nuts.

JMA Dome Catering

Catering services at the JMA Wireless Dome also use the University's internal labeling system for the top 9 allergens and special diets. Like residential dining, Dome Catering does not cook with peanuts or tree nuts.

Please reach out to Ashley Leone (mealtalk@syr.edu) if you have any questions and/or concerns about catered events on campus. Our catering teams are happy to accommodate any dietary request.

JMA Dome Concessions

Food served at the JMA Dome concessions stands is not currently labeled for allergens and/or special diets. Information on product ingredients and cooking methods are available upon request at concession stands throughout the JMA Dome. Food served at the JMA Dome concession stands may contain peanuts and/or tree nuts.

ALLERGEN TRAINING

Syracuse University Campus Dining staff are trained annually and/or semi-annually using the AllerTrain course by MenuTrinfo. These are ANAB-accredited, manager-level, gluten-free and food allergy training courses. For more information about MenuTrinfo's AllerTrain courses, you can go to menutrinfo.com/training. Campus Dining has a protocol in place if a food allergic reaction were to occur within one of our dining facilities.

I HAVE BEEN ACCEPTED TO SU AND I HAVE A FOOD ALLERGY AND/OR SPECIAL DIET; WHAT SHOULD I DO NEXT?

- 1** Fill out the Food Allergy/Special Diet Reporting Form on the Campus Dining website. campusdining.syr.edu → Nutrition → Food Allergy/Special Diet Reporting Form
- 2** Submit medical documentation from a medical provider indicating your food allergy and/or special diet needs. Due to HIPAA laws, medical documentation must be sent directly to Ashley Leone at aerusso@syr.edu.
- 3** Register with the Center for Disability Resources. Active registration with CDR will be required if a specific dietary modification and/or accommodation is requested. You can register at syr-accommodate.symphlicity.com/public_accommodation
- 4** If you would like to set up a one-on-one appointment with the registered dietitian to further discuss your dietary needs prior to coming to campus and/or at any point during the semester, please reach out to mealtalk@syr.edu.



SPECIAL DIETS IN RESIDENTIAL DINING

Food Allergies

Syracuse University residential dining labels the top 9 allergens. If you have a food allergy outside of the top 9, please reach out to the dietitian and she will guide you in navigating the dining centers in the safest way possible. In some cases, the food allergy is so severe a student does not feel safe using the icons and eating off the line. In these cases, we are happy to prepare their meals separately, in a designated area to minimize the potential for cross-contact. These meals will be packaged, sealed, and labeled for the student to pick up at a specific time and location. If you feel this is the route you would like to take for your meals, please reach out to the dietitian to start this process (ideally prior to your arrival to campus).

Gluten-Free Dining

There are many students who follow a gluten-free diet, and this population continues to grow each year. All six of our residential dining centers offer gluten-free food. Five of the six dining centers have dedicated gluten-free stations, where a variety of gluten-free food is offered at each meal period. Food served at these stations is prepared in a designated kitchen location that has been cleaned and sanitized per safety protocol and uses only dedicated utensils to minimize the potential for cross-contact. Of note, our dining centers do not have dedicated ovens, stove tops, or dishwashers for gluten-free food. Each dining center does have a dedicated gluten-free fryer. Precautionary measures are used to minimize the potential for cross-contact.

Daily offerings will usually include a plant-based protein, an animal-based protein, a vegetable, and a starch. Each location also has a student-facing bakery cabinet and cooler. The bakery cabinet is stocked daily with gluten-free breads, wraps, buns, rolls, English muffins, muffins, and cookies, among other items. The cooler will offer a variety of gluten-free frozen entrees from a few companies, including Amy's and Daiya Foods. If there is something you would like that is not in the cabinet or cooler when you arrive, please speak up and ask a manager or supervisor to restock. Our team does their best to ensure these items are always available for our gluten-free students, but it is important you let us know if a product is missing.

Please note, we also have a list of "always available" options, if you would prefer something made for you other than what is offered that day on the line. The "always available" list will differ at each dining center, so please ask to speak to a manager or supervisor for more information, or reach out to our dietitian. Keep in mind and plan accordingly for extra time if you request preparation of something off-menu.

Gluten-Free Ambassador Program

The Gluten-Free Student Ambassador Program is a peer-to-peer initiative that connects first-year gluten-free students with second- or third-year students who are also gluten-free and have experience in navigating gluten-free food options both on- and off-campus. Incoming gluten-free students will have access to first-hand knowledge, a readily available personal resource, and hopefully, a new friend on campus! Please reach out to the dietitian at mealtalk@syr.edu to register or learn more about this program.



Opening in Fall 2025 at Ernie Davis Dining Center, Zest is a vibrant and health-forward station where every meal is crafted with purpose. Guided by the philosophy "Fuel Well, Feel Well," Zest offers a rotating menu of healthy, flavorful dishes designed to nourish both body and mind. At Zest, you will find meals rich in high-quality proteins, wholesome grains, and fresh vegetables, carefully curated to provide sustained energy throughout the day. We prioritize ingredient transparency and make it easy to eat well without the guesswork. Whether you're looking to boost your nutrition or simply craving a balanced, whole-foods based meal, Zest is your go-to destination for mindful eating that doesn't compromise on taste.

SPECIAL DIETS IN RESIDENTIAL DINING (CONTINUED)

Vegan/Vegetarian Diets

A variety of plant-based and/or vegan options are widely and readily available at every meal. During menu development, the dietitian and Corporate Executive Chef ensure each station concept offers plant-based and vegan options. A variety of plant-based milk options are available in all six dining centers. Black bean and plant-based Beyond Meat burgers are always available at the grill, though they are not always out on the grill line as they are better prepared fresh. Please do not hesitate to request one be made fresh for you by the grill cook. If you do not want your plant-based burger to be prepared on the shared grill top, please let the cook know and an alternative cooking method will be used.

All dining centers stock plant-based yogurt, cream cheese, butter, ice cream, and baked goods (among other products). If you do not see these products out on the line, please ask a supervisor to get them for you.

ADDITIONAL SERVICES

The Barnes Center: Nutrition Counseling

There are dietitians available at the Barnes Health Center by appointment and do not require a referral, are covered under the Student Health and Wellness Fee, and provide the opportunity to access confidential nutrition counseling. These dietitians specialize in appetite disruptions, diabetes, digestive problems, disordered eating, high blood pressure, high cholesterol, nutrition education, and weight gain or loss. Visit experience.syracuse.edu/bewell/primary-health-care/nutrition/ for more information.

FIVE ESSENTIAL TAKEAWAYS

- **COMMUNICATION IS KEY.** If you are not satisfied with our offerings and/or you feel your dietary needs are not being met, reach out to the dietitian ASAP. We cannot help you if we do not know there is a problem.
- Students should ask for a **MANAGER** or **SUPERVISOR** when it comes to allergen or special diet questions. These individuals will generally be wearing collared polo shirts. Student employees or food handlers, generally wearing casual t-shirts, are not as educated on such topics.
- The first step in reporting a dietary issue is to connect with the Campus Dining dietitian. All other campus departments or resources will refer you back to the dietitian as the first point of contact before any dietary accommodations will be considered.
- Most residential dining centers have separate fryers for seafood and gluten-free food. However, fryers may be shared for animal protein and non-animal proteins. Please inquire with a dining center manager or supervisor for clarification at each location.
- If you have additional questions or concerns not addressed in this packet, please reach out to our dietitian prior to your arrival on campus or shortly thereafter to ensure you are set up for dining success!

If you have any questions or would like to set up an appointment with our dietitian, Ashley, please email her at mealtalk@syr.edu.

Disclaimer: We take every precaution to ensure that the top nine allergens are not present in our food; however, we cannot guarantee this with 100% certainty. Additionally, manufacturers may change their ingredient information or processing methods without our knowledge. Therefore, we assume no liability for any adverse reactions that may occur in our dining facilities.