

Guide to Managing **Food Allergies**

WKU Restaurant Group
2025-2026



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Welcome

Our Philosophy

We are committed to nourishing all guests by providing nutritious options that fit their needs, no matter where they dine on campus. We support students with food allergies by providing the knowledge and resources necessary for them to make informed food choices in our dining locations.



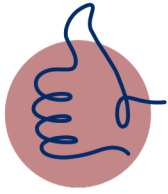
Your Safety Is Our Top Priority

Here's how we are prepared to serve you.

Staff Training

Managers and supervisors are AllerTrain® certified. AllerTrain® is an ANAB-Accredited third-party allergy training program that prepares our dining team to:

- Identify the top 9 food allergens including hidden or uncommon sources.
- Understand how the increase in food allergies impacts our roles within dining.
- Express their commitment to an inclusive environment that allows students with allergies to dine safely alongside the campus community through shared meals.
- Train employees about allergens, including reducing the risk of cross-contact and handling special meal requests.
- Recognize common symptoms of a food allergy reaction and respond appropriately.



Our Commitment

How We Can Help You

1

MEET

Contact our Registered Dietitian to discuss your allergy, gather information on managing them, and learn about navigating campus dining. We will accommodate your individual needs and help you find safe food options on campus.

2

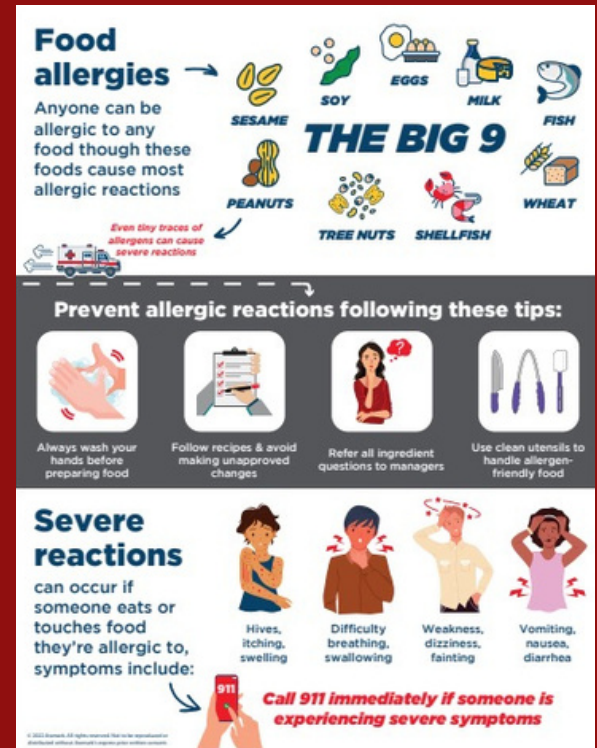
SUPPORT

We can provide additional support after the initial meeting. This includes meeting the culinary team who can address any allergy-related questions and concerns. It's an opportunity for us to thoroughly review available food options.

3

MONITOR

Throughout the year, the Dining Team is available to assist you. Feel free to contact us with any further questions or concerns.



We rely on our vendors' allergy warnings and ingredient listings. Because we operate a commercial kitchen where ingredient substitutions, recipe revisions and cross-contact with allergens is possible, We cannot guarantee that any food item will be completely free of allergens.

Your Management

You are the most important advocate for your own health. Please review your responsibilities when managing a food allergy in the campus dining locations:

Schedule a meeting with our Registered Dietitian to develop a plan.

Learn how to navigate our dining locations safely. To schedule a meeting, visit <https://bit.ly/dietitianconsult>.

Notify Student Accessibility Resource Center (SARC) for additional accommodations if necessary.

To complete the registration process and submit medical documentation, please visit www.wku.edu/sarc. You may also contact SARC at 270-745-5004 or email sarc.connect@wku.edu with any questions.

In case of exposure, carry medication (e.g., EpiPen, Benadryl, etc.) with you always.

Consider informing friends you normally dine with about your medical needs in case of an emergency. At this time, WKURG does not carry Stock Epinephrine.

Be proficient in the self-management of your food allergy(ies).

- Notify dining services staff of your food allergy(ies).
- Avoid foods to which you are allergic.
- Recognize the symptoms of an allergic reaction.
- Know how and when to tell someone you might be having an allergy-related problem.
- Carry emergency contact information with you.
- Carefully read the menus and recipe description information available to you.

We love feedback!

If you have questions or concerns regarding the ingredients in a particular food, or if you notice something that is problematic for your allergy, please contact us or ask to speak with the manager on duty so that we can promptly address your concern.

We make every effort to provide you with the information you need to make informed decisions while dining on campus. However, the possibility for a reaction does exist in community dining.

To Reduce the Risk of Cross Contact

- Notify the dining employee serving you of your food allergy or special dietary need.
- Ask a dining employee to change their gloves, use new utensils or a fresh pan at made-to-order stations.
- Speak to a dining employee if you need access to allergy-friendly designated equipment.
- Items from self-serve stations, such as the salad bar, can be offered from behind the serving line if requested.
- Take extra precautions at all stations where cross contact may be more likely to occur, such as the bakery, salad bar, and grill.
- If you have concerns about a certain item or need assistance, ask the cashier or another dining employee for the manager on duty.



IN CASE OF A REACTION

If you are exhibiting symptoms of an allergic reaction, including anaphylaxis, please follow these steps:

- 1 Administer your EpiPen or take an antihistamine as soon as possible.
- 2 Get help immediately—call 911 or indicate to someone around you to call 911.
- 3 Notify a dining staff member as soon as possible about your experience so they can address your concerns.

Please be sure to carry prescribed medication such as an EpiPen with you at all times.

Your Resources



Our Management Team is available to help.

When in doubt, if you have questions and want to consult with the Dining Team regarding ingredients in a particular food, find the nearest employee to help you connect with our dining team supervisors or managers.

Menus online at www.wku.edu/wkurg.

Access daily menus and ingredient listings for Fresh Food Company and links to nutrition and allergen information for national brand locations.

Nutrition signage

located at each station with nutrition facts and descriptions of each recipe.

Email questions to our Registered Dietitian, Kelci Murphy, RDN, LD, at kelci.murphy@wku.edu or schedule a consultation at <https://bit.ly/dietitianconsult>.



For more information on locations, including hours and meal plans, visit:
www.wku.edu/wkurg

True Balance

The True Balance Station offers a complete meal made without gluten and the top 9 food allergens (milk, eggs, wheat, soy, shellfish, fish, tree nuts, peanuts, and sesame). A dedicated and trained staff member will serve you from this station with a clean plate each time.

This station is AllerCheck™ certified, indicating that it follows the proper processes and procedures to minimize the risk of cross-contact and serves menu items prepared with verified ingredients. The True Balance station is audited by an independent agency at least once per year.

True Balance can be found in Fresh Food Company at Downing Student Union (DSU).



Dine without restrictions

Delicious meals made for your specific needs

Our chefs prepare specialized options from ingredients without the most common food allergens.*
See your manager for details.

*Aramark relies on our vendors' allergy warning and ingredient substitutions, recipe revisions and cross-contact with allergens is possible, Aramark cannot guarantee that any food item will be completely free of allergens.

- no soybean
- no milk
- no eggs
- no wheat
no gluten
- no peanuts
- no sesame
- no tree nuts
- no shellfish
- no fish

true balance
everything you want nothing you can't

Helpful Tools

Use these icons on the menu to identify recipes with these attributes.



Plant Forward

A style of cooking and eating emphasizing healthy plants at the center of the plate. May contain a proportionally small quantity of animal protein.



Vegan

Contains no animal products of any kind.



Vegetarian

Contains no meat, fish, or poultry



Coolfood Meal – Low Carbon Certified

Certified climate-friendly by the World Resources Institute. They have a low impact on the climate, making them a delicious way to help the planet.



Eat Well

Lower in calories, saturated fat, and sodium AND at least one full serving of nutritionally dense ingredients like vegetables, lean protein, whole grains or fresh greens.



Made Without Gluten

Selections made with ingredients that do not contain gluten. IMPORTANT: Foods prepared without gluten containing ingredients may not be 'gluten-free' since recipes are prepared in open kitchens where cross-contact is possible. Aramark relies on its manufacturers' ingredient listings in determining whether an ingredient contains gluten.



Made With Whole Grains

Whole grains are a leading ingredient in this item.

2025-26 Campus Restaurant Map



www.wku.edu/wkurg

