



Train relevant staff in the following procedures:

1. Food & Ingredient Storage

- a) Label and segregate unpackaged foods containing one or more of the Major Food Allergens away from each other, and store separately from other foods and ingredients. *Make sure to read ingredient labels to check for the presence of allergens before labeling and segregating.
- b) Spills of any of the Major Food Allergens should be cleaned up immediately, following the usual cleaning procedures used in the food establishment. If any Major Food Allergen accidentally comes into contact with other food ingredients that do not contain that allergen, these ingredients should be excluded from use.

2. Self-Service Items

- a) For food items that were made on site, label the food items, or place signs next to the food items, that clearly identify the presence of one or more of the Major Food Allergens, or keep ingredient lists on site that identify the presence of one or more of the Major Food Allergens.
- b) Labels and signage should be in both English and Spanish, and/or other languages appropriate to either the establishment, or the geographic area.

3. Taking a Food Order

- a) Encourage staff to ask consumers about any food allergies they might have.
- b) When a consumer informs staff they have a food allergy, intolerance, or sensitivity, immediately notify the Person in Charge (PIC) or designated person (manager, chef, or key employees).
- c) Provide a list of menu items and their ingredients for food handlers and consumers as a reference.
- d) Help the consumer identify menu items that contain ingredients to which they are allergic and offer suggestions for alternative menu items.
- e) If no alternative menu options are available, politely inform the consumer.
- f) If it is possible to modify a menu item so that it does not include ingredients the consumer must avoid, inform the consumer, and ask if the modification would suit their needs.
- g) Verify with the food handler that the proposed menu item modification is possible, feasible, and can be done safely for the consumer.
- h) Make a note on the consumer's order that they have a food allergy/intolerance/sensitivity and which ingredients they must avoid so that other food handlers are aware.



4. Preparing a Food Order

- a) Thoroughly clean all areas and equipment that will be used for preparing the allergic consumer’s meal, even if those areas had already been cleaned for normal use.
- b) Wash hands thoroughly before preparing the allergic consumer’s meal. It is necessary to change apron/chef coat, if previously soiled with potential allergens.
- c) Use dedicated equipment or physically separate products to prevent cross-contact.
 - i. Use color-coded or specially marked supplies, uniforms, equipment, and utensils designated for preparing allergen-free meals.
 - ii. Avoid using the same cooking medium (e.g., oil or water) and surface (e.g., grill, prep table) when handling ingredients with and without allergens.
- d) Use ingredients that do not contain the allergen(s) to which the consumer is allergic. Check ingredient labels for packaged foods.
- e) Prepare food in a manner that eliminates cross-contact. All preparation, including garnishes, should be done by only one food handler who is dedicated to ensuring the meal is allergen-free, and who is not preparing other consumers’ meals at the same time.
 - i. If a mistake is made, and an ingredient to which the consumer is allergic is accidentally included in the meal, it is not sufficient to simply remove the offending ingredient, because cross-contact will have occurred. In case this happens, re-make the consumer’s meal.
 - ii. Wash your hands with soap and water before continuing preparation to avoid potential, or additional, cross-contact.
- f) Cover the meal with a clean lid to prevent cross-contact and mark the meal as “allergy” so other staff are aware.
- g) Notify the PIC, or designated food handler once the allergen-free meal is prepared and ready for service.
- h) Wash, rinse, and store special equipment for allergen-free meals to be ready for next use.
- i) Wash your hands with soap and water before touching anything else if you have handled a food allergen.

5. Delivering a Food Order

- a) Verify with the food handler who prepared the meal that it does not contain the allergen specified by the consumer.
- b) Ensure no cross-contact with other meals occurs during transport of the meal to the consumer.
- c) Use a separate meal tray to deliver the meal.
- d) VERIFY with the consumer that the meal meets their needs.
- e) Discard the meal and offer to re-make it for the consumer if the meal contains ingredients to which the consumer is allergic. Notify the PIC. Review procedures and retrain the food handler(s) who prepared and handled the meal on these procedures before allowing them to re-make the consumer’s meal.

6. If someone reports an allergic reaction

*** When in doubt, call 911 ***

- a) Clearly direct one person to dial 911 and report an allergic reaction.
- b) Follow the directions of emergency services personnel and the food establishment’s food allergy emergency response plan.