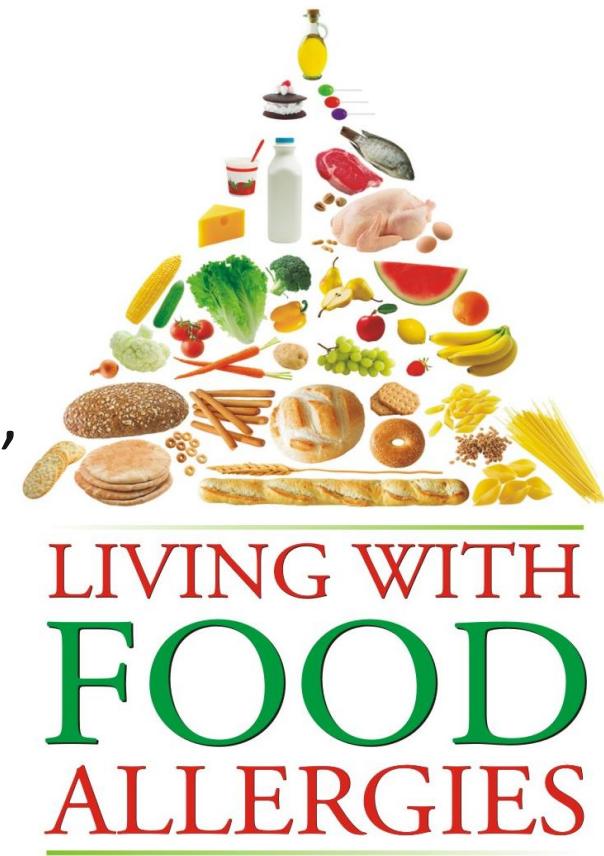


# FOOD ALLERGY



# Benefits of this Training

- Awareness of the most common food Allergens and foods that cause Intolerance
- What to do in case of an Allergic reaction
- Responsible Service towards guests, visitors & associates
- Accurate communications between internal and external customers



# What do YOU know about Food Allergens?



Milk



Egg



Shellfish



Fish



Tree Nuts



Wheat



Peanut



Soybean

# Potential Outcomes for Business

THE  
INDEPENDENT

## £415,000 damages over egg allergy death

By Stephen Howard, Press Association

*Wednesday, 20 January 2010*

A caterer who supplied a dessert containing eggs at a Sikh wedding must pay £415,000 damages to the widow of a man who died from an allergic reaction, the Court of Appeal ruled today.

Kuldip Singh Bhamra knew of his allergy but believed he was safe because the wedding banquet was held in a Sikh temple and observers of the religion do not eat eggs.

The caterer, Prem Dubb, himself a Sikh, appealed against a decision at Oxford County Court in November 2008 when the damages were awarded after a finding of negligence.

Today three appeal judges upheld the ruling and ordered the damages to be paid, plus £36,000 interest.

Lawyers for Mr Bhamra's widow, Amarjit, argued that Lucky Caterers were negligent for supplying a dish called ras malai which allegedly contained the egg.

Mr Bhamra, a research chemist, and his wife had travelled from Birmingham to the Ramgarhia Temple in Forest Gate, London, in August 2003, for the wedding attended by more than 500 guests.

# Agenda

1. What are Food Allergens and Food Intolerance?
2. What are the symptoms of an allergic reaction?
3. Types of Food Allergens and Intolerances
4. What to do in case of an allergic reaction?
5. Communication between all parties
6. Responsible service towards guests and associates
7. Food labeling and Menu planning



# What is meant by the term Food Allergen?

**Food Allergen** is a potentially serious immune response to eating or otherwise coming into contact with certain foods or food additives.

An allergy occurs when the immune system:

- 1)** Identifies a food protein as dangerous and creates antibodies against it; and
- 2)** Tries to protect the body against the danger by releasing substances, such as histamine into our blood when that food is eaten.

Allergic reactions to food can cause serious illness or even death

# What is meant by the term Food Intolerance?

**Food intolerances** do not involve the immune system and are rarely life threatening.

Symptoms are still unpleasant or painful and may affect someone's health significantly.

- Lactose, the sugar in milk can cause common food intolerances
- Gluten, the protein found in some cereals such as wheat also commonly causes intolerances.

# **What happens with Food Allergens?**

- An Allergen enters the blood stream and provokes the release of massive amounts of histamine and other chemicals that then effect the body.
- Blood vessels widen, blood pressure drops and breathing can become difficult.

# Major Food Allergens – “The Big 14”



Celery



Peanut



Crustaceans



Mustard



Fish



Egg



Milk



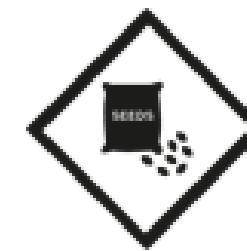
Lupin



Gluten



Sulphur Dioxide



Sesame



Nuts



Mollusks



Soya

# Common Food Allergens

- *For adults:*
  - Shellfish, peanuts, tree nuts (walnuts), fish, eggs, wheat, soy.
- *For children:*
  - Eggs, milk, peanuts, soy.

Peanuts –Tree Nuts (Almonds - marzipan, Hazelnuts, Brazil, Walnuts – Waldorf salad, Cashews) and Seeds (Sesame – humus, halva & tahini & poppy) can cause deadly reactions called

## Anaphylaxis

# Symptoms Food Allergen

MILD SYMPTOMS include tingling of the mouth, difficulty in breathing, nausea, bloating, diarrhea, and stomach pain. Another symptom could be a “nettle rash” that covers the whole body.

SEVERE SYMPTOMS include swelling or even obstruction of the airways, drop in blood pressure. The most severe reaction is called **Anaphylactic Shock**, which can lead to a coma or even death.

# Anaphylaxis

- A severe allergic reaction of rapid onset caused by food, insect stings and medications
- A drop in blood pressure is caused, coma and death may occur within 10 minutes
- The 1<sup>st</sup> symptoms usually are burning, itching, irritation of the lips, the inside of the mouth and the throat. Followed by nausea, vomiting, abdominal pain and diarrhea



# **Exercise:**

## **Do you know somebody with a Food Allergy or Intolerance?**

# Common Foods Containing Peanuts or Tree Nuts

- Cakes, biscuits, pastries, ice-cream, dessert;
- Cereal bars, confectionery;
- Marzipan, praline and frangipane (confectionery products made with nuts);
- Vegetarian products such as veggie burgers;
- Salads and salad dressings;
- Satay sauce, curries, Chinese, Indian, Thai or Indonesian and Tex-Mex food.



# Sesame Seed Allergy

A small but significant number of people are severely allergic to sesame seeds

**TOTAL AVOIDANCE** is essential

Dishes containing sesame include:

- Tahini, gomashio and hummus
- Sometimes found in Aqua Libra
- Chinese stir-fry oils some times contain sesame oil



# Sulphur Dioxides & Sulphites



Sulphites are chemicals widely used as preservatives in foods, beverages and medicines.

# Egg Allergy

Symptoms of egg allergy usually appear within minutes up to two hours of eating eggs or food containing egg ingredients.

Symptoms may include:

- Skin reactions, such as hives or eczema
- Allergic conjunctivitis (red, watery eyes)
- Gastrointestinal reactions, such as nausea, abdominal pain, vomiting, or diarrhea
- Airway symptoms, such as wheezing, coughing, or runny nose
- Angioedema (swelling of lips, tongue, or face)



Usually mild but some cases can trigger Anaphylaxis

# Egg Allergy - Food containing eggs

- Aioli
- Baked goods – Bread, cakes, rolls, scones, croissants, etc.
- Béarnaise sauce
- Breaded foods (often dipped in eggs before dipping in breadcrumbs)
- Custard
- Canned soup
- Casseroles
- Eggnog
- Energy bars
- Hollandaise sauce
- Ice cream
- Fresh pasta
- Malted beverages
- Mayonnaise
- Meringue
- Protein shakes or liquid meal substitutes
- Protein powders
- Pudding
- Quiche
- Salad dressing
- Simplesse™
- Tartar sauce
- Meatballs or meatloaf
- Rémoulade



# Fish & Fish Products

Fish and fish products such as anchovies that are commonly used in salad dressings, sauces, relishes and also commonly used as pizza toppings.



## Shellfish



Shellfish including prawns, lobsters, scampi, crab, mussels and other mollusks.

Shrimp paste and oyster sauce are also found in many Chinese & Thai dishes

# Soya Beans



Soya beans may be found as tofu, bean curd, soya flour and textured soya protein. May also be found in ice cream, sauces, desserts, meats products and vegetarian products such as veggie burgers

# Lupin Flour



Lupin is sometimes labelled as lupine, lupin flour, lupin seed or lupin bean. Lupin allergy can cause severe reactions, including anaphylaxis. Lupin can be found in European bakery products include pastry cases, pies, waffles, pancakes, crepes, products containing crumb, pizzas, and deep-coated vegetables such as onion rings.



# Mustard

Mustard allergies are very common. Mustard is included in many foods in a way we may not be aware of. Lunchmeat and hot dogs can have mustard seeds in them. Mustard seeds are used as a spice in other foods too.



# Celery & Celeriac

Celery can provoke the most severe allergic reactions; for people with celery allergy, exposure can cause potentially fatal anaphylactic shock. Celery root—commonly eaten as celeriac, or put into drinks—is known to contain more allergen than the stalk.

# Common Food Intolerance

## Types of Food Intolerance

- Gluten Intolerance
- Lactose Intolerance
- Food Additives: as MSG (mono sodium glutamate ) and Sulfites



# Coeliac disease/ Gluten Intolerance

- Coeliac disease occurring in sensitive individuals upon the consumption of wheat, rye, barley, triticale, spelt, and kamut.
- Characterized by diarrhea, bloating, weight loss, anemia, bone pain, chronic fatigue, weakness, muscle cramps



# Gluten Intolerance

## FOODS TO BE AVOIDED

A Coeliac **must not** consume foods or beverages that contain any form of wheat, rye, barley and/or oats.

This typically includes:

- bread, rolls, buns, crisp bread
- biscuits, cakes, pastry
- pasta
- breadcrumbs
- sausages, minced and tinned meats containing flour
- made-up dishes containing flour
- baking powder
- soup, sauces and gravies containing flour
- some breakfast cereals
- semolina, couscous, Tabbouleh
- soy sauce
- pearl barley
- modified starch
- malt vinegar and extracts
- mustard powder
- miso
- foods cooked in batter
- beer and lagers

# Gluten Intolerance



The following are naturally gluten-free:

- Ground rice
- Rice flour, Corn flour, Maize flour, Potato flour, Soya flour
- Arrowroot
- Rice
- Sago
- Tapioca
- Sweet corn
- Buckwheat
- Apple cider vinegar, balsamic vinegar
- Honey
- Eggs
- Fresh fish
- Tofu-soya
- Polenta
- Plain unflavored yogurt

There are also increasing ranges of specially manufactured products that are gluten-free

# Gluten Labeling

- Unless food is produced outside as Gluten Free. Do not state ‘Gluten Free’ on any menu, event documentation or contract.
- In order for a dish to be Gluten-free it must contain <20ppm of Gluten – could you tell?
- Dishes should be stated as “Containing No Gluten Ingredients”



# Gluten Intolerance

## **AVOID :**

- Using breadcrumbs to dust meat
- Using flour to dust fish or poultry before cooking
- Contact with or use of sauces and gravies thickened with flour or any batter
- Cross contamination during preparation
- Contaminated equipment

A Coeliac guest may bring specially manufactured gluten free bread, biscuits and cake and would be grateful for your co-operation in allowing their use without charge.

# Gluten Intolerance - Bedroom Amenities!

**Bedroom amenities:** could someone have a reaction?

**Toiletries:** Some bathroom products may contain Protein such as, wheat, rye, barley, oats which can affect someone with Coeliac disease



# Lactose Intolerance



Lactose is the name of a type of sugar that is naturally found in milk.

Causes abdominal symptoms such as bloating and diarrhoea

## Found in :

- Products derived from milk i.e. butter, dairy cream, cheese, yoghurts
- Foods containing these products. (biscuits made with a portion of butter -a sauce prepared in the same way)
- Whey, Whey powder, Whey solids, Casein, Caseinates, Non-milk fat
- Vegetarian cheese

Oats or Soya and Soya based yoghurts can be used instead



# Exercise: Food Allergens and Intolerances

What kind of Food Allergens can be found in:

## Buffet and Salad bars

Most of the allergens

## Bakeries

Nut, Milk, Egg and Wheat  
Allergens

## Asian Restaurants

Nut, Wheat, Soy and Fish  
Allergens

## Ice Cream Shops

Nut, Milk, Egg and Wheat  
Allergens

## Seafood Restaurants

Fish and Shellfish  
Allergens

# First Aid!

If you have been advised that somebody is allergic to a food item

**Do Not serve it to them!!**

- Ensure immediate medical assistance is called for
- Person may carry an adrenaline injection or Epipen which can be used
- Lay patient down and raise legs

# What to do in an Emergency

If an allergic customer or staff member becomes ill, it is likely that the person, or someone with them, will state that he/she is suffering from an allergic reaction. They may use the word **ANAPHYLAXIS** this is what to do:

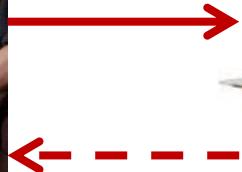
Immediately have someone call the emergency medical services (**112 / 999 / 911**) giving the following information:

*This is an emergency. A customer has collapsed and we believe they are suffering from Anaphylaxis (pronounced ANA-FILL-AXIS)*

**The incident should be logged on Starguest and entered on Diligence**

# Guesswork!

- **DO NOT** put someone's life at risk
- If you are not sure **ASK**
- Do not **GUESS**
- It could result in **LIFE or DEATH**



# Responsible Service

- Do not advise customer that a product is allergen-free (i.e. nut, gluten) unless you have clear knowledge of the product;
- Remember products can be inadvertently cross contaminated;
- Wash hands and surfaces after handling nuts;
- Do NOT remove food labels on packaged items.



# **SPECIFIC POINTS FOR CHEFS AND F&B MANAGEMENT**

## **Remember That :**

- Cooking in unrefined groundnut oil (peanut oil) may leave traces of nut protein
- Beware of transferring food from one dish to another
- Hands, utensils, cutlery and work surfaces must be washed scrupulously after handling foods containing nuts
- If possible keep certain preparation areas designated as nut free areas
- Avoid the indiscriminate use of nuts

# What do you know about Food Labeling?





# Menu planning exercise

- Utilize the Allergens worksheet to identify allergens and food intolerance by Dish by Venue - available on [StarwoodONE](#)

MENU ITEM ALLERGEN LIST-										SRSI-HM-F19c		
Venue	Allergen Ingredients									Food Intolerance		
Food Product	Peanuts	Treenuts	Seeds	Milk & Milk products	Egg	Soy	Wheat	Fish	Shellfish	Sulfites	MSG	Other

- Have a statement on menus, and a stand by buffets “*Foods described within this menu may contain nuts or other ingredients, which for certain people can lead to allergic reactions. If you are allergic to nuts, or think you may suffer from other forms of food intolerances/allergies, please inform your order-taker, who will be able to advise on an alternative choice*”
- Don’t forget banqueting buffets and associate canteen
- Where possible, highlight dishes with known Allergens – difficult if they contain multiple!



# Exercise

**Person with what kind of Allergy or Intolerance should avoid the following dishes?**

# Exercise

Nuts Allergy



Indonesian Satay with Peanut Sauce

# Exercise

Gluten Intolerance



Spaghetti Bolognese

# Exercise

**Shellfish & Fish Allergy**



Paella

# Exercise

Sesame & Fish Allergy



Sesame enrolled Tuna

# Exercise

Lactose Intolerance & Egg Allergy



Crème Brûlée

# Exercise

## Sulfur Reaction



Red or White Wine

# Other Allergens



**Pillows:** Some people are allergic to feather pillows

**Grill - Smoke Allergy :** Wood used for barbecuing come from trees that produce pollen that many people with seasonal allergies are allergic to. It appears that the allergen in this type of pollen is also contained *within* the wood of the tree; these allergens remain in smoke once the wood is burned.





# Role Play



John is coeliac and during the whole stay in the hotel we provided him 'gluten-free' food.

The dinner of the 12th Sept - a cook that was not attending him everyday, served to John a dish with gluten pasta!!!

When John finished his meal, he felt bad and he went to his room. Around half an hour later the bellboy, Jose, was in the corridor of the room and heard his mother screaming. John was feeling very unwell with swollen eyes and throat.

- 1. How should this situation have been prevented?**
- 2. What actions need to be taken in your hotel to ensure that this type of situation does not happen to one of your associates, guests or visitors?**

# RE-CAP!

1. The Big 8 and cross-contact
2. Reading Labels
3. Preventing cross-contact in the front of house
4. Purchasing and Transportation
5. Separation in equipment and storage
6. Implement a food allergy menu
7. Create a food separation process
8. Train all your food handling staff accordingly
9. ALWAYS update the guest profile and report any incident on Diligence

Further Guidance on Allergens is available on the  
Food Safety page on StarwoodONE

If you need further assistance or you have questions concerning  
Allergens, please contact EAME Safety & Security  
sas.eame@starwoodhotels.com

