



## PREPARING AHEAD

No items required for this session. Just get your team together and get started!



## TRAINING CONTENT

# ACTING ON ALLERGENS

## WEEK 6 - SUMMARISING WHAT WE HAVE LEARNT



## INTRODUCTION

Today we will briefly review the previous 5 allergen training modules. To recap, these were:

1. What is an allergen?
2. Allergen Reports
3. Kitchen Processes
4. The Customer Journey
5. In the event of an incident

### MODULE ONE: INTRODUCTION TO ALLERGENS

#### QUESTIONS

What is an allergy? What is an allergen?  
 What is an intolerance?  
 Do you know what the difference is between an allergy and an intolerance?

#### ANSWERS:

**Allergy:** A reaction by the body's immune system to a particular food or substance.

**Intolerance:** A difficulty digesting a food and having unpleasant symptoms.

**Allergen:** A substance that causes an allergic reaction.

#### THE DIFFERENCE BETWEEN AN ALLERGY AND AN INTOLERANCE:

The symptoms to an allergic reaction may be more severe than an intolerance because the body's immune system is provoked by the food. However, **we must treat both allergies and intolerances with the same care** as both can cause harm to our customers. It is important to remember that **allergens can be hidden in foodstuffs** that are not obvious, for example, bread products such as pizza bases may contain chickpea flour.

This emphasises the importance of following recipes and Medical Diet menus exactly. Failure to do so can result in disciplinary action.

#### Symptoms to look out for if you think someone may be experiencing a reaction to a food:

- Rashes
- Wheezing
- Hives
- Struggling to breathe - anaphylaxis
- Vomiting
- Swelling face

**CALL 999 IF THESE SYMPTOMS APPEAR!**



### MODULE TWO: ALLERGEN INFORMATION

It is a legal requirement to have the allergy reports accessible for all recipes being served to customers on any given day.

#### When do you use manual allergen reports?

**Answer:** If you cannot follow Chartwells recipes exactly, you will need to complete a manual allergen report which details every ingredient and states which of the 14 legally listed allergens are present in the recipe. Manual allergen reports should also be completed in the event of a product substitution or if the allergens listed on the product packaging do not match the allergens listed on the official Source allergen report.

**ALWAYS** check the VMC codes of your delivery against what you ordered to ensure you order and receive exactly the right product!



## MODULE THREE: KITCHEN PROCESS

### What is cross-contamination?

The transfer of one food stuff to another which can lead to an allergic reaction or food poisoning. An example of this would be putting gluten free bread into a toaster after toasting a slice of normal bread, which could result in anyone with a gluten allergy having a reaction.

### How to prevent cross-contamination:

- Good personal hygiene
- Seal and label foods during storage
- Do not use the same utensils for different dishes without thoroughly washing in-between
- Cook allergen free meals as far away and separately as you can

### Recipes:

Recipes should be followed exactly, ensuring you are using the correct products so that medical diet menus and allergen reports are accurate. If you think allergen information is incorrect on the Source, this must be immediately escalated to the Foodbuy Support line but also alert your regional manager and the Medical Diet team.

### Chef's responsibility:

- All allergen reports should be cross-checked before service to ensure they are accurate.
- The chef should also deliver a pre-service briefing explaining which allergens are present in the dishes being served, if any known allergy sufferers are eating with you that day and what they can safely eat.



## MODULE FOUR: CUSTOMER JOURNEY

### What is explained during the pre-service briefing?

**Answer:** The menu for that day, the allergens present in each dish, the pupils/customers known to have allergies and what dishes they can have.

### Why is it important to all gather for a pre-service briefing before every service?

**Answer:** All Chartwells colleagues are responsible for ensuring we cater safely to our customers.

### How do we provide allergen information?

**Answer:** Allergen reports must be available for every dish being served. These should be provided to a customer, or a responsible adult, if a child is asking for the allergen information.

### Identifying customers with medical diets

- The pre-service briefing should make everyone aware of pupils following a Chartwells medical diet menu.
- Schools must have an identification system in place for pupils following Chartwells medical diet menus. Everyone in the team must use this system to look out for pupils with medical diets at service times.
- Double-check a pupil's medical diet menu before serving to ensure you are serving the correct dish.

## MODULE FIVE: IN THE EVENT OF AN INCIDENT...

### Emergency Procedures if a customer falls ill:

- IMMEDIATELY call 999 if anaphylaxis is suspected
- Attract the attention of the first aider on the site
- Stay with the customer until help arrives.
- Report to the Health & Safety team via the AIR3 system

**REMEMBER:** If you are trained to do so, you may need to help administer auto-injector medication, such as an EpiPen, to a customer with more severe symptoms.



## SUMMARY



**In summary, it is important to work accurately and always comply to Health & Safety policies to prevent incidents. If you are unsure about anything, always ask for advice or support.**

**Never assume anything.**

## QUICK FIRE QUIZ

### Quiz the team on the below questions.

Correct answers are shown below.

#### 1. WHAT WOULD YOU DO IN THE EVENT OF A CUSTOMER HAVING AN ALLERGIC REACTION ON YOUR SITE?

- Phone 999 immediately if you suspect anaphylactic shock and alert the emergency contact for the site.
- Stay with the customer until medical help arrives.
- Report the issue to your line manager and to Health & Safety on AIR3.

#### 2. NAME 3 COMMON SYMPTOMS OF AN ALLERGIC REACTION?

- Rashes
- Wheezing
- Struggling to breathe
- Swelling face
- Upset stomach
- Vomiting
- Hives

#### 3. WHEN WOULD YOU HAVE TO COMPLETE A MANUAL ALLERGEN REPORT?

- If you are not able to follow central recipes from the Source.
- If you have had a product substitution

#### 4. WHAT SHOULD BE INCLUDED IN THE CHEF'S PRE-SERVICE BRIEFING?

- The menu for the day. The allergens present in the dishes
- Any known customers with allergies and what dishes they can safely eat.
- The allergens present in the dishes

#### 5. NAME 3 WAYS YOU CAN PREVENT CROSS-CONTAMINATION.

- Good personal hygiene
- Correct storage; sealed and labelled
- Do not use the same utensils for different dishes without thoroughly washing in-between
- Cook allergen-free meals as far away and separately as you can