

# Bonclarken Conference Center Food Allergy Policy

Bonclarken Conference Center is committed to the health, wellbeing, and inclusion of all our guests. Bonclarken Conference Center is not an allergen-free facility and makes no guarantee that guests with food allergies will not come into contact with allergens. Bonclarken does not make any guarantees, implicit or explicit, that any of our food, serving vessels, preparation vessels, utensils, or glassware will be free of all allergens. However, within reasonable limits, we will work to assist guests and groups in self-management of food allergies and provide them with a safe and enjoyable experience at Bonclarken. In order to best serve groups and individuals in the area of food allergies, Bonclarken has adopted the following policies:

**Group Leader Responsibilities**—It is imperative that group leaders do the following in case of food allergy:

- Identify group members with food allergies and be aware of the nature of them.
- Assist the guest or guest's parent/guardian in notifying Bonclarken Conference Center of the nature of the allergy.
- Make other group members aware of any restrictions on the food they may bring with them and anything they should do to avoid exposing the affected guest to food allergens.
- Ensure that there is a qualified adult in the group to provide basic health supervision. This person or a member of the group should possess current certification in first aid and CPR by a nationally-recognized provider. This person should be familiar with the appropriate medications and/or rescue treatments for all group members suffering from food allergies or other life-threatening conditions.
- Gather, maintain, and have available at all times information on all members of the group, which includes: name, address, emergency contact names and numbers, and any allergies/health conditions/restrictions. For minors without a parent on site, group leaders should also have signed permission to seek emergency treatment.
- Plan actions and identify resources that can be used in case of emergency.

**Individual Responsibilities**—It is imperative that the guest with a food allergy or the parent/guardian of the guest with a food allergy do the following:

- Notify group leaders and Bonclarken Conference Center of the nature of the allergy.
- Assist group leaders in identifying reasonable strategies to manage the food allergy.
- Share the guest's Food Allergy Action Plan with the group leaders and other group members who will be in close contact with the guest.
- Provide appropriate medications and/or rescue treatments for the guest to carry at all times.
- Authorize and train the group's designated health care supervisor to identify signs of an allergy crisis, administer appropriate medications and/or rescue treatments, and notify emergency contacts should the guest be incapacitated.
- Make sure all medications and prescriptions are up-to-date.
- In the case of minors, review with and educate the minor on allergy self-management and strategies for seeking assistance and handling an allergy crisis.

**Bonclarken Conference Center Responsibilities**—Bonclarken Conference Center will do the following in case of food allergy:

- Be an "allergy-aware" facility that works to provide an inclusive, least-restrictive environment for our guests to the best of our abilities.
- Assist the guest or guest's parent/guardian in identifying reasonable and appropriate self-management strategies for dealing with food allergies in our dining hall and on our grounds.
- Allow guests with documented food allergies to replace dining hall food with their own allergen-free food so they can participate in fellowship through meals with their group.
- Make maps and directions to area healthcare facilities available to guests and group leaders.

# Special Dietary Needs

Bonclarken Conference Center foodservice serves thousands of guests throughout the year. Some guests have special dietary needs ranging from religious preferences to sensory issues to special health concerns that are not related to life-threatening food allergies or celiac disease. Because Bonclarken Conference Center is committed to the health, wellbeing, and inclusion of all our guests, we will work to assist guests and groups in handling special dietary needs and providing them with an enjoyable experience at Bonclarken.

While our foodservice department works closely with group leaders and guests regarding special dietary needs, please be aware of the following limitations:

- Food items for special dietary needs (including vegetarian and gluten free options) are prepared in limited portions according to the number of guests reported.
- Because these portions are limited, we will prioritize serving guests whose special dietary needs have been reported by their group leader first. Bonclarken will provide a discrete means of identification for these guests.
- We will work to provide options for guests who have not reported their special dietary needs to their leader, however this may mean an extended wait on the part of those guests for additional items to be prepared and/or food items that are significantly different from items prepared for guests with special dietary needs that have been confirmed in advance with foodservice.

In order to best serve groups and individuals in the area of special dietary needs, Bonclarken has adopted the following policies:

**Group Leader Responsibilities**—It is imperative that group leaders do the following in case of special dietary needs:

- Communicate the importance of getting accurate information regarding special dietary needs from all guests at least one week prior to the event in order to ensure foodservice staff can order and prepare the correct portions.
- Identify group members with special dietary needs.
- Notify Bonclarken of any special dietary needs.
- Assist the guest or guest's parent/guardian in notifying Bonclarken Conference Center of the nature of the allergy.

**Individual Responsibilities**—It is imperative that the guest with a food allergy or the parent/guardian of the guest with a special dietary needs do the following:

- Notify group leaders and Bonclarken Conference Center of the nature of the allergy.
- Bring appropriate identification (provided by Bonclarken Conference Center) and introduce themselves to the foodservice staff.

**Bonclarken Conference Center Responsibilities**—Bonclarken Conference Center will do the following in case of special dietary needs:

- Prepare and serve alternative menu items to guests who have been identified as having special dietary needs in advance by their group leader.
- Provide information about ingredients and preparation of food.
- Assist guests who have not been identified as having special dietary needs in advance by their group leader in finding suitable options. **Note:** there may be a significant delay in this process and guests who have been identified in advance will be served first when an alternative menu item is provided.