



Cross-Contamination in Restaurants: What You Need to Know

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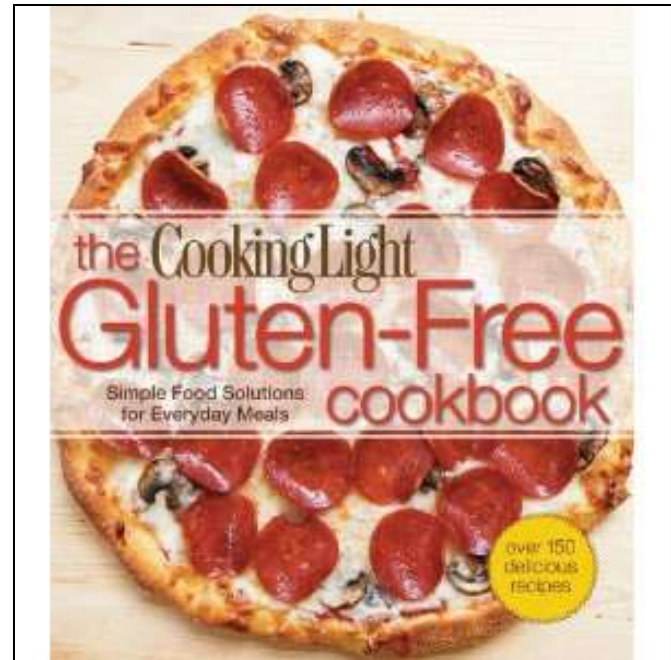
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Watch & Win!

Three lucky webinar participants will be randomly selected to win a copy of *The Cooking Light Gluten-Free Cookbook*, courtesy of the National Foundation for Celiac Awareness and *Cooking Light*.



Welcome!



- Ken Schelper, Vice President of Davanni's, Board of Directors for Minnesota Restaurant Association



- Amy Jones, MS, RD, LD, Chief Clinical Dietitian and Celiac Support Group Facilitator, Mary Rutan Hospital



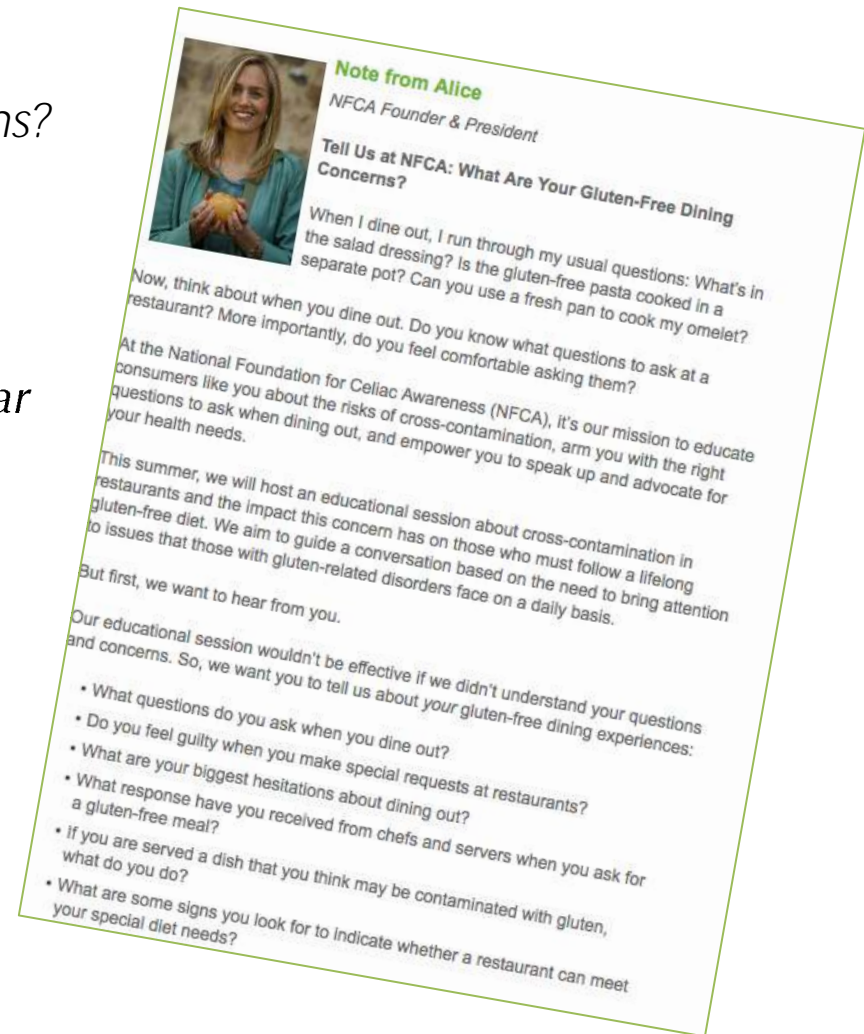
- Pam Cureton, RD, LDN, Clinical and Research Dietitian, Center for Celiac Research, University of Maryland



On Today's Plate

Background:

- *What are your gluten-free dining concerns?*
- *Great response – 50 pages of feedback!*
- *Your concerns are guiding today's webinar*



Note from Alice
NFCA Founder & President

Tell Us at NFCA: What Are Your Gluten-Free Dining Concerns?

When I dine out, I run through my usual questions: What's in the salad dressing? Is the gluten-free pasta cooked in a separate pot? Can you use a fresh pan to cook my omelet? Now, think about when you dine out. Do you know what questions to ask at a restaurant? More importantly, do you feel comfortable asking them?

At the National Foundation for Celiac Awareness (NFCA), it's our mission to educate consumers like you about the risks of cross-contamination, arm you with the right questions to ask when dining out, and empower you to speak up and advocate for your health needs.

This summer, we will host an educational session about cross-contamination in restaurants and the impact this concern has on those who must follow a lifelong gluten-free diet. We aim to guide a conversation based on the need to bring attention to issues that those with gluten-related disorders face on a daily basis.

But first, we want to hear from you.

Our educational session wouldn't be effective if we didn't understand your questions and concerns. So, we want you to tell us about *your* gluten-free dining experiences:

- What questions do you ask when you dine out?
- Do you feel guilty when you make special requests at restaurants?
- What are your biggest hesitations about dining out?
- What response have you received from chefs and servers when you ask for a gluten-free meal?
- If you are served a dish that you think may be contaminated with gluten, what do you do?
- What are some signs you look for to indicate whether a restaurant can meet your special diet needs?



On Today's Plate

- ① EDUCATE: *Define cross-contamination, including case studies, and the role of menu disclaimers*
- ② EMPOWER: *Discuss how accepting the emotions that come with the diagnoses of celiac disease and non-celiac gluten sensitivity can lead to living a happy, healthy gluten-free life*
- ③ ADVOCATE: *Provide solutions for dining out safely, such as the importance of building relationships with community restaurants and chefs and the identification of five questions consumers should ask concerning a gluten-free meal*





Serving Gluten-Free Customers: The Foodservice Industry Perspective

Ken Schelper

Vice President of Davanni's

Board of Directors for Minnesota Restaurant Association



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Learning Objectives

- *Review of insights into how foodservice operations can safely serve you*
- *Discussion of education as a key component – where does foodservice stand today?*
- *Identification of inherent challenges within our systems to meeting special dietary needs*
- *Explanation of menu disclaimers – why and what do they mean?*



Safe Service – What's Required?

- ① Clear understanding of the customer's specific issues or needs
- ② Making certain problem allergen or gluten are not present in ingredients
- ③ Preventing the accidental introduction of the allergen or gluten to your food in preparation through cross-contact



Food Safety Training

- Prior to 2009 all industry food safety training related to contamination and pathogens
- 2009: Introduction of allergens to industry training courses and materials
- Bad News: There is still no standardized industry training that mentions gluten
- Good News: Safeguards against allergens are the same as what is required to guard against gluten



Food Safety Training

Three levels of training within each operation. Training starts with the CFM and filters down over time.

- ① Certified Food Manager (CFM)
 - One required per operation
 - Approved/standardized training required
 - Recertification every 3 years

- ② Person In Charge (PIC)

- ③ Foodservice Worker



Challenges to Serving Those with Special Dietary Needs in Foodservice Operations

Making **certain** gluten is not part of a recipe or ingredient:

- Recipes may contain a dozen or more ingredients
- Each ingredient statement may include a dozen or more individual ingredients
- Wholesale or foodservice labels do not typically disclose the presence of gluten
- Managers and workers are not educated regarding what ingredients may contain gluten



Challenges Within the Foodservice Operation

Making **certain** gluten is not part of a recipe or ingredient.

Other labeling/ingredient identification issues:

- Ingredient statements are required on the master case, not individual packages
- Much of the time, labels may not be available:
 - *Individual packages are often removed from master case for storage*
 - *Items are often removed from any packaging and transferred to food storage containers*
 - *Items may be pre-prepped (mixed into recipes)*
- Secret recipes
- Daily specials



Challenges Within the Foodservice Operation

Safe preparation:

- Protein vs. Pathogen
 - *Integral part of food, not introduced*
- Cross-contact (*proteins*) vs. Cross-contamination (*pathogens*)
 - *Similarities, but also differences*
 - *Prevention and control measures are different*
 - *With pathogens, heat or chemical sanitizing is often the final control; With allergens, both are ineffective*
 - *Clean may mean different things to different people*



Challenges Within the Foodservice Operation

Safe preparation:

- *Cross-contact*: Many points of opportunity - fry oil, utensils, grills, skillets, cutting boards, scale platforms, broiler racks, hands



Challenges Within the Foodservice Operation

Safe preparation:

- *Cross-contact: Other potential issues may include*
 - Menu items prepared in stages, at different stations by more than one employee
 - Need to prepare other orders at the same time at the same place (or by the same person)
 - Airborne contaminants (flour)
 - Packaged food where package may have been previously handled
 - Clean?
 - Not defined or measurable
 - How clean is clean enough?



Disclaimers

What is their purpose?

① Limit liability

- All disclosures attempt to do this

② Provide information (disclosure)

- The better ones also do this
- The more transparency and details regarding safeguards, the better or more useful they may be



Disclaimer Examples

Bad:

FOOD ALLERGY DISCLAIMER Customers concerned with food allergies need to be aware of this risk. We will not assume any liability for adverse reactions to foods consumed, or items one may come in contact with while eating at any of our establishments, or catered events. We do not accept special orders based on allergies.

Better:

We created this menu for our gluten intolerant guests. Please be aware that the handcrafted nature of our menu items, variety of procedures in our kitchens, cross-contamination with ingredients containing gluten and our reliance on suppliers may result in variations in the ingredients of these menu items. We therefore make no guarantees regarding the gluten content of these items.



Disclaimer Examples

Best:

- We understand the challenges facing the community of people who struggle with food allergies or have to manage food sensitivities in their lives. We know how difficult it is to eat safely, especially when eating out. Your options are severely limited because of the absence of available information. It is with that understanding that we have compiled information on all of our menu items and are providing it to you. The information on our website includes allergy declarations for all menu items as well as foods that should be safe to order for each of the major food allergen and gluten.
- The allergen information provided is accurate and up-to-date to the best of our knowledge. It is based entirely on the information provided by our ingredient manufacturers and suppliers. We have limited this disclosure to the "Big 8" (wheat, soy, milk, eggs, peanuts, tree nuts, fish and shellfish) as those are the only ones manufacturers are required to disclose.
- The labeling practices and terminology relating to manufacturer's handling of other potential allergens in their facilities varies greatly and can be vague. Because of this, we have not included in our listings allergens that may be present in the manufacturer's plants or may even come in contact with the same manufacturing equipment. Where possible, we have tried to ascertain with our manufacturers that proper segregation and cleaning procedures are in place to prevent accidental cross-contact. However, these things are beyond our control.
- No allergen or nutritional information on our website should ever be considered a guarantee, but simply a best faith effort to serve our customers.
- We have no items containing peanuts or shellfish in our restaurants. All of the other "big 8" and gluten are present in the facility in one form or another. We ask that when placing your order you alert the manager on duty to your food allergy or sensitivity. We will then try our best to avoid any accidental cross-contact, but again we can offer no guarantees and accept no liability. The more information relating to your specific needs you can provide, the better we can attempt to protect you.
- The range of tolerance or reactions to the presence of food allergens varies greatly from person to person. Decisions on the amount of precautions you should take or risks you may expose yourself to, are always best made by you in consultation with your physician.





Empowerment: Turning Challenge to Change

Amy Jones, MS, RD, LD
Chief Clinical Dietitian
Celiac Support Group Facilitator
Mary Rutan Hospital



Learning Objectives

- *Describe the quality of life implications of being on a special diet*
- *List 3 dilemmas that may occur as a result of the gluten-free diet*
- *Describe the process of renewal and how it can assist in dealing with common fears and frustrations*



Effect of the Gluten-Free Diet on Quality of Life

- Research shows that initially, at least, quality of life improves on the gluten-free diet
 - *Initial boost may be due to finally receiving a diagnosis after many years of frustration and/or feeling better physically on the gluten-free diet*
- 8 years after diagnosis, however, quality of life is worse
- Why is this?

Sverker A, Hensing G, Hallert C. Controlled by food' - lived experiences of coeliac disease. *J Hum Nutr Diet.* 2005 Jun;18 (3):171-80.



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“Dilemmas”

- Isolation and exclusion
- Fear of being “glutened”
- Worry about being a “bother” to others
- Anger
 - *Life has changed! The loss is very real and should be mourned*

Sverker A, Hensing G, Hallert C. Controlled by food! - lived experiences of coeliac disease. *J Hum Nutr Diet.* 2005 Jun;18 (3):171-80.
Ciacci, et al. Depressive symptoms in adult celiac disease. *Scand J. Gastroenterol.* 1998 (33) 247-51.



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Impact of the Gluten-Free Diet on Relationships and Daily Life

- “Unwanted Visibility”
- Neglect and/or being “forgotten”
- Risk-taking/not wanting to disclose the gluten-free diet
- Constantly being “on call” and at-risk
- Changes in social life

Sverker A, Hensing G, Hallert C. Controlled by food'- lived experiences of coeliac disease. *J Hum Nutr Diet.* 2005 Jun;18 (3):171-80.

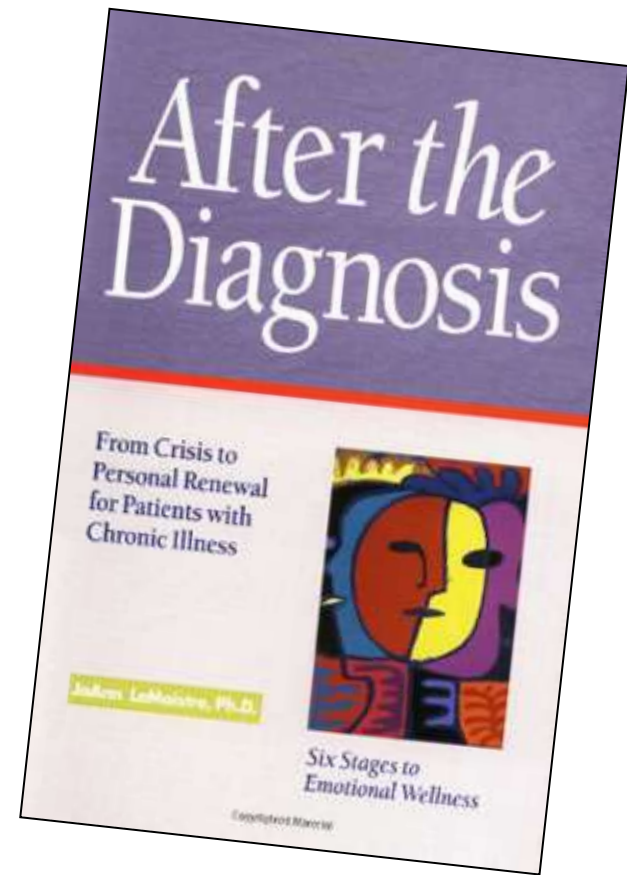


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Suggested Resource

*After the Diagnosis:
6 Stages to Emotional Wellness*
by Dr JoAnn LeMaistre, PhD



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Reconstruction

- Goal-oriented striving
- Reconstruction is not always linear
- Dealing with setbacks
- “Negotiating what the boat looks like”

LeMaistre, J. *After the Diagnosis: From Crisis to Renewal for Patients with Chronic Illness*. 1995. Ulysses Press.

Veen, M. et al. *Quitting is not an option: An analysis of online diet talk between celiac patients*. *Health*. 14 (1) 23-40.



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Renewal

- “Why me?” vs. “Why not me?” or “Who do I choose to be?”
- Creative adaptation
- Fear of the future
- Dealing with disappointment/jealousy

LeMaistre, J. *After the Diagnosis: From Crisis to Renewal for Patients with Chronic Illness*. 1995. Ulysses Press.



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Final Thoughts

I am a person with celiac disease or non-gluten sensitivity. I cannot eat certain things that I used to. I accept my feelings about myself and celiac disease or non-celiac gluten sensitivity. I can be sad and upset when it's appropriate. I try to have as much positive feeling and activity in my life as possible. I try not to judge negative feelings too harshly. I accept that others may have limitations and continue to work on being adaptable in situations. I have seen that holding on to anger, bitterness and jealousy is costly. I have the power to not get "stuck" in those feelings. I will recognize that I can be emotionally and physically vulnerable. I will not give up on myself.

Adapted from: LeMaistre, J. *After the Diagnosis: From Crisis to Renewal for Patients with Chronic Illness*. 1995. Ulysses Press.



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Dining Out Gluten-Free: Solutions and Suggestions

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Learning Objectives

- *Review importance of preparation for ensuring a safe gluten-free experience when dining out*
- *Identify the five questions consumers should ask concerning a gluten-free meal*
- *Discuss importance of building relationships with community restaurants and chefs*



The Basics: Educate and Eat

Before a person with celiac disease or non-celiac gluten sensitivity dines out they must:

- Have good understanding of the gluten-free diet
- Know safe ingredients, less obvious sources of gluten and “risky” foods
- Be familiar with ways that cross-contamination may occur, i.e. common fryers, unclean grills, double-dipping
- Read gluten-free dining out books, i.e. *Let's Eat Out*
- Browse through cookbooks and watch cooking shows
- Acquire menu on-line or pick up a hard copy before actually dining



Out To Eat: Top 5 Questions To Ask

- ① Do you have a gluten-free menu?
 - Or, do you offer gluten-free menu options?
- ② May I speak to the manager/chef?
- ③ How is this dish prepared?
- ④ How can cross contamination be avoided?
- ⑤ When served, ask again “Is this gluten-free?”



Do You Have a Gluten-Free Menu?

Remember to:

- *Identify self* to hostess, server and manager
- Identify “*food allergy,*” “*severe reaction*” or “*medically required diet*”
- **Avoid asking for “gluten-free”** as most will not know what has “gluten”; rather, *ask about wheat, rye and barley* (even if they have a gluten-free menu)
- Use an *ingredient card* to help remember what questions to ask as staff may not read it
- *Be very specific* when ordering
- *Repeat/remind about sources of gluten, i.e. “no croutons”*



May I speak to the manager/chef?

Remember to:

- Make *phone inquires ahead of time during off hours*
- Note the *name of contact people*
- Direct *inquires to manager or chef* rather than the wait staff
 - *The ideal recipient of this question should know food ingredients and food preparation techniques*



How is this dish prepared?

Remember to ask:

- *What is in this dish?*
 - *Ask specifics such as added flour or breadcrumbs*
- *Is there a sauce or marinade?*
 - *Soy sauce, malt vinegar*
- *Has it been deep fried?*
 - *A shared fryer is source of contamination*
- *Is there flour in it?*
 - *Or is flour used to prevent sticking to baking pan?*
- *What broth is in the rice/ risotto? (Broth may contain wheat)*
- *Is there gravy?*
- *What toppings are on the salad?*
 - *Specify no croutons!*



Hidden (Overlooked) Gluten on Menus

Remember that:

- *Scrambled eggs* – Is there batter in it? What is the cooking surface?
- *Meats* – Are they dusted, marinated or breaded?
- *Nachos* – Deep fried?
- *Wings* – Deep fried?
- *French fries* – Deep fried?
- *Sushi* – Soy sauce or imitation crab?
- *Hamburger patties* – Are there fillers?
- *Soup* – What is the thickener or broth base?
- *Sauces, gravies and marinades* – What are the ingredients?



Unsafe Menu Items

Remember that:

- All *deep fried items* may be cooked in same oil as breaded products:
 - *Fries, tempura and fritters*
- Words that may *contain flour or bread* include:
 - *Encrusted, Dusted, Raspings, Farfel, Fricasse, Au Gratin, Meuniere, Roux, Cordon Bleu, Veloute, Scallopini, Gnocchi*
- *Sauces* may contain:
 - *Soy sauce, teriyaki sauce, hoisin sauce*
 - *Gravy, béchamel sauce, Welsh Rarebit*
- You should *also check on*:
 - *Marinades*
 - *BBQ sauces*



Safe Menu Ideas

- Baked potato, veggies plus meat, poultry or fish - *check marinade*
- Tossed salad *without toppings or croutons*
- Soft 100% corn tortilla with cheese, salsa and guacamole
- Hummus, olives and pickles
- Shrimp cocktail - *check cocktail sauce*
- Steamed lobster and raw oysters
- Steamed mussels and clams
- All-beef burger *without bun*
- Paella and risotto - *check ingredients such as broth*
- Ice cream, sorbet, rice pudding and fresh fruit



How can cross-contamination be avoided?

- *If a restaurant offers a gluten-free menu or dish ask: “How do you prevent cross-contact?”*
 - Especially in places that offer both gluten-free pizza or baked goods and gluten-containing products
- *Can the grill be cleaned so that my food is safe?*
- *Make sure the staff cleans:*
 - Hands, pots, pans, and utensils
 - Cutting boards, work surfaces and appliances
 - Uses fresh clean water for boiling, poaching and steaming
 - Preparation equipment and surfaces
 - Utensils that have not come into contact with gluten
 - Changes gloves, aprons and pot holders



When served, ask again: “Is this gluten-free?”

- *Confirm* with your server that your food is in fact what you ordered
 - *Review each item*
- *If an error exists kindly request a replacement*, i.e. gluten garnish placed on meat
 - *Consider cutting the meat to ensure that it is not returned to you with only the source of contamination removed*
- *Send un-safe food back*



After:

Tips, Solutions & Strategies

- Remember that you are *forming a relationship*
- *Praise, praise, praise* all who played a role in accommodating your gluten-free diet
- *Send a message to the chef* to say:
 - THANK YOU....with compliments to the chef, manager, server, etc.
 - Emphasize that you will spread “the word” to others
- *Leave a nice tip*
- *Complete satisfaction survey* noting:
 - The staff was very caring and considerate
 - That your medical needs require a gluten-free diet



Form a Good Rapport/Relationship with Restaurant Staff

- Elicit compassion from the staff
- Put on a happy face and SMILE - It's very effective!
- Draw the staff in as a solution to meeting your health requirements



Resources

- GlutenFree Passport's book ***Let's Eat Out***
- *Allergy Eats*: www.allergyeats.com
- *iEatOut & iCanEat On TheGo Apps*
 - Downloadable and laminated foreign cuisine restaurant cards
 - www.GlutenFreePassport.com



- Triumph Dining
 - Foreign cuisine *restaurant cards*: *The Essential Gluten-Free Restaurant Guide*
 - www.triumphdining.com



International Travel

- *Select Wisely* travel site: www.selectwisely.com
- A.I.C. (*Italian Celiac Association*) Eating Out: www.celiachia.it/ristoratori/default_eng.asp
- *Gluten Free On The Go*: www.glutenfreeonthego.com
- *Latin America*: www.glutenfreeguidebook.com/tag/south-america
- **Bob and Ruth's** Gluten-Free Dining and Travel Club: www.bobandruths.com
- *The Celiac Scene* (Canada): www.theceliacscene.com
- *Gluten-Free Travel Site*: www.glutenfreetravelite.com



Question & Answer – 15 minutes



NFCA Resources

- Visit CeliacCentral.org!
 - Gluten-free cooking videos, recipes, contests and more
 - GREAT Kitchens: celiaccentral.org/GREATexpansion
 - Archived webinar - *Setting the Record Straight: Dispelling Gluten-Free Manufacturing and Production Myths*
 - Celi-Acts: Empowerment Stories
- Continuing the conversation!
 - Look for monthly newsletter articles on education, empowerment and advocacy in the coming months





WEBINARS

Save The Date!

Thursday, August 23rd at 8:30pm EDT/5:30pm PDT

Back to School:

Preparing to Educate School Administrators on the Importance of Gluten-Free

Gabriela Pacheco, RD, LD, SNS, School Nutrition Consultant

CeliacCentral.org/webinars/schedule/



Thank you!

Questions? Comments? Feedback?

Kristin Voorhees: kvoorhees@CeliacCentral.org

Panelists (*in order of appearance*):

- <http://www.davannis.com/>
- <http://amyjonesrd.com/>
- <http://www.celiaccenter.org/>

