



Food Allergies

A GUIDE FOR RESTAURANTS



Canadian Restaurant and Foodservices Association



Produced in collaboration with:
Anaphylaxis Canada

Printed booklet made possible by:



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A growing public health concern



Food allergies are a recognized and growing public health concern. Approximately 2.5 million Canadians report at least one food allergy.* That's about one out of every 14 people. The term 'food allergy' describes a variety of adverse or abnormal reactions to foods ranging from moderate symptoms to severe or life-threatening reactions.

Anaphylaxis (pronounced anna-fill-axis) is the most serious form of an allergic reaction. Severe episodes and even deaths have been linked to reactions caused by common foods. As there is no cure for food allergies at this time, avoiding the food that an individual is allergic to is the only way to prevent a reaction.

Allergic reactions have occurred in a number of situations, both at and away from home. That's why understanding how to effectively manage food allergens is essential for all members of the restaurant and foodservice industry.



Anaphylaxis Canada

The Canadian Restaurant and Foodservices Association (CRFA), in collaboration with Anaphylaxis Canada, has created this guide to help you and your staff better understand food allergies and what you can do to avoid allergy-related incidents in your establishment.

*Overall Prevalence of Self-reported Food Allergy in Canada, L. Soller et al, Journal of Allergy and Clinical Immunology (2012). doi: 10.1016/j.jaci.2012.06.029

Food allergies are caused by an abnormal response of the body's immune system to a normally accepted substance, called an allergen. Upon first contact with the allergen, the immune system treats it as something to be rejected and not tolerated by the body. This process is called 'sensitization.' As a result, the body responds by exhibiting symptoms. These symptoms* can include:

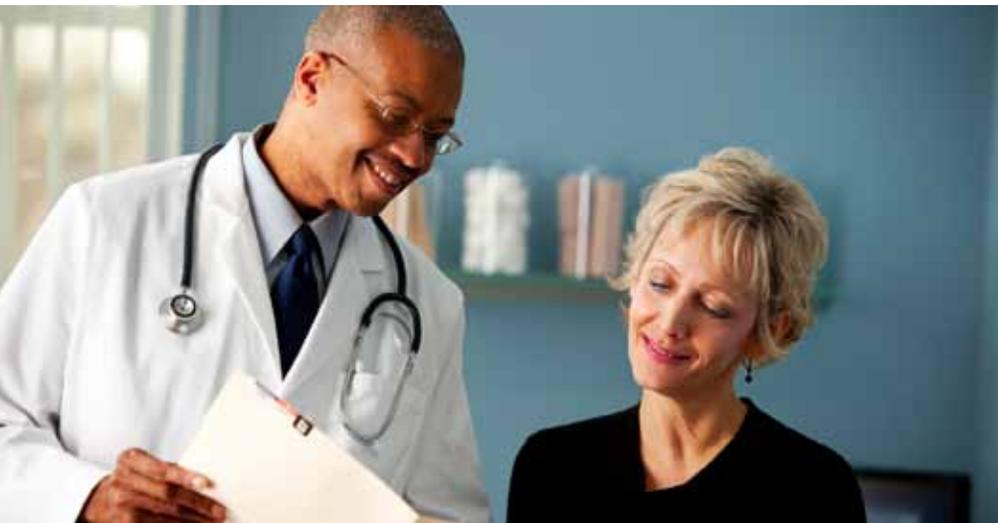
Skin system: hives, swelling, itching, warmth, redness, rash

Respiratory system (breathing): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness, hoarse voice, nasal congestion or hay fever-like symptoms (runny itchy nose and watery eyes, sneezing), trouble swallowing

Gastrointestinal system (stomach): nausea, pain/cramps, vomiting, diarrhea

Cardiovascular system (heart): pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock

Other: anxiety, feeling of "impending doom," headache, uterine cramps, metallic taste



Understanding food allergies

The most dangerous symptoms and those that can be life-threatening are difficulty breathing or fall in blood pressure. These symptoms should never be ignored and should be treated immediately.

Once an individual has been sensitized to an allergen, each additional time he or she comes in contact with that allergen, it may result in an allergic reaction. In the most severe case, the allergic reaction may cause death.

Although the actual amount of an allergen that can cause a reaction may change, it can be extremely small (milligrams or less) for some allergic individuals. Even the smallest amount of contact as a result of cross-contamination can produce an allergic reaction.

DID YOU KNOW?



It is commonly believed that extreme heat during cooking will change the make-up of the food being prepared and remove the protein that can cause a reaction. **THIS IS NOT TRUE.** Cooking the food using extreme heat will not make the food safe for allergic individuals.

*Anaphylaxis in Schools & Other Settings. Copyright © 2005 - 2011 Canadian Society of Allergy and Clinical Immunology.

Common food allergens in Canada



An individual can be allergic to any food, however, Health Canada has identified the most common foods that are known to cause approximately 90 per cent of all food related allergic reactions.

Currently, the list includes:

- Egg
- Seafood (Fish, Crustaceans, Shellfish)
- Milk
- Mustard
- Peanut
- Sesame
- Soy
- Tree Nuts (almonds, Brazil nuts, cashews, hazelnuts, macadamia nuts, pecans, pine nuts, pistachios and walnuts)
- Wheat*

It's important to remember that any product listed as "gluten free" may NOT be safe for wheat allergic individuals.



Sulphite, a food additive, has also been identified by Health Canada as a priority allergen that can cause life-threatening allergic reactions. Possible sources of sulphites include dried fruits (such as apricots); dried vegetables (such as sun-dried tomatoes); and alcoholic beverages (such as wine, beer and cider). For more information on sulphites visit www.inspection.gc.ca/english/fssa/labeti/allerg/sulphe.shtml

*Gluten sources include wheat, rye, oats and barley and other grains and cereals.



Other types of reactions to foods

While your prime concern is the seriousness of food allergies, you should also be aware of other types of food reactions, such as intolerances, as they affect the comfort and satisfaction of consumers and can lead to questions about the ingredients used in menu items.

The most common food intolerances are:

Gluten intolerance – this condition is related to celiac disease, a serious auto-immune disorder that causes an individual to be intolerant to the gluten portion in grains and cereals such as wheat, rye, barley and oats. Celiac disease affects approximately one per cent of the Canadian population. It causes severe stomach discomfort in the short term and has been linked to many long-term health problems such as anaemia, osteoporosis and certain cancers.

Lactose intolerance – this painful condition is caused by the inability to digest the natural sugar found in milk and dairy products. Symptoms include cramps, bloating and flatulence.



Why this is important: Sabrina's Story



In 2003, 13-year-old Sabrina Shannon died after eating food served in her school cafeteria. A coroner's inquiry concluded that a dairy product was likely the cause of Sabrina's allergic reaction and speculated that the French fries she ate were contaminated with a dairy product transferred by serving tongs. In 2006, Ontario enacted legislation known as Sabrina's Law to protect students at risk of anaphylaxis in public schools.

This tragedy has highlighted the need for ongoing vigilance and focus on key safety measures for the restaurant industry including:

- Proper training, food handling and serving practices must be in place to reduce the risk of cross contamination
- Detailed ingredient information should be available for all menu items upon request
- All requests for ingredient information should be dealt with in a courteous, timely and accurate manner by a knowledgeable staff person who has access to this information





**REMOVE
AND DISPLAY
THIS CHART**



Common Food Allergies

A REFERENCE CHART FOR CANADIAN RESTAURANTS



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Common Food Allergens

A REFERENCE CHART FOR CANADIAN RESTAURANTS

ALLERGEN						
	EGGS	MILK	PEANUTS	SEAFOOD Fish	SEAFOOD Crustaceans	
SOME ALTERNATIVE NAMES FOR COMMON ALLERGENS	Albumin, albumen Conalbumin Egg substitutes, for example, Egg Beaters Globulin Livetin Lysozyme Ovo (means egg), for example, ovalbumin, ovomucin, ovotransferrin Silico-albuminate Vitellin	Beta-lactoglobulin Casein, rennet casein Caseinate (ammonium caseinate, calcium caseinate, magnesium caseinate, potassium caseinate, and sodium caseinate) Delactosed or demineralized whey Hydrolyzed casein Lactalbumin and lactalbumin phosphate Lactoferrin, lactoglobulin Whey and whey protein concentrate	Arachis oil Beer nuts Goober nuts, and goober peas Ground nuts Kernels Mandelonas, Nu-Nuts™ Nut meats Valencias	Anchovy Basa Bass Bluefish Bream Carp Catfish (channel cat, mudcat) Caviar and roe (unfertilized fish eggs) Char Chub Cisco Cod Eel Flounder Grouper Haddock Hake Halibut Herring Kamaboko (imitation crab and lobster meat) Mackerel Mahi-mahi Marlin Monkfish (angler fish, lotte)	Orange roughy Perch Pickerel (dore, walleye) Pike Plaice Pollock Pompano Porgy Rockfish Salmon Sardine Shark Smelt Snapper Sole Sturgeon Surimi (used to make imitation crab and lobster meat) Sushi and tarama (salted carp roe) Swordfish Tilapia (St. Peter's fish) Trout Tuna (albacore, bonito) Turbot White fish Whiting	Crab Crayfish (crawfish, écrevisse) Lobster (langouste, langoustine, coral, tomalley) Prawns Shrimp (crevette)

Visit the Food & Healthy Living section at CRFA.ca for more information on how to manage food allergies in your restaurant. Developed by CRFA in collaboration with Anaphylaxis Canada.

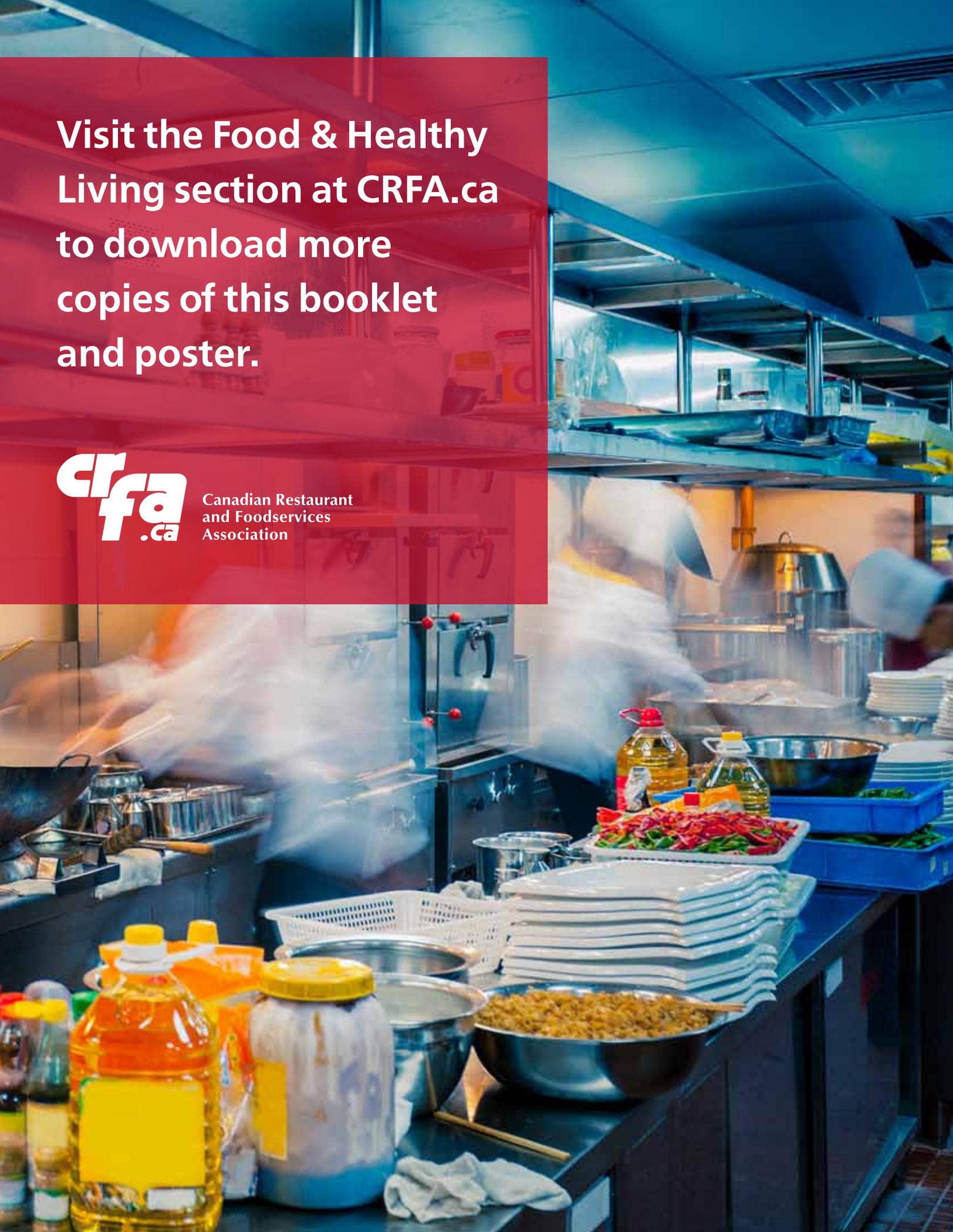
					
SEAFOOD Shellfish	SESAME	SOY	TREE NUTS	WHEAT*	MUSTARD
<ul style="list-style-type: none"> Abalone Clam Cockle Conch Limpets Mussels Octopus Oysters Periwinkle Quahaugs Scallops Land and sea snails (escargot) Squid (calamari) Whelks 	<ul style="list-style-type: none"> Benne, benne seed and benniseed Gingelly and gingelly oil Seeds Sesamol and sesamolina Sesamum indicum Sim sim Til 	<ul style="list-style-type: none"> Bean curd (dofu, kori-dofu, soybean curds, tofu) Edamame Kinako Natto Nimame Okara Soya, soja, soybean and soyabeans Yuba 	<p>Common Tree nuts include:</p> <ul style="list-style-type: none"> Almonds Brazil nuts Cashews Hazelnuts Macadamia nuts Pecans Pine nuts (pignolias) Pistachios Walnuts <p>Other names for Tree nuts include:</p> <ul style="list-style-type: none"> Anacardium nuts Filberts (hazelnuts) Nut meats Pinon Queensland nut (macadamia) 	<ul style="list-style-type: none"> Atta Bulgur Couscous Durum Einkorn Emmer Farina Flour Fu Graham, high-gluten and high-protein flour Kamut Seitan Semolina Spelt (dinkel, farro) Triticale (a cross between wheat and rye) 	<ul style="list-style-type: none"> Sinapis alba Brassica hirta Moench Brassica juncea (L) Cosson or Brassica nigra Canola protein Dijon
					<p>Printed chart made possible by:</p> 

*Gluten sources include wheat, rye, oats barley and other grains and cereals.

Visit the Food & Healthy Living section at CRFA.ca to download more copies of this booklet and poster.



Canadian Restaurant
and Foodservices
Association



Since the 1970s, Canada's Food and Drug Regulations have specified that pre-packaged foods must include a complete list of ingredients on the package label. Several kinds of food operations such as restaurants, delis and bakeries were exempted from these regulations due to the nature of the industry. It was assumed that when food is made on the property, the information could be provided first-hand by the chef or another reliable staff member. If you sell your product off-premise or pre-package and label it for sale, the package must have an ingredient label in accordance with the existing legislation.

Due to the risks faced by allergic consumers, there is a growing market for allergen-safe food. Also, as more consumers are interested in the foods they eat, there is a higher demand for accurate ingredient information.



What this means for restaurant operators

To help ensure a safe experience for those living with food allergies, it is important to take a thorough approach when managing allergens in your establishment.

This approach should include the following steps:

Step 1 ENSURE CONSTANT CARE AND UNDERSTANDING

It is important that your staff understand the seriousness of food allergies and how they can help minimize the risk for allergic consumers. Focus on the common food allergens as identified by Health Canada to make it easier for your staff to understand what foods to be aware of and how to safely manage the food preparation process. Post pictures of the common allergens to reinforce the need for extra care when preparing a meal for an allergic customer.



What this means for restaurant operators

continued

Step 2 PROVIDE STAFF WITH ACCESS TO COMPLETE INGREDIENT INFORMATION

Identifying and communicating ingredient information requires a careful and organized approach, especially when dealing with food allergens. The information must be made available to allergic consumers before they place their order and given to them in a way that is easy to understand. It is important to remember that all ingredient lists or charts must be kept up to date as they can quickly become outdated due to supplier or cooking changes.

The following methods can be used to provide staff with accurate and complete ingredient information:

Electronic or manual allergen charts – these can be displayed internally but should not be printed for distribution (see sample below).

Electronic or manual recipe files – these are better suited for establishments with several menu choices.

Employees designated to respond to ingredient inquiries – these employees should have direct access to recipes and cooking/prep staff.

Ingredient	Menu Item 1	Menu Item 2	Menu Item 3	Menu Item 4
Egg and egg derivatives	✓			
Milk and milk derivatives			✓	
Mustard & mustard derivatives		✓		
Peanut and peanut derivatives	✓			✓
Fish and fish derivatives		✓		
Crustaceans and crustaceans derivatives		✓		
Shellfish and shellfish derivatives		✓		
Sesame and sesame derivatives			✓	✓
Soy and soy derivatives	✓			
Sulphites and sulphite derivatives		✓	✓	✓
Tree nuts and tree nut derivatives	✓			
Wheat & wheat derivatives			✓	
Gluten and gluten derivatives			✓	

Other things to consider:

- Cover, seal and label plated meals with the name of the consumer and a full list of ingredients.
- Catering contracts should include a section for “Special Dietary Restrictions” to allow for food allergy requests.

**Step
3****IDENTIFY AND
MANAGE THE RISKS**

Know your ingredients:

- Acquire full ingredient lists from suppliers, including all common food allergens
- Check ingredient list on pre-packaged food that will be used in recipes
- Do not substitute ingredients not included in the menu
- Follow the flow of food from receiving to serving and identify where allergen risks may exist so that they can be properly managed

Be aware of cross-contamination and how it can occur:

- Staff contact (e.g. hands or gloves)
- Allergen food to non-allergen food contact
- Cooking and serving utensils
- Preparation surfaces (e.g. counter tops, cutting boards)
- Fryer, grills and slicers

**Step
4****ESTABLISH A CLEAR POLICY AND
PLANS FOR STAFF TO FOLLOW**

Develop a policy that staff can easily understand and follow. It should clearly state:

- What process you have put in place to help protect allergic consumers
- How you will communicate complete and accurate ingredient information to both employees and customers
- What allergen management plans have been developed for both the back of the house (BOH) and the front of the house (FOH)

**Step
5****INFORM AND TRAIN STAFF**

It is important that all staff understand how to respond to questions from consumers with food allergies regarding your establishment's food preparation. To help with this process consider the following:

- Outline how this process is communicated to the allergic consumer
- Define the roles and responsibilities for staff in both the BOH and FOH
- Train all staff, both full-time and part-time, in all areas of the facility (e.g. wait staff, cleaning crew)

What this means for restaurant operators

continued

Step 6 EFFECTIVELY COMMUNICATE WITH CONSUMERS

Provide consumers with the information they need to make an informed choice. Here are some simple and effective methods of responding to a consumer's inquiry for ingredient information:

- Post or show pre-printed allergen charts for allergic consumers (best suited for a fixed menu establishment)
- The chef or manager should discuss safe choices directly with the consumer. If there is any doubt about the accuracy of the ingredient information it must be disclosed to the consumer. In some situations it might be appropriate to decline a consumer request if their choice is not deemed safe for them to eat.

Step 7 PREPARE AN EMERGENCY PLAN

Every establishment should have an emergency response process for dealing with allergic reactions. This process should be clearly documented and shared with all staff. The plan should provide instructions for staff to call local emergency services (e.g. 911) as soon as possible so that the consumer receives immediate medical attention. It is important that an individual experiencing a potentially life-threatening allergic reaction receive epinephrine, the medicine found in an epinephrine auto-injector (e.g. EpiPen®, Twinject®, or Allerject™) right away. If the individual is not able to administer the injection themselves, other people may be asked to assist. A dedicated staff member should be available at all times to ensure the emergency plan is implemented properly and stay with the allergic customer until emergency services arrive.

In summary Safely managing food allergies is an ongoing process that requires commitment, vigilance and teamwork. With the growing number of patrons being affected by food allergies, it is essential that foodservice and restaurant operators recognize the importance of providing clear and accurate information about the food they prepare and serve, which will go a long way to building customer confidence and loyalty.

Resources

The following organizations provide information on food allergen management for your establishment.

Canadian Restaurant and Foodservices Association

316 Bloor Street West
Toronto, Ontario M5S 1W5
T: (416) 923-8416 or 1-(800)-387-5649
F: (416) 923-1450
E: info@crfa.ca
W: www.crfa.ca
CRFA's National Food Safety Training Program (NFSTP):
www.nfstp.ca

GOVERNMENT RESOURCES

Canadian Food Inspection Agency

The Canadian Food Inspection Agency (CFIA) offers free priority allergen information pamphlets which provide alternate allergen names, possible sources of allergens in common ingredients and frequently asked questions. They also offer a free "Food Recall and Allergy Alert" subscription service. To download or subscribe, visit the CFIA website at <http://www.inspection.gc.ca/english/fssa/labeti/allerg/allerge.shtml>

Health Canada

Health Canada provides information and updates on the current food labelling regulations. They also offer Food Allergies e-Notice, a free electronic service which provides updates on regulatory and scientific developments in the area of food allergens and intolerances in Canada. Visit their website for more information: <http://hc-sc.gc.ca/fn-an/securit/allerg/fa-aa/index-eng.php>

FOOD ALLERGY PATIENT ORGANIZATIONS

Allergy Asthma Information Association

295 West Mall, Suite 118
Toronto, Ontario M9C 4Z4
T: 416-621-4571
E: admin@aaia.ca
W: www.aaia.ca

Anaphylaxis Canada

2005 Sheppard Avenue East, Suite 800
Toronto, Ontario M2J 5B4
T: (416) 785-5666 / 1-866-785-5660
E: info@anaphylaxis.ca
W: www.anaphylaxis.ca

Association Québécoise des allergies alimentaires

6020 Jean-Talon Est, bureau 315
Montréal, Quebec H1S 3B1
T: 514-990-2575
E: aqaa@aqaa.qc.ca
W: www.aqaa.qc.ca

CELIAC RESOURCES

Canadian Celiac Association

5025 Orbitor Drive,
Building 1 – Suite 400
Mississauga, Ontario Canada L4W 4Y5
T: (905) 507-6208 or 1-(800)-363-7296
E: info@celiac.ca
W: www.celiac.ca

Gluten Free Diet:

A Comprehensive Resource Guide

<http://www.glutenfreediet.ca/>

Pocket Dictionary –

Acceptability of Foods & Food Ingredients for the Gluten-Free Diet

<http://www.celiac.ca/store.php>

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