

SOP: Special Diet Accommodation and Allergen Management

This SOP details **special diet accommodation and allergen management** procedures, encompassing identification of dietary needs, communication protocols with staff and patrons, allergen labeling and cross-contact prevention, meal preparation and handling standards, employee training on allergen awareness, emergency response to allergic reactions, and continuous monitoring and updating of dietary accommodations to ensure the safety and satisfaction of all individuals with dietary restrictions.

1. Purpose

To ensure the safe accommodation of special dietary needs and effective management of food allergens within the facility, minimizing risks to customers and staff.

2. Scope

This SOP applies to all food service staff, supervisors, and management involved in meal planning, preparation, service, and customer interaction.

3. Procedure

1. Identification of Special Dietary Needs

- Obtain dietary requirements from patrons during reservation or intake process.
- Document all allergies, intolerances, and dietary preferences (e.g., gluten-free, vegan).

2. Communication Protocols

- Ensure all staff are promptly notified of special dietary requests.
- Display clear allergen information on menus and meal labels.
- Train staff to proactively inquire about dietary restrictions from patrons.

3. Allergen Labeling and Cross-Contact Prevention

- Label all menu items with potential allergens according to regulatory standards.
- Use separate utensils, equipment, and prep areas for allergen-free meals where possible.
- Store allergen-free ingredients separately and clearly mark storage containers.

4. Meal Preparation and Handling Standards

- Implement standardized recipes and preparation protocols for special diet meals.
- Prepare allergen-free meals before other food items to prevent cross-contact.
- Deliver special diet meals with clear identification directly to the intended recipient.

5. Employee Training

- Provide regular training on allergen awareness, symptom recognition, and response procedures.
- Document all training sessions and require staff acknowledgment of allergen procedures.

6. Emergency Response

- Maintain up-to-date emergency contact numbers and procedures for anaphylaxis.
- Ensure availability of epinephrine (if permitted) and first aid kits in food service areas.
- Respond to allergic reactions promptly as detailed in the emergency protocol below.

7. Continuous Monitoring & Review

- Review and update dietary accommodation procedures annually or as regulations change.
- Solicit feedback from patrons with dietary restrictions for quality improvement.

4. Emergency Protocol: Allergic Reaction

1. Immediately stop service and notify a supervisor.
2. Call emergency services (911 or local equivalent) if symptoms of anaphylaxis are present.
3. Administer epinephrine if trained and available.
4. Stay with the individual and monitor vital signs until emergency personnel arrive.
5. Document the incident and follow up with patron and staff as required.

5. Recordkeeping

- Keep a confidential log of special dietary requirements and incident reports.

- Maintain records of staff allergen awareness training and certifications.

6. Review and Updates

This SOP should be reviewed annually and updated as necessary to comply with current regulations and best practices.