

Food Management Training

Intro: This document explains the food risk management plan that the management team, the food room staff, the warehouse, the office staff, the support staff (orientation hosts & drivers), and the guides know, understand and implement. It details the process with which we learn about a guest's food needs, what we do when we learn about an allergy, and then how we handle the needs from there.

Step 1: At reservation, guests are asked if they have any dietary restrictions or allergies, at which point, depending on the restriction, the office staff tells them about their options (if there are any). They also receive a "Dietary Restrictions" letter in their confirmation email and in their online trip portfolios.

Step 2: Guest completes their guest registration form. The form asks whether they're: "vegetarian", "pescatarian", "gluten-free", "dairy-free", "no red meat", "no pork", "no red meat or pork", "I do not have any dietary restrictions", "other-share explanation below" in any combination of the above. They are also asked, "do you have any allergies? (Including food and insect allergies)", "What are you allergic to?", "How sensitive are you?" and "Describe your reaction." This is where the food allergies arise.

Step 3: Office reads through all incoming paperwork. If anyone mentions they have an allergy, we send them a letter explaining all about anaphylactic shock, and we ask them these follow-up questions:

1. **What exactly is your reaction to (insert allergy here)? (this would be if they didn't already tell us)**
2. **Is cross-contamination an issue? (provide an example of this depending on their allergies)**
3. **Do you react to your allergen if it is airborne?**
4. **Can you eat foods that are made in a facility that processes (insert allergy here)?**
5. **Do you need us to remove your allergen to the extent possible from the trip (this requires a yes or no response)?**

Step 4: If alarming, as in a "yes" to question 5 above, office and food room staff chats about what the solution is. If severe enough, office and food room staff decide to remove an allergen from the trip (as much as possible). Otherwise, office staff adds the guests' response to the roster notes.

Step 5: If an allergen is removed, it is notated in the roster notes, office has a tracking sheet, and food room makes note of it.

Step 6: At a month out, the office and food room manager look over the rosters in Arctic to see what needs to be followed-up on and what oddities there are in regard to food to ensure that all bases are covered.

Step 7: At two weeks out, if the plan is to remove an allergen to the extent possible, the office (typically the Reservations Manager) will email everyone on that trip to give them a heads up of the removal of the allergen. Also in that letter, we will kindly ask the guests to refrain from packing the allergen if they're bringing their own food.

Step 8: Food room takes over from here. When there is a specific plan, it will be listed in the roster, notes added to the trip menu, and food room will modify menu by adding/removing foods in question, when needed. *We will try to remove allergen to the greatest extent possible when: guests have requested allergen be removed or when the allergy is airborne. When it is an easy item to remove (e.g. peanuts), removed as much as possible. When it is not easy to remove (e.g. soy), office staff or food room manager will make a plan for alternatives with guest. All details noted in roster notes.*

Step 8: Guides pack the food per instructions on roster and trip menu. If additional information needed, inquire of food room. It is guides' responsibilities to double-check modifications have been made. Guides and MOD will review allergens and make and document food plan at pre-trip meeting.

Step 9: For orientation staff (South Rim & Flagstaff): If you are giving an orientation where an allergen has been removed to the greatest extent possible, you MUST inform the guests on the trip that the allergen has been removed as best as possible. Remind them NOT to pack that allergen with them on the trip. If the allergen is something like peanuts, tell them we will have lots of other options available to them in place of peanut butter; there will be plenty of food options for everyone.

Step 10: A guide on the trip will chat with the individual(s) affected by food allergies on the river to make sure they have a full understanding of each person's allergies and food needs prior to the first meal.

Step 11: On the river, the guide who shops for the food will take into account food allergies, the guide(s) who prepare the food will factor in the allergies, and the guests with allergies will be instructed to check ingredients of meal. It is the guide and guest responsibilities to double-check.

Step 12: Whomever packs the snacks going to the South Rim for exchange will take food allergies into account. If there is an allergy, there will be alternative snacks packed. It is hiking guide's responsibility to double-check.

Step 13: Food room will make notes on roster and remove items as needed from take-out lunch. It is the bus driver's responsibility to double-check.