

## Taylor Shaw Allergy Menus – A Guide for Parents

As your school caterer, our aim is to ensure that children with diagnosed allergies and intolerances are supported, and receive a tasty, nutritious, and safe meal. Our nutrition and catering teams work together and follow a robust process, so you can feel reassured that whenever safely possible, an alternative menu will be provided for your child.

### Which children will require an alternative menu?

- ✓ Children with diagnosed food allergies or diagnosed food intolerances.
- ✓ Children with other medical dietary needs for example Type 1 Diabetes, PKU, Cystic Fibrosis, Ketogenic Diets, amongst others.
- Those with religious, cultural, or personal requirements/preferences, can choose from the standard menu and do not need to complete a medical diet request form. This includes vegetarian, pescatarian, vegan and Halal requirements.

### Sound Nutritional and Allergy Management

Taylor Shaw only use registered Dietitians to create our menus. They must have completed at least 3 years study with clinical training and are all members of the British Dietetic Association.

### How to apply for an alternative menu

- Complete the online medical diet request form via the following link:  
<https://orders.lunchhound.co.uk/medicaldiets/request>  
(see page 3 for further information).
- Please note that to manage risk, we can only provide full allergen avoidance menus and cannot cater for partial allergy reintroductions e.g., for children on the milk or egg ladder, or able to have baked egg but not raw egg, for example.

### Box 1 - The top 14 allergens

- Celery
- Crustacean
- Egg
- Fish
- Gluten (cereals containing wheat, barley, rye, kamut, spelt and oats)
- Lupin
- Milk
- Mollusc
- Mustard
- Peanut
- Sesame
- Soya
- Sulphur Dioxide/ Sulphites
- Tree Nut (almond, hazelnut, walnut, cashew, pecan nut, Brazil nut, pistachio nut, and macadamia nut)

### Keeping Everyone Safe

Taylor Shaw aim to provide meals for as many children as possible, as safely as possible.

We only provide menus that exclude the whole allergen and not different forms of cooked or raw products, for example we do not partake in the milk ladder or differentiate between raw or baked egg. Once we have been informed a child can tolerate an allergen in full, only then will we reintroduce it to their lunch menu.

### **What happens next?**

The Taylor Shaw Nutrition and Dietetic Team will prepare a medical diet menu based on the current standard menu. The allergen information is supplied directly from our manufacturers and suppliers, and products that are labelled with a 'may contain' for that allergen will also be excluded. This menu will include a main meal, vegetarian or vegan option, Halal dish, sandwiches, jacket potatoes and rice, dessert, fruit, and salad. Please note that choices may vary depending on your child's school.

Your child's menu will normally be created within 2 weeks of receiving all the information. If the menu is more complex, or further advice from a health care professional is needed, it may take longer, and you will be informed of any delay through the catering team.

Whilst your child's menu is being processed, they can bring in a packed lunch or be served an appropriate jacket potato with filling and a piece of fruit. Once processed, you will receive a copy of the menu so you can select which dishes your child would like and these will be passed on to the school.

You will receive a new medical diet menu for your child when the school's menu changes.

### **What happens on Theme Days?**

Occasionally schools will serve a different 'themed' menu for a specific occasion. To ensure that your child is fed safely, they will continue to be served a dish from their approved medical diet menu.

### **What if my child requires a carbohydrate count?**

If your child has Type 1 Diabetes, and we have received the request forms and medical evidence, you will receive a carbohydrate count detailing the carbohydrate per typical serving of the meals on your child's school menu. This information on the carbohydrate count is taken from a report generated automatically from our menu management system using the data directly provided by the manufacturers and suppliers we use.

### **Always Fresh, Inclusive, Tasty and Healthy**

We are aware of how important it is that despite needing a special menu, you feel confident knowing that your child is still getting a balanced and enjoyable lunch.

Most of our dishes are made from scratch, using fresh, local ingredients, are nutritionally reviewed, and include additional vegetables or fruit, without compromising on taste.

Where possible the dietitians strive to adapt the dishes already featured on the standard menu to suit your child's needs. Examples include exchanging the spaghetti for a gluten free pasta in a Bolognese, various pizza options or using a plant-based milk as an alternative.

We also have a range of special diet recipes, not on the standard menu, that are suitable for more numerous or complex allergies, never compromising in flavour and nutrition.

For more information on our school catering please visit [www.elior.co.uk/our-sectors/education](http://www.elior.co.uk/our-sectors/education).

### How do I apply for a medical diet?

1. If your child requires a medical diet due to a food allergy, food intolerance or a medical condition that requires an adapted menu (e.g. carbohydrate count for Type 1 Diabetes), please follow this link to request a medical diet: <https://orders.lunchhound.co.uk/medicaldiets/request>
2. Fill in the form ensuring all data fields are completed. Before you complete the form, you will need to know the postcode of your child's school. You can upload a photograph of the child and any extra information or medical evidence.
3. After you have clicked the 'submit' button, the system will send you an automated email containing a link which you must click on to **verify your email address**.
4. Once you have verified your email address, the system will notify your child's school of your request and will ask them to confirm your child's details. After the school have approved the request, we will send you another notification email to inform you that your request has been sent to our dietitians for processing. You will then receive a confirmation email when the request has been processed by our dietitians. The school office will be provided with a copy of your child's medical diet menu within 2 weeks of your initial request, which they will pass on to you.

### Changing your child's medical diet

If your child no longer requires a medical diet, you need to click the link below. Please complete the data fields then tick the box under heading number 7, 'Remove Existing Medical Diet'

<https://orders.lunchhound.co.uk/medicaldiets/request>

### What if my child no longer requires a medical diet?

If your child no longer requires a medical diet, you need to click the link below. Please complete the data fields then tick the box under heading number 7, 'Remove Existing Medical Diet'. This will ensure your child is correctly matched to the information in our records and the dietitians can approve the medical diet removal request. You do not need to attach additional medical evidence to create a removal request.

<https://orders.lunchhound.co.uk/medicaldiets/request>