

## ISS Education - Special Diet Procedure

The following information explains the process by which ISS Education are able to cater for pupils with special dietary requirements. The process is designed to safeguard children with medical conditions whilst supporting the catering staff (school cooks) involved in the preparation and service of the meals.

### What is a Special Diet?

At ISS Education, school menus are designed to cater for the majority of the school population however, some pupils may require a 'special diet' for medical reasons and need to be catered for individually.<sup>1</sup> For the purpose of this document, the term 'special diet' refers to any medically prescribed diet e.g., gluten free, egg free, dairy free etc (and a possible combination thereof). Please contact your school reception staff for further information if:

1. Your child is registered with us as a special diet pupil and they require a packed lunch for a school outing.
2. Your child has alternative dietary requirements owing to religious or personal choices, e.g., vegan, not covered by the general school menu.

### Nut Allergies

All ISS Education primary school kitchens and recipes are free from nuts, (and shellfish and kiwi).<sup>2</sup> Whilst we go to extreme lengths to ensure that our menus are nut free, a minority of the products we use, from some manufacturers, are produced in factories where nuts 'may have' been present. If your child has a nut allergy, please complete the special diet referral form. Upon consent of our nut policy, your child will be able to eat from the standard school menu.

### EU Allergen Legislation

Since 13th December 2014 new legislation has been in force; this legislation is called EU Food Information Regulation (FIR). It is company policy that all children with allergies and, or intolerances go through our special diet procedure to individually safeguard children. However, in addition to this, and in compliance with the legislation, the school cook holds a list of allergens present in each dish as served; the allergens listed are those 14 allergens as stated by the legislation.<sup>3</sup>

### Special Diet Menu

When you receive your child's special diet menu from the school reception staff, please review the menu (and the ISS Education Nut Policy if your child has an additional nut allergy) and complete the enclosed Special Diet Consent Slip. One complete, please return it to the school reception staff, who in turn will pass it to the ISS Education area manager. School lunches corresponding to this special diet menu will be provided once the area manager has given the completed consent slip and the special diet menu to the School Cook. If there is more than one meal option available on any one day and you would like your child to have a particular meal, to avoid disappointment, please contact your school reception staff to notify them of your meal selection(s). Please ensure this is done at least one week in advance.

### Modified Texture Meals

If your child requires a soft mash or puree menu because of chewing difficulties or any additional medical reason then we are able to accommodate your request. If however, your child requires a puree menu owing to swallowing difficulties (dysphagia) where there is a high risk of choking, ISS Education will provide pre prepared pureed meals (where possible) to limit any risks associated with this condition.

### Renewal of a Special Diet

At the start of a menu change, e.g., at the start of a new academic year, all special diets recorded on the database will be updated in line with the new menu. The special diet referral form for any existing child doesn't need to be re-sent unless

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<sup>1</sup> Whilst ISS Education operate a robust and rigorous special diet process we are unable to guarantee all risk associated with the compilation and creation of a special diet meal can be eliminated. ISS Education is a school (public) catering business and not a dietetic and, or medical catering business. If you feel your child(s) dietary requirements are of high risk, where our catering services may be unsuitable and, or do not meet the needs of your child, then we would suggest making alternative catering arrangements. At ISS Education our priority is to safeguard the children and the staff serving them.

<sup>2</sup> Please refer to the ISS Education Nut Policy for further information.

<sup>3</sup> FIR 14 Key Allergens : Cereals containing gluten; crustaceans; eggs; fish; peanuts; soybeans; milk; nuts; celery; mustard; sesame; sulphur dioxide & sulphites; lupin, and; molluscs.

<http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX%3A32011R1169&from=en>

there has been a change to the child's dietary requirements. It is the responsibility of parents/guardians to inform ISS Education of any changes to their child's existing dietary requirements or if they no longer require a special diet menu.<sup>4</sup>

#### Additional Information

If the Nutritionist requires further information regarding a child's dietary requirements then they may contact and, or meet with the parents/guardians, school staff or the school cook directly. ISS Education Area Managers may also be invited to attend any meeting held.

#### Special Diet Referral Process

**Parent(s)/guardian(s) should request a copy of the special diet referral form from the school reception staff.**

- One form to be completed per child.
- Parent(s)/guardian(s) to Complete Part A.
- Parent(s)/guardian(s) to Complete Part B.
- Parent(s)/guardian(s) to attached a colour photo of the child to Part B.

**Parent(s)/guardian(s) should return the completed forms to school reception staff**

- Enclose supporting medical documentation (from your GP, dietician, paediatrician or school nurse) to confirm the child's dietary requirements.
- **Please note, any forms received without supporting medical documentation will not be processed.**

**Upon receipt of the completed forms, school reception staff will....**

- Pass Part A and supporting medical documentation to the ISS Education Nutritionist (Post: **ISS Education, 11 Belvue Business Centre, Belvue Road, Northolt, Middlesex UB5 5QQ**; Fax: **0871 429 6496** or Email: [nutrition@uk.issworld.com](mailto:nutrition@uk.issworld.com))
- Pass Part B to the school cook.

**Upon receipt of the completed referral form, the Nutritionist will....**

- Create a special diet menu for the child.
- Send the special diet menu to the ISS Education Area Manager.
- A special diet referral will be completed (returned to the ISS Education Area Manager) within 3 weeks of the Nutritionist receiving the completed referral form and supporting medical documentation.

**Upon receipt of the completed special diet menu the ISS Education Area Manager will....**

- Send the cover letter, special diet menu, consent form and nut policy (where required) to the school reception staff.
- The school reception staff will then pass all documents to the parent(s)/guardian(s) to review and consent to.

**Upon receipt of the completed consent form, the school reception staff will....**

- Return the completed and signed consent form to the ISS Education Area Manager.
- Parent(s)/guardian(s) may keep their copy of the special diet menu for their records.

**Upon receipt of the completed consent form the ISS Education Area Manager will....**

- Pass the special diet menu and completed consent form to the school cook.
- Special diet menus will not be implemented until the school cook has the special diet menu, a completed (and signed) consent form and Part B of the referral form (with a colour photo of the child attached).

<sup>4</sup> It is ISS's right to refuse to provide a meal and, or special diet menu if the child's allergy/medical condition is deemed too serious and they feel they are unable to accommodate that child with a meal which is safe and meeting their medical and dietary requirements.