

# COOMBE

## YARRA VALLEY

### Anaphylaxis Policy

Coombe Yarra Valley (CYV) is committed to providing a safe dining environment for customers with life threatening anaphylaxis. This policy lays out the procedures in place to ensure risk is minimised to these customers.

Clear communication with the customer is key and so the procedure provides a written form to minimise the risk of errors from verbal communication.

The policy has been developed to ensure a clear chain of production from the kitchen to delivery to the table with a checking process to confirm the correct meal has been delivered, with as much oversight as possible within a busy restaurant environment.

#### **Customer Responsibility**

Customers with severe anaphylaxis must advise CYV prior to attending the venue. The severe allergy form must be completed and sent back to CYV to be provided to the kitchen.

Although CYV has developed this policy and trained the workforce in accordance with it, we cannot guarantee a sterile environment in the kitchen and are unable to completely remove the risk of human error. CYV can organise to serve a customer's own prepared meal during an event if that is a preferred option.

**An EpiPen must be carried by all customers with severe anaphylaxis.** CYV reserves the right to refuse food service to any customer who advises they are severely anaphylactic, and they do not carry an EpiPen.

A EpiPen is also available with the defibrillator in the bar area. The EpiPen can be administered by the person having an allergic reaction or by a staff members or guest. No training is required to administer an adrenaline autoinjector.

*(See Adrenaline Autoinjector Policy)*

#### **General Kitchen Practices**

- The CYV kitchen does not use any peanut oils anywhere in the cooking process.
- All CYV kitchen employees have received appropriate Food handling training and follow appropriate food safety practices.
- Benches are sanitised between the prepping of every dish and between each service period.
- Staff use appropriate colour coded chopping board, wash their hands between prepping of dishes and between service periods.
- Cooking equipment and knives are changed and cleaned between prepping different dishes and service periods.
- All ingredients are stored individually and labelled.

## **Training**

- As part of the employment induction all staff are required to complete an online module through the <https://foodallergytraining.org.au> training system regarding food allergies and anaphylaxis.
- This Anaphylaxis policy is provided to staff as part of their induction packs
- Section waiters are briefed at the beginning of each service regarding customers with anaphylaxis allergies to ensure we minimise the chance of errors.
- The Food matrix for the current menu is up to date and displayed in the kitchen.

## **A La Carte Booking/Service.**

- During the booking process customers who book online have the possibility to communicate their dietary requirement under “special notes”.  
For any anaphylaxis allergies, guest is advice to complete a form and return to [reservation@coombeyarravalley.com.au](mailto:reservation@coombeyarravalley.com.au)
- Bookings made by phone will be asked during the booking process if there are any dietary requirement. Anaphylactic guests are then sent the policy and form for completion prior to their dining date.
- The reservation coordinator tags the anaphylaxis allergy under “special note” in the open table booking.
- The Reservations coordinator collates the information, placing the form as an attachment in Freshdesk.
- The manager on duty is responsible to check all Freshdesk form and enquiry before service. The forms are printed and communicated to the Kitchen and FOH team.
- Customers who advise waiting staff on arrival of a severe allergy should consult their manager who will engage with the customer.
- The manager then engages with the customer to ensure there is no miscommunication and asks whether there is the need to have an EpiPen.
- The dockets for the kitchen are marked with Anaphylaxis against every item ordered in the POS.
- The supervisor verbally confirms with the Executive Chef and the staff running the pass the customers attendance.
- Where possible the supervisor oversees the food as it is delivered to the table.

## **Weddings and Events Coordination and Service**

Please note: Anaphylaxis customers should not consume canapes as we cannot control the delivery of items to a specific location. Minor allergies can be catered for.

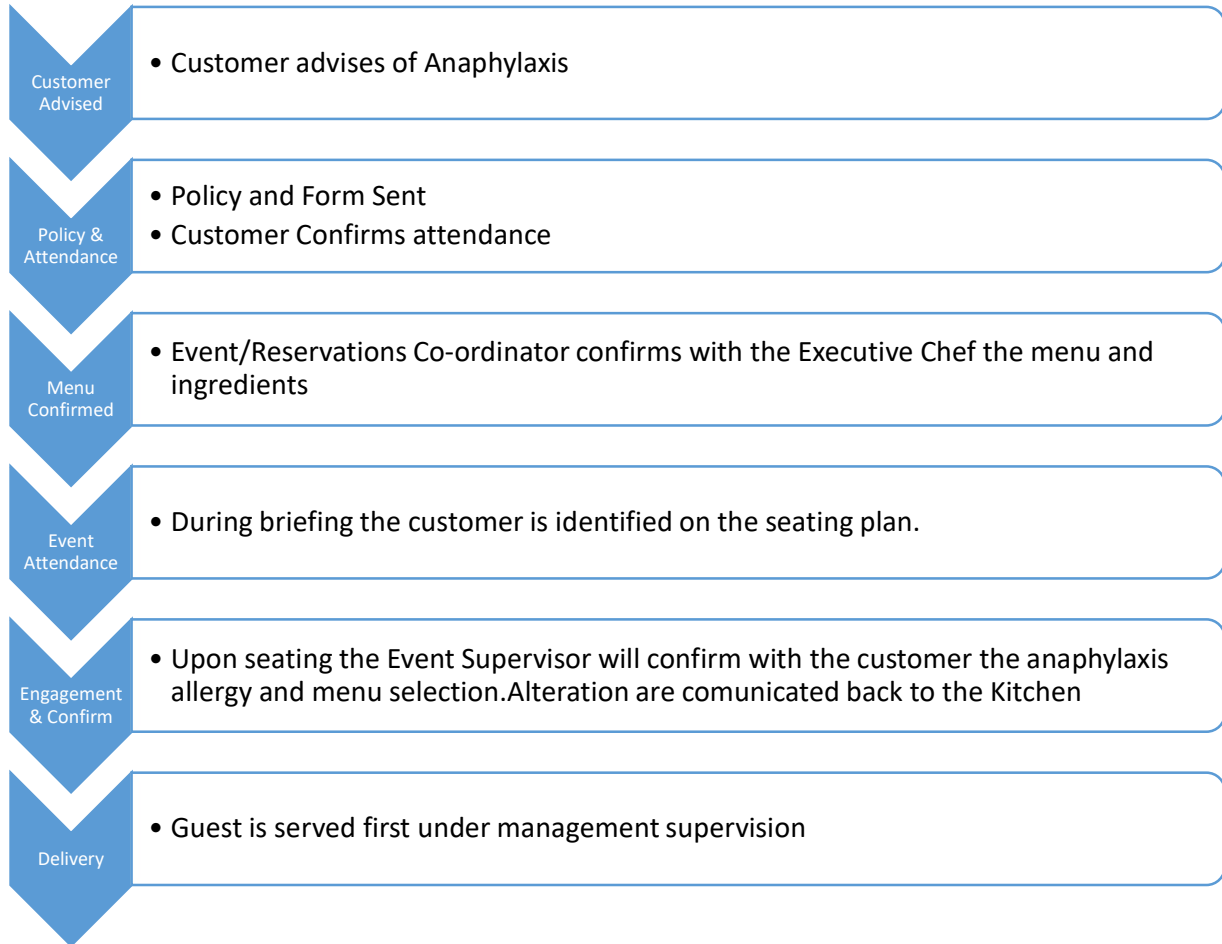
## **Event Management Oversight**

Management will ensure complete oversight to check that Anaphylaxis guest are identified during the staff briefing and located correctly on the floor plan. Only senior staff should be delivering the prepared meals to the anaphylactic customer. Kitchen should be made aware of all anaphylaxis allergy updates as soon as possible.

## **The CVY Process for service.**

- CVY will confirm with the customer concerned the policy and process that will be followed.
- After confirming their attendance, the Event Co-ordinator will confirm with the chef the menu selection.
- The anaphylaxis guest is identified during the staff briefing.
- When the guest is sitting down the manager introduce himself and present the menu selection to the guest.
- The manager on duty asks the customer to review the information regarding the Anaphylactic allergy.
- The manager on Duty must ensure that the guest is carrying an EpiPen on him and /or that the EpiPen on site is ready to use.
- Any changes to the anaphylaxis allergy is communicated to the Head chef /sous chef.
- Severe anaphylaxis customers are served first at each course under the manager's supervision.

## Weddings and Events information flow.



# COOMBE

YARRA VALLEY

## FOOD ALLERGY & ANAPHYLAXIS FORM

PLEASE COMPLETE AND RETURN THIS FORM VIA EMAIL PRIOR TO YOUR VISIT  
[ENQUIRIES@COOMBEYARRAVALLEY.COM.AU](mailto:ENQUIRIES@COOMBEYARRAVALLEY.COM.AU)

DATE OF RESERVATION	
NAME OF RESERVATION	
YOUR FULL NAME	
YOUR CONTACT NUMBER	

PLEASE TICK YOUR TYPE OF ALLERGY  
ALLERGY   
ANAPHYLACTIC

PLEASE CONFIRM DETAILS OF YOUR ALLERGY

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HAVE YOU BEEN PRESCRIBED AN EPIPEN FOR YOUR FOOD ALLERGY? YES  NO   
➤ IF YES, YOU MUST HAVE IT WITH YOU WHEN DINING AT COOMBE YARRA VALLEY

IN THE EVENT OF A SEVERE ANAPHYLAXIS REACTION PLEASE CONFIRM WHAT ACTION COOMBE SHOULD TAKE:

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EMERGENCY CONTACT DETAILS

NAME	
CONTACT NUMBER	

WILL THIS PERSON BE IN ATTENDANCE WITH YOU? YES  NO

I HAVE READ THE COOMBE YARRA VALLEY POLICY AND PROCEDURES

SIGNATURE	
DATE	