

Medical Diets – A Guide for Schools

- Parents, guardians, and carers can apply for a medical diet if their child has a diagnosed allergy, diagnosed intolerance or medical condition requiring an adapted menu (e.g. type 1 Diabetes). For your reference, to do this they will need to complete the following process:
- Parents, guardians, and carers must request a medical diet for their child by visiting our online portal; LunchHound. A link to this portal has been included in the following document: 'Medical Diet Menus – A Guide for Parents, Guardians & Carers'
- If a parent, guardian, or carer does not have computer or smart phone access, the school office can complete a medical diet request on their behalf.
- As part of the request and approval process, the school office will be asked to authorise that this is a legitimate request, sent by a parent, guardian, or carer with parental responsibility for a pupil at your school.

To support this process, we now need the school to complete these important actions:

1. Please upload this portal link to your school website:
<https://orders.lunchhound.co.uk/medicaldiets/request>
2. Alongside the above link, please include the following text to parents:

If your child requires a medical diet due to a diagnosed food allergy, diagnosed food intolerance or a medical condition requiring an adapted menu (e.g. carbohydrate count for Type 1 Diabetes), please follow this link to request a medical diet. For further support, please refer to the following document: 'Medical Diet Menus – A Guide for Parents, Guardians & Carers'.

All medical diet requests must be supported with medical evidence. This must be in the form of a letter which clearly outlines your child's food allergies/ intolerances, and must be from a medical Doctor, Dietitian or Specialist Nurse.

Kindly note, you DO NOT need to make a request for dietary preferences, or for the following diets: vegan, pescatarian, vegetarian or halal, as these requirements can be met through our standard menu.

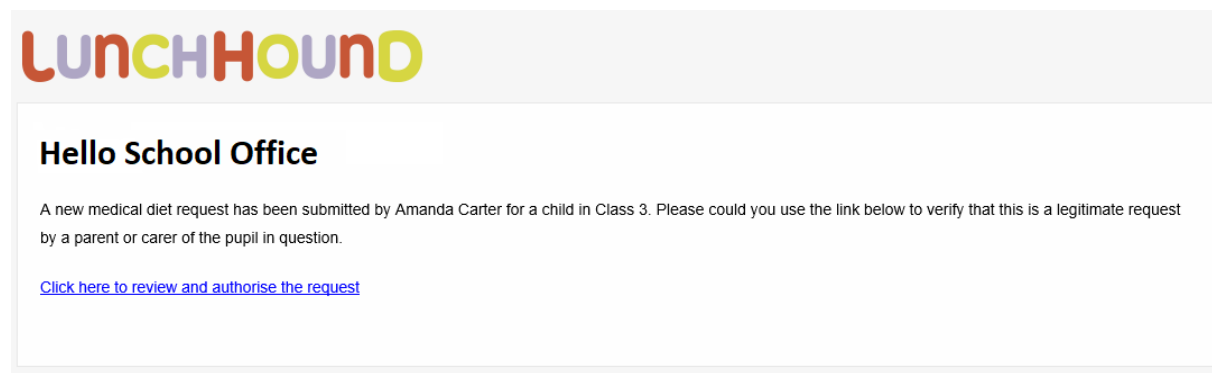
3. Upload the following document to your school website: 'Medical Diet Menus – A Guide for Parents, Guardians & Carers.' This has been provided as an attachment to this communication.
4. Once actions 1, 2 & 3 have been completed, please communicate, and share the following document with Parents, carers and guardian: 'Medical Diet Menus – A Guide for Parents, Guardians & Carers'

The following pages provide the next steps should a parent, guardian or carer request a medical diet.

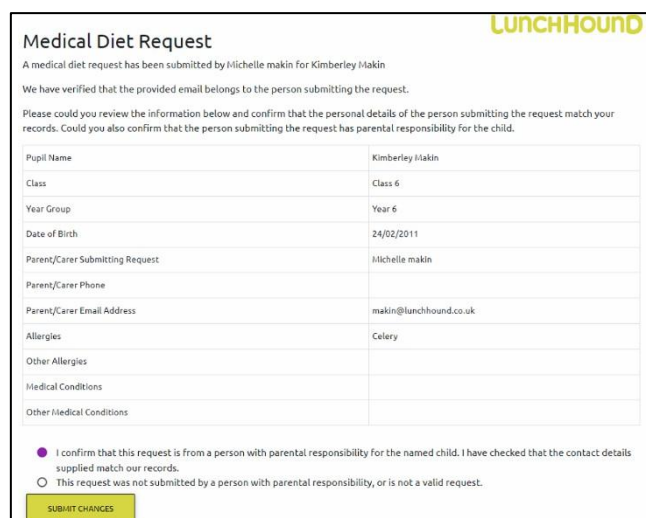
Once a parent, guardian or carer has submitted a medical diet request on the online portal, the school office will be asked to check and confirm that this is a legitimate request that has been sent by a parent, guardian, or carer on behalf of a child at the school.

The following steps **must be completed by the school office** when a request has been made:

1. When a parent, guardian or carer submits a medical diet request, the school office will receive an email from '**noreply@lunchhound.co.uk**' to the school email address that has provided to us. The email will look like the image below:

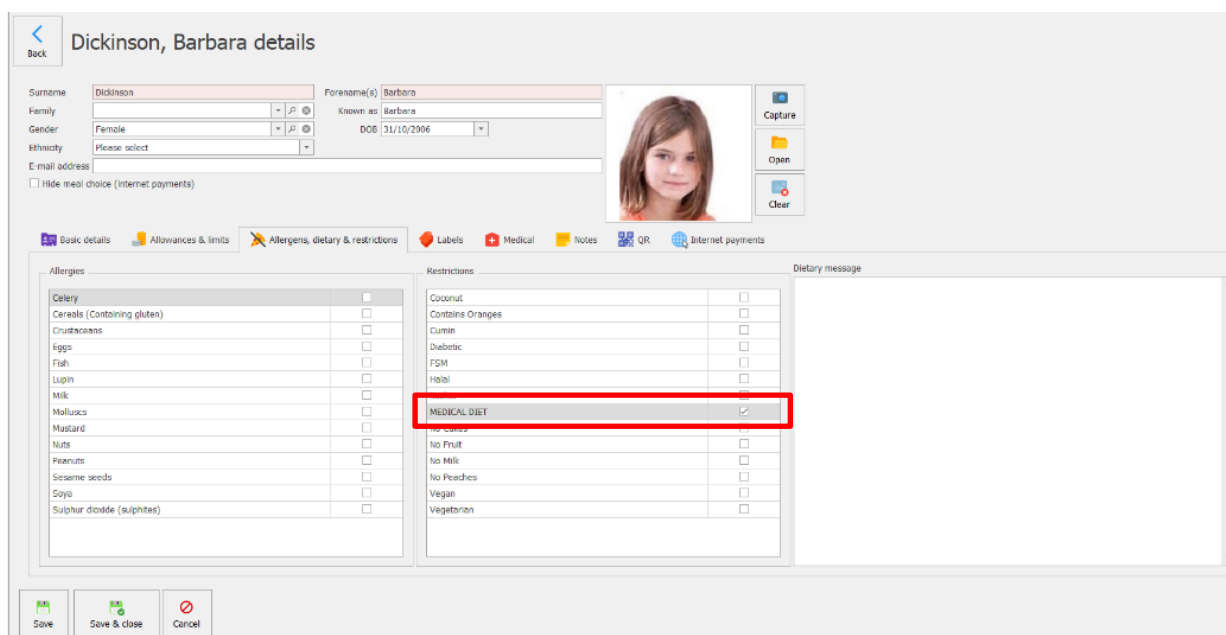


2. The email will contain a secure, time-sensitive link to the submitted request. Please click the link in the email. Please note, the link will expire after 2 months.
3. You will be taken to a web page containing details of the request as indicated below:



4. Please read the details of the request and confirm that this has been submitted by a person with parental responsibility for the child named in the request.
5. If you are happy that the details provided are correct, please click the 'SUBMIT CHANGES' button.

For Cunningham ordering sites only: To ensure pupil safety, you must log into the Cunninghams pre-order system. Under the 'restrictions' section, please select 'medical diet' for the pupil. This will ensure that the child's parent, guardian or carer cannot accidentally order a meal that is unsafe for their child.



The screenshot shows the 'Dickinson, Barbara details' form. The 'Restrictions' section is highlighted with a red box, showing the following options:

Restrictions	Selected
Coconut	☐
Contains Oranges	☐
Cumin	☐
Diabetic	☐
FSM	☐
Habit	☐
MEDICAL DIET	☒
No Eggs	☐
No Fruit	☐
No Milk	☐
No Peaches	☐
Vegan	☐
Vegetarian	☐

- Once you have clicked the 'SUBMIT CHANGES' button, the medical diet request will be sent to our Nutrition Team for processing. The requesting parent, guardian or carer will be notified via email that the school office has verified the request.
- Once our Nutrition Team has processed the request, both the school office and the parent, guardian, or carer will receive an email confirming that the request has been processed and accepted.
- Your Operations Manager will then provide the onsite Catering Team and the school office with the child's named medical diet menu.
- To select specific meals for their child, parents, guardians, and carers must return their child's named paper medical diet menu to the school office with their child's selections clearly marked. The school office must pass this onto the Catering Team.

For Cunningham Ordering Sites Only: When a parent, carer, or guardian of a child requiring a medical diet goes to select a meal on the Cunningham's system, the only available option will be 'medical diet.' To select a specific meal, parents, guardians, and carers must return their child's named paper medical diet menu to the school office with their child's selections clearly marked. The school office must pass this onto the Catering Team.

Temporary Medical Diet Meals

When parents, guardians, or carers have completed an online medical diet request, they will receive an email asking them to complete a 'temporary medical diet meal selection form' which they will access via a link in the email. This is to ensure we provide a safe meal for their child whilst their medical diet request and personal medical diet menu is being processed. Parents, guardians, or carers must complete this form and return it to the school office. Please ensure this is passed onto the onsite catering team. Until this form is received by the catering team, the child will only be served a plain jacket potato.

Identification for Children with a Medical Diet

For us to ensure the safety of the children we feed; we require all medical diet children to be clearly highlighted by way of a physical identifier such as a wristband, lanyard or medical diet ID card. Additionally, a recent named photograph of all children with a medical diet must be supplied. It is the school's responsibility to provide both the physical identifier and the named photograph to our Catering Team, to ensure the below process can be followed:

Collection of a Medical Diet Meal

To collect their meal, the child must be easily identified as requiring a medical diet by way of a lanyard, a medical diet ID card or a wristband. The Catering Team will then verify the identity of the student using a named photograph, and the name matched with the medical diet that has been prepared for them. The server will hand the meal over to the medical diet student and sign the Daily Medical Diet Production Form.

Where schools do not wish to provide a form of physical identification (wristband, lanyard etc.), it is the school's responsibility to highlight medical diet students to the Catering Team, to enable the Catering Team to verify the identity of these students using a named photograph.

Where no physical form of identification is available AND where the school have not provided a named photograph, medical diet students must be accompanied to the service point by a school representative. The school representative will confirm the student's identity, take the pre-plated and labelled meal for the student and sign the Daily Medical Diet Production Form against the student's name, therefore accepting the responsibility for the delivery of the correct medical diet meal to the correct student.

If you have any questions about this process, please speak to your Operations Manager in the first instance.

