

## CMH Allergy Information

### Overview

CMH does everything possible to accommodate guests with allergies; however, as our lodges are open to the public, we cannot guarantee an allergen-free environment.

We respect the concerns of our guests who have allergies, and aim to make all guests feel comfortable and confident going to our lodges. The following information outlines the measures CMH employs to address allergy concerns while maintaining a balanced approach for all our guests and staff:

### FOOD ALLERGIES

#### At the lodge

- CMH cannot guarantee an allergen-free environment.
- CMH provides product offerings that may include several allergens (as defined by the Canadian Food Inspection Agency) including milk, wheat, tree nuts, sesame, and other allergens.
- CMH works with vendors to ensure an allergen policy is in place to control the risk of cross contamination, in particular for tree nuts and peanuts. However, some of our food service providers process food in a facility that also processes nuts or peanuts, therefore our products may contain traces of nuts and or peanuts.
- CMH does not screen food items other guests bring into the lodge. Nut residue, oils, or other allergens may be found on tables, seat cushions, or elsewhere in the lodge. They may not be removed despite regular housekeeping.
- Some products used in the lodge make allergen-free claims. These products meet the requirements outlined in the Food and Drugs act as detailed by the Canadian Food Inspection Agency, which state that a product is required to have less than 20 ppm of an allergen.

#### Alternate menus

We provide alternative offerings at all CMH lodges for guests with dietary restrictions and allergies. The offerings include gluten-free, nut-free, shellfish-free, vegan, and vegetarian menus. Please let us know in advance if this is something you require.

### HOUSEKEEPING

The entire lodge is cleaned on a daily basis. A deep cleaning of all areas, including guest rooms and full linen changes, is performed at the end of each trip.

## RECOMMENDATIONS FOR GUESTS WITH ALLERGIES

- Guests who have allergies should pack any necessary medication they require (e.g., antihistamines, EpiPen®, Allerject®, asthma inhalers, etc.).
- It's of the utmost importance that our guests understand they are in a remote lodge and professional medical help is often a great distance away and not easily accessible.
- To help prevent reactions, let the reservations team know about your allergies when you make your booking. Once you get to the lodge, talk with lodge management, culinary staff, and servers about your allergies.
- As our menus can't cover every ingredient, we encourage you to talk with your server about any concerns or questions you may have about any of the food being offered. If the servers are unable to answer your questions, talk with the lodge manager or the chef.

## EMERGENCY PLAN

It's impossible to entirely eliminate the risk of an allergic reaction occurring. In the event of a guest experiencing an anaphylactic shock in the lodge, immediate first aid will be given, and medical professionals will be contacted. If needed, the guest will be transported to the nearest medical facility for further professional medical attention. Transportation from one of our remote lodges could take in excess of 1 ½ - 2 hours. It's very important that guests bring any medication they need with them to the lodge.

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## QUESTIONS?

Don't hesitate to contact our team to chat more about how we can accommodate your allergies or answer any lingering questions you may have: [email](#) us or call toll-free **1-800-661-0252**.