

Parents and Carers User Guide

As your new catering provider, Taylor Shaw would like to share their medical diet request process with you. This process is applicable to parents and carers who have a child requiring a medical diet due to a diagnosed allergy, intolerance or medical condition requiring a modified menu (e.g. Type 1 Diabetes).

Please note you **DO NOT** need to make a request for any dietary preferences your child has, or for the following diets: vegan, pescatarian, vegetarian or halal, as these requirements can be met through Taylor Shaw's standard menu. If you require a medical diet for your child, please simply follow the below steps to do this via Taylor Shaw's online portal; LunchHound.

1. The link to the LunchHound portal is available on your child's school website. Please click the link, or enter this address into your web browser: <https://orders.lunchhound.co.uk/medicaldiets/request>
You will then be taken to a screen that looks like the one below:

Medical Diet Request

If your child has dietary requirements but does not require an adapted medical diet menu from Elior, Taylor Shaw or Edwards and Blake there is no need to complete this form.

1 Pupil Details

Please enter your child's details.

Forename	<input type="text"/>
Surname	<input type="text"/>
Date of Birth	<input type="text" value="01/01/2012"/>
Class	<input type="text"/>
Year Group	<input type="text"/>

2. Please enter your child's details as directed.
3. Provide your contact details. You must provide a valid email address as this will need to be verified so we can process your request.
4. You then be asked which school your child attends, this is only searched by postcode. Please enter it in the box provided, then click the 'SEARCH' button. The search function looks like this:

3 School Details

Please enter the school postcode and click the search button. If more than one result is returned, please select the correct school. If no results are returned, please check you have the right school postcode.

Postcode	<input type="text"/>	<input type="button" value="SEARCH"/>
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5. Once the search has identified the school or schools in the postcode you provided, please check that the correct school is displayed. If more than one school is displayed, please select the correct school from the list.
6. On the next stage please select your child's allergies from the list. If this request is to add another allergy or an additional dietary requirement, please include all existing allergies and dietary requirements as well as any additional requirements. If your child has allergies, intolerances or dietary requirements that aren't listed, please type them in the free text box.
7. Please carefully read the Data Storage Consent notice.
8. Complete the captcha and click the 'SUBMIT' button to move to the next stage of the process.
9. After you have clicked the submit button, the system will generate an automated email to the email address that you have provided. You must click the link in the email that you have received to verify that the email address is correct.
10. 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.
11. After the school has approved the request, you will receive a notification email from 'noreply@lunchhound.co.uk' to inform you that your request has been sent to our Nutrition Team for processing.
12. When your request has been processed by our Nutrition Team, you will receive a confirmation email. Your child's school office will be provided with a copy of their menu, which they will pass on to you.
13. We kindly ask that you provide a recent named photograph of your child to the school office. This will be shared with the school kitchen to be used as a point of identification reference to ensure the safety of your child when they are being served their medical diet meal.

If you have any questions about this process, please email: support@lunchhound.co.uk