

This tool is a **LIVING DOCUMENT** that will be updated as needed. These are some guidelines to use for cross training staff from other departments as of **March 30, 2020**

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REQUIREMENTS FOR WORKING IN THE DIETARY DEPARTMENT

Ensure all persons involved in the food preparation practice good personal hygiene including:

- No smoking in food preparation area
- Being clean, showered and have clean trimmed nails
- Clothing must be clean, and a clean apron should be worn
- A different apron should be worn in the kitchen and then changed for the servery
- Dirty kitchen aprons must not be worn outside of the kitchen
- Clean hairnet or cap, and beard net if needed
- Low heeled closed-toe shoes with non-slip sole
- Anyone with exposed cuts or wounds on their hands should not be allowed to handle food. The injury should be bandaged and a waterproof, disposable plastic. Glove must be worn over the bandage.

Anyone who is ill or has diarrhea, a cough, cold or is sneezing should not be allowed to handle food

HAND HYGIENE

Hand Hygiene is **VITAL** to keep Staff and Residents safe

There are 2 Methods:

1. Washing your hands with soap and water (most effective to prevent spread of infection)
2. Sanitizing with an alcohol-based hand sanitizer
 - You must wash your hands or rub in hand sanitizer for at least 20 seconds for it to be effective

When to Complete Your Hand Hygiene at Meal / Snack Service / Meal Preparation?

1. Before

- Entering the dining room or Resident room
- Before touching dishes or utensils or before setting tables

2. During

- Before touching food
- Before assisting a Resident with eating/drinking
- After touching soiled dishes, glasses or cups

3. After

- After wiping a Resident's mouth or hands
- Going out of the dining room or Residents' rooms



Hand Hygiene is also mandatory after:

- After using the washroom
- When returning from break
- After smoking, vaping or eating
- After sneezing or coughing or touching your face
- In between handling raw foods and ready to eat foods
- When returning to the kitchen / server from the refrigerator, freezer or storeroom
- In between handling clean and dirty dishes or garbage

Resident's Hand Hygiene:

- All Residents should have their hands cleaned before and after Meal / Snack Service using **Disposable Hand Wipes or Hand Sanitizer Pump**
- Residents may require cueing to massage into hands

SAFE FEEDING ASSISTANCE

Safe Feeding Assistance helps to ensure Residents receive adequate Nutrition and Hydration and reduces risk for Residents with Dysphagia (swallowing difficulty)

Diet Prescription	<ul style="list-style-type: none"> • Ensure resident is given the correct diet order • Each resident is assigned a DIET, TEXTURE AND FLUID CONSISTENCY • Ensure the food offered matches the Master Diet List and the resident's chart • If in doubt, ask the Registered Staff to double check before you begin feeding
Positioning	<ul style="list-style-type: none"> • Sit upright in chair, chin tucked downward slightly • Feed only when alert and awake • Staff seated at eye level so you can observe the Resident swallow food and fluids • DO NOT stand to assist with eating or drinking
Feed Slowly	<ul style="list-style-type: none"> • Teaspoon only - half to one teaspoon at a time • Offer fluids after food has been swallowed and only when mouth is empty
Watch Cues	<ul style="list-style-type: none"> • Provide time to chew and swallow • Do not offer more food until the Resident has swallowed the last bite and their mouth is empty • Talk with the Resident and watch for cues when the Resident no longer wants to eat

Report to Registered Staff if a Resident:

- Is having difficult chewing or swallowing
- Is refusing to eat or drink

Infection Control Measures during COVID 19:

1. Hand Wash/Sanitize between tasks and assisting Residents
2. Residents are to be 2 meters/6 feet apart from each other
3. Ensure Residents are not facing each other (if coughing)
4. May need to wear a mask or gown if Resident is coughing

READING THE MASTER DIET LIST

The Master Diet List (MDL) is a Point of Service (POS) reference tool that contains information about the needs of each Resident at meals and snacks.

Depending on the home's process, they are either in paper or electronic format (screens)

The MDL contains:

- Diet Order (Diet, Food Texture and Fluid Consistency)
- Food Allergies or Intolerances
- Individualized Dietary Interventions
- Adaptive Devices required to help Residents with eating

Key Tips:

- Provide the Diet Order listed on the MDL only
- Providing the correct DIET TYPE, TEXTURE and FLUID CONSISTENCY is vital in ensuring resident safety
- Textures available include: Regular, Minced Meat, Minced and Puree
- Fluid Consistencies available include: Regular, Nectar, Honey and Pudding
- Provide any additional direction for individualized dietary interventions (special drinks or items at meals and snacks provided for skin concerns, weight management or other health conditions)

Infection Control Measures during COVID 19:

1. Hand Wash/Sanitize after using POS screens
2. Wipe POS screens before and after use

FOOD AND FLUID DOCUMENTATION

Proper documentation helps staff assess Resident's nutrition and hydration needs and identifies those that risk

Food Intake:

- Select 0-25%, 26-50%, 51-75% and 76-100% based on the how much the Resident consumed
- Considering all parts of the meal from cereal, soup, protein, starch, vegetables and dessert
- Think of a plate in 4 sections, consuming the entire plate below would be 76-100%.

Fluid Intake:

- Document in mLs or in units based on how your home documentation process is set up.
- Full glass of fluids is typically 125ml/1 unit for a small glass and 250ml/2 units for a large glass, but refer to your home's fluid guidelines

Infection Control Measures during COVID 19:

1. Hand Wash/Sanitize after using POS screens
2. Wipe POS screens before and after use

MEAL OR TRAY SERVICE

Ensure you do your best to maintain a calm and enjoyable dining experience for our Residents.

Key Points for Meal or Tray Service:

- Place a clothing protector on the Resident if they have agreed
- If 2 options are available, provide show plates and allow choice
- Set table or tray as per diagram (replace plate and cups with disposable dishes if applicable)
- Serve course by course or all at once based on home's directives
- Only use regular cutlery not disposable
- **Used Cutlery:** put in sanitizer bucket immediately after meal is complete. If in isolation, sanitize cutlery before leaving room



Infection Control Measures during COVID 19:

1. Hand Wash/Sanitize hands between tasks and when assisting Residents
2. All Residents should have their hands cleaned before and after Meal / Snack Service using Disposable Hand Wipes or Hand Sanitizer Pump
3. Residents may require cueing to massage sanitizer into hands

SNACK SERVICE

Ensure you do your best to maintain a calm and enjoyable snack experience for our Residents

Snacks contain the following:

- Morning: Beverage only
- Afternoon & Evening: Small snack item and beverage
- Snacks generally include cookies, biscuits, loaves or similar
- Beverages will include a choice from juice, milk, coffee, tea and water
- Provide items on menu and any labeled items on the snack cart from Dietitian

Key Points for Snack Pass:

- Perishable items and cold beverages are on to be kept on ice
- Use instructions to properly thicken beverages that are not pre-thickened
- You must refer to the MDL when providing snack to ensure the correct Diet Order is provided
- Do not touch food directly, use tongs or a napkin
- Provide Safe Feeding Techniques as outlined above
- Do not leave food or beverage at Resident's bedside
- Return remaining food and beverages to kitchen or servery

Infection Control Measures during COVID 19:

- Hand Wash/Sanitize hands between tasks and when assisting Residents
- All Residents should have their hands cleaned before and after Meal / Snack Service using Disposable Hand Wipes or Hand Sanitizer Pump
- Residents may require cueing to massage sanitizer into hands

SAFE FOOD HANDLING

Safe Food Handling is important because we are serving a vulnerable population. There is always a potential for food-borne illness if food is not handled properly. Food-borne illnesses can be dangerous and may result to hospitalization for older adults. Everyone has an important role to play in reducing foodborne illness and the spread of germs through food.

There are four steps that can be taken to protect from food-borne illness: **clean, separate, cook and chill.**

Step One – Clean:

- Wash hands, equipment and surfaces often to avoid the spread of bacteria
- Make sure cutting boards, knives and equipment used are cleaned and sanitized before and after any food preparation.
- Sanitize all work surfaces before and after preparing food. Use a sanitizer that is appropriate to use on food preparation surfaces.
- Make sure sanitizer is labeled properly, and is stored in a separate area away from food when not in use
- Ensure staff/designates wear Personal Protective Equipment PPE when working with cleaning solutions and chemicals as indicated

Step Two – Separate:

- Keep raw foods separate from cooked foods to avoid cross-contamination
- Always wrap raw meats and poultry securely, and put them on the bottom of fridge or cooler to prevent juices from dripping onto other foods
- Wash and sanitize all plates, utensils, and cutting boards that touched or held raw meat or poultry before using them again for cooked foods
- Always wash raw fruits and vegetables in clean water. You cannot tell whether foods carry surface bacteria by the way they look, smell or taste
- Use separate tongs to handle raw and cooked meat
- Do not place cooked meats on the same plate that held raw meat
- When tasting food, use the two-spoon method to prevent cross contamination – one spoon scoops out the food and places it onto the second spoon. The second spoon is used to taste the food.

Step Three – Cook:

- Make sure you kill harmful bacteria by properly cooking food.
- Traditional visual cues like colour are not a guarantee that food is safe DO NOT GUESS!
- Use a digital instant read food thermometer to check when meat and poultry are safe to eat

Step Four – Chill:

- **Keep cold food cold.**
- Perishable foods such as luncheon meats, cooked meat, chicken, and potato or pasta
- salads, must be kept in the refrigerator, or to be kept in an insulated cooler with freezer
- packs or blocks of ice to keep the temperature at 4°C (40°F) or below

The simple rule is: When in doubt, throw it out!

TEMPERATURES

The **Danger Zone** is the temperature range that supports the growth of bacteria. The Danger Zone is between 4°C (40°F) and 60°C (140°F). Bacteria can begin to grow if food is in the danger zone for as little as 2 hours!

Food must be maintained in these ranges:

- Cold food is to be held at 4°C (40°F) or below
- Hot food is to be held at 60°C (140°F) or above

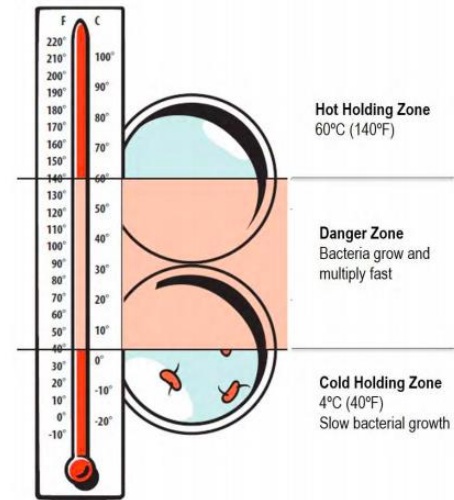
Recording Food Temperatures

Food Temperatures are to be obtained and recorded:

- During food preparation
- Before serving food at meals

How to Take Food Temperatures:

1. Insert the probe thermometer into the thickest section of the food & wait 15 seconds or when the dial stops moving
2. Record the temperature on the sheets provided and initial
3. Wash, rinse and sanitize the probe thermometer after testing each item



Thermometer Calibration

- Thermometers used for food temperatures should be calibrated regularly
- Discuss with the Nutrition Manager / Supervisor or a dietary team member if you think that the thermometer(s) are not functioning well

If there are foods with temperatures within the Danger Zone, let the Nutrition Manager / Supervisor / Team Leader know IMMEDIATELY

EQUIPMENT TEMPERATURES

- It is important that temperatures of equipment that are holding foods and washing dishware and utensils are monitored regularly
- This ensures that they are always functioning properly

How to Take Equipment Temperatures:

1. The equipment has built in thermometers for you to check
2. Record the temperature on the sheets provided and don't forget to initial

Refrigerator(s)	Ensure that all cold foods are kept cold	Maintain a temperature of 4° (40°F) or lower	Minimum two times per day - Recommend Three times per day during COVID-19
Freezer(s)	Ensure that all frozen foods are frozen and do not thaw prematurely	Maintain a temperature of -18°C (0°F) or lower	Minimum two times per day - Recommend Three times per day during COVID-19
Dishwasher	Ensure that all dishes are adequately cleaned and sanitized	High Temp Washer: <ul style="list-style-type: none"> • Wash: 65°C (150°F) • Final Rinse: 82°C (80°F) Low Temp Washer: <ul style="list-style-type: none"> • Wash: 60°C (140°F) • Final Rinse: 82°C (180°F) • PPM of 100 	Minimum two times per day - Recommend Three times per day during COVID-19
Two or Three Sink Manual Method		See diagram attached	Minimum Three times per day at each meal

If the temperatures are not within the guidelines, let the Nutrition Manager / Supervisor / Team Leader know IMMEDIATELY

FOOD STORAGE AND LABELLING

Adhering to food labelling and storage guidelines will ensure food remains free of bacterial growth, is fresh & tasty, all while providing safe and palatable food to our Residents.

- **Freezer Storage:** Monitor foods which may be damaged or have freezer burn due to prolonged freezing
- **Do Not Overload:** Both the fridge and freezer should not be overloaded as this can affect airflow and cause damage to the equipment
- **Staff Personal Items:** Storage of staff's personal foods and lunches in Dietary Fridge and Freezers is not allowed
- **Covering Food:** Cover or wrap all food and fluids securely to prevent cross-contamination. Food should be stored in clean containers
- **Labelling Food:** Ensure all food is covered and labeled when storing in the refrigerator or freezer. Include the name or type of food and preparation date (day/month/year)
- **Putting away Grocery Orders:** All received food is to be dated and stored in appropriate safe food storage areas. Foods are be organized and used in first-in-first-out (FIFO) basis
- **Check Best Before Dates on All Products Used:** Occasionally, check if refrigerated items such as condiments are expired

If there are foods that are past the best before dates within the Danger Zone, let the Nutrition Manager / Supervisor / Team Leader know IMMEDIATELY

STANDARDIZED RECIPES, PRODUCTION SHEETS AND PORTIONING

The therapeutic menu ensures that the correct serving sizes are provided to Residents. It is important to follow correct scoop sizes so that Residents are getting adequate nutrition at meals.

- If helping in the kitchen make sure you review the additional tools – **Knife Skills In-Service, Minced & Moist® Poster, Puree Perfection® Poster**
- Preparing foods to the proper texture and fluid consistency is crucial in the Long-Term Care and Retirement Home Setting as many seniors suffer from Dysphagia (difficulty swallowing)
- Production Sheets are to be followed to ensure the right foods, in the right texture are produced for the meal or snack
- Production Sheets are daily guidelines used to ensure that meals are prepared in an organized manner using consistent ingredients, and cooking and serving directions
- Standardized Recipes ensure consistent food quality and yield, no matter who is cooking
- Standardized Recipes or Preparation Instructions on the box must always be followed
- Therapeutic Menus indicates the correct serving sizes and textures to be portioned at each meal and snack
- It is important to follow correct scoop sizes so that Residents are getting adequate nutrition at meals

Food Samples:

Continue to take Food Samples as per past practice:

1. The cook/designate will collect a 200-gm sample of each entrée food at all meals and place in a sealed container.
2. The cook/designate collecting the sample will label it with the following information:
 - Date
 - Mealtime – Breakfast, Lunch or Supper
 - Contents – e.g. Meatloaf
3. The sample will then be stored under freezer conditions for a period of ten days, then discarded by cook/designate if not needed for outbreak analysis.

CLEANING AND SANITATION

- Keep work surfaces clean and clutter-free as much as possible
- Wipe down areas and properly store food items away if not being used
- Foods should not be touched with hands. Use scoops, ladles and tongs
- Don't touch the surfaces of clean dishes, cups and utensils that come into contact with mouth or food
- If a utensil or a dish still appears dirty after washing, return to be washed again in the dishwasher
- No personal items should be brought into the kitchen or server areas by the staff / volunteers
- Remove solid and liquid waste from the food preparation area frequently, ensuring it is stored in a sanitary manner between pick-ups
- Remove dirty laundry items from the food preparation area frequently, ensuring it is stored in a sanitary manner between pick-ups
- Ensure that all cleaning schedules are completed daily
- Assign staff / designate to do deep cleaning weekly as per schedule to minimize the risk of cross contamination
- Ensure staff / designate wear Personal Protective Equipment (PPE) when working with cleaning solutions and chemicals as indicated

Steps to clearing tables:

- Remove soiled items from the table and bring them to the busing area
- Scrape leftover food off plates and pour out liquids in designated bin
- Pre-soak utensils in designated cleaning solution

Infection Control Measures during COVID 19:

- **Cleaning removes obvious pieces of food, dirt and stains**
- **Sanitizing reduces the number of germs to safe levels**

Supplies Needed	Steps to Clean and Sanitize Surface
<ul style="list-style-type: none"> • Clean wipe cloths or rags • Small bucket of soapy water • Small bucket of sanitizing solution • Sanitizing solution mixed at the proper concentration, as per manufacturer's direction 	<ol style="list-style-type: none"> 1. Clean the surface with a wipe cloth and soapy water 2. Wipe with a wipe cloth soaked in the sanitizing solution 3. Allow to air dry

If you have any concerns at any time while working in the Dietary Department, let the Nutrition Manager / Supervisor / Team Leader know IMMEDIATELY.

Thank you for your help during these difficult times! contact@seasonscare.com

