

# Food Service Recommendations

## LTC and RH for COVID-19

This tool is a **LIVING DOCUMENT** that will be updated as needed. These are some suggestions to consider for food service as of **March 29, 2020**

- Keep track of any menu changes that you may make, good documentation is crucial
- Management approval will be needed to implement any of the following menu or meal service changes

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### RESOURCES – print and post

- Essential Services Menu Package
  - Recipes
  - Order Guide
- Adaptive Feeding Device Diagram
- COVID-19 Food Premises from Public Health
- Dietary Cross Training Tool
- Dishwashing Procedure - 2-Sink Method
- Dishwashing Procedure - 3-Sink Method
- Food Temperature Chart
- Knife Skills In-Service
- LTC and RH Communal Dining Recommendations from Public Health Wellington/Dufferin/Guelph
- Minced & Moist© Magic Poster
- Pureed Perfection© Poster
- Safe Feeding Practices In-Service
- Scoop Colour Chart
- Serve Food Safely Image from Weiler Nutrition
- Synergy - My Meal Plan Overview (if applicable)

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MENU PLANNING	
May consider putting in effect IMMEDIATELY	COVID-19 ESSENTIAL SERVICES MENU
<p><b>Menu Changes:</b></p> <ul style="list-style-type: none"> <li>Continue with current menu as much as feasible OR consider using Sysco 7-Day Emergency Menu in Synergy (if Sysco customer)</li> <li>Cut down to one choice entrée, vegetable and dessert when there is an identified labour shortage</li> <li>Discontinue hot cereal and substitute cold cereal except for puree texture</li> <li>Soup or Juice can be offered at Lunch</li> <li>Use individual portioned condiments</li> <li>Remove communal items, such as salt and pepper shakers, condiments or centerpieces</li> <li>Use pre-thickened beverages</li> <li>Use purchased pureed products</li> <li>Eliminate garnishes</li> </ul> <p><b>Staffing, Supplies:</b></p> <ul style="list-style-type: none"> <li>Ensure Purchase Orders are up to date with changes</li> <li>Ensure that there is an assigned backup person for placing food orders in the event that the Nutrition Manager is unavailable</li> <li>Ensure adequate foil and plastic wrap is available and stocked up</li> <li>Order Styrofoam take out containers with lids and Styrofoam cereal, soup and dessert bowls with lids</li> <li>Order disposable trays for isolation if possible</li> <li>Order Styrofoam cereal, soup and dessert bowls with lids</li> <li>Order plastic cups with lids for cold and hot beverages</li> <li>Order serviettes</li> </ul> <p><b>Special Items:</b></p> <ul style="list-style-type: none"> <li>RD to simplify diet orders and interventions as much as possible</li> <li>In consultation with RD, hold nutrition interventions and labeled snacks that are not essential for weight or wound status</li> </ul>	<p><b>See SC Essential Services Menu Package:</b></p> <ul style="list-style-type: none"> <li>Can be implemented immediately if labour shortage is an issue</li> <li>Post daily menu</li> <li>Heat and Serve items – Minimal labour required</li> <li>Cold Breakfast</li> <li>Hot Lunch and Supper</li> <li>Discontinue Soup and substitute Juice</li> <li>Assorted Minced Sandwiches available at all times</li> <li>Use Sandwiches as backup, do not offer to every Resident as second choice</li> <li>Prepare and freeze items in advance such as sandwiches</li> <li>One Fruit Choice offered per day</li> <li>Use individual condiments</li> <li>Remove communal items, such as salt and pepper shakers, condiments or centerpieces</li> <li>Use pre-thickened beverages</li> <li>Use purchased pureed products</li> </ul>

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### MEAL SERVICE

**Communal Dining is not recommended during COVID-19. Individual Tray Service is recommended to promote social distancing.**

#### **Meal Preparation & Delivery:**

- Review your tray service inventory - trays, tray covers, bakers carts, paper utensils, Styrofoam takeout containers
- Wrap eating utensils in serviettes in kitchen to minimize touching
- Set up tray line in main kitchen – socially distance staff / volunteers from each other on tray line
- Take orders in advance if able -
- If you use Sysco Synergy system contact MealSuite as Synergy is offering a free advance ordering application in the system that can take resident orders up to 7 days in advance
- Use Styrofoam takeout containers instead of tray covers
- **Move to paper service, use real utensils only – plastic utensils are a safety hazard and should not be used**
- Consider system for printing Resident information in ticket style
- Trays must be labelled - Create Tray Tickets – if you use Sysco Synergy system contact MealSuite for support
- Trays should be fully plated in kitchen/servery and transported to the residents
- Tray whole meal including beverage and dessert if possible
- Do not bring steam carts into communal areas
- Bakers Racks can be used to transport food if Cambro Containers are not available
- Cover food during transportation – if tray lids / plate covers are not available, cover dishes with foil
- Wear clean aprons at all times

#### **HOW TO CONDUCT TRAY SERVICE FROM ONE CENTRAL LOCATION**

##### **Set up tray line stations (all hands-on deck as needed):**

- ✓ Portion and Serve Cereal or Soup
- ✓ Portion and Serve Entrée
- ✓ Portion and Serve Cold Food Items
- ✓ Portion and Serve Beverages
- ✓ Checker
- Add wrapped silverware to tray
- Check Tray Ticket and ensure Tray accuracy before sent to floor
- Load tray onto cart for delivery
- Deliverer(s) – Deliver cart of trays to home / retrieve carts after meal service
- When clearing trays after meal service, put used cutlery in bucket of sterilizing solution to return to the ware-washing areas

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### Dining Rooms / Common Rooms / Hallways / In Room Services:

- Consider **staggering mealtimes** to allow enough distancing between residents, one home area at a time
- In **Dining Rooms** remove and/or spread out tables and limit the number of people at each table, so that a minimum of 2 meters is between each resident
- Residents should not be lined up closely together waiting for meals
- Use **hallway service style**. Have Residents sit in their doorway with their bedside tables, one supervisor per hallway
- Use what you've got to set up Residents - consider other types of tables such as TV tables, bedside tables, folding tables can be set up in home areas trays can be put on seat of a walker
- For Residents who eat independently or for Residents in the Retirement Home setting consider In-Room Tray Service

### Residents at High Risk of Choking or requiring Feeding Assistance:

- May serve Resident in the dining room (or other common area) to ensure supervision
- No more than 1 Resident/table; at least 2 meters / 6 feet apart from each other
- Consider several seating times with no more than 10 people (including staff) at one time in the dining room
- Consider feeding ONLY Residents who need feeding assistance in the dining room
- Do not have Residents face each other (if coughing)
- Ensure that any staff or volunteers understand and practice the principles of safe feeding
- Staff feeding residents may need a mask or gown if resident is coughing
- Ensure Staff/Volunteers have been provided the safe feeding in-service to review prior to assisting with feeding (To attach)

### Residents who are Symptomatic or Isolated:

- Use disposable products only including paper trays
- Keep all waste in Residents room until disposed of, do not gather with other waste

### Staff Meals:

- Many employees may be working more hours and not have time for their own meals, considering offering staff meals
- This can help reduce outside exposure including staff leaving/returning for meals

### Overall:

- System applies to snack distribution as well
- Residents should not be left unsupervised
- Allow extra time for meal service
- Set up tracking sheet to ensure all Residents are fed (print off resident list in SOD or PCC and label with meal – simple-recommend all filed for proof that all were provided a meal)
- Educate all those involved in meal service on Sanitization, Hand Hygiene and Safe Feeding Practices
- Ensure all staff practice prescribed hand washing and sanitation when assisting between one resident and another to avoid cross contamination

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### SANITATION

#### It Is Essential that all Homes:

- Have enhanced cleaning routines of frequently touched surfaces
- Frequently touched surfaces are most likely contaminated
- Bring in extra staff to do deep cleaning as needed
- Ensure food temperatures, food samples, fridge and dishwasher temperatures are monitored as per regular practice to avoid the risk of any food-borne illnesses
- Ensure that only Dietary Staff or assigned staff enter the kitchen area
- Ensure ALL staff are trained on how to Clean, Sanitize and Disinfect Food Preparation, Equipment and Service Areas including:
  - ✓ Handles, knobs, push plates, light switches
  - ✓ Food Carts, utility carts, beverage carts
  - ✓ Hand sinks, soap and sanitizer dispensers
  - ✓ Beverage dispensers, waste receptacles, POC screens, tablets

#### Ensure Proper Handwashing is Completed when:

- Serving or cleaning dishes
- Taking out garbage
- Clearing tables or bussing dirty dishes
- Touching clothing or aprons
- Touching anything else that may contaminate hands, such as un-sanitized equipment, work surfaces, or washcloths
- Sanitize Residents hands before and after meal service

#### Ensure approved chemicals are used at the right concentration:

- Quat – in general 200 –400 ppm
- Chlorine or Bleach in general 50 – 100 ppm
- Pay close attention to the Dish Machine to ensure it remains in good working order

#### Discontinue the following:

- Self-service food and drink
- Use of reusable beverage containers
- Retail service (if applicable)