



**OANHSS**

**LTCHA Implementation**  
MEMBER SUPPORT PROJECT

# **Appendix A - Nutrition and Hydration Program: Review of System and Clinical Requirements**

*Long-Term Care Homes Act 2007 and  
Ontario Regulations 79/10*

Audience: Clinical Staff

Release Date: January 5, 2011

**Ontario Association of Non-Profit Homes & Services for Seniors**

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# Nutrition Care, Dietary Services and Hydration

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- The home will operate an organized nutrition care and hydration program to meet the daily nutrition needs of the resident
- The home will operate dietary services to meet the daily nutrition needs of the resident
- The home will ensure that the Residents' Rights are fully respected and promoted:
  - “Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs”

# Policies and Procedures

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**The home will develop, implement and review policies, procedures and systems**

- “In compliance with and implemented in accordance with all applicable requirements under the Act...”
- The home will comply with the written policies and procedures
- The home will retain a complete copy of policies and procedures in a readily available, readable and useable format

# Staffing Scheduled Hours

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## Dietary Services Minimum Staffing Hours Required

Establish a schedule to reflect the minimum staffing requirements for Dietitian, Nutritional Manager and Food Service Workers in accordance with sections 74, 75, 77 of the LTCHA Regulation 79.

# Staffing Qualifications

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Ensure that processes are in place to hire qualified staff as defined by the LTCHA Regulation 79:

- Dietitian (see section 74)
- Nutritional Manager (see section 75)
- Food Service Workers (see section 78)
- Cook (see section 76)

# Staff Training and Education

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## Staff Training and Education:

- *Orientation:* All newly hired staff must be trained prior to performing responsibilities in areas set out in section 76 of the LTCHA 2007. Staff must also receive specific training on the policies, procedures and system related to nutrition/hydration service to the resident
- *Ongoing training/education:* This includes areas as outlined in LTCHA 2007 section 76.

# Storage and Equipment Capacity

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## Structures and Systems in place to ensure:

- Sufficient storage capacity to support the home's menu requirements
- Institutional food service equipment must have adequate capacity
  - to prepare, transport and hold perishable hot and cold food at safe temperatures.
  - to clean and sanitize all dishes and equipment .

# Infection Control and Maintenance

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## Policies, procedures and guidelines must be developed relating to:

- Cleaning/sanitizing schedule for all equipment
- Cleaning schedule for all areas used during food production, servery and dishwashing areas
- Labelling and safe storage of hazardous substances, so they are not accessible to the resident
- Preventative maintenance and maintenance to ensure equipment in good working order
- Preventing food adulteration, contamination and food borne illness



# Menu Planning Systems

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## Menu planning systems include:

- Consultation with and collaboration with the Residents' Council in approving the menu
- Menu approved by the dietician
- Menu reviewed and updated at least annually
- Menu includes variety of fresh seasonal fruits
- Individualized menus developed for those residents whose needs are *not* met by the home's menu
- Menu is a minimum of 21 days in duration

# Food Production Services

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## The home will have on site:

- 24 hour supply of perishable foods
- 3 day supply of non-perishable foods
- 3 day supply of nutritional supplements, enteral feeding or parenteral formulae as applicable

# Food Production Services

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## The home will:

- Develop standardized recipes and production sheets
- Use menu substitutions comparable to the menu
- Communicate menu substitutions to the residents
- Document substitutions in the production sheets and menu
- Produce menus while reserving taste, nutritive value, appearance and food quality

# Dining Room Service

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- Pleasurable dining experience for residents considerations
  - Environment (noise, lighting, aromas)
  - Serving traffic pattern (efficiency, no rushing)
  - Communication with residents
  - Staff interactions
  - Foster independence and social interaction with table mates

# Dining Room Service

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## **Policies and guidelines are required to:**

- Provide comfortable dining room chairs and tables at the appropriate height to meet the resident's needs
- Provide safe, palatable menus including beverages to the right resident in the right way and at the right temperature
- Offer resident choice, assistance to eat and time to eat and drink at his or her pace

# Dining Room Service...cont'd

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- Serve the meal course-by-course and ensure that a resident requiring assistance is served only when assistance available
- Provide assistive devices as required to support the restorative component of care
- Monitor dining room services including feeding techniques
- Ensure that staff use proper techniques to assist residents in enjoying the dining room experience

# Snack Service

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## The home will:

- Offer between-meal beverages in the morning and afternoon, and in the evening after dinner
- Offer snacks in the afternoon and evening
- Ensure that the planned menu snack items are available at each snack time
- Ensure that food and beverages appropriate to the resident are available to the resident on a 24 hour basis

# Monitoring and Evaluation

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**The outcomes of the nutrition, hydration and dietary service program will be evaluated through:**

- Monthly or more frequent monitoring of resident's weight
- Yearly monitoring of resident's height
- RAI-MDS 2.0 data
- Resident satisfaction questionnaires
- Audits and systems as identified in the home's Quality Improvement Program