



OANHSS

LTCHA Implementation
MEMBER SUPPORT PROJECT

Appendix C: Dietary Services Training

Audience: Front Line Dietary Staff

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Ontario Association of Non-Profit Homes & Services for Seniors

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Facts Impacting Dietary Services for Frail LTC Resident

- Residents in LTC are frail
- Residents may be at increased risk of malnutrition due to chronic illnesses, oral issues, thinking or memory decline, and/or reduction of independence
- Malnutrition can be difficult to diagnose
- Life losses and changes may impact residents

Training Objectives

Understanding the impact of actions on resident wellbeing:

- You can increase, maintain or support the resident's enjoyment and participation in the dining room and snack experience
- You can reduce risk factors that may decrease resident's nutrition and hydration intake and enjoyment
- You can support the resident to live in a home where needs are respected and met, by understanding the importance of choice and encouragement

Program Nutrition and Dietary Services and Hydration

- To ensure residents daily nutrition and hydration needs are met consistently
- To plan and deliver nutritious meals and snacks and ensure sufficient fluids are provided
- To identify, mitigate and manage risks related to nutrition and hydration and dietary services
- To monitor, residents' weights, food and fluid intake and skin integrity
- To ensure best practices related to dining service, menu planning and food production

Dietary Services

- Menu planning
- Food production - including supplies and equipment
- Dining and snack service - including supplies and equipment

Food and Fluids Production

Staff will:

- Store food, prepare meals and beverages and serve meals safely
- Follow standardized recipes and production sheets when cooking and preparing meals and snacks
- Defrost food correctly and cook and maintain food at the correct temperature during food preparation
- Document meal substitutions in the menu and production sheets
- Preserve the taste, nutritive value, appearance and food quality when preparing food

Infection Control

Staff will:

- Take and record fridge and freezer temperature in line with policy
- Report any temperatures outside the accepted limits
- Be aware of, and work within, infection control policies to store, produce and serve resident food:
 - Hand washing on entering the kitchen or serving area.
 - Follow policy and procedure for defrosting food. Do not defrost under the hot tap.

Infection Control...cont'd

- Use gloves according to policy and change as required
- Complete detailed cleaning and sanitizing of all areas and equipment according to schedule
- Place all perishable foods in the appropriate fridge/freezer
- Remember all cold drinks must be served below 5 C
- If ill, do not report for duty. Always report symptoms of gastric illness to your supervisor.

Infection Control...cont'd

- Staff must store food in line with policy. For example raw meat, especially chicken, must be stored separately to reduce the risk of cross contamination to other foods
- Temperature checking and maintenance of temperatures are high priority at various points of food production and serving:
 - Temperatures are checked in the cooking process and must reach specific temperatures according to cooking instructions

Infection Control...cont'd

- Temperatures are checked at the retherm and/or the servery area
- Food must be served to the resident at a palatable temperature
- When a resident receives a tray in bed the food must be at the correct temperature
- Staff save, date and store food samples for one week after the item is served

Dining Room Service

Dietary Staff will:

- Check that food received in serving area is as on the menu (including alternatives and texture-modified diets)
- Check and record the hot food temperatures. If not at right temperature, take corrective actions
- Check that cold drinks are kept below 5C
- Review recent messages relating to any resident changes and have the residents' dietary plans ready to use

Dining Room Service...cont'd

- Serve the meal course by course and offer the resident choice of menu and beverage
- Follow the rotational/table serving plan developed by the home
- Serve the correct menu for the resident using the correct size serving utensils and referring to the resident's dietary plan
- Communicate with staff delivering the meal to the resident to ensure that the correct resident gets the correct diet

Dining Room Service...cont'd

- Follow the dining room routines and participate in assigned duties (e.g. offering tea and coffee to the resident)
- Serve a meal for a resident requiring assistance when a person is ready to assist the resident
- At all times engage the resident and provide service in a quiet, respectful manner
- Refrain from personal conversations with other staff during the meal service

Sanitization and Cleaning

Sanitizing and Cleaning Duties:

- Follow the cleaning and sanitizing schedule
- Use the correct solution and dilution to clean all areas and equipment
- Use protective gear if diluting chemicals
- Check that chemicals are labelled and stored according to policy and are not accessible to residents – follow WHMIS training
- Report any items requiring repair and maintenance

Snack Service

Dietary Staff will:

- Prepare snacks for the residents, respecting the menu plan and residents' choices
- Maintain snacks and beverages at safe temperatures
- Provide nourishments according to resident's plan of care
- Report any concerns to Nutrition Manager

Have You Made Difference to the Resident's Care?

Please think about how you work and offer care to the residents:

- Do you always take and record temperatures?
- Do you always follow storage and cleaning routines?
- Do you offer residents a choice of menu?
- Is the atmosphere in the dining room/s pleasant?
- Do you wash your hands frequently?
- How do you make meal and snack times a more pleasant experience for residents and co-workers?