

Appendix C

Sample Policies, Menus & Forms



Sept. 18, 2007

Policy and Procedure Dietetic Service – Buffet Service

It is the intent of this policy to provide safe and sanitary food practices while optimizing the quality of life of residents through providing choices in the dining service recognizing our residents as a highly susceptible population.

1. Buffet meals will be provided under the supervision of the Dietary Department Supervisor or Cook. The menu must be followed or amended only upon approval of the RD/FSS as evidenced by an initialed change in menu.
2. The guidelines from the 1993 FDA Food Code, 2000 California Code of Regulations and HACCP will be utilized in food handling and/or the Model Food Code (Hot food holding greater than or equal to 140 degrees F. Cold foods holding at 41 degrees F or below). [Roasts may be held according to the 2000 California Code of Regulations: danger zone 135 degrees F.]
3. Foods under preparation must not be out longer than 2 hours. If the foods must be out greater than 2 hours, the food must be brought down to 41 degrees or less. High risk foods will be cooled and monitored on the COOL DOWN LOG HACCP procedures. **Foods will not be held on the buffet longer than 2-3 hours. Never add new food to older food that has been sitting on buffet or food bar. Food must be discarded after 4 hours.**
4. **All food pans on the buffet holding high risk items will be monitored by the cook/FSS. Temperatures of high risk items will be documented before transport to the buffet noting the time of service. High risk foods outside acceptable holding temperature ranges will be raised to temperature or discarded as appropriate. ONLY pasteurized whole eggs or pasteurized whole egg products will be utilized. Raw or uncooked high risk items will not be served; (i.e., oysters, raw shrimp, sushi, raw fish, steak tartare, raw seed sprouts.) ONLY use pasteurized juice, milk, eggs. Unopened packages cannot be re-served.**
5. Sneeze guards or similar protection should be provided. Must use food approved containers.
6. Food bars or buffets should be broken down and cleaned and sanitized after each meal. Dietary department is responsible for assigning tasks and assuring cleanliness.
7. Staff should monitor residents to assure that unsafe practices do not occur (such as reaching into food and then putting it back on the food bar).
8. Staff member serving follows appropriate infection control procedures and appropriate portion sizes to honor Residents' requests.
9. Buffet dining menus are non-therapeutic. Staff will read diet cards for special needs such as food allergies, adaptive equipment, fluid restrictions, etc. Resident will choose menu items and beverages as offered by server.
10. A designated staff member asks each participant in the dining room their preferences and serves items to Resident's requests. Diet textures will be honored for safety.
11. Appropriate food transport equipment is utilized to ensure potentially hazardous foods are maintained at safe temperatures to help prevent food borne illness.

White Blossom Care Center

Enhanced Dining Policy and Procedure

Policy Statement

The facility will promote quality of life through an enhanced dining program where residents have a liberalized opportunity to meet their nutritional needs

Policy Interpretation and Implementation

1. The dining program will be referred to as the WB Bistro.
2. The WB Bistro will be held Monday through Friday for lunch unless an alternate lunch program is coordinated by the dietary department.
3. Residents will be informed of the program on admission and during staff rounds.
4. ALL residents are welcome to the WB Bistro as long as they are able to dine independently and their prescribed diet allows for liberalization as determined by their physician.
5. Residents wishing to dine in the Bistro must inform the nurse supervisor who will in turn communicate with their physician and obtain an order stating, "MAY HAVE NON-THERAPEUTIC DIET BUFFET ONCE A DAY" for residents with dietary restrictions or with prescribed therapeutic diets. Residents on regular diet and without restrictions may participate without an order.
6. Once an order is obtained, the nursing supervisor will advise the Activities Department who will in turn add the resident on the DINING SEATING CHART and inform the resident.
7. A roster of all residents attending the Bistro will be posted at the corresponding NURSING STATION Calendar Log/Book and will be updated and posted by Dietary Supervisor every Tuesday.
8. Dietary supervisor will check and audit Resident's orders every Monday and will submit to Nursing Supervisors a list of residents needing PO for lunch buffet. Dietary supervisor will report in stand up every TUESDAY the results of the audit.

“DINNER BUNCH” POLICIES & PROCEDURES

Written on: January 24, 2008
Ryan Krebs, Director of Dietary Services
Parkside Special Care Center

- Dinner will be served for up to twelve (12) selected residents at 5:00 pm in the Parkside Living Room; list of residents may change according to level of appropriateness; list is posted behind living room door.
- Living Room must begin to be cleared of residents from afternoon activities beginning at 4:20 pm, or as soon as afternoon activity is finished.
- Three (3) tables must be set up in the living room (**Assigned CNA, Act. Assist. & Laundry (weekends)**) with twelve (12) chairs at the table by 4:45 pm, or as soon as residents are cleared from the living room.
- Tables are to stay set up after dinner for following activity and for morning breakfast.
- Tablecloths, linen napkins, candles, cd's, etc. will be kept in the locked, glass cabinet located in the Resident Living Room.
- Keys to the cabinet will be issued to Activities Supervisor and Assistant, Maintenance Supervisor, Dietary Supervisor, and Laundry.
- Table set-up (**Assigned CNA & Act. Assist.**) will include tablecloths, matching linen napkins at each chair, three (3) battery operated candles, and fresh-cut flowers, which will be provided on a rotating weekly basis by the **Parkside staff**.
- **CNA on duty** will provide warm wash cloths for resident hand washing prior to and after meal being served.
- Service and supervision of dining will include, but is not limited to, **one (1) CNA and one (1) Activities Department employee**.
- Bus tubs will be provided to remove dirty dishes when dining is finished; cart, dishes and soiled linens must be returned to the appropriately department immediately after dinner is finished (**CNA on duty**)
- Spot removal cleaner must be applied by **CNA and Act. Assist.** to tablecloths and placemats prior to placing in bags to be laundered.
- After breakdown is complete, carpet and dining area must be spot cleaned (**Assigned CNA & Act. Assist.**)
- If desired, **CNA on duty & Act. Assist.** may request one (1) dinner from the kitchen prior to service, to be eaten in the living room with residents after all residents are served; meal satisfaction forms will be provided by the Dietary Department for staff to evaluate meal

POLICY & PROCEDURES

SUBJECT: PERSON DIRECTED DINING PILOT PROJECT:
RESIDENT SNACK CENTER

APPROVED FOR: Del Amo Gardens Convalescent Page 1 of 2 2/14/08
Gardena Convalescent Center

PURPOSE:

- This facility's purpose is to provide quality of care to the Residents by honoring residents' food preferences and choices and meet nutritional needs.
- It is facility's desire to improve quality of life in food choices by offering a resident snack cart, which will allow residents to have snacks in a social environment where they may be able to enjoy more of their daily life in a skilled nursing facility.

POLICY:

- Facility will have snacks available to residents at certain time of the day, on a set day(s) of the week.

PROCEDURE:

Handling/Manning of the Carts:

- Snacks to be handled by Facility Staff (Activity Staff, C.N.A., R.N.A., Licensed Nursing Staff).
- Snack Cart (s) will be handled by Facility Staff (Activity Staff, C.N.A., R.N.A., Licensed Nursing Staff).
- A designated staff member will offer snacks to residents in regards to preferences and requests. Diet textures will be honored for safety.
- Staff shall bring the snack cart (s) throughout the facility at a designated time to offer residents the choices of snacks.
- When snacks are not being passed, the snack cart(s) will be stationed at a designated area.
- Staff manning the snack carts will be responsible for documenting residents' acceptance and refusal of the snacks.

Equipment:

- There will be one cart providing a variety of snacks and nourishments chosen by the residents.
- Appropriate food transport equipment is utilized to ensure potentially hazardous foods are maintained at safe temperatures to help prevent food borne illness.
- A binder will be on the cart to provide guidance on texture, physician orders and preferences of residents'.
- Kitchen area will be designated for preparation of food (and storage of carts).
- The cart(s) should be cleaned and sanitized after use. Dietary department is responsible for assigning tasks and assuring cleanliness.

Snack Choices:

- Residents will review snack choices at monthly resident council meeting.
- Social Service/Designee will review snack choices with family members during family meetings.
- Dietary Supervisor/Designee to interview residents regarding snack preferences upon admission and quarterly thereafter or as needed.

Infection Control:

- Residents will ask for staff assistance when obtaining snacks.
- Staff should monitor residents to assure that unsafe practices do not occur (touching food and putting it back, etc.).
- Staff will use facility protocol of food handling
- Sneeze guards or similar protections should be provided. Must use food approved containers.

Training of Staff:

- New hires will be oriented on the Resident Snack Center Program.
- Current Staff will be in-serviced regarding Resident Snack Center Program once a year.
- Staff designated to handle snack center will be further trained on the following:
 1. Resident roster list which will be in a binder, stating resident's dietary orders.
 2. Documentation on whether residents took and consumed snacks.

*This policy may be changed by the Administration at any time.

“SILVERWARE ROLLING” POLICIES & PROCEDURES

Written on: February 20, 2008

Ryan Krebs, Director of Dietary Services

Rene Jones, Activities/Social Services Director

Parkside Special Care Center

- Silverware activity should be done in an appropriate area for residents to be free of distractions, such as the empty dining room or the living room, if other activities are not being conducted at the time.
- Rotating departments will be chosen by Activities Director. A schedule for the departments' days will be consistent. It is the responsibility of the individual Department Supervisors to decide who will be most appropriate to perform the activity at the allotted time. This should be done at the beginning of the shift, so the responsible staff member is aware of the time and activity.
- Two residents will be chosen by the Activity Director to participate in the activity. If these residents are not able, or are uninterested in participating, communicate with the Activities Director who might participate instead.
- Times for the activity must be a priority to ensure readiness for mealtimes. Scheduled times are as follows:
 - 10:30am (for lunch)
 - 3:30pm (for dinner)
 - 7:00pm (for breakfast)
- Staff member must have 14 matching napkins (from Laundry or cabinet in living room) and 14 sets of spoons and forks (from Dietary Department).
- Staff member must wash hands, and assist residents in washing hands prior to activity
- Gloves must be worn for entire activity. Seat residents at a clean, sanitized, clutter-free table (refer to Helping Programs Policy for complete details)
- Once activity is completed, take rolled silverware on a service tray to Living Room for next meal period. Place in locked cabinet.
- Staff member must fill out Activities Evaluation Form by the end of their shift and return it to Ryan Krebs, Director of Dietary Services.



Sensory Hand Washing

Activity Purpose and Objectives:

Sensory hand washing is intended for sensory pleasure, cleanliness, appetite enhancement, awakening and stimulation, reminiscence, and to re-create an environment like a luxurious restaurant or first class travel.

Equipment:

2 containers (rubber dishpans or similar, one labeled “clean” one labeled “soiled”)

Plastic bags to line the “soiled” container

Washcloths

A 2-liter plastic beverage container, (like for serving juice or ice tea)

Optional zipper-top linen bag to keep sensory washcloths separate in the laundry

Towel Warmer: <http://www.medspadirect.com/product.php?productid=2070>

Materials: Lemon extract, liquid hand soap

Program in Detail

Prepare

1. Wash your own hands before program preparation.
2. Assemble materials and equipment.
3. Place a plastic liner (and optional linen bag) into the “soiled container”.
4. Mix in the beverage container, 2 liters of water, 2 tsp. of lemon extract and 2 tsp. of liquid soap.

Wet the washcloths

5. Place 20 washcloths flat in the base of the “clean” rubber dishpan.
6. Dampen washcloths pouring over and in between cloths the water with lemon and soap.
7. Fold each washcloth in half then roll each into a cylinder shape. Squeeze each washcloth slightly to squeeze out some of the excess water onto the cloths below.

Warm the washcloths

8. Warm washcloths in the UV towel warmer for at least 2 hours.
9. Refill the washcloths, steps 1-7 at the times of _____, _____ and _____ for the next uses.

Test and use the washcloths

10. Test the center of a washcloth to assure safe, comfortable temperatures.
11. Offer a washcloth to each participant.
12. Invite participants to wipe their hands and face, and take a deep breath in, to enjoy the scent of the lemon.
13. Avoid touching participants hands and cloths while passing out clean cloths.
14. Demonstrate to participants, using exaggerated movements.
15. Ask Participants to put soiled cloths into the “soiled container”.
16. Repeat washing your own hands if the soiled cloths or if you inadvertently touch dirty cloths or participants during program.
17. Direct soiled cloths to laundry services for handling according to laundry procedures.
18. Return equipment and materials to storage areas.

Shut off UV Towel

19. Towel warmer must be completely emptied and shut off _____ (after dinner.)

Precautions: Take cautions with citrus or soap allergies, observe infection control procedures.

Hi-Desert Continuing Care Center Breakfast Buffet



Please mark whether you will be attending in the Dining Room or eating in your room. If eating in your room, please circle your choices of food and beverage items. Thank you!

_____ Dining Room _____ Room

Breakfast Buffet every Friday in the Dining Room and served on Trayline 7:00 – 8:00 a.m.

The food/beverages offered are:

Bacon

Sausage

Denver Omelet Bake

Biscuits & Gravy

Mini Potato Pancakes

Cheese Blintz

Fresh Fruit

Frozen Strawberries

Whipped Topping

Orange or Apple Juice

Coffee (Regular, Decaf)

Assorted Milks



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| SPECIFIC DELIVERABLES: What needs to be done to accomplish our goal? | CRITICAL LINKAGES: Who needs to be involved within and outside the organization? | PERSON RESPONSIBLE: Who will be ensure this deliverable is completed? | ACTION STEPS: What specific steps need to be taken? List for each deliverable. | PLAN FOR MONITORING PROGRESS: Who will monitor? How will we monitor? | TARGETED DATE FOR COMPLETION: For each deliverable |
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| Overall Evaluation | |
|----------------------------|--|
| How will we evaluate? | |
| Who will evaluate? | |
| What was learned? | |
| How can we make it better? | |