

## PIONEER MANOR

### FOOD SERVICE POLICIES AND PROCEDURES

#### TITLE: FOOD SERVICE - EMERGENCY PLANS

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**APPROVED BY:**

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Registered Dietitian

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Director of Long-Term Care Services

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#### **VALUE STATEMENT:**

In its mission to promote health and wellness, Pioneer Manor is committed to providing nutritional care to all residents and to be prepared for emergencies if they arise

#### **POLICY:**

1. In accordance with the *Fixing Long-Term Care Act, 2021, Reg 246/22, 268*, Pioneer Manor will ensure that emergency plans are in place and that resources, supplies, and equipment vital for the emergency response are set aside and readily available
2. The Food Services Department will have emergency plans as part of the overall home's emergency plans to ensure that the nutritional needs of residents and staff can be met in cases of emergency situations
  - a. Outbreaks of communicable disease, public health significance, epidemics, and pandemics
  - b. Loss of one or more essential services, fires, gas leaks
  - c. Boil water advisories, natural disasters, floods

#### **PURPOSE:**

1. To minimize the impact of emergencies on residents and staff
2. To adjust menus to meet food, equipment, power, and labour availability
3. To maintain residents' nutrition and hydration, health and safety through a simplified menu and modified meal service
4. To have adequate supplies on hand for short term emergency purposes

#### **PROCEDURE:**

1. The Emergency Plan is initiated after consultation with the Manager of Physical Services and according to Emergency Plans (Code Grey – Loss of Essential Services, Code Orange – External Community Disaster or other emergency situations).
2. A plan is in place to ensure a means of continuing the provision of food for 72 hours.
3. The enclosed plan outlines the menu and par levels to be always kept on hand to meet this challenge.
4. The menu is modified to meet individual resident nutritional needs including allergies and texture modification. Residents are assessed to determine if diets can be simplified for the duration of the emergency.
5. The residents and staff are informed of the need to implement the Food Service Emergency Plan and notified when normal operations resume.
6. If the dishwasher is inoperable and there are no other proper ware washing facilities, the Food Service Supervisor (FSS) can provide disposable dishes and cutlery. For manual ware washing of other dishes if feasible, guidelines from the Public Health Sudbury & Districts (PHSD) are followed.

7. In the event of a staff shortage, other employees are reallocated as required to provide adequate meal service, supervision, and assistance for all residents. The menu will be modified as required to reduce workload for remaining staff.
8. Vendors are contacted for support including deliveries of shelf stable products and more frequent deliveries as required
9. If refrigeration units are impacted, relocate foods as feasible and monitor food temperatures closely.
10. If elevators are impacted, additional resources are deployed to deliver meals to resident units.

There are four possible scenarios, dependent on the circumstances and levels of power available.

**Type 1:**        **Electricity (including Generator failure), gas and steam unavailable** - only cold and shelf stable products are served

**Type 2:**        **Some heat source available (gas, electricity, steam)** - some hot foods are available – priority is texture modified foods that are not regularly served cold

**Type 3:**        **Kitchen unable to produce any food** - disaster in the immediate area

**Type 4:**        **Incoming evacuees** (up to 100 people for 72 hours)

**Type 5:**        **Potable water supply shortage**

**Type 6:**        **Pandemic – outbreak in one or more resident care areas**

**Type 1 Emergency** - Electricity, gas, steam, all unavailable - only cold and shelf stable products are served

1. Call suppliers to alert them of disaster conditions. Determine if emergency deliveries are available and set up schedule as required. Ensure emergency inventory supplies are sufficient and stock up as required/able  
Obtain ice from the following company immediately:

*Lecoupe Ice*    Toll Free - 1-877-854-4423, Telephone - 705-675-4423, Fax - 705-675-7839  
Address - 433 Mckim Street, Sudbury, ON P3C 2L4  
Email - info@lecoupeice.com

2. Food Service begins preparing food from the following menu in the Serveries and/or Bistro. Provide bulk cold beverages. Hot beverages not available unless already prepared prior to power outage

**Regular Texture**

<b>Breakfast</b>	<b>Lunch</b>	<b>Supper</b>
Assorted Fruit Juices (250 ml) Assorted Cold Cereals (125 ml) Peanut Butter (15 ml) Bread (2 slices) Margarine (10 ml) Assorted Jams/ <i>Diet Jam</i> (10 ml) Milk (250 ml)	Assorted Fruit Juices (250 ml) Assorted Sandwiches (2 slices bread, 60g filling salmon/tuna/ham) Canned Fruit (125 ml) Milk (250 ml)	Tomato Juice (250 ml) Assorted Cold Cuts (2-3 slices) Salad (125 ml) Dressing (15 ml) Bread (2 slices) Margarine (10 ml) Cake/Squares Milk (250 ml)
Snacks	Assorted Cookies (2) Fruit Drink/ <i>Diet Drink</i> (250 ml)	Assorted Cookies (2) Fruit Drink/ <i>Diet Drink</i> (250 ml)

Other protein foods – cheese as available  
 Other Suitable Desserts - Jello, yogurt - as available

**Minced Texture**

Note: Verify care plan to determine individual requirements and if bread products are tolerated

<b>Breakfast</b>	<b>Lunch</b>	<b>Supper</b>
Assorted Juices (250 ml) Assorted Cold Breakfast Cereals (125 ml) Peanut Butter (15 ml) Cheese (30g) as available Bread/ Margarine (2 Slices) Assorted Jams/ <i>Diet Jam</i> (10 ml) Milk (250 ml)	Assorted Fruit Juices (250 ml) Assorted Minced Sandwiches (2 bread no crust/60g filling-salmon/tuna/ham) Fruit Sauce (125 ml) Jello, yogurt as available Milk (250 ml)	Tomato Juice (250 ml) Minced Cold Cuts (60g) Minced Salad (125 ml) Dressing (15 ml) Bread, no crust (2 slices) Margarine (10 ml) Fruit Sauce Milk (250 ml)
Snacks	Assorted Soft Cookies (2) Fruit Drink/ <i>Diet Drink</i> (250 ml)	Applesauce (125 ml) Fruit Drink/ <i>Diet Drink</i> (250 ml)

**Pureed Texture**

<b>Breakfast</b>	<b>Lunch</b>	<b>Supper</b>
Assorted Juices (250 ml) Rice Krispies (125 ml) soaked in milk Vanilla Yogurt (125 ml) Milk (250 ml)	Assorted Fruit Juices (250 ml) Salmon/Tuna Filling (60g) Fruit Sauce (125 ml) Milk (250 ml)	Tomato Juice (250 ml) Canned Ham Filling (60g) Pureed Vegetables (125 ml) Fruit Sauce (125 ml) Milk (250 ml)
Snacks	Soft Cookies in Milk (2) Fruit Drink/ <i>Diet Drink</i> (250 ml)	Applesauce (125 ml) Fruit Drink/ <i>Diet Drink</i> (250 ml)
Other Suitable Desserts - vanilla yogurt, pudding - as available		

**Emergency Inventory Supplies Required**

(See worksheet for calculations – auto-populates according to inputted resident census):

<b>Food Item</b>	<b>Portions required</b>
Applesauce	125ml/day for minced and pureed texture
Bread, fresh, white, and whole wheat	6 slices/day all diets excluding pureed texture
Breakfast cereal, cold	1x/day all diets, to include Rice Krispies for pureed texture
Cakes, prepared desserts	1/day except pureed texture. Include soft cake for minced texture
Cold meats, assorted sliced	90g/day regular texture, 60g/day minced texture
Cookies, assorted	4/day regular texture 2/day soft cookies for minced and pureed textures
Fruit, canned	125ml/day regular texture
Fruit Juice, assorted	250 ml, 2x/day all diets

Fruit Sauce	125ml/day for minced, 250ml/day for pureed textures
Jam, regular and diet, assorted	1x/day all diets except pureed texture
Juice crystals	500ml/day. Include diet drink for diabetic diet
Margarine	30ml/day all diets
Meat, fish - canned	60g/day all diets lunch, 60g/day pureed texture
Milk, fresh	750ml/day
Paper supplies - plates, soup bowls, dessert bowls, cups, assorted cutlery	2 plates/day, 1 soup bowl/day 2 dessert bowls/day, 3/day for minced texture, 4/day for pureed texture
Peanut Butter	15 ml, 1x/day all diets excluding pureed texture
Salad Dressing - mayo	15ml/day all diets
Salad Dressing - variety	10ml/day excluding pureed texture
Salad mix, precut	125ml/day for all diets excluding pureed texture
Tomato Juice, canned	250ml/day
Vegetables, pureed, assorted	125ml/day for pureed texture
Water, bottled	750ml/day
Yogurt, vanilla	125ml/day for pureed texture

**Type 2 Emergency** - Some heat source available (gas, electricity, steam) - some hot foods are available

1. If no electricity, obtain ice from supplier
2. Food Services prepares meals from the previous menu considering availability of staff, but adds the following according to functioning equipment:

Breakfast	Lunch	Supper
Hot Cereal Scrambled Eggs Tea/Coffee	Soup/Crackers Pre-prepared entrée Hot Vegetable Mashed Potatoes Coffee/Tea	Pre-prepared entrée Hot Vegetable Mashed Potato Coffee/Tea

3. Due to day-ahead preparation with current food service system, utilize panned food items if possible. The priority remains texture modified and specialized diets with more limited cold choices available.

**Type 3 Emergency** - Kitchen unable to produce any food due to disaster in immediate area

1. Establish alternate production site - on or off site
2. Contact suppliers to supply food for a minimum of 72 hours
3. Contact Coordinator of Special Operations, Emergency Services, City of Greater Sudbury if required
4. Contact other facilities as required for assistance:
  - Health Sciences North: 1-866-469-0822 705-523-7100
  - St Joseph's Continuing Care Centre: 705-674-2846 Fax: 705-673-1009
  - Extendicare York: 705-674-4221
  - Extendicare Falconbridge: 705-566-7980
  - Finlandia Village : 705-524-3137 ext. 232, Cell: (705)690-1163  
Fax: (705)524-5723
  - Elizabeth Centre 705-897-7695
  - Revenue Canada 705-671-0201
  - Sudbury & District Jail 705-564-4150

- Cambrian College 705-566-8101
- 5. Contact equipment distributor for refrigerator rental
  - S.t.o.p. Restaurant Supply Ltd. 705-674-7673

**Type 4 Emergency-** Incoming Evacuees (100 people for 72 hours)

1. Prepare food through Bistro, utilizing available food supplies
2. Call in additional staff as required
3. Order additional supplies as required. Use local stores if required
4. Use Bistro or Winter Park as alternate dining room if required

**Type 5 Emergency -** Potable water supply shortage

1. Determine cause of potable water shortage and expected duration
2. Determine if water safe to drink (brown water) and consult PHSD as required
3. Provide bottled water as required for meals, snacks, and medication administration. Prepared drinks may be utilized if prepared before disruption of potable water supply.
4. If determined that water not safe to drink, adjust food preparation to ensure tap water is not utilized to wash produce or used as part of the recipe. Pre-washed commercial produce may be utilized.
5. Determine if dishwashers can still be utilized
6. Implement disposable dishes if PHSD determines that dishwashers cannot be utilized
7. Coffee and Ice machines - Consult with Manager of Physical Services:
  - a. If machines can be utilized
  - b. If machines should tagged out/turned off and drained
  - c. Process to follow when potable water shortage resolved and if outside contractor should be called to flush water lines of machines
8. Provide additional alcohol hand sanitizers as required

**Type 6: Pandemic** – Outbreak in one or more resident care areas

Refer to Pandemic Plan – Food Services

Cross-reference: Emergency Plans

Additional resources: Master purchasing binder, Main Kitchen, contact information for food suppliers

Refer to the following worksheet to calculate food quantities required according to current census:

J:\S\_PM\_Nutrition\Policies\Policy Review 2021\2021 Final revisions\Emergency food calculations.xls

## EMERGENCY FOOD CALCULATION SHEET

Food Item	Portions required	Regular (R)	Minced (M)	Pureed (P)	Daily Total required	Unit	3-day par level	Product selected	Portions/ case	Cases required
	Current census	290	93	50	433					
Applesauce	125ml/day for M,P		11.625	6.25	17.88	L	54			
Bread, white, whole wheat	6sl/day all diets excl..P, 20 slices/loaf	1740	558		115	loaf	345			
Breakfast cereal, cold	1x/day all diets, incl. Rice Krispies for P (15g/pn)	4350	1395	750	6.5	kg	19			
Cakes, prepared desserts	1/day except P	309	74		383	pn	1149			
	Include soft cake for M									
Cold meats, assorted sliced	90g/day for R	26.1	5.6		31.68	kg	95			
	60g/day for M									
Cookies, assorted	4/day for R	1160	186	100	1446	each	4338			
	2/day soft cookies for M, P									
Fruit, canned	125ml/day for R	36.25			36.3	liters	109			
Fruit Juice, assorted	250ml, 2x/day all diets	145	46.5	25	216.5	liters	650			
Fruit Sauce	125ml/day for M 250ml/day for P		11.625	12.5	24.125	liters	72			
Jam, regular and diet, assorted	1x/day all diets except P	290	93		383	pn	1149			
Juice crystals	500ml/day				13	pkg	39			
	Include diet drink for diabetic diet				13	pkg	39			
Margarine	30ml/day all diets	8.7	2.8	1.5	13.0	kg	39			
Meat, fish - canned	60g/day all diets lunch	17.4	5.6	6	29.0	kg	87			
	60g/day for P									
Milk, fresh	750ml/day	217.5	69.75	37.5	324.75	liters	974			
Paper supplies - plates, soup bowls, dessert bowls, cups, assorted cutlery	3 plates/day	580	186	100	866	each	2598			
	1 soup bowl/day	290	93	50	433	each	1299			
	2 dessert bowls/day, 3/day for M, 4/day for P 6 cups/day	580	279	200	1059	each	3177			
Peanut Butter	15ml, 1x/day all diets excluding P	4.35	1.4		5.75	kg	17			
Salad Dressing - mayo	15ml/day all diets	4.35	1.4	0.75	6.50	liters	19			
Salad Dressing - variety	10ml/day excluding P	2.9	0.93		3.8	liters	11			
Salad mix, precut	125ml/day for all diets except P (35g portion)	10.15	3.3		13.4	kg	40			
Tomato Juice, canned	250ml/day	72.5	23.25	12.5	108.25	liters	325			
Vegetables, pureed, assorted	125ml/day for P			6.25	6.25	ml	19			

Water, bottled	750ml/day	217.5	69.75	37.5	324.75	liters	974			
Yogurt, vanilla	125ml/day for P			6.25	6.25	liters	19			