



PANDEMIC PLAN FOOD SERVICES

Pioneer Manor, Long-Term Care Facility
960 Notre Dame Ave, Sudbury

December 2021



Pandemic Plan – Food Services

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1.0 ***Introduction***

Pioneer Manor is committed to protecting the health & well-being of all occupants of the Home and has put in place comprehensive pandemic preparedness plans for Food Services.

Pioneer Manor's Nutrition Management Team is responsible to review, implement and monitor the effectiveness of the Pandemic Plan in accordance with current legislation and best practices. Each section of the Plan is reviewed annually by the Team.

Practices and protocols are modified as required on direction from the Ministry of Long-Term Care, Public health or the Infection Prevention and Control facility coordinator

2.0 ***Implementation of the Pandemic Plan***

2.1 **Roles and Responsibilities**

2.1.1 **Purpose**

The Nutrition Management Team is responsible to review, update, implement and monitor the effectiveness of the Pandemic Plan and to coordinate a pandemic awareness program for employees of the Home.

2.2 **Training & Education**

- Training on infection control practices is conducted annually and regularly reviewed at staff meetings.
- When an outbreak is declared, procedures are reviewed with staff to ensure clear understanding of required procedures

2.3 **Distribution of the Pandemic Plan**

The Pandemic Plan for Food Services is located on CityLinks

3.1 ***Communication Procedures***

3.1 **Meal Service Processes**

- Set up transition schedules when changing meal service locations.
- Communicate with staff – food services and resident care
- Hold regular follow up meetings during transition and at regular intervals ensuring social distancing during meetings
 - Hold multiple meetings in different sections of the home to ensure adequate social distancing

4.1 **Communication with Residents and families**

3.2.1 Residents and Families

- Communicate with residents and families when changes to meal service and locations are required.

3.2.2 Interdepartmental Communications

- Communicate with relevant managers concerning assistance requests, residents at risk due to social isolation and other relevant operational concerns and requests

4.0 **Guidelines**

4.1 **Meal Service**

4.1.1 Communal Dining

Communal dining may continue with the following precautions:

- When residents are not eating or drinking, they should be encouraged to wear a mask where possible or tolerated.
- Residents are to be within their cohort and seating arrangement be kept consistent.
 - Registered staff to send nutrition referral if a seating change is requested.
- Fully immunized caregivers may accompany a resident for meals to assist the resident with feeding.
- Strive to limit room capacity to allow for 2 meters physical distancing between tables.
- Plastic shields can be utilized on dining room tables as an additional infection control barrier
- Frequent hand hygiene of residents, employees, caregivers, and volunteers assisting with feeding.
- If further space restrictions are required (2 residents/table with plastic shield), it is preferable to have residents who require feeding assistance or at risk of choking to be in the dining room rather than in their room on tray service. Overbed tables may be utilized in the dining room to increase capacity with physical distancing
- Condiments are removed from tables.
- Tables are not to be set tables more than one hour before service for infection control reasons. If using salt and pepper shakers, they must be sanitized after each meal
- Residents are assisted as required to wash their hands before and after meals

4.1.2 Outbreak Procedures

During an outbreak

- If an area of the home has a confirmed outbreak as declared by Public Health Sudbury & Districts, all communal dining must be suspended or modified based on their direction.
- When the entire unit is on outbreak and communal dining has ceased, staff may bring a resident who requires feeding assistance close to another resident, maintaining >6 meters social distancing to allow staff to feed two residents at the same time
- For the first floor Lodge, secure dementia unit, each pod/section can be isolated reducing contact rather than moving to tray service. As many of these residents wander and would not typically stay in their room if isolated, this reduces physical contact to one pod/section.

Resident on isolation

- Residents in isolation may not join communal dining. If there is a single resident in isolation or residing in a private room, they can eat in the doorway with an overbed table. PPEs would then only be required if entering a resident room (PSW function). Ensure call bell is easily accessible during doorway dining.

4.1.3 Alternate locations

- Utilize parlor rooms, solarium, area around resident care desk if required to enhance physical distancing
 - Revise seating plans and communicate to employees
 - Implement additional measure to ensure all residents have been served and food/fluid intake documented

4.1.4 Tray Service

4.1.4.1 Tray tickets

- Printed tray tickets may be utilized for tray service and meals taken in alternate locations as it contains all the required diet information.
- Meal menu choices are obtained prior to the meal. Orders can be done at the doorway if feasible. Otherwise, proper PPEs are required to enter resident room.
- Staff place tray ticket on top of the sneeze guard to allow the NA to serve the meal.
- Simplified meal selection for breakfast may be utilized (entrée choice only) once typical breakfast preferences are documented
- Tray tickets are organized in sequence starting with the residents who can eat independently then for residents who require assistance or supervision. This enable the independent residents to be served more efficiently and the hot and cold food can be added to the trays when staff are available to assist with feeding to ensure better temperature retention.
- The tall cart or utility cart can be used to pick up dirty trays. Carts and covers are cleaned and sanitized after each meal. Trays are not to be stripped outside the resident room due to noise and restricting hallway thoroughfare and impeding social distancing.

4.1.4.2 Tray Service Process

- Standardize process for tray service.
- Ensure adequate supplies of carts, overbed tables and other supplies as required.
- Set up four tall carts with tray service supplies ready to use in case of short notice unit isolation
 - Insulated plate bases and covers
 - Insulated soup/cereal bowls and domes
 - Plastic coffee and tea mugs and disposable lids
 - Trays
 - Dishwashing racks for plate bases and covers
- Regular dishes are utilized. Use of disposable supplies require food service supervisor approval.
- Trays are not to be set up more than 30 minutes ahead of service to reduce the potential for cross-contamination

- Tray service meal sequence:
 - Set up trays with pre-selected menu tray ticket, cutlery and condiments
 - Portion cold items and beverages
 - Portion cereal or soup and entrée
 - Check tray
 - Load onto cart for delivery
- All foods and beverages must be covered before transport to the resident room. If the tall cart has a plastic cover, a base and lid is still required for the hot choices. Hot items are plated last to preserve hot temperature.
- If using smaller carts, do not place trays on the bottom shelf to reduce the potential for back strain. If using the tall carts, do not place trays on the top or bottom slots to reduce over-reaching and bending.
- A minimum of two beverages should be on each tray unless the resident is on a fluid restriction.
- Trays are served in sequence of rooms but alternating hallways daily.
- Trays for independent residents are served first followed by residents who require feeding assistance
- Food is not to be thrown out after the meal until the residents have been offered seconds. Once all the trays have been delivered, an NA is to check on the residents and offer seconds of food and fluids prior to completing meal cleanup/disposing of leftover food
- As the resident is our focus, the delivery of food to residents belongs to food service and resident care staff along with all other staff assigned to assist. To be effective we all need to work as a team to ensure the residents receive their meals in a timely manner. If there is only 1 NA present, the expectation is that PSWs deliver trays to resident rooms or if PPEs are required. When 2 NAs/Agency staff present, tray delivery is a shared responsibility between NAs/Agency staff and PSWs. Delivery to be done at designated mealtimes
 - PSWs ensure residents are properly positioned prior to the meal for safe eating
 - When a PSW is finishing feeding a resident the expectation is that they will return the tray to the dining room then wash their hands.
 - When all residents have received their meal trays the expectation is that the NA/Agency staff will use a cart to pick up the dirty trays from the residents who can eat independently.
- One PSW will circulate the hallways to monitor residents' safety and collect trays once the residents have finished.
- Duties that can be completed prior to the meal
 - Cold beverages can be pre-poured according to tray tickets, covered and refrigerated
 - Desserts can be pre-portioned, covered and refrigerated
 - Cutlery can be rolled with a napkin. Ensure required sets with 2 spoons for pureed diets.

4.1.5 Combination Meal Service

With combination dining and tray service, staff is divided into two teams where feasible

- Team 1
 - 1 PSW completes beverage service for all residents receiving trays
 - 1 PSW prepares and delivers trays
 - Once tray service is completed, 1 PSW offers seconds and picks up trays

- Team 2
 - 1 PSW completes beverage service for residents in the dining room
 - 1 NA serves meal courses
 - Once all beverages and meals served, PSW assists with feeding and removing dishes course by course

4.1.6 Menu

- In cases of severe staff shortages with food service workers or NAs, the menu choices can be streamlined while still offering a reasonable choice of menu items to minimize workload as long as therapeutic nutritional needs are met
- If food service workers are at reduced capacity, the percentage of outsourced food products can be increased

4.1.7 Snack and Beverage Pass

- Snack and beverage pass – PSWs continue to complete for residents who are at risk of choking, require feeding assistance or are in room on isolation (cannot come to doorway).
- If NA/Agency staff complete 10:00hrs or evening snacks, they are to document what was provided. Forms for documentation for snacks are on the nursing desk to pick up and given back to a PSW to enter in POC
-
- Water pitchers are to be provided to residents on isolation unless contra-indicated (on a fluid restriction).

4.1.8 Retail Operations

- In cases of severe outbreak, review Bistro hours and adjust as required to augment service to staff
- Limit staff seating to 1/table
- Ensure >2m distance between tables
- Allocate additional space for staff meals to ensure social distancing (winter park, staff lounges)

4.2 Staffing

4.2.1 Scheduling

- Review employee schedules to mitigate working short
- Limit the number of work locations to minimize risk to residents and other employees
- Schedule two nutritional aides/meal (NA) if unit is on full tray service or >15 trays
- Schedule additional float shifts to assist areas under strain due to number of trays or PSW shortages

4.2.2 Duties and Responsibilities

- Adjust staffing levels on affected units
 - Implement “All Hands-on-Deck” approach for units on isolation particularly if there are a lot of residents who require feeding assistance. Develop feeding/tray assistance schedule for employees from other departments
 - When All Hands-on-Deck approach is utilized during an outbreak, breakfast mealtime is set at 0830 hrs. rather than a relaxed approach to better utilize available resources

- Revise NA job routines and guidelines for PSW functions in the dining room as required
- All facility staff have been trained on resident feeding.
- Educate staff on revised job routines as applicable

4.2.3 Recruitment

- Recruit additional staff to ensure adequate staffing levels
 - Interview via Microsoft Teams rather than face to face if infection control restrictions are in place

4.3 Environmental Cleaning

- Environmental cleaning of touch surfaces and dining tables to be completed after meals.
 - In normal circumstances, dining tables are washed and sanitized after meals.
 - During a pandemic, tables are washed and disinfected after meals.
 - Regular cleaning of chairs and dining area as per cleaning schedule
 - Overbed tables are to be cleaned and disinfected daily by NAs.
 - Tray delivery carts are to be disinfected after meals
- Supervisory team to conduct more frequent audits to ensure infection prevention and control measures are adhered to
- Check inventory of chemical supplies for cleaning and disinfection

4.4 Food Purchasing and Delivery

- During a pandemic or outbreak, food is delivered to the loading dock and brought into the department by food service staff
- Suppliers are contacted to advise of outbreak status due to a pandemic
- Hand sanitizer is supplied in the loading dock
- Strive to complete food orders the day prior to reserve inventory and prevent shortages when supply chain shortages are expected
 - Particular attention to sole source nutrition supply inventory (tube feeding)
 - Manager to closely monitor supply chain health

4.5 Clinical Nutrition

- Enhanced monitoring of residents at nutritional risk if isolated with tray service, particularly those with BMI below 18 or experiencing significant undesirable weight loss below goal weight range
- Other areas of concern that may require increased monitoring:
 - Tube feeding challenges and inventory
 - Change in condition
 - Poor intake
 - Wound deterioration
 - Texture/fluid consistency, choking risk
 - Decreased self-feeding ability due to social isolation
 - Depression or worsening depression

4.6 Palliative Care

- Palliative care can be provided for family

APPENDIX A – Legislative Requirements

COVID-19

Directive #3 for Long-Term Care Homes under the *Long-Term Care Homes Act, 2007*

Issued under Section 77.7 of the *Health Protection and Promotion Act (HPPA)*, R.S.O. 1990, c. H.7

Date of Issuance: July 14, 2021

https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/directives/LTCH_HPPA.pdf

COVID-19 Guidance: Long-Term Care Homes and Retirement Homes for Public Health Units Version 2.1 – July 23, 2021

[LTCH RH guidance for PHUs - English \(gov.on.ca\)](#)

APPENDIX B – Communication - Memo Template



INTEROFFICE CORRESPONDENCE



DATE: November 24, 2021
TO: Nutritional Aides and Resident Care Staff
FROM: Nutrition Management Team
Andrée Quesnel, Manager of Resident Care
RE: **Resident Dining Room Service**

With the recent increase in residents on isolation and its impact on food services, we wanted to provide some clarification

1. If there is a single resident in isolation or residing in a private room, they can eat in the doorway with an overbed table. PPEs would then only be required if entering a resident room (PSW function).
REMINDER: Ensure call bell is easily accessible during doorway dining, all Home areas have been equipped with additional manual call bells.
2. Overbed tables are to be cleaned and disinfected daily by Nutritional Aides
3. For heat retention, please utilize the insulated plate bases and lids. All other foods and beverages must be covered prior to delivery
4. Taking of meal orders prior to the meal – can be done at doorway if feasible. Otherwise, proper PPEs are required to enter resident room
5. Palliative residents – cart can now be provided for family

Previous procedures remain in effect:

1. Meal service is performed in the following sequence:
 - a. Tray service for independent residents and residents with an Essential Visitor present
 - b. Dining Room Service
 - c. Tray service for residents who require feeding assistance
2. As the resident is our focus, the delivery of food to residents belongs to food service and resident care staff along with all other staff assigned to assist. To be effective we all need to work as a team to ensure the residents receive their meals in a timely manner. If there is only 1 NA present, the expectation is that PSWs deliver trays to resident rooms or if PPEs are required. When 2 NAs/Agency staff present, tray delivery is a shared responsibility between NAs/Agency staff and PSWs. Delivery to be done at designated mealtimes
 - o When a PSW is finishing feeding a resident the expectation is that they will return the tray to the dining room then wash their hands.
 - o When all residents have received their meal trays the expectation is that the NA/Agency staff will use a cart to pick up the dirty trays from the residents who can eat independently.
3. Snack and beverage pass – PSWs continue to complete for residents who are at risk of choking, require feeding assistance or are in room on isolation (cannot come to doorway). If NA/Agency staff complete 10:00hrs or evening snacks, they are to document what was provided and provide too PSW to input in POC

Reminder:

1. Do not set tables more than one hour before service for infection control reasons. If using salt and pepper shakers, they must be sanitized after each meal
2. Lunch meal delivery/service starts at 1200hrs. Supper meal delivery/service can only start at 1700 hrs. trays can be set up prior, but delivery can only at designated times

APPENDIX C1 – Tray Service Procedures

TRAY SERVICE

HOW TO CONDUCT TRAY SERVICE (Hallway supervision by Resident Care staff)

Set up tray line with food cold items: hot food on hot shelf: condiments and drinks at other end

- ✓ Place tray ticket on tray
- ✓ Condiments: silverware, napkins, appropriate cutlery (teaspoons only for puree), entrée plate base
- ✓ Portion and Serve Beverages
 - √ Extra glass of water on breakfast tray for morning hydration. (Leave in room in accessible location)
- ✓ Portion and Serve Cold Food Items (can be pre-portioned and placed in fridge ahead of meal)
- ✓ Portion and Serve Cereal or Soup
- ✓ Place tray ticket on top of sneeze guard for NA to portion Entrée
- ✓ Plate covers, soup domes, cup lids or saran wrap/foil is to be used to cover food.
- **Check Tray Ticket and ensure Tray accuracy before delivery**
 - ✓ Load tray onto cart (tall cart or Cambro cart) for delivery
 - ✓ Retrieve carts after meal service
 - ✓ Ensure to clean and DISINFECT ALL ITEMS (trays, carts, dishware, silverware)

DINING ROOM SERVICE

DINING ROOM SERVICE (Supervision required) is completed after tray delivery

- ✓ This process will remain unchanged
- ✓ Provide meal service when assistance is available
- ✓ 2 residents/ table: minimum of 2 meters / 6 feet apart from each other

Ensure Proper Handwashing is Completed

- ✓ When entering dining room/servery
- ✓ Serving or cleaning dishes
- ✓ Taking out garbage
- ✓ Clearing tables or bussing dirty dishes
- ✓ Touching clothing or aprons
- ✓ Touching anything that may contaminate hands, such as un-sanitized equipment, work surfaces, or washcloths

SAFE FEEDING PRACTICES

- ✓ Wash your hands and greet resident
- ✓ Follow resident nutritional plan of care
- ✓ Ensure food is cut-up appropriately and that packaging is open for those requiring assistance.
- ✓ **Ensure Safe feeding position (Reduce choke risk)**
 - √ Resident is sitting upright in their bed or chair (90 angle). Ensure propped with pillows or bed set correctly to ensure resident does not slide down during meal.
 - √ Resident remains upright for 30 minutes after eating/drinking to reduce risk of choking/aspiration
- √ Monitor residents' safety and intake
- √ Ensure resident is sufficiently alert before feeding

APPENDIX C2 – Available Alternate Locations

Unit	Beds	Dining Room >2m	Alternate Locations	Total Capacity
Trillium	32	22	Solarium 3, Parlor 2	27
Tulip	31	22	Solarium 3	25
Pine	32	22	Solarium 3, Parlor 2	27
Poplar	31	22	Solarium 3	25
Cranberry	32	22	Solarium 3	25
Cedar	31	22	Solarium 3	25
Killarney	34	13	KL sitting area 11	24
Lilac/Mallard	34	24	0	24
York	27	23	TV room 8	31
Ramsey/Scenic	54	24	0	24
Park Place	32	23	0	23
Lodge 1	32	32	Not required	32
Lodge 2	32	16	Great Room 16	32

APPENDIX C3 – Tray Ticket Sample

<p style="text-align: right;">ID: _____</p> <p>Room: PM Killarney K111 Bed A Dining Area: E-Killarney Table 3 3</p> <p>Diet: Regular Texture: Mince Meat Fluid: Reg. Fluids</p> <p style="text-align: center;">Nov 30, 2021 (Tuesday - Breakfast)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center;">CHOICE 1</th> </tr> <tr> <td style="text-align: center;"><u>Substitute needed</u></td> <td style="text-align: center;"><u>Substitute needed</u></td> </tr> <tr> <td style="text-align: center;">Oatmeal</td> <td style="text-align: center;">Poached Egg</td> </tr> <tr> <td style="text-align: center;">Whole Wheat toast</td> <td style="text-align: center;">2% Milk</td> </tr> <tr> <th colspan="2" style="text-align: center;">CHOICE 2</th> </tr> <tr> <td style="text-align: center;">Assorted Cold Cereal</td> <td style="text-align: center;">Peanut Butter</td> </tr> <tr> <td style="text-align: center;">White Toast</td> <td></td> </tr> </table> <p style="font-size: small; margin-top: 20px;">No bananas or orange juice. Offer yogurt. Provide water with meals. Limit potatoes and tomatoes. Cut foods into small pieces.</p> <p style="text-align: center; font-weight: bold;">** PM Winter Spring 2021/22 Week 3</p>	CHOICE 1		<u>Substitute needed</u>	<u>Substitute needed</u>	Oatmeal	Poached Egg	Whole Wheat toast	2% Milk	CHOICE 2		Assorted Cold Cereal	Peanut Butter	White Toast		<p style="text-align: right;">ID: _____</p> <p>Room: PM Killarney K111 Bed A Dining Area: E-Killarney Table 3 3</p> <p>Diet: Regular Texture: Mince Meat Fluid: Reg. Fluids</p> <p style="text-align: center;">Nov 30, 2021 (Tuesday - Lunch)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center;">CHOICE 1</th> </tr> <tr> <td style="text-align: center;">Beef Rice Soup</td> <td style="text-align: center;">GF Poultry Gravy</td> </tr> <tr> <td style="text-align: center;">Italian Mix Vegetables</td> <td style="text-align: center;">Chilled Peaches</td> </tr> <tr> <td style="text-align: center;">2% Milk</td> <td></td> </tr> <tr> <th colspan="2" style="text-align: center;">CHOICE 2</th> </tr> <tr> <td style="text-align: center;">Spanish Omelet</td> <td style="text-align: center;">Salsa</td> </tr> <tr> <td style="text-align: center;">Hash Brown Potatoes</td> <td style="text-align: center;">Green Beans</td> </tr> <tr> <td style="text-align: center;">Pineapple Parfait</td> <td style="text-align: center;">Pudding</td> </tr> </table> <p style="font-size: small; margin-top: 20px;">Provide water with meals. Limit potatoes and tomatoes. Cut foods into small pieces.</p> <p style="text-align: center; font-weight: bold;">** PM Winter Spring 2021/22 Week 3</p>	CHOICE 1		Beef Rice Soup	GF Poultry Gravy	Italian Mix Vegetables	Chilled Peaches	2% Milk		CHOICE 2		Spanish Omelet	Salsa	Hash Brown Potatoes	Green Beans	Pineapple Parfait	Pudding	<p style="text-align: right;">ID: _____</p> <p>Room: PM Killarney K111 Bed A Dining Area: E-Killarney Table 3 3</p> <p>Diet: Regular Texture: Mince Meat Fluid: Reg. Fluids</p> <p style="text-align: center;">Nov 30, 2021 (Tuesday - Dinner)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center;">CHOICE 1</th> </tr> <tr> <td style="text-align: center;">M.Beef</td> <td style="text-align: center;">GF Brown Gravy</td> </tr> <tr> <td style="text-align: center;">Steamed Mini Red Potatoes</td> <td style="text-align: center;">Sauteed Mushrooms & Onions</td> </tr> <tr> <td style="text-align: center;">Blueberry Crisp</td> <td style="text-align: center;">2% Milk</td> </tr> <tr> <th colspan="2" style="text-align: center;">CHOICE 2</th> </tr> <tr> <td style="text-align: center;">Penne with Sausage & Peppers</td> <td style="text-align: center;">Wax Beans</td> </tr> <tr> <td style="text-align: center;">Apricots</td> <td></td> </tr> </table> <p style="font-size: small; margin-top: 20px;">Provide water with meals. Limit potatoes and tomatoes. Cut foods into small pieces.</p> <p style="text-align: center; font-weight: bold;">** PM Winter Spring 2021/22 Week 3</p>	CHOICE 1		M.Beef	GF Brown Gravy	Steamed Mini Red Potatoes	Sauteed Mushrooms & Onions	Blueberry Crisp	2% Milk	CHOICE 2		Penne with Sausage & Peppers	Wax Beans	Apricots	
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APPENDIX C4 – Tray Ticket Printing Instructions

- Reports
- Select People
- Select Reports
- Select Menus
 - o Person Specific Select Menu – Look at the attachment to see what you should have checked off.
 - o Print by date

People Groups

All

No item is selected

Person Specific Select Menus

Format: 8.5 X 11 (LETTER) 8.5 X 14 (LEGAL) 2 MEALS MENUS

Font Size: Medium (12pts)

Menu Header: TOP BOTTOM

(Not recommended for 3 meal setup)

Group By: PERSON MEAL/DATE

Sort By: Name

Meal Stacks: Meal Stacks (1 person/page)

List By: MENU CATEGORY CHOICE

Service Type: All

Dates: Custom Date Range

From: 10/24/2021

To: 10/26/2021

Meals: Breakfast, Lunch, Dinner

Highlight Allergies & Non-Regular Diet Orders Bold Choice 1

Include:

Branding Date of Birth Happy birthday message Diet Intervention

Also Available Menu Items Portion Size Portion Size Description Description

Allergies Service Notes Disliked Items Calories per portion

ID: CLIENT ID MRN

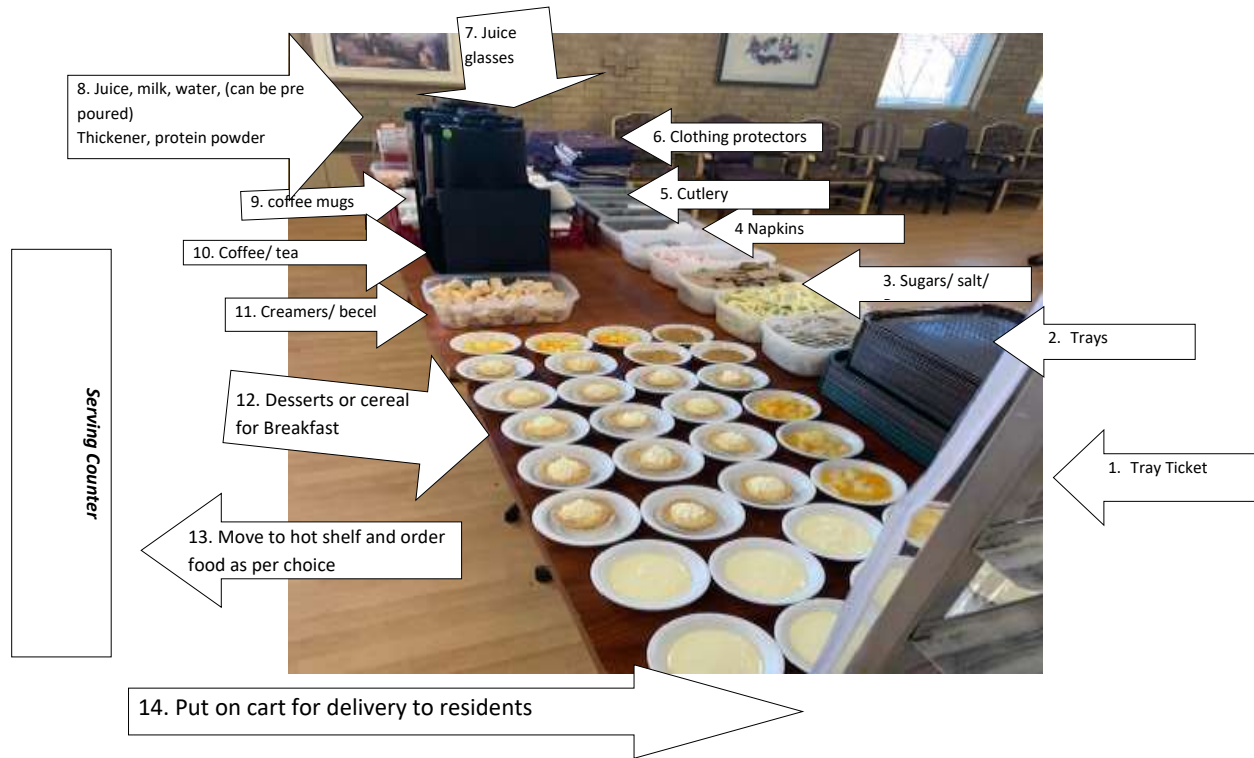
Message:

Menu Category selection (0 Category chosen)

Print Select Menu checklist

5:02 PM 10/22/2021

APPENDIX C6 – Tray Service Assembly Layout



APPENDIX D1 – Dining Room Staffing Requirements

Dining Room Staffing Requirements

Unit	Regular Shifts	Covid Hours Nov 15	Full Assist	Partial Assist
Ramsey/Scenic	7 – 3, 8 – 12:30, 1:30 – 7, 3 - 7	7 – 8, 12:30 – 2	3 (-2)	4
Poplar - 2	7 – 3, 1:30 - 7	0	3 (+1)	6 (-1)
Park Place	7 – 3, 1:30 – 7	11 – 1:30	1	10 (+1)
Lilac/Mallard - 6	7 – 3, 11 – 7	8 - 1	9 (-1)	7 (+1)
Cedar	7 – 3, 11 – 7	7 – 1:30, 3-7	8	4 (-1)
York - 3	7 – 3, 1:30 - 7	0	1	3 (+2)
Pine - 5	7 – 3, 11 – 7	0	3 (-1)	5 (+2)
Cranberry - 8	7 – 3, 11 – 7	DMF1 to CW B 8 - 10/ KL L 10 – 1:30	7 (-1)	7 (+1)
Trillium - 4	7 – 3, 1:30 - 7	11 – 1:30	3	6
Killarney - 1	7 – 3, 1:30 - 7	DMF1 to CW B 8 - 10/ KL L 10 – 1:30	2	4
Tulip - 7	7 – 3, 1:30 - 7	11 – 1:30	1 (+1)	5 (+1)
Lodge 2 - 9	7 – 3, 11 – 7	0	2 (-2)	9 (+1)
Lodge 1	7 – 3, 11 – 7	0		
• Fairbanks			2 (-1)	0
• Robinson			1	1 (-1)
• Vermillion			1	1
• Whitewater			1	4
Total	186.5		48 (-6)	76 (+6)

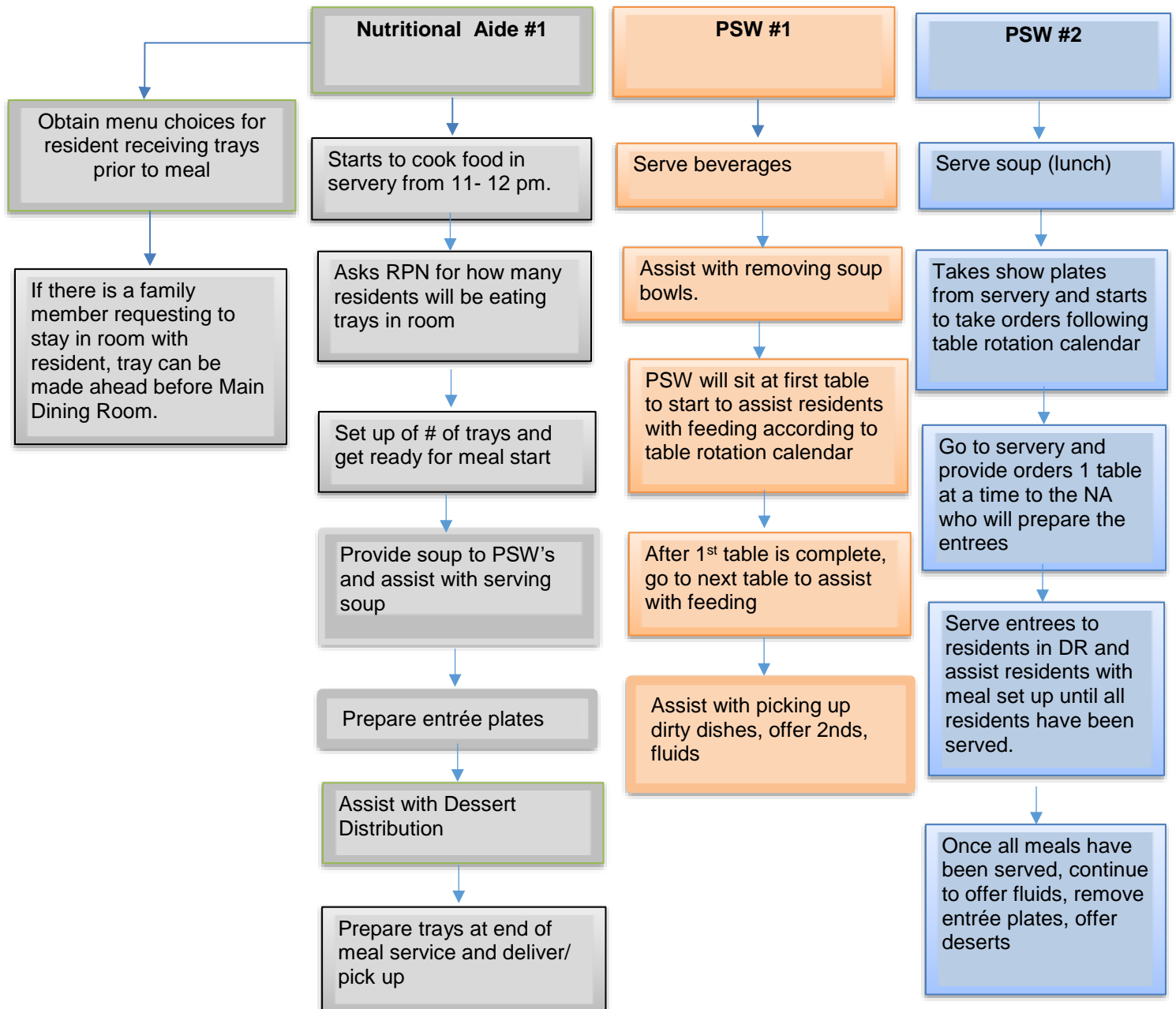
APPENDIX D2 – Resident Feeding Schedule

		Monday	Tuesday					
Pine	Bfst/Lunch							
	Supper							
Poplar	Bfst/Lunch							
	Supper							
Trillium	Bfst/Lunch							
	Supper							
Tulip	Bfst/Lunch							
	Supper							
Cranberry	Bfst/Lunch							
	Supper							
Cedar	Bfst/Lunch							
	Supper							
PP	Bfst/Lunch							
	Supper							
Killarney	Bfst/Lunch							
	Supper							
Lilac	Bfst/Lunch							
Mallard	Supper							
York	Bfst/Lunch							
	Supper							
Ramsey	Bfst/Lunch							
Scenic	Supper							
Lodge 1	Bfst/Lunch							
	Supper							
Lodge 2	Bfst/Lunch							
	Supper							

APPENDIX D3 – PSW/NA Duties Chart

Dining Area – 1 NA, 2 PSW

If 3 PSWs are available, PSW #3 assists with feeding and delivery of trays



APPENDIX D4 – Job Routines

Nutritional Aide CW/KL Job Routine

0800 to 1330

0800 CW

- communicate with NA staff member for any possible changes over night
- **Disinfect tables before setting**
- set tables (cutlery) NO condiments on tables
- Assist with portering residents to dining room

0830 -work with NA to follow the tray preparation process

- Assist with feeding residents
- assist with delivery of trays to rooms (keeping in mind infection control protocols and not entering rooms with yellow page)
- assist with clearing of tables course by course /PSW's will assist as available
- clean dining room, wipe down tables/chairs with disinfectant as per cleaning protocol and rinse with clear water
- assist with picking up of the dirty trays
- Sanitize overbed tables
- Place servery garbage in soiled utility room along with dirty linen

9:45 -Prepare nourishment cart

10:00-10:30 –unpaid lunch

10:30-12:00 KL

- check with KL NA for changes
- assist with clean up
- double check tray tickets to ensure **complete for LUNCH** with resident meal choices and finish if not (keeping in mind infection control protocols and not entering rooms with yellow page)
- provide the completed tray tickets to the NA staff cooking the meal

1200 -prepare trays with disposable condiments

- place tray ticket on tray
- assist with delivery of trays to rooms (keeping in mind infection control protocols and not entering rooms with yellow page)
- Assist with feeding residents in dining room
- assist with clearing of tables course by course /PSW's will assist as available
- assist with picking up of the dirty trays

1300-1330-continue with lunch cleanup

Nutritional Aide/Agency Staff Feeding Shift

8 am to 130 pm

- 0800 -Punch in at Mallard Staff Entrance
-Speak with Day shift Nutritional Aide to review any information from 7 am RPN Report.
-Assist with portering residents to the dining rooms
-Breakfast Meal Service
-Assist residents in dining room
-Assist with feeding residents in Dining Room - Speak with RPN on unit to identify any areas of concern
-Clear tables course by course /PSW's will assist as assigned and/or available
-Delivery of trays to rooms
-Assist with portering residents back to room.
-Picking up of the dirty trays from resident rooms with PSW staff assistance (as available)
-Sanitize the over bed tables
-Assist with loading dishwasher with dirty dishes, cambro containers
-Place servery garbage in the soiled utility room for housekeeping to pick up
-ENSURE TO REMOVE SOILED LINENS FROM DINING ROOM
- 9:45 -Prepare the am nourishment cart
- 1000 - Pass the Fluid Nourishments to low choking risk independent residents– Use nourishment list and snack therapeutics. May assist low choking risk.
- Record the Nourishment pass on the nourishment intake form. Document the fluid intake using the resident list form located on each of the units at the nursing station. Once completed, provide to a PSW for input into Point of Care.
- 10:30 -Dismantle the am nourishment cart- run dishes through dishwasher
- 10:45 -30-minute break
- 11:15 -If there are trays required for lunch, photocopy the daily menu, meet with residents, and take their meal choices for lunch.
(if not- ensure that the tables have been properly disinfected with Covid 19 Disinfection Protocol Instructions.
- 11:30 -set up trays for lunch with tray ticket notes, utensils, etc.
- 11:40 - speak with RPN to see if any residents require assistance with portering to the dining room and bring residents to the dining room
- 12: 00 -Deliver trays to residents that have an essential visitor in house.
- Assist with dining room service as per normal protocols
-Assist with feeding residents in Dining Rooms
-Porter residents back to their rooms
-Prepare trays for residents requiring feeding assistance after dining room has been served
-assist with picking up of the dirty trays
-assist to dismantle trays
-pick up dirty trays from residents' rooms
-clean up in dining room
-disinfect over night tables in residents' rooms
- 1330 -end of shift; punch out.

APPENDIX E – Environmental Cleaning - Covid Cleaning Instructions

COVID-19

Guidance for Food Premises Cleaning

March 31, 2020

High Touch Surfaces

- 1 Fridge Handles
- 2 Microwave handles
- 3 Stove knobs and oven doors
- 4 Swinging Doors
- 5 Counters
- 6 Sneeze guards
- 7 Ice Machines
- 8 Table Tops/ under edges
- 9 Chair arms and seats
- 10 Bus Carts
- 11 Table condiments ie. salt/ pepper
- 12 Vending Machines

Food Service cleaning Protocol has been modified

Coronaviruses are spread mainly from person to person through close contact, in a household, workplace or health care centre.

The virus is spread through respiratory droplets from person to person through coughing, sneezing or close contact and touching contaminated surfaces.

Commonly used cleaners and disinfectants are effective against COVID-19.

Cleaning and sanitizing Procedures (CURRENT practice) to remain after each meal and as required.

Step 1 Clean; if surfaces are visibly dirty, first wipe to clean the debris with soap & water.

Step 2 Sanitizer: Sanitize surfaces with **D-10** at 200 parts per million at a temperature not lower than 24° Celsius for at least 45 seconds.



NEW Cleaning and Disinfectant Procedure

*Prefer done twice daily (**must be completed vs. as daily cleaning checklist**)*

Step 1 Clean; if surfaces are visibly dirty, first wipe to clean the debris with soap & water.

Step 2 Disinfectant;

- Spray disinfectant (**PERCEPT:** obtained in housekeeping rooms)
- Leave the surface wet for 5 minutes contact time for proper disinfecting.
- Ensure rinse with fresh water (as disinfectant not food safe)

PLEASE READ AND UNDERSTAND THE PRODUCT LABEL AND SAFETY DATA SHEETS BEFORE USING ANY PRODUCT.

- The label contains directions for use and both the label and SDS contain hazard
- Warning precautionary statements and first aid procedures

APPENDIX F - Food and Supplies Delivery Procedures

**NO ADMISSION EXCEPT
FOR DELIVERIES.**

**THIS IS NOT A STAFF
ENTRANCE**

**ONLY ONE (1) DELIVERY
ACCEPTED AT A TIME**

**RING DOORBELL OR CALL
NUMBER POSTED**

Procedure for deliveries:

Ring doorbell or call number posted

Staff will open loading dock doors

Staff will maintain social isolation distance then will leave and close double doors to the facility

Deliveries to be dropped off on the loading dock

Staff will retrieve deliveries into the main kitchen/facility after driver has left