



Instructions on Room-Tray service for all residents

INFECTION CONTROL IS OF UTMOST IMPORTANCE.

During this time, our residents are likely to be dis-interested in eating. It is important that we do everything we can to ensure that our residents are getting the nourishment they need.

This is NOT a one-size fits all approach. You are solutions oriented leaders –do what YOU KNOW is best for your residents.

Minimum Offerings:

1. MEAL OFFERINGS:

- Continue to serve the Standard Meal Special from current WAG. These are posted as normal on the menu boards.
- Alternate offerings should include
 - Hamburger/Cheeseburger
 - Chicken Tenders
 - Grilled Cheese
 - Fried or Baked Fish (Particularly on Fridays)
 - House or Chef Salad
 - Second entrée that is a **resident favorite** such as Meatloaf, Lasagna or other known favorites.
- Alternate offerings should be posted in second window on menu boards

2. DINING ROOM OPERATIONS: (after the dining room has been cleaned and sanitized)

The Dining Rooms can be utilized as a commissary area. This will allow us to accommodate additional resident requests during non-meal times in the interest of resident satisfaction. Again, the ***WHY behind this how important It is that we do everything we can to ensure that our residents are getting the nourishment they need.***

- Utilize the Soup station to offer a basic soup daily.
- At 10 AM, 2 PM and 7 PM – take a cart with snack items through the halls. Work with clinical to help pass these snacks. Record what residents eat. A formal HS snack that can be documented in CareTracker.
- Utilize the salad bar (fill bins with ice) to offer available (10 AM to 7 PM) food items that can include:
 - PB&J Sandwiches
 - Turkey Sandwiches
 - Fruit Cups
 - Pudding Cups
 - Yogurt Cups
 - Hard Boiled Eggs

- Utilize the Dining Room tables to set up a commissary of always available snack items that can include:
 - Pre-wrapped cookies
 - Wrapped Fresh Fruits – even bananas and oranges should be washed then wrapped.
 - Chips, Crackers, Pretzels, Popcorn
 - Fieldstone Snacks
 - Wrapped Muffins
 - Candy Bars

3. **NOURISHMENT FREEZERS**

The nourishment freezers should be stocked with our Meals-To-Home frozen meals. This will ensure the availability of a complete meal for residents at any time of the day.

Resident foods in refrigerator need to be emptied. They should be cleaned and sanitized.

4. **MEAL ORDERING PROCESS:** Send menus for following day at Dinner. Gather all orders at dinner for next day's service. Someone from Culinary needs to have a roster to verify that all orders have been collected. Breakfast needs to be breakfast special from the WAG or items from the following list:
 - Breakfast Pastries
 - Breakfast Sandwiches, Quiche or Egg Bakes
 - Pancakes, Waffles, French Toast
 - Biscuits and Gravy.
 - Hot or Cold cereal

5. **MEAL DELIVERY PROCESS:**

Breakfast Meal Service – Beginning at 7:00 (unless your campus has early risers) Start with the first 4 or 5 orders, when dietary aides deliver those orders, the nurse aides can communicate the next round of orders. Essentially, the dietary aides are runners during breakfast.

- a. We recommend all juice, milk, soda, tea for meal service be served in bottles, cartons or cans during this time. **ONLY DURING MEAL SERVICE.**
- b. Thickened beverage needs will need to be planned for as normal.

Lunch – start at 11:30, finish by 2:00. Ensure that all residents have received a meal.

Dinner – 4:30 to 6:00. Ensure that all residents have received a meal.

The support team has made the decision NOT to utilize disposables for meal service unless there are staffing issues or if the campus is in a potential exposure/quarantine status.

We decided this was better for the resident experience and would also help us avoid potential supply shortages.

6. **LEGACY CONSIDERATIONS:**

For Legacy Lanes: Using the Cambros, Kitchen can pre-plate all meals during this time using china. Stand-alone Legacy can prepare a la minute for each resident.

7. **DISPOSABLE ITEMS TO USE:**

If your campus has staffing challenges OR if placed on the potential exposure/quarantine status, please order from the established list of disposable items.

- On GFS Order guide under “Quarantine Products”

Use the Hinged Containers – GFS Code 831850



Covid-19 FAQ Sheet 3/16/29

1. Why are we doing this and taking these precautions?

We are currently not serving meals in a communal dining format due the coronavirus. We are taking this measures to ensure that we do all that we can to stop the spread of this virus.

2. How long will this be going on?

Our current planning thoughts are focused on two weeks at a time. This gives us the best chance for planning appropriately.

3. What if we run out of paper and are a community on isolation?

Vendors will still be able to make all deliveries necessary to maintain operations

4. Weekend staffing, will we have enough people to effectively serve the residents?

With group activities being cancelled as well as not having the need to transport residents to and from the dining rooms, we will have additional hands to help with meal service.

5. Won't this blow out food budget?

Our established menus and ordering procedures will still be followed. We do not anticipate any unusual costs. Monitoring spending is still very important.

6. Are campuses to use the Meal Time Express Cart with Plastic plates or 3 compartment containers?

The preferred method is our standard of meals on china, glassware and silverware. Should disposables become necessary due to staffing or potential exposure status, please order from the "Quarantine Products" list on your GFS order guide.

7. What is our process for serving our residents on our Legacy Lanes?

We will serve those residents as close to the same way that we serve them currently. We will still send the food to the legacy lane in a plated fashion and not in a family style format. We will utilize the standard green or blue china for meal service.

8. How are we going to provide service to our residents that currently eat in the restorative dining rooms? We can utilize the restorative dining rooms, maintaining the required 6 feet of space. Residents will need to be attended to individually.

9. Can campuses set up chafers in town square to serve from instead of from Kitchen?

No, this adds additional infection control exposure and is not necessary.

10. Do campuses need to cut hours from dietary aides since dining rooms not in use?

No hours need to be cut at this time. We need all of our team members!