

# CREATIVE DINING SOLUTIONS WITH NON-COMMUNAL DINING

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Martin Bros. Distributing, Inc.



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## Dining Focus: Food and Nutrition Services

Provide for Medical Needs

Practice Exceptional Food Safety

Focus on Nutrition & Hydration

Offer Enjoyable Meal Service



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## Covid-19 Challenges: Food and Nutrition Services

Change in meal service considering non-communal dining

Resulting necessary food safety practices

Unskilled staff assisting with food preparation, service & assistance

Limited staff available

Industry product shortages

Unplanned weight loss & dehydration due to virus and social isolation



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## NEIGHBORHOOD APPROACH

- Cross-trained staff
- Localized “kitchens”
- Localized “dining”
- Choices
- Flexibility



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# This Vs. That

M	Sunday	M	Sunday
B K F S T	CHOICE OF JUICE CHOICE OF CEREAL EGG: _____ CINNAMON TWIST MILK	B F S T	CHOICE OF JUICE FRUIT CHOICE OF CEREAL EGG: _____ DANISH OR SWEET ROLL OR TOAST MARGARINE/JELLY MILK
N O O N	COUNTRY FRIED CHICKEN MASHED POTATOES COLONEL'S GRAVY ORANGE GLAZED CARROTS ROLL/MARG PIE MILK	N O O N	BAKED CHICKEN POTATO OF THE DAY CARROTS ROLL/MARG PIE MILK
A	HERBED PORK LOIN STUFFING	E V E	PIZZA TOSS SALAD/DRESSING PEACHES CHOCOLATE BAR MILK
E V E	HAWAIIAN PIZZA TOSSED GREENS W/ DRSG CHOCOLATE OAT BAR MILK	A	SOUP OF THE DAY DELI SANDWICH

## STREAMLINE MENUS

MODIFY THE MENU TO ACCOUNT FOR LIMITED STAFFING AND DECREASED SKILL LEVEL.

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Monday	Tuesday	Wednesday	Thursday
CHOICE OF JUICE FRUIT CHOICE OF CEREAL EGG: _____ DANISH OR SWEET ROLL OR TOAST MARGARINE/JELLY MILK	CHOICE OF JUICE FRUIT CHOICE OF CEREAL EGG: _____ DANISH OR SWEET ROLL OR TOAST MARGARINE/JELLY MILK	CHOICE OF JUICE FRUIT CHOICE OF CEREAL EGG: _____ DANISH OR SWEET ROLL OR TOAST MARGARINE/JELLY MILK	CHOICE OF JUICE FRUIT CHOICE OF CEREAL EGG: _____ DANISH OR SWEET ROLL OR TOAST MARGARINE/JELLY MILK
COUNTRY FRIED STEAK MASHED POTATOES COUNTRY GRAVY GREEN BEANS BREAD/MARG ICE CREAM CUP MILK	BBQ RIBS SWEET POTATOES CORN BREAD/MARG FRUITED GELATIN MILK	SPAGHETTI & MEATBALLS TOSS SALAD/DRESSING BREAD/MARG PUDDING PARFAIT MILK	PORK CHOP/MUSHROOM GRAVY MASHED POTATOES BROCCOLI CUTS BREAD/MARG SHERBET CUP MILK
TUNA & NOODLES MIXED VEGETABLES BREAD/MARG COOKIE MILK	CHILI CRACKERS CINNAMON ROLL MANDARIN ORANGES MILK	CHICKEN SANDWICH CHEF'S POTATOES PEAS OR PEA SALAD BANANA OR FRESH FRUIT MILK	TACO SALAD CORN CHIPS FRUIT CUP RICE KRISPIE SQUARE MILK
CHICKEN SALAD ON CROISSANT POTATO SALAD FRUIT CUP COOKIE MILK	HAM AND CHEESE SANDWICH PASTA SALAD MANDARIN ORANGES GELATIN CUP MILK	EGG SALAD SANDWICH CHEESE PUFFS PEA SALAD BANANA OR FRESH FRUIT MILK	PEANUT BUTTER & HONEY SANDWICH CHEESE STICK COLESLAW FRUIT CUP RICE KRISPIE SQUARE MILK

## QUICK TIPS:

- Law required a planned menu
- Reduce choices
- Modify to include convenience items
- Consider continental breakfast and sack lunch options
- Communicate & track changes
- Work with dietitian & distributor to manage product shortages

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Week 1 Sunday		Limited Staff Easy Prep Menu		Diet Spreadsheets		
		Regular/NAS	Mech Soft	Pureed		
B F S T	4 FL OZ	CHOICE OF JUICE	4 FL OZ	CHOICE OF JUICE	4 FL OZ	CHOICE OF JUICE
	1 SERV	FRUIT	1 SERV	BANANA OR CANNED FRUIT	#8 SCP	APPLESAUCE
	1 SERV	CHOICE OF CEREAL	1 SERV	CHOICE OF CEREAL	4 OZ L	CREAM OF WHEAT
	1 EACH	EGG: _____	1 EACH	EGG: _____	#12 SCP	PUR SCRAMBLED EGG
	1 EACH	DANISH OR SWEET ROLL	1 EACH	DANISH, NO RAISINS	#16 SCP	PUR DANISH OR SWEET ROLL
	1 SLICE	OR TOAST	1 SLICE	TOAST	1 SLICE	OR PUREED TOAST
	1 TSP					
	8 FL OZ					
N O O N	1 SERV					
	#8 SCP					
	4 OZ S					
	1 EACH					
	1 SLICE					
	8 FL OZ					
E V E	1 EACH					
	8 OZ S					
	4 OZ S	PEACHES	4 OZ S	PEACHES	#16 SCP	PUR PEACHES
1 EACH	CHOCOLATE BAR	1 EACH	3 MUSKETEER, BITE SIZE PCS	#8 SCP	PUDDING	
8 FL OZ	MILK	8 FL OZ	MILK	8 FL OZ	MILK	
S A C K	2 OZEP	TURKEY CLUB SANDWICH	2 OZEP	GND TURKEY CLUB SANDWICH	#6 SCP	PUR TURKEY CLUB SAND
	1 OZ	POTATO CHIPS	1 OZ	CHEESE PUFFS	#8 SCP	MASHED POTATOES/MARG
	4 OZ S	FRUIT CUP	4 OZ S	FRUIT CUP	#16 SCP	PUR FRUIT CUP
	1 EACH	CHOCOLATE BAR	1 EACH	3 MUSKETEER, BITE SIZE PCS	#8 SCP	PUDDING
8 FL OZ	MILK	8 FL OZ	MILK	8 FL OZ	MILK	

**EVALUATE PLAN FOR THERAPEUTIC DIETS**

- Contact medical director to simplify diets
- Use pre-thickened beverages & convenience pureed items
- Educate staff as needed on the puree process & service-SEE DIETARY 101
- Consider having a diet roster with all residents, diet orders & special dining instructions. Track to make sure each resident receives each meal

# LIBERALIZE DIETS

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## PLANNING FOR LIMITED STAFFING

- 12-hour shifts
- Job sharing
- Evaluate team strengths
- Plan for the “day”



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# DELIVERY

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## DINING SERVICE COMMUNAL

- -Maintain 6-foot social distance
- -Set up remote dining options
- -Consider outdoor dining options.
- -Stagger mealtimes
- -Take reservations
- -Use porcelain vs paper
- Use appropriate PPE
- Hand Hygiene



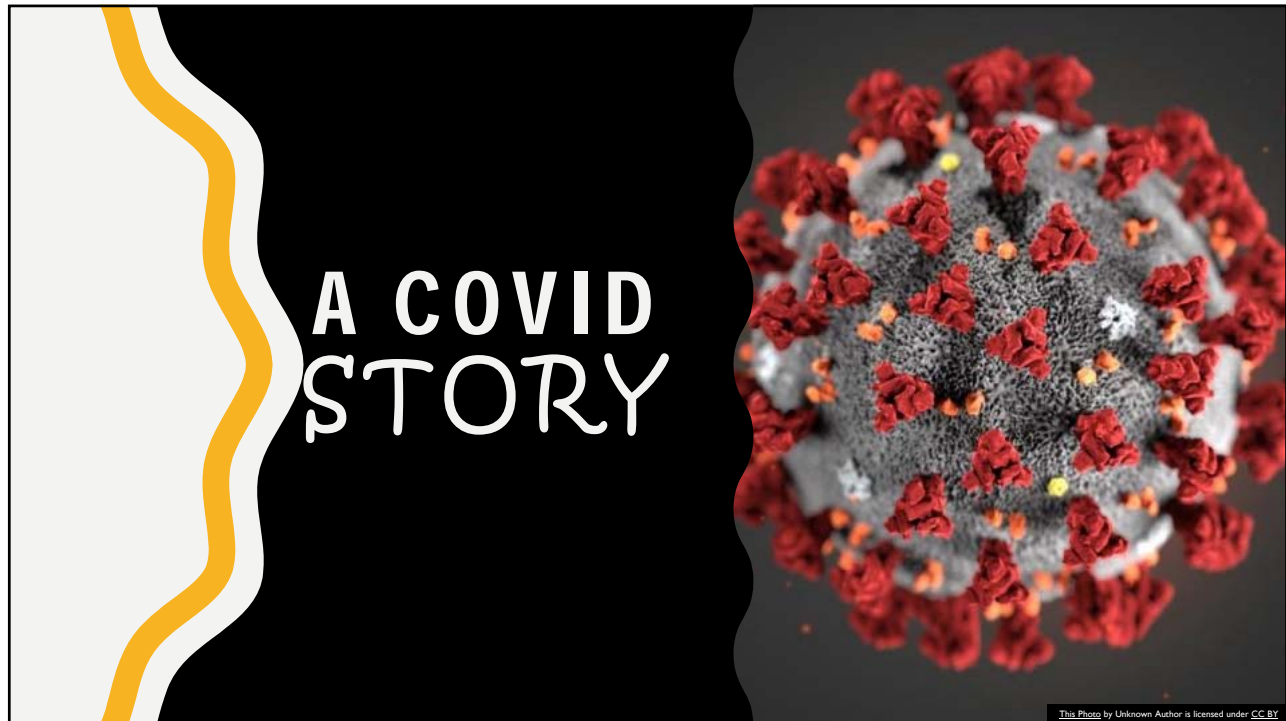
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## DINING SERVICE IN-ROOM

- -Serve Breakfast in Bed or sack suppers
- -Offer easily managed items
- -Set up for safety
- Serve with hospitality



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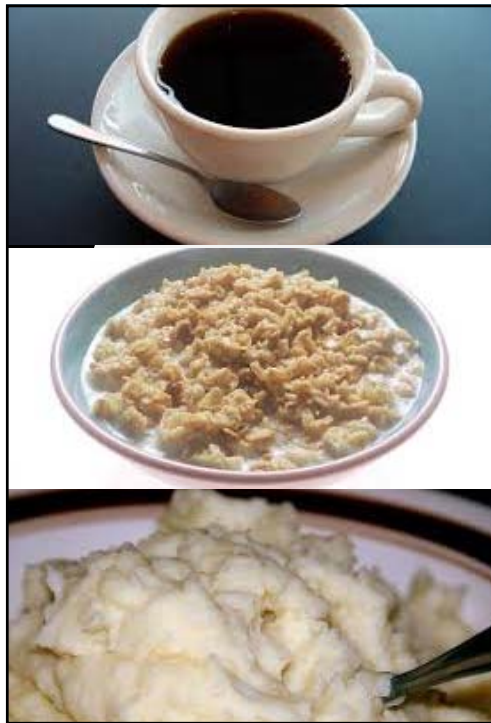


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A graphic titled "Menu". The word "Menu" is written in a large, gold, serif font. Above the letter "u" is a small illustration of a fork and a knife. The word is flanked by two white spiral symbols. Below the title is a list of six bullet points in white, sans-serif font. The background is dark grey with a white and yellow wavy border on the left side.

- Provide planned menu built on healthy foods
- Liberalize diets
- Accommodate preferences (comfort foods)
- Prioritize snack time
- Maximize nutrition & hydration
- Monitor intakes/weights

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# FORTIFY FOODS

---

Juices, Milks, Shakes

---

Puddings & Custard

---

Hot Cereal

---

Potatoes

---

Soups

---

Gelatins

---

Cookies/Baked Goods

---

Hot Beverages



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Week 1 Sunday	Regular/NAS	Limited Staff Easy Prep Menu With Snacks	Diet Spreadsheets
		Nutrient Dense	Nutrient Dense/Liquid
<b>B F S T</b>	4 FL OZ CHOICE OF JUICE	6 FL OZ CHOICE OF JUICE	6 FL OZ CHOICE OF JUICE
	1 SERV FRUIT	1 1/2 SERV FRUIT	1 1/2 SERV FRUIT
	1 SERV CHOICE OF CEREAL	6 OZ L SUPER CEREAL	6 OZ L SUPER CEREAL
	1 EACH EGG: _____	2 EACH EGG: _____	2 EACH EGG: _____
	1 EACH DANISH OR SWEET ROLL	2 EACH DANISH OR SWEET ROLL	2 EACH DANISH OR SWEET ROLL
	1 SLICE OR TOAST	2 SLICE OR TOAST	2 SLICE OR TOAST
	1 TSP MARGARINE/JELLY	2 TSP BUTTER/JELLY/PEANUT BUTTER	2 TSP BUTTER/JELLY/PEANUT BUTTER
	8 FL OZ MILK	8 FL OZ WHOLE MILK	8 FL OZ WHOLE MILK W/ INSTANT BREAKFAST
<b>N O N</b>	1 SERV BAKED CHICKEN	3 EACH CHICKEN STRIPS	8 OZ L CREAM OF CHICKEN SOUP
	#8 SCP POTATO OF THE DAY	#8 SCP POWER MASHED POTATOES	#8 SCP POWER MASHED POTATOES
	4 OZ S CARROTS	4 OZ S GLAZED CARROTS	4 OZ S GLAZED CARROTS
	1 EACH ROLL/MARG	2 EACH ROLL/BUTTER	2 EACH ROLL/BUTTER
	1 SLICE PIE	1 SERV PIE A LA MODE OR APPLE PIE SMOOTHIE	1 SERV APPLE PIE SMOOTHIE
8 FL OZ MILK	8 FL OZ WHOLE MILK	8 FL OZ WHOLE MILK W/ INSTANT BREAKFAST	
<b>E V E</b>	1 EACH PIZZA	1 EACH PIZZA W/ EXTRA CHEESE	8 OZ L TOMATO SOUP
	8 OZ S TOSS SALAD/DRESSING	8 OZ S TOSS SALAD/DRESSING	8 FL OZ FRUIT JUICE
	4 OZ S PEACHES	4 OZ S PEACHES & CREAM	8 FL OZ PEACH SMOOTHIE
	1 EACH CHOCOLATE BAR	1 EACH CANDY BAR	1 EACH CANDY BAR
	8 FL OZ MILK	8 FL OZ WHOLE MILK	8 FL OZ WHOLE MILK W/ INSTANT BREAKFAST

+ 1200 calories

+ 50 gram protein

Menus Approved By:  [3/22/20]


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# VARIETY REDUCES FLAVOR FATIGUE

## ROTATING DESSERT

- ▶ Sunday: Ice Cream
- ▶ Monday: Custard Pie
- ▶ Tuesday: Candy Bar
- ▶ Wednesday: Gelatin
- ▶ Thursday: Cookie
- ▶ Friday: Pudding
- ▶ Saturday: Baked Goods



## ROTATING BEVERAGE

- Fruit Punch
- Root Beer Float
- PB Shake
- Monday: Purple Cow
- Tuesday: Cappuccino
- Wednesday: Orange Julius
- Thursday: Flavored Shakes



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How can we help you today?


- LOG IN
- CREATE ACCOUNT
- HOW TO CREATE AN ACCOUNT & REGISTER
- CART (0 ITEMS)
- NEED HELP

### Temporary Feeding Assistant

REGISTER  
Already registered? Log in now.

Overview Contents (6)

FEEDING ASSISTANT



**AHCA NCAL** IMPROVING LIVES • DELIVERING SOLUTIONS • QUALITY CARE

This course is free and was designed to meet the critical staff shortages occurring as a result of COVID-19. You will need to register and create an account using your name and e-mail. Once you have created your account, you may complete the course on your own time, stopping as needed, and then rejoining the class wherever you left off.

This one-hour online training is intended to allow you to work as a Temporary Feeding Assistant, a temporary position to address the current state of emergency in skilled nursing facilities and assisted living communities.

Completion of this training is intended to prepare you to assist residents with meals and dining.

Once you have completed the course, you must take and pass the exam. You will then receive a certificate of completion that you can print and show to your hiring facility. For information and suggestions on how to find a skilled nursing facility or assisted living community in need of a Temporary Feeding Assistant, search for nursing homes in your area. See if their website offers directions on how to contact them and let them know you've taken and passed the AHCA/NCAL Temporary Nurse Aide training course. Each facility/company will have its own application process.

Please consult your state affiliate for additional information about your state's requirements.

To begin the training, click the Contents tab above, read and agree to the Program Acknowledgement in order to move on to Part 1.

If you need assistance, please email [educate@ahca.org](mailto:educate@ahca.org).

**DISCLAIMER:** AHCA/NCAL has created this course to assist providers to recruit and train temporary staff during the national emergency caused by the coronavirus pandemic. Federal and/or state requirements may need to be waived to permit individuals under this training program in your location. Employers should check with their state survey agencies and their state occupational licensing agencies, where applicable, to ensure individuals trained under this program are permitted to assist with care in your location.



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# CREATIVE DINING APPROACHES

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## Hospitality-minded

- Call residents by name
- Ask, “anything else we can do for you?”
- Get to know the residents personally: know their grandkids, what they eat, their likes and dislikes.
- Know the family so they feel they can reach out to you.
- Consider a Quiet Room. Where residents and employees can go to meditate, pray, listen to music and get away from noise.
- Live music, sing along, singing during short visit

RESIDENT INFO CARD		Martin Bros.
Resident Name:	(Nick Name?)	
Dining Tips:		
Interests & Hobbies:		
Behavior Strategies:		
Conversation Starters:		



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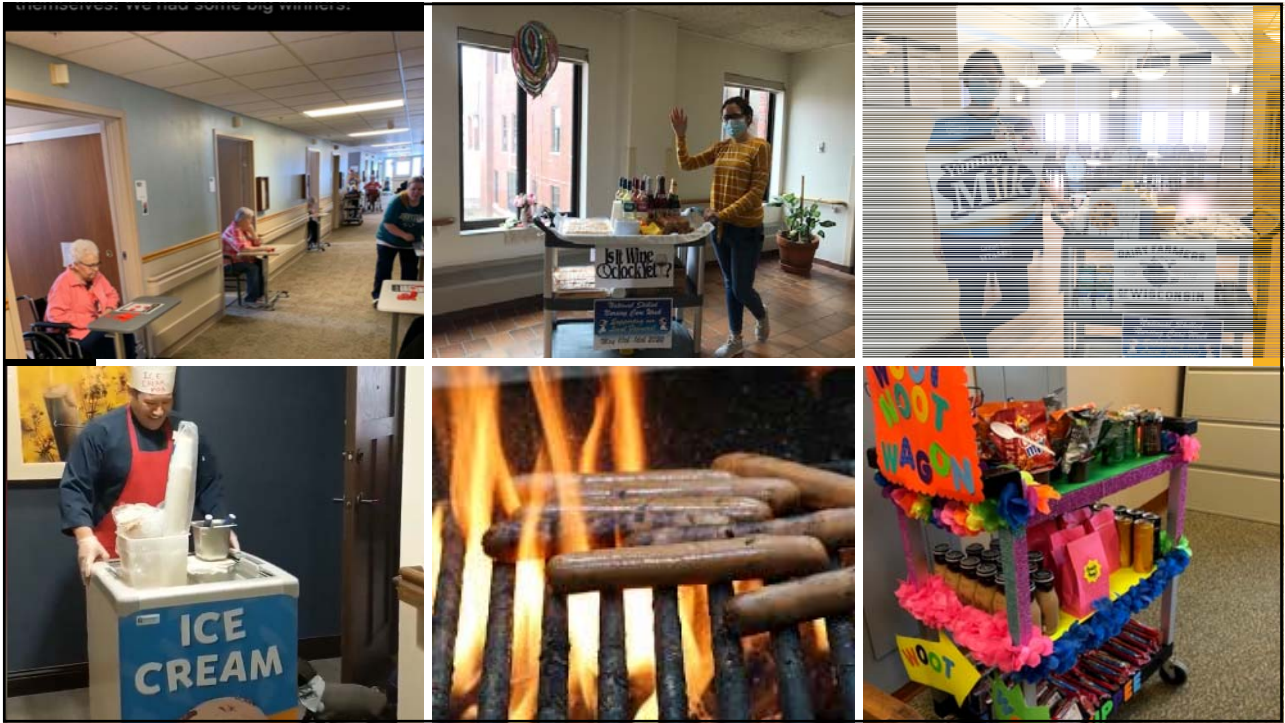


# POWER TOOLS

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Breakfast Hospitality Cart Menu Regular/NAS Diet	Breakfast Hospitality Cart Menu Mechanical Soft
<p><b>Fruit / Veg Options (Pick 2)</b></p> <ul style="list-style-type: none"> <li>Fruit Juice</li> <li>Vegetable Juice</li> <li>Applesauce Cup or Other Fruit Cup</li> <li>Seasonal Fresh Fruit</li> </ul>	<p><b>Fruit / Veg Options (Pick 2)</b></p> <ul style="list-style-type: none"> <li>Fruit Juice</li> <li>Vegetable Juice</li> <li>Applesauce Cup</li> <li>Banana or Other Soft Fresh Fruit, No Skin</li> </ul>
<p><b>Protein Options (Pick 1)</b></p> <ul style="list-style-type: none"> <li>Beef Sticks (2 each)</li> <li>Cottage Cheese (1/2 cup)</li> <li>Yogurt Cup</li> <li>Hard Cooked Egg (2 each)</li> <li>Peanut Butter Cup (3 Each)</li> <li>Peanut Butter &amp; Jelly Sandwich</li> <li>Breakfast Sandwich</li> <li>Breakfast Ham &amp; Cheese Bar</li> </ul>	<p><b>Protein Options (Pick 1)</b></p> <ul style="list-style-type: none"> <li>Cottage Cheese (1/2 cup)</li> <li>Yogurt Cup</li> <li>Hard Cooked Egg (2 each)</li> <li>Smooth Peanut Butter Cup (3 Each)</li> <li>Peanut Butter &amp; Jelly Sandwich</li> <li>Breakfast Sandwich, Ground Meat</li> <li>Ground Breakfast Ham &amp; Cheese Bar</li> </ul>
<p><b>Grain Options (Pick 2)</b></p> <ul style="list-style-type: none"> <li>Bowl Pack Cereal</li> <li>Hot Oatmeal Cup</li> <li>Muffin</li> <li>Cereal Bar</li> <li>Granola Bar</li> </ul>	<p><b>Grain Options (Pick 2)</b></p> <ul style="list-style-type: none"> <li>Bowl Pack Cereal Softened with Milk</li> <li>Hot Oatmeal Cup</li> <li>Muffin</li> <li>Cereal Bar</li> </ul>
<p><b>Milk (Pick 1, 8 fl oz)</b></p>	<p><b>Milk (Pick 1, 8 fl oz)</b></p>

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# Beverage Service

- Broth Du Jour
- Punch of the Day
- Tea, Lemonade, Soda
- Slushes
- Ice Cream Floats
- Flavored Waters
- Sherbets/Ice Cream/Popsicles
- Happy Hour/Healthy Hour



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## SMOOTHIES, FLOATS & STIR-ABLE DRINKS

## BITES & BOMBS

### 5 Steps to High Nutrient Smoothies

1. **Begin with 1 cup of Liquid in the Blender:**
  - a. Whole Milk
  - b. Buttermilk
  - c. Fruit Juices
  - d. Chocolate Milk
  - e. Ice Cream or Sherbet
  - f. Yogurt
  - g. Smoothie Mix
2. **Add Texture (1/2 - 3/4 cup)**
  - a. Bananas
  - b. Greek Yogurt
  - c. Frozen Fruit such as Berries, Pineapple, Mango, Peaches
  - d. Greens such as Kale, Spinach, Cucumber
  - e. Grated Apple
  - f. Ice
  - g. Pudding or Cheesecake Mix
  - h. Pie Filling
  - i. Cottage Cheese
3. **Bump up the Nutrition (2 Tbsp)**
  - a. Peanut or Other Nut Butters
  - b. Protein Powder, Instant Breakfast, Non-Fat Dry Milk
  - c. Chia Seeds or Flaxseed
  - d. Oats
4. **Get Creative with Flavor:**
  - a. Chocolate Syrup
  - b. Citrus or Nutmeg
  - c. Sweetener such as sugar, honey or artificial sweetener
  - d. Maple Syrup
  - e. Shredded Coconut
  - f. Vanilla Extract
  - g. Pinch of salt or cayenne
5. **Blend for 30-45 seconds**

**Trouble-Shooting Tips:**

Too Runny?	Reduce the amount of liquid or add more "Texture"
Not Tasty?	Add more "Flavor"
Too Frothy?	Use less liquid or reduce blending time
Not Blending Well?	Reduce the amount of ingredients

### Concoctions

**Strawberry Banana Smoothie**  
(200 calories, 11 gram protein)

- 1/2 cup Whole Milk
- 1/2 cup Strawberry Yogurt
- 1/2 cup Frozen Strawberries
- 1/2 Frozen Banana
- 2 Tbsp Instant Breakfast

**Apple Pie Ala Mode Smoothie**  
(200 calories, 11 gram protein)

- 1/2 cup Whole Milk
- 1/2 cup Ice Cream
- 1/2 cup Apple Pie Filling
- 1/2 cup Shredded Apple
- Cinnamon to taste

**Peach Smoothie**  
(200 calories, 17 gram protein)

- 1/2 cup Yogurt
- 1/2 cup Cottage cheese
- 1/2 cup Frozen Peaches
- 1/2 cup NFDM
- 1/2 tsp Vanilla
- 1 tsp Honey

**Peanut Butter Banana Smoothie**  
(200 calories, 12 gram protein)

- 1 cup Whole Milk
- 1 Frozen Banana, cut in chunks
- 1/2 cup Peanut Butter
- 1 Tbsp Honey
- 1 cup Ice Cubes

**Green Pineapple Yummy Smoothie**  
(200 calories, 8 gram protein)

- 1/2 cup Greek Yogurt
- 1/2 cup Pineapple Juice
- 1/2 cup Frozen Pineapple
- 1/2 cup Frozen Kale
- Add a pinch of Cayenne Pepper



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# IN-ROOM EATING

HAND MADE LUNCH-ABLES  
MAKE PIZZAS OR SMOOTHIES  
BUILD YOUR OWN VIRTUAL DINNER DATES

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Use the clues to determine words that rhyme with *ride*.

- Ocean movement \_\_\_\_\_
- Not thin \_\_\_\_\_
- Bouquet tosser \_\_\_\_\_
- Jekyll's evil side \_\_\_\_\_
- Walk with confidence \_\_\_\_\_
- Like raisins or beef jerky \_\_\_\_\_
- Fibbed \_\_\_\_\_
- Bonnie's partner \_\_\_\_\_
- Colored \_\_\_\_\_
- Cooked in a skillet \_\_\_\_\_
- Sarcastic \_\_\_\_\_
- Group of lions \_\_\_\_\_
- Tethered \_\_\_\_\_
- Tourist's aid \_\_\_\_\_
- Playground item \_\_\_\_\_
- Conceal from others \_\_\_\_\_

### Lovely Roses

The words listed below can be found vertically, horizontally, diagonally, forward, and backward.

G	Y	I	F	N	A	N	M	Q	V	F	G	W	S	Z
W	R	L	C	R	E	E	E	I	E	L	N	I	V	W
P	E	A	I	E	K	D	R	J	T	O	I	L	Y	I
N	E	Y	N	T	B	G	R	E	J	R	L	D	G	N
A	Y	A	G	D	I	E	A	A	P	I	B	K	S	Z
I	R	W	C	N	I	D	R	G	G	B	M	G	O	T
D	N	W	I	E	I	F	S	C	T	U	A	N	T	I
B	E	A	C	H	U	B	L	O	R	N	R	U	E	F
E	N	G	L	I	S	H	M	O	B	D	U	C	K	F
A	U	B	O	V	L	F	D	I	R	A	N	Y	S	A
E	R	U	T	A	I	N	I	M	L	A	N	B	A	N
E	G	A	T	T	O	C	R	W	D	C	U	X	M	Y
N	L	M	E	K	W	J	Q	N	H	R	X	L	A	C
A	H	Q	Q	G	O	M	U	O	H	L	K	V	D	B
N	L	Z	A	N	Z	S	B	S	Z	L	F	N	H	P

BEACH	GARDEN	SHRUB
CLIMBING	GRANDIFLORA	SUNDANCE
COTTAGE	ICEBERG	TEA
DAMASK	MINIATURE	TIFFANY
ENGLISH	PEACE	VIRGINIANA
FLORIBUNDA	RAMBLING	WILD

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### Rainy Day Community Display

Assemble strips of paper to make raindrops. Hang the raindrops to shower a public space with community art.

**You will need:**

- Heavy 12" X 12" sheets of scrapbook paper (shades of blue, gray, and white)
- Fishing line or clear plastic cord
- Scissors
- 1/2"-wide Scotch tape (with a matte finish, such as Magic Tape)
- Ruler
- (Optional) Paper cutter

**Directions:**

- Cut plenty of 1/2"-wide strips of scrapbook paper. You will need nine strips per raindrop. Use a paper cutter to save time.
- Gather nine strips of paper. Cut eight of the strips to the following lengths as shown above: 4", 5", 6", 7", 8", 9", 10", and 11".

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# BOWL MEALS



CHICKEN PASTA VEGETABLE BOWL			
Portion: 1 serve	16oz Barverage	16oz Barverage	Category: Entrees #
Ingredients			16oz Bar
• Dressing			
FRESH SAUCE, POUCH PREPARED	2 gal + 2 cup + 1 tbsp + 250 top	2 gal + 2 cup + 1 tbsp + 250 top	2 gal + 2 cup + 1 tbsp + 250 top
"COOKING PASTA"			
PENNE PASTA OR ANY OTHER PASTA	7 lb	7 lb	7 lb
WATER, BOTTLED	10 gal	10 gal	10 gal
"BAKING CHICKEN"			
CHICKEN BREAST 7oz, RAW x 02	100 each	100 each	100 each
LETTUCE, HERITAGE BLEND	2 lb + 5 1/4 oz	2 lb + 5 1/4 oz	2 lb + 5 1/4 oz
MIXED FLOWERS, FZN	21 lb	21 lb	21 lb
NEW TOMATOES, FRESH, CHED	2 gal + 1 1/2 cup	2 gal + 1 1/2 cup	2 gal + 1 1/2 cup
AMERICAN CHEESE, GRATED OR SHREDDED	6 1/4 48 wpt	6 1/4 48 wpt	6 1/4 48 wpt

**PREP:**  
 1. WASH HANDS BEFORE HANDLING FOOD. AFTER HANDLING RAW FOODS OR ANY INTERLUPTION THAT MAY CONTAMINATE HANDS.  
 2. USE CLEAN, SANITIZED EQUIPMENT AND UTENSILS.  
 3. RETURN REFRIGERATORS TO REFRIGERATED STORAGE IF REFRIGERATION IS INTERRUPTED.  
 4. WASH FRUITS AND VEGETABLES BEFORE HANDLING.  
**RECIPE:**  
 1. Preheat oven to 375°F. Add salt and oil.  
 2. In a large bowl, combine dressing.  
 3. Cook chicken at a fast boil until tender but firm. Stir occasionally to prevent sticking. Test for doneness. Drain.  
**To Serve:**  
 1. Add your pasta into pan to heat.  
 2. Drain.  
**Directions:**  
 1. Add water for each pound of vegetables.  
 2. Simmer.  
 3. Add chicken strips.

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## STAFF SPIRIT LIFTERS

Show your staff your gratitude for them as they continue to come to work to serve and take care of the residents in your community. We are all in this together!

- Host a daily message/update from Leadership
- Make family size meals to send home with staff
- Offer fresh baked cookies or treats during breaktimes
- Treat them to pizza or donuts or care packages
- Send them thank you cards
- Host a spirit week featuring theme days
- Raffle special gifts
- Pass the compliment (see Martin Bros Inservices)
- Consider gratitude journals
- Make a "Shout Out" board available
- Encourage Dept Leaders to do more rounding
- Brag about staff on social media or share "feel good stories"



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TACO MEAL				FRIED CHICKEN MEAL				BBQ PORK MEAL				PIZZA (TAKE & BAKE)			
Portion: 1 Serv				Portion: 1 Serv				Portion: 1 Serv				Portion: 1 Slice			
Ingredients	4 Servings	8 Servings	12 Servings	Ingredients	4 Servings	8 Servings	12 Servings	Ingredients	4 Servings	8 Servings	12 Servings	Ingredients	4 Servings	8 Servings	12 Servings
PC BEEP TACO FILLING	1 lb - 4 oz			SOUTHERN FRIED CHICKEN, ASST	3 lb			PIZZA CRUST - UP HEAD BISE	1 each			PIZZA CRUST - UP HEAD BISE	1 each		
TORTILLAS	6 each			PREPARED MACARON AND CHEESE	3 cup			SAUSAGE OR MEAT OF CHOICE	2 oz			SPAGHETTI OR PIZZA SAUCE	2 cup		
SHREDDED CHEDDAR CHEESE	1/4 cup + 2 Sigs			GREEN BEANS	1 cup			SHREDDED MOZZARELLA CHEESE	1/4 cup						
SHREDDED LETTUCE	1 cup														
TOMATOES FRESH	1 each														
TORTILLA CHIPS	4 oz														
SALSA	1 1/2 cup														
PREPARED COOKIES	4 each														

**METHOD:**  
 CCP: WASH HANDS BEFORE HANDLING FOOD, AFTER HANDLING RAW FOODS OR ANY INTERRUPTION THAT CONTAMINATE HANDS.  
 CCP: USE CLEAN, SANITIZED EQUIPMENT AND UTENSILS.  
 CCP: RETURN REFRIGERATED EQUIPMENT TO REFRIGERATED STORAGE IF PREPARATION IS INTERRUPTED.  
 CCP: WASH PRODUCE AND VEGETABLES IN CLEAN AND SANITIZED BOWL.  
 CCP: KEEP TACO FILLING AND SHREDDED CHEESE AT 41°F AND BELOW READY TO USE.  
 1. Heat Taco Filling.  
 CCP: COOK TO INTERNAL TEMPERATURE OF 160°F FOR 15 SECONDS.  
 CCP: HOLD BEEP UNITS ASSEMBLY AT 130°F OR HIGHER.  
 2. SHIP IMMEDIATELY.  
 3. SHIP IMMEDIATELY. PIZ UNITS.  
 4. SHIP IMMEDIATELY. PIZ UNITS.  
 5. SHIP IMMEDIATELY. PIZ UNITS.  
 6. SHIP IMMEDIATELY. PIZ UNITS.

**ALLERGENS:**  
 Eggs, Gluten, Milk, Soy, Sesame, Wheat.  
 \*\* It is not implied nor should it be inferred that recipes that do not list allergens are free from allergens.

**METHOD:**  
 CCP: WASH HANDS BEFORE HANDLING FOOD, AFTER HANDLING RAW FOODS OR ANY INTERRUPTION THAT CONTAMINATE HANDS.  
 CCP: USE CLEAN, SANITIZED EQUIPMENT AND UTENSILS.  
 CCP: RETURN REFRIGERATED EQUIPMENT TO REFRIGERATED STORAGE IF PREPARATION IS INTERRUPTED.  
 CCP: WASH PRODUCE AND VEGETABLES IN CLEAN AND SANITIZED BOWL.  
 CCP: KEEP MACARON AND CHEESE AT 41°F OR BELOW UNTIL READY TO PREPARE.  
 CCP: KEEP MACARON AND CHEESE AT 41°F OR BELOW UNTIL READY TO PREPARE.  
**CHICKEN:**  
 1. Place chicken (includes on-breading pan) in fryer.  
 2. COOK UNTIL INTERNAL TEMPERATURE REACHES 165°F FOR 15 SECONDS.  
 3. SHIP IMMEDIATELY.  
**COOKING:**  
 1. The pork pack is a fully cooked product.  
 2. Heat to internal temperature of 160°F for 15 seconds.  
 3. Ship to cooler or stock pot.  
**COOKING:**  
 1. The pork pack is a fully cooked product.  
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**METHOD:**  
 CCP: WASH HANDS BEFORE HANDLING FOOD, AFTER HANDLING RAW FOODS OR ANY INTERRUPTION THAT CONTAMINATE HANDS.  
 CCP: USE CLEAN, SANITIZED EQUIPMENT AND UTENSILS.  
 CCP: RETURN REFRIGERATED EQUIPMENT TO REFRIGERATED STORAGE IF PREPARATION IS INTERRUPTED.  
 CCP: WASH PRODUCE AND VEGETABLES IN CLEAN AND SANITIZED BOWL.  
 CCP: KEEP PIZZA CRUST AND PIZZA SAUCE AT 41°F OR BELOW.  
**PIZZA ASSEMBLY AND 1/2 PIZZA CUT:**  
 1. Top with 1/2 cup of meat.  
 2. Top with 1/2 cup of shredded cheese.  
**Baking:**  
 Conventional oven bake at 450°F for 10-22 minutes.  
 CCP: HOLD FOR SERVICE AT 130°F OR ABOVE.

**ALLERGENS:**  
 Eggs, Soy, Wheat.  
 \*\* It is not implied nor should it be inferred that recipes that do not list allergens are free from allergens.

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# FOOD SAFETY CONSIDERATIONS

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# FOOD SAFETY AND SANITATION CONSIDERATIONS



- Review of Basics
  - Employee Health and Hygiene
  - Time and Temperature Control
  - Cleaning and Sanitizing
- Reduce contact points. Culinary staff in kitchen, Servers in serving area, disinfect area, etc.
- Cleaning, Sanitizing Disinfect high-touch areas
  - Carts, phone, door handles, light switches
  - New dining areas to clean and sanitize
- Food Handler Course-ServSafe



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# HUDDLE TRAININGS



**HUDDLE TEMPLATE (SAFETY & SANITATION)**

**DATE:**

**ATTENDEES:**

**ANNOUNCEMENT/RECOGNITION:**

**TOPIC:** Safety & Sanitation

**GROUP QUESTION:** What steps are we taking to help ensure our residents are safe during the coronavirus outbreak? Why can't we just serve food on disposables?

**SUGGESTED ANSWERS:**  
The CMS guidelines are to effectively wash and sanitize all dishes to avoid the spread of coronavirus. Procedures include:

- Using hand hygiene while preparing food and delivering meals.
- Utilizing approved cleaning products during ware washing and sanitation.
- Using a high-temperature dish machine to effectively kill the virus.

**EXAMPLE/RECOGNITION OF STAFF MEMBER THAT EXCELS AT THE HUDDLE TOPIC:**  
Name a staff member who displays leadership in their procedures with cleaning and sanitizing.

**TAKEAWAY MESSAGE:**  
The food and nutrition department plays an essential role in keeping patients and employees safe.

**BONUS TIPS**

**WHO:** ALL members of the healthcare and food service team

**WHERE:** Same place every day

**WHEN:** Same time every day

**WHY:** Employee engagement, retention

**HUDDLE TEMPLATE (ROOM SERVICE DINING)**

**DATE:**

**ATTENDEES:**

**ANNOUNCEMENT/RECOGNITION:**

**TOPIC:** Room Service Dining

**GROUP QUESTION:** What is room service dining and why are we changing our meal delivery program? How can we ensure resident satisfaction is met?

**SUGGESTED ANSWERS:**

- CMS has recommended non-communal dining be put into place to prevent the spread of coronavirus.
- Residents with feeding needs and special diets will require a process different than residents on special diets.
- Room service will allow residents to order and have their meal delivered to their room.
- Taking accurate orders, coming up with unique ways to maintain temperature, and meal presentation will all be a factor in a successful change.
- One benefit to room service is an increased opportunity to communicate with the resident, and add a personal touch.

**EXAMPLE/RECOGNITION OF STAFF MEMBER THAT EXCELS AT THE HUDDLE TOPIC:**  
What are some ways we can improve the resident experience? What team members do a great job at building relationships with residents?

**TAKEAWAY MESSAGE:**  
Although this isn't an ideal process, room service and non-communal dining are essential to stopping the spread of coronavirus. A positive team effort will help make the transition effective for our residents. We are in this together!

**BONUS TIPS**

**WHO:** ALL members of the healthcare and food service team

**WHERE:** Same place every day

**WHEN:** Same time every day

**WHY:** Employee engagement, retention

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# DISPOSABLE OR DISHWARE

- Keep things as “normal” as possible—use dishware!
- Many use disposable items in isolation or quarantined situations.



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## Dish Washing Safety RECOMMENDATIONS & BEST PRACTICES

As the coronavirus (COVID-19) pandemic continues to evolve, many are asking how to properly clean and sanitize food service items. Below are some safety recommendations and best practices regarding dish washing machines.



Martin Bros. follows all codes, rules, protocols and recommendations as stated by the following:

- Centers for Disease Control & Prevention (CDC)
- Centers for Disease & Medical Services (CMS)
- U.S. Food & Drug Administration (FDA)
- State and local health departments

Please note that all recommendations to date are to follow routine procedures.

### LOW TEMPERATURE MACHINES

Wash and rinse temperatures are to be a minimum of 120°F. This is controlled by the incoming water to the machine. If temperatures drop below that, there are no adjustments on the machine to raise the temperature. Incoming water temperature is controlled by the customer.

There are no minimal requirements for the level of detergent used in the wash cycle. Martin Bros. typically sets this level between 750-1,250 ppm, depending on water conditions and soil loads. Detergents are used to break down soils, remove them from surfaces and hold them in suspension so they do not redeposit on surfaces. Best practices are to minimize the amount of soils going into the dish machine by using good pre-cleaning practices.

Rinse temperatures are a minimum of 120°F. As stated, that is controlled by the incoming water to the machine as controlled by the customer.

An Environmental Protection Agency (EPA) registered sanitizer is used in the rinse cycle to sanitize the surfaces. This is typically a chlorine based product. The minimum part per million of chlorine by code is 50 ppm. Martin Bros. typically sets chlorine levels on low temperature machines between 75-100 ppm to ensure levels do not drop below 50 ppm due to pump side wear depressing the product into the machine.

Temperatures and chlorine levels should be checked and recorded daily but Martin Bros. recommends checking and recording levels during each shift.

Cleaned items need to be completely air dried before storing and should be handled minimally to avoid any

contamination. Additionally, hands should be washed prior to handling clean items.

### HIGH TEMPERATURE MACHINES

Wash temps should be as stated on the machine's data plate. Typically wash temps are between 150-160°F. The machine can be adjusted to raise or lower the wash tank temperatures.

There are no minimal requirements for the level of detergent used in the wash cycle. Martin Bros. typically sets this level between 750-1,250 ppm, depending on water conditions and soil loads. Detergents are used to break down soils, remove them from surfaces and hold them in suspension so they do not redeposit on surfaces. Best practices are to minimize the amount of soils going into the dish machine by using good pre-cleaning practices.

Rinse temperature needs to be a minimum of 180°F at the temperature gauge. This can be adjusted by the booster heater used to raise the incoming water temperature prior to going into the machine.

Sanitization is achieved by using the surface temperature of the items in the dish machine to a minimum of 180°F. This can be checked by using temperature test strips or an irreversible monitoring device like a dish machine temperature plate.

Temperatures should be checked and recorded daily, but Martin Bros. recommends checking and recording levels during each shift.

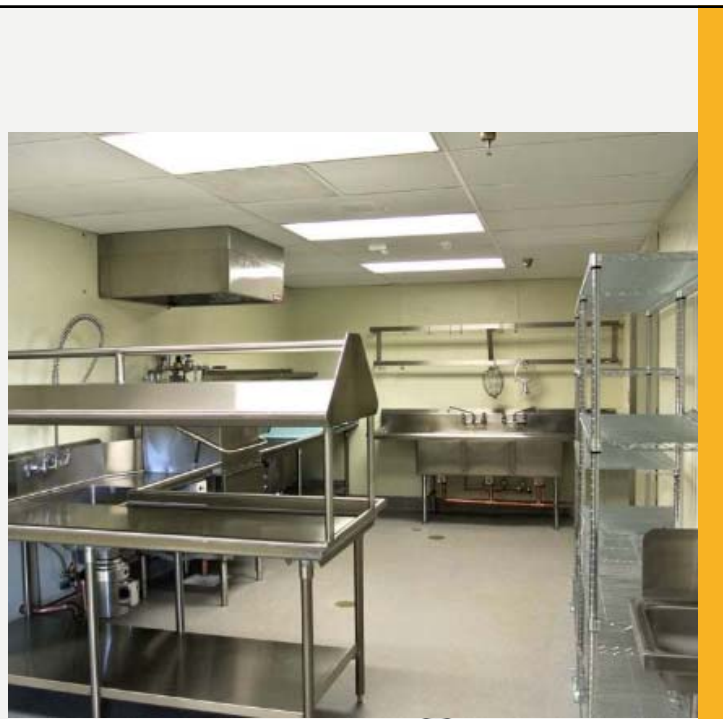
Cleaned items need to be completely air dried before storing and should be handled minimally to avoid any contamination. Additionally, hands should be washed prior to handling clean items.

Have questions or concerns about dish machine cleaning and sanitizing operations? Contact your Martin Bros. representative.



Rob Plevi, Solutions Sales Manager, Martin Bros.

3/20



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# FRONT OF THE HOUSE CONSIDERATIONS - DINING ROOM



- Do you have self-service coffee/water stations?
- Sanitizer at entrance to dining room
- Single serve condiments
- Residents hands cleaned and sanitized before meal service
- Staff washing hands before meal service and between tasks
- Tables 6 feet apart. 1-2 residents per table.
- Staff seated while assisting residents in dining room. PPE if resident is coughing
- No touching ready-to-eat foods with bare hands
- Disinfect high touch areas: tables, chairs, menus, light switches, door, handles, serving counter
- Paperless Menu



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**STOP! DON'T TOUCH!**

**AVOID BARE-HAND CONTACT WITH ANY READY-TO-EAT FOODS**

Ready-to-eat foods are those that do not require any further cooking. Avoid cross-contamination at mealtimes. When assisting at meals, do not use bare hands to hold foods such as:

- Toast
- Bread
- Rolls
- Cookies/Muffins

**Keep a physical barrier between your clean hand and the ready-to-eat food**

Food example, when adding jelly to toast, either:

- Wear a clean glove
- Hold the toast with deli paper
- Use the knife and fork or tong for holding

**Wash hands between any contamination**

This also means you must wash your hands if you touch anything that is even possibly contaminated. Remember:

- Place gloves on clean hands
- Change gloves often, because gloves can get contaminated the same as hands
- Remove gloves when contaminated, rewash your hands, and put on clean gloves

**Do not wear gloves when feeding others**

Treat residents or patients with the same dignity you would like for your own family. Strive to create a homelike environment.

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# CLEANING AND SANITIZING

Three Step Process:

CLEAN

RINSE

SANITIZE



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## IN-ROOM DINING CONSIDERATIONS

- Enough staff to assist with room tray delivery
- Staff wash hands prior to assisting with meal tray service
- Organize trays by room order if able
- All items covered during transport to room
- Consider how to keep hot foods hot, cold foods cold
- Staff to sanitize hands after exiting room and before next tray delivery.
- No cross contamination of soiled and clean trays
- Isolation policy precautions



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## BACK OF THE HOUSE

- Review of proper handwashing technique and frequent observations
- Food service staff have no visible signs of sickness, coughing, SOB, fever
- Review of sanitizing procedure. Buckets with sanitizer cloths, PPM
- Counter tops cleaned and sanitized between tasks
- EPA disinfectant for **non-food** contact surfaces - must be rinsed for food contact surfaces
- Temperature logs – refrigerator/freezer
- Dishwasher – high temp or low temp (logs complete/accurate)
- Food carts sanitized or disinfected before returning to kitchen



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## Sanitizing & Disinfecting:

### YOUR QUESTIONS ANSWERED

Proper sanitizing and disinfecting is essential in preventing the spread of infectious diseases and viruses such as coronavirus (COVID-19). These terms are often used interchangeably but are in fact legally different.

**Knowing the difference between the two can help determine the products you use and how you use them.**



#### WHAT'S THE DIFFERENCE BETWEEN SANITIZING A SURFACE AND DISINFECTING A SURFACE?

- ▶ Sanitizing is killing 99.9% of microorganisms according to the label, creating a safe level. Food contact surfaces are sanitized. Disinfecting kills 100% of microorganisms as stated on the label.

#### IF DISINFECTING KILLS 100%, WHY NOT DISINFECT FOOD CONTACT SURFACES?

- ▶ When disinfecting, there is a residual of product left behind that can pose a health risk. For food contact surfaces, that residue would need to be removed with a potable water rinse. Sanitizing leaves surfaces at a safe level without rinsing. You can still disinfect if you feel there may be a risk of known viruses or bacteria, but remember to rinse after the required dwell or contact time of the disinfectant.

#### WITH HEIGHTENED AWARENESS OF THE CORONAVIRUS OUTBREAK, SHOULD I DISINFECT MY LAUNDRY OR FOOD SERVICE ITEMS?

- ▶ The Centers for Medicare & Medicaid Services (CMS) advises that management of laundry, food service utensils and medical waste should be performed in accordance with routine procedures.

#### HOW OFTEN SHOULD I CLEAN AND DISINFECT HIGH-TOUCH SURFACES?

- ▶ While there are not specific requirements as to how often high-touch surfaces should be cleaned and disinfected, it is recommended to clean and disinfect often. A minimum of 2-3 times per eight-hour shift would be a good practice. The more highly touched areas like door handles, light switches, telephones and handrails should be done more

SANITIZING VS DISINFECTING

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## ADAPTING & EVOLVING

- Modified Self service stations
- Staffed Buffets
- Reservations
- Decreased labor
- Bistros/kiosks
- Virtual salad bars
- Paperless menus (video recording of what is today's feature)
- Self-op vending
- Meals & Meal Kits to Go
- Technology

TAX AND DUES MEALS (serves 4 people)	
Each meal consists of pasta, bread, wheat dinner roll, and chopped romaine salad	
Monday	Chicken Alfredo
Tuesday	Pork Sausage & Pepper Conchito
Wednesday	Chicken & Peas Cavatone
Thursday	Baked Ziti with Meatballs
Friday	Beef Mac & Cheese

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