

Dietary services during an emergency situation

Process

<p>Planning</p>	<p>In order to respond rapidly to the nutritional needs of residents in a crisis situation, and communicate to the support staff basic standard practices that is essential to the mobility of our daily operations, a dietary emergency plan was developed.</p> <p>The dietary emergency plan offers guidance to staff onsite offering support with meal service with clear directives on how to navigate:</p> <ul style="list-style-type: none"> - Meal service: Process/ direction in an emergency - Emergency Menu - Therapeutic diet reference chart - Portion size and color scoop chart - Blended diet recipes - ThickenUp Clear Mixing Chart - Sanitation and Safety Practices: Food handling - Safety Internal Food Temperatures - Kitchen equipment: Operational Instructions <p>A. 3 copies of the dietary emergency plan including 3 thermometers will be kept in the emergency storage room.</p> <p>B. The emergency storage room is located in the main kitchen</p> <p>C. The on-call manager and or/ designate will distribute 1 binder/ per servery to the assigned staff providing support with meal service.</p> <p>D. This is a living document and subject to change, therefore, health care providers will be required to keep abreast to the criteria of a crisis and how it impacts dietary services. This will empower staff with the knowledge required to manage and work successfully in an emergency situation.</p>
<p>Implementation</p>	<p>A. Power and gas with working ventilation and the equipment(s) are functioning.</p> <p>B. Where there is no cook on site r/t illness or some other unfortunate circumstance (i.e. no delivery service, severe weather conditions)</p>

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<p>Responsibility of Call manager/Designate</p> <p><i>(Refer to Appendix A- Process/direction for meal service for annotation for annotation A, B)</i></p>	<p>C. 1 cook only with < 30% (3 people or less) of food service staff on site at the Meighen Manor</p> <p>A. On call manager/designate will assign teams for the process/direction for meal service.</p> <p>B. On call manager/designate ensure staff onsite practices basic sanitation and food safety standards. This should not be jeopardized in their assignments to assist elsewhere.</p>
<p>Plan</p> <p><i>(Review Appendix B- Emergency menu for annotation of A-D)</i></p> <p><i>(Review Appendix C- Resident meal tickets for annotation of Plan F-E)</i></p>	<p>A. Discontinue regular menu- set up emergency 7-day menu (Approved by RD)</p> <p>B. First 3 days will consist of 1 simple meal option at all meals with considerations to dietary restrictions. After 3 days, 2 meal options will be offered for the remainder of the week. (Thurs-Sun)</p> <p>C. Minced texture diets will be served pureed texture. Puree texture diets will be provided for minced, pureed and liquidized diets.</p> <p>D. All snacks will be provided with meals (i.e. AM w/Breakfast, PM w/Lunch, HS w/Supper (This will alleviate the need for an extra round). This will remain for 7 days</p> <p>E. All snacks will be non-perishable food items (pudding cups, fruit cups, individually wrapped cookies). This will remain for 7 days</p> <p>F. Resident meal tickets will be provided and used during meal service to ensure staff provide the correct diets.</p> <p>G. Meals will be served on disposables per the guidance from the IPAC team.</p>
<p>Responsibility of Food Services Manager/Supervisor</p> <p><i>(Refer to Appendix D FSM/FSS responsibility for annotation of A-E)</i></p>	<p>A. FSM/FSS is responsible to ensure at minimum 3-day supply of non-perishable items (i.e. canned salmon/tuna, powered mashed potatoes/pudding cups/individually wrapped cookies/fruit cup/applesauce cup) are onsite. Inventory must be closely monitored and rotated and or/replaced periodically as per the shelf life of the food items.</p> <p>B. FSM/FSS is responsible to ensure at minimum 3-day supply of pre-made, pre portioned thickened fluids are on site, and oversee that these items are carefully stored between the emergency storage room and larger storage room neighboring the laundry room. FSS/FSM will need to monitor and replace the emergency supply periodically as per shelf life of the products.</p>

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	<p>C. FSM/FSS is responsible to ensure at minimum 3-day of the puree meals are on site.</p> <p>D. FSS must ensure the resident meal tickets are up-to-date diet.</p> <p>E. Establish emergency relations with our suppliers.</p> <p>F. Review the emergency plan annually, modify if needed.</p>
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Focus	Specification	Process
<i>Appendix A: Process/direction for meal service</i>		
Assigned Staffing Teams	Required number needed per floor	Duties
Communication team	2-4	<ul style="list-style-type: none"> ▪ Assist in Communication between on-call manager/designate and support team ▪ Determine any therapeutic diets (gluten free, low potassium etc.) needed for each unit and communicate to on-call manager/designate immediately, so that the correct menus can be printed and distributed to the distribution team before breakfast service. ▪ Communicate the number of therapeutic diets (i.e. gluten free, lactose restricted) on each unit and communicate this directly (provide a

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		<p>list) to the distribution team on each unit offering support with meal service</p> <ul style="list-style-type: none"> ▪ Hand off the lists to the label team
Distribution team	6-8	<ul style="list-style-type: none"> ▪ Deliver emergency supplies (disposables) to the serveries. (Refer to Appendix E- Emergency supply/storage of non-perishable food items and disposable supplies) ▪ Deliver food supplies from the main kitchen to the servery (Refer to emergency menu) ▪ Deliver meals from main kitchen to the serveries ▪ Portion food and beverages into disposable using guidance of portion and color scoop chart ▪ Deliver meals to patients in their rooms. ▪ Enforce and practice food safety and sanitation. (Refer to Appendix C for annotation) ▪ Assist patient with opening package if necessary. ▪ Maintain list of name and time the meal was delivered.
Meal checking and labelling team	4	<ul style="list-style-type: none"> ▪ Secure resident diet labels from on-call manager/designate if required per IPAC team, or refer to resident diet list binder (resident diet binder is located in the servery (11x17 black binders) ▪ Assemble meals by home area in the serveries ▪ Provide support with the operating kitchen equipment in the serveries. (Refer to Kitchen equipment: Operational Instructions)

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		<ul style="list-style-type: none"> Label each meal for the designated patient Check that meals being assembled in the servery does not contain allergens if patient has allergies Assemble them by the unit and hand off the delivery/distribution team. Hand off meals as they are ready to distribution team 																																		
Total staffing required	10-16																																			
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<i>Appendix A: Sanitation and Food Safety Standards</i>																																				
<p>FoodSafety.gov</p> <p>Safe Minimum Internal Temperatures</p> <table border="1"> <thead> <tr> <th>Food</th> <th>Type</th> <th>Internal Temperature (°F)</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Ground meat and meat mixtures</td> <td>Beef, pork, veal, lamb</td> <td>160</td> </tr> <tr> <td>Turkey, chicken</td> <td>165</td> </tr> <tr> <td>Fresh beef, veal, lamb</td> <td>Steaks, roasts, chops Rest time: 3 minutes</td> <td>145</td> </tr> <tr> <td>Poultry</td> <td>All Poultry (breasts, whole bird, legs, thighs, wings, ground poultry, giblets, and stuffing)</td> <td>165</td> </tr> <tr> <td rowspan="2">Pork and ham</td> <td>Fresh pork, including fresh ham Rest time: 3 minutes</td> <td>145</td> </tr> <tr> <td>Precooked ham (to reheat) Note: Reheat cooked hams packaged in USDA-inspected plants to 140°F</td> <td>165</td> </tr> <tr> <td rowspan="2">Eggs and egg dishes</td> <td>Eggs</td> <td>Cook until yolk and white are firm</td> </tr> <tr> <td>Egg dishes (such as frittata, quiche)</td> <td>160</td> </tr> <tr> <td>Leftovers and casseroles</td> <td>Leftovers and casseroles</td> <td>165</td> </tr> <tr> <td rowspan="3">Seafood</td> <td>Fish with fins</td> <td>145 or cook until flesh is opaque and separates easily with a fork</td> </tr> <tr> <td>Shrimp, lobster, crab, and scallops</td> <td>Cook until flesh is pearly or white, and opaque</td> </tr> <tr> <td>Clams, oysters, mussels</td> <td>Cook until shells open during cooking</td> </tr> </tbody> </table>	Food	Type	Internal Temperature (°F)	Ground meat and meat mixtures	Beef, pork, veal, lamb	160	Turkey, chicken	165	Fresh beef, veal, lamb	Steaks, roasts, chops Rest time: 3 minutes	145	Poultry	All Poultry (breasts, whole bird, legs, thighs, wings, ground poultry, giblets, and stuffing)	165	Pork and ham	Fresh pork, including fresh ham Rest time: 3 minutes	145	Precooked ham (to reheat) Note: Reheat cooked hams packaged in USDA-inspected plants to 140°F	165	Eggs and egg dishes	Eggs	Cook until yolk and white are firm	Egg dishes (such as frittata, quiche)	160	Leftovers and casseroles	Leftovers and casseroles	165	Seafood	Fish with fins	145 or cook until flesh is opaque and separates easily with a fork	Shrimp, lobster, crab, and scallops	Cook until flesh is pearly or white, and opaque	Clams, oysters, mussels	Cook until shells open during cooking	<p>The dietary department will continue to ensure proper sanitation and safety standards are practiced as per the policy of the home.</p>	<p>Kitchen sink</p> <ul style="list-style-type: none"> Handwashing is one of the most important things you can do to prevent food poisoning. <u>Wash your hands for 20 seconds</u> with soap and running water. Scrub the backs of your hands, between your fingers, and under your nails. Wash fruits and vegetables before peeling. Germs can spread from the outside to the inside of fresh produce as you cut or peel. Do not wash raw meat, poultry, or eggs. Washing these foods can actually spread germs because juices may splash onto your sink or counters.
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<p style="text-align: center;">4 STEPS TO FOOD SAFETY</p>  <p>Thermometer Use a food thermometer to make sure food cooked in the oven or on the stove top or grill reaches a temperature hot enough to kill germs.</p> <p>Bacteria can multiply rapidly if left at room temperature or in the “Danger Zone” between 40°F and 140°F. Never leave perishable food out for more than 2 hours (or 1 hour if exposed to temperatures above 90°F).</p>		<p>Cutting board and utensils</p> <ul style="list-style-type: none"> • Use separate cutting boards, plates, and knives for produce and for raw meat, poultry, seafood, and eggs. • Clean with hot, soapy water or in dishwasher (if dishwasher-safe) after each use. <p>Clean: Wash your hands and surfaces often.</p> <ul style="list-style-type: none"> ▪ Germs that cause food poisoning can survive in many places and spread <u>around your kitchen</u>. ▪ Wash hands for 20 seconds with soap and water before, during, and after preparing food and before eating. ▪ Wash your utensils, cutting boards, and countertops with hot, soapy water. ▪ Rinse fresh fruits and vegetables under running water. <ul style="list-style-type: none"> • Keep your refrigerator at 40°F or below • Refrigerate perishable food within 2 hours. • Thaw frozen food safely in the refrigerator, in cold water, or in the microwave. Never thaw foods on the counter because bacteria multiply quickly in the parts of the food that reach room temperature. <p>Reference: http://www.cdc.gov/foodsafety/index.html</p>
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Focus	Specification	Process
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<p><i>Appendix B – The emergency menu</i></p>	<p>The emergency menu includes familiar and acceptable menu items. The first 3 days of the emergency menu will comprise of simple meals (1 choice option) with consideration to therapeutic modifications. (Menu will be reviewed annually and revised if necessary). The therapeutic menus provided include:</p> <ol style="list-style-type: none"> 1. Low potassium diet 2. Vegetarian and Lacto-Ovo vegetarian diet. The emergency menu is complaint to both vegetarian diets 3. Gluten free diet 4. Lactose-restricted diet 5. Puree diet <p>The detailed nutritional summary provides a clear overview of macro/micro nutrients generated per meal/day for each diet.</p> <p>*** Lacto-Ovo vegetarian diet omits meat, fish and poultry, but allow dairy products and eggs.</p>	<p>The on-call manager and or/ designate will print out copies of the menus and distribute them to each servery as needed.</p> <p>Pathway to retrieve the emergency menu from the P drive-</p> <ol style="list-style-type: none"> 1. P drive 2. Pandemic Preparedness folder 3. Pandemic- Dietary services folder 4. Emergency Menu with detailed nutritional analysis 5. Open/print menus and nutritional analysis if needed.
<p><i>Appendix C- Resident diet labels</i></p>	<p>The dietary department will follow the direction of the IPAC lead and Toronto public health for guidance to declare the home or home area in outbreak. If the home area wing (NORTH or SOUTH) or entire home area is on isolation due to a respiratory virus or gastroenteric virus, disposables will be used until the infected area is declared clear from the IPAC lead.</p> <p>If 6% of a home area is on isolation, resident meal tickets will be handed to the communication team (<i>refer to dietary</i></p>	<p>The on-call manager and or/ designate will distribute the resident diet labels to the designated servery in the morning to staff providing support with meal service.</p> <p>The pathway to retrieve the resident meal tickets labels from the P-drive-</p> <ol style="list-style-type: none"> 1. P drive 2. Pandemic Preparedness folder 3. Pandemic- Dietary services folder 4. Resident diet labels folder 5. Print diet labels

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	<p><i>services: meal service direction)</i> to ensure residents receive the correct diet.</p> <p>*** It is the responsibility of the FSM/FSS to update the resident diet labels quarterly from the start of the new year</p>	<ol style="list-style-type: none"> 6. Select the home area you would like to print 7. Enable editing 8. Mailing 9. Finish and Merge 10. Edit individual documents 11. Select All
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Appendix D- Food service supplier and emergency order	Our food and product service suppliers, Gordon Food Services and Flanagan’s, can deliver emergency orders from Monday - Friday. They will service orders on Saturdays, but the organization will have to coordinate with a courier service for delivery. Fresh produce, kitchen supplies, frozen meats, canned goods can be delivered to us within 24 hrs., provided that the FSM or FSS connects with the sales rep of both organization before 2:00 pm before the desired delivery date.	The FSM/FSS is responsible for connecting with the supplier and placing orders for products needed to ensure adequate supply of food and other products are in the home Emergency orders are placed by 2:00 pm. The products will be delivered the following day. Min \$500 product fee. If below \$500- \$40 shipping fee (Flanagan Services) Min \$500 product fee. If below \$500- \$9 shipping fee (Gordon Food Services)
Focus	Specification	Process
Appendix D- Emergency supply/storage of non-perishable food items and disposable supplies	<p style="text-align: center;">↓ ↓ ↓</p>	The on-call manager and or/ designate will distribute disposable kitchen supplies to the designated servery in the morning to staff providing support with meal service.

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Appendix D- Emergency supply/storage of non-perishable food items and disposable supplies						
Disposables 168 residents w/ 15% of population on modified diet (minced/pureed)	Average required per day	Units per case	Total number required for 3- day menu	Cases needed	Location 1	Location 2
Isolation trays (100/cs)	168x3= 504	100	1512	15	7	8 large storage room neighboring the laundry room
Foam containers for meals	168x3= 504	150	1512	10- 11	5	5 large storage room neighboring the laundry room
Paper plates 6" eco- friendly ** currently in our inventory.	168x3 = 504	1000	6048	7--8	4	4 large storage room neighboring the laundry room
3.25 oz portion cups	No specific requirement. Most snacks/desserts will be individually wrapped. Utilized as needed	2400	n/a	1-2	2	
3.25 oz portion cups lids	No specific requirement.	2400	n/a	1-2	2	

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Appendix D- Emergency supply/storage of non-perishable food items and disposable supplies						
Disposables 168 residents w/ 15% of population on modified diet (minced/pureed)	Average required per day	Units per case	Total number required for 3-day menu	Cases needed	Location 1	Location 2
8 oz paper cups (1000/cs)	168x 15= 2520 3 fluids options /meal + 2 hydration options between meals to ensure optimal hydration needs are being met.	1000	6048	7-8	4 Emergency storage room in main kitchen	4 large storage room neighboring the laundry room
8 oz lids for beverages	168x 15= 2520 3 fluids options /meal + 2 hydration options between meals to ensure optimal hydration	2000	6048	3-4	3 Emergency storage room in main kitchen	1 large storage room neighboring the laundry room

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	needs are being met.					
6 oz disposable bowls (cereal/soup)	168x2 =336	1000	1008	2	Emergency storage room in main kitchen	
6 pieces cutlery set	143x 3= 429	250	1287	5	Emergency storage room in main kitchen	
4-piece cutlery set (pureed) @ 15% of population on modified diets (Minced/Pureed)	25 x3= 75	250	225	1	Emergency storage room in main kitchen	
Napkins	n/a	60000	n/a	2-3	Emergency storage room in main kitchen	
Appendix D- Emergency supply/storage of non-perishable food items and disposable supplies						
Non-perishable/perishable food items (first 3 days)	Units per case	Cases needed	Location 1 MM	Location 2 MM (Storage room)		

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168 residents w/ 15% of and population on modified diet (minced/pureed)						
Spreads/Jams (Regular, diet, peanut butter)	200 packets/case	3	Emergency storage room in main kitchen			
Individually portioned (cereal, instant, cereal, cold)	108 packets/case	4	Emergency storage room in main kitchen	2		
Juice, Apple (Boxed)	12 units/ case	8	4 cases stored in emergency storage room in the main kitchen Emergency order with food service supplier GFS			
Juice, Individual boxed	32 units/case	8-10	4 case stored in emergency storage room in the main litchen Emergency order with food service supplier GFS			
Appendix D- Emergency supply/storage of non-perishable food items and disposable supplies						
Non-perishable/perishable	Units per case	Cases needed	Location 1	Location 2		

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food items (first 3 days) 168 residents w/ 15% of and population on modified diet (minced/pureed)						
Chicken pot pie	36 units/case	3	Walk-in Freezer			
Omelet	84 units/case	1	Walk-in- Freezer			
Instant mashed potato	12 units/case	3	Emergency storage room in main kitchen			
Chicken strips (cooked)	2 units/case	1	Walk-in-Freezer			
Vegetable chili (frozen)	3 units/case	1	Walk-in-Freezer			
Farfel	1 unit/case	1	Walk-in-Freezer			
Oriental stir fry (purchased)	5 units/case	1	Walk-in-Freezer			
Meatloaf	8 units/case	3	Walk-in Freezer			
Frozen vegetables	4 units/case	2		MRR Walk-in Freezer		
Individually portioned ice cream / lime sherbet	24 units/case	9	Emergency order with food service supplier GFS			
Purchased coleslaw	1 unit/case	2	Emergency order with food service supplier GFS			
Decaf Coffee (instant) Nescafe	480 packets	3	Emergency storage room in main kitchen			
Tea	960 packets	1	Emergency storage room in main kitchen			

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Individually portioned snacks (puddings/cookies, fruits)	12-48 units/case	2-3 cs of each item	Emergency storage room in main kitchen			
Canned food items (salmon, tuna, bean mix, beets)	6 units/case	1	Emergency storage room in main kitchen			
Vegetable Lasagna	4 units/case	1	Walk-in Freezer			