

Coronavirus COVID-19

KEEPING YOU, YOUR RESIDENTS
AND STAFF HEALTHY WHILE
DELIVERING SAFE,
HIGH-QUALITY FOOD AND
DINING SERVICES

Nutritious
Lifestyles®



Nutritious Lifestyles is committed to partnering with our clients and vendors to help keep our residents and care partners healthy.

Objectives

- Reduce risk of spread of disease
- Educate all on how to how to keep employees and residents safe
- Reduce liability of survey risks- “special focus surveys”
- Provide support, resources, polices, education and in-services for staff.

The Facts

COVID-19 is like a flu for healthy adults and young people

Most COVID-19 positive healthy patients recover with only mild flu symptoms

CDC facts regarding virus transmission and symptoms

Person-to-person spread

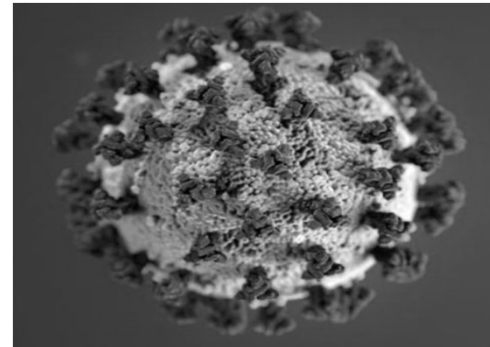
- Close contact with one another
- Respiratory droplets produced when an infected person coughs or sneezes
- Most contagious when most symptomatic
 - Possible to spread before people show symptoms

From contact with infected surfaces or objects

- By touching surface or object that has the virus on it and then touching their own mouth, nose, eyes

Symptoms

- May appear 2 – 14 days after exposure
 - Fever
 - Cough
 - Shortness of breath



No evidence at this time that COVID-19 is transmitted through food.

Proper food sanitation is key!!

Who is at risk for negative outcomes, such as severe illness and increased mortality?



- Elderly
- Infants, toddlers
- Immunocompromised
- Malnourished
- Chronic disease

Our Populations



Vital Keys to Keeping Residents & Staff Healthy:

- Work with your team & NLS to review and implement all infectious disease policies and ensure staff is educated, in-serviced and compliant.
- Follow guidelines set by CMS/CDC, your companies and state agencies to ensure the safety of your residents and staff. Check websites daily.
- Attend webinars to obtain the latest information.
- Develop a proactive plan to keep employees and residents safe.

Steps to Keeping Our Staff Healthy

- Washing your hands thoroughly with soap and water or using an alcohol-based hand sanitizer (60%).
- Avoid touching your face, nose or mouth.
- Properly covering your nose and mouth with a single-use tissue or your sleeve when you cough and sneeze. Sneezing into your sleeve.
- Staying home from work if you're not feeling well, whether you think you have something extremely contagious or not. General practice.
- Clean and disinfect all surfaces that are frequently touched.
- Keep a safe distance—social distancing.



Spray and wipe down equipment with sanitizing agents after each use



Use the above practices at home and to and from work to help keep you safe and healthy.



If you think you have been exposed or have been
with someone exposed,
14-day self quarantine (same for your staff).

FSDs/CDMs monitor employees for s/s of illness
and send home as needed.



Frequent Handwashing a Must for the Food Service Care Partner:



- After using the bathrooms.
- Before and after handling raw meat, poultry and fish
- Any time they touch their hair, body or face along with aprons.
- Coughing, sneezing or using a tissue.
- When returning into the kitchen from smoking, eating, or breaks.
- Taking out garbage and removing trash.
- Wiping tables or bussing dirty dishes.
- When changing gloves.
- After touching anything that could contaminate hands, such as equipment.
- Visiting the dining room or halls or speaking with a resident(s)

Inspect, Do Not Expect



Monitor Hand Washing Procedures in the Foodservice and Dining Areas

Make sure all hand washing stations are equipped with following:

- Hot and cold running water
- Hand-cleaning liquid, powder, or bar soap
- Individual, disposable towels, a continuous towel system that supplies clean towel, or heated-air hand drying device
- Receptacle for disposable towels
 - Preferably a foot-pedal trash can
- Sign indicating employees must wash hands before returning to work

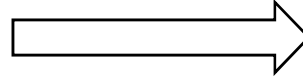


Train on and visibly post bilingual handwashing protocols

Steps:

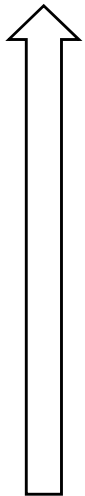
- Wet hands and exposed arms with hot water at least 100°F
- Apply soap
- Scrub hands, exposed arms and fingernails for a minimum of 20 seconds, being sure to apply a vigorous friction
- Rinse hands and exposed arms thoroughly under hot running water
- Dry hands and arms with paper towel
- Turn off faucet with paper towel to avoid contaminating hands then discard towel

Nourishment Room

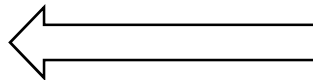


Dining Room

Post Signs Near All Handwashing Sinks



Bathrooms



Kitchen



When visiting a resident or dining area...

Follow the facility's infection control, isolation and sanitation control policies

Wash hands or use hand sanitizer (60% alcohol) before entering and exiting patient/resident, kitchen and dining rooms



Prevention

- Employees who present with signs of any illness are not to work in any area of the kitchen in any capacity
 - Send home immediately
 - May return to work when fever-free for at least 24 hrs.
 - If exposed or show s/s, self quarantine for 14 days
- Cross-trained to perform additional job responsibilities in even of emergency
- Follow general sanitation guidelines from CDC, federal, state food code as they apply.

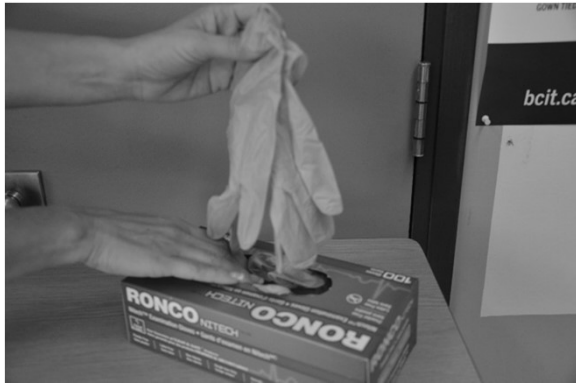


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Monitor Proper Glove Usage

Gloves are not substitute for thorough and frequent hand washing

Do not store gloves in pockets or aprons



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Change gloves:

- Between each food preparation task
- After touching items, utensils, equipment not related to task
- After touching hair, face or any other source of contamination
- When leaving food preparation area for any reason
- When damaged, soiled or interrupted
- Every hour for all tasks taking longer than one hour
- After touching dirty dishes
- Wash hands when changing gloves

Daily Steps to Promote Employee & Resident Wellness

- Implement and monitor compliance of infection control PPM
- In-service on new policies
- Train, monitor, inspect and retrain daily
- Adjust your plan daily as conditions change and new data posted

**Complimentary Tools from Nutritious Lifestyles
to keep you, your team and residents healthy
and food sanitary.**

Sample Policy

Policy: Kitchen Sanitation to Prevent the Spread of Viral Illness **Policy Number:** 04.001b

Approved by: Misti Odefey MS, RDN, LD

Date Approved: 3/3/20

Date Revised:

Policy: The Nutrition & Foodservice employees of the facility will practice good sanitation practices in accordance with the state and US Food Codes in order to minimize the risk of cross contamination and potential illness such as influenza and COVID-19.

Procedure:

1. Employees who present with signs of illness are not to work in any area of the kitchen in any capacity that may result in transmission to other employees. Employees with signs of illness are recommended not to go work and/or return to work until they are fever free for at least 24 hours (100.4° F).
 - a. Signs of COVID-19 (coronavirus) include: fever, cough, shortness of breath, and fatigue.
 - b. Signs of influenza (flu) include: fever, muscle aches, chills, cough, and sore throat.
2. If the Nutrition & Foodservice Manager suspects that an employee is ill, the employee should be sent home immediately to avoid cross-contamination and spread of illness in the facility.
3. Employees should be cross-trained to perform additional job responsibilities in the event of an emergency situation.
4. Employees should follow general sanitation guidelines from the Center of Disease Control (CDC) and the state food code when working in the NFS department.
 - a. Employee Cleanliness Requirements
 - i. All employees must wear clean outer clothing.
 - ii. Employees will not eat or drink in food storage and preparation areas, or in areas containing exposed food or unwrapped utensils, or where utensils are cleaned or stored.

Sample In-service

General Cleaning and Sanitation

Learning Objectives:

Upon completion of this in-service, the participant will be able to understand the role of planning, training and implementation to maintain standards and cleanliness.

General Information

A clean working environment is essential to good sanitation practices. Sanitation practices involve both cleaning and sanitation.

Cleaning is the physical removal of soil and food matter from a surface. Cleaning involves two steps:

- Washing with a detergent solution
- Rinsing with water.

The basic standards of cleanliness can be achieved through careful planning and management.

Basic requirements include the following:

- All work and storage areas are kept clean, well-lighted, free from dust and in good condition.
- All pipes are covered with a false ceiling or removed.
- All walls, floors and ceilings are cleaned thoroughly.
- Hoods and ventilation systems are cleaned regularly.
- All equipment and surfaces are washed, rinsed and sanitized after each use to prevent cross contamination.
- Surfaces that do not come in contact with food are cleaned as often as needed to prevent an accumulation of dust, dirt, food particles and food debris.
- A ready supply of hot water is always available (120°F, check state regulations).
- Adequate lighting (at least 30 foot-candles of light) is provided for all food production areas, equipment and ware washing areas.
- All lighting fixtures over food storage, preparation of serving areas have protective shields to prevent glass from broken light bulbs from falling into food.
- Procedures are in place to control rodents and insects.
- Tight-fitting and self-closing windows.
- Adequate screening or controlled air currents to protect openings to the outdoors.
- Adequate number of insect-proof, rodent-proof, and fireproof containers for garbage and refuse disposal are available, kept covered and cleaned frequently.

FNS Department Corona Virus (COVID-19) Inservice

Overview of Corona virus:

How it spreads:

- Person-to-person spread
- Close contact with one another
- Respiratory droplets produced when an infected person coughs or sneezes
- Most contagious when most symptomatic
Might be possible to spread before people show symptoms
From contact with infected surfaces or objects
- By touching surface or object that has the virus on it and then touching their own mouth, nose, eyes

Symptoms

- May appear 2 – 14 days after exposure
 - Fever
 - Cough
 - Shortness of breath

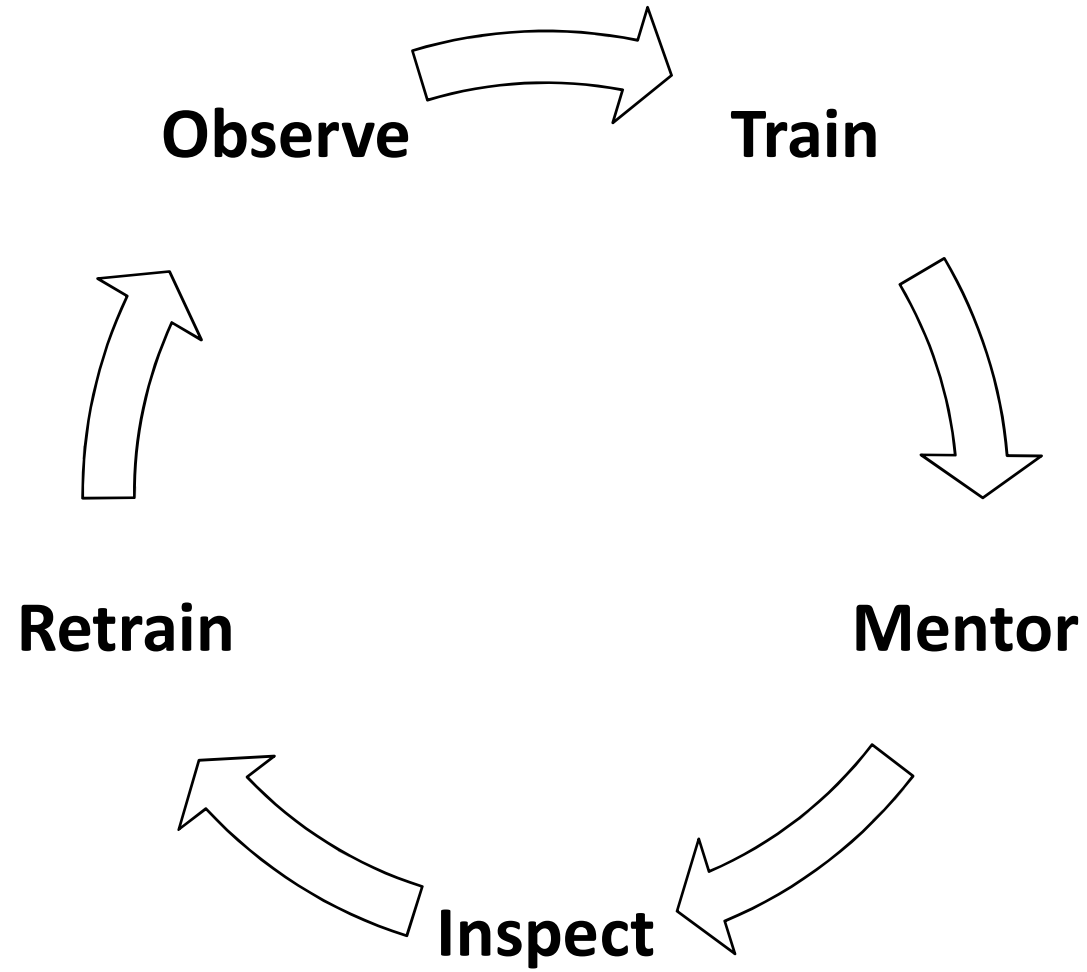
Risk for severe illness greatest in:

- Elderly
- Chronic diseases Immunocompromised

Prevention:

1. For your safety and the resident's safety, employees with signs of illness are recommended not to go work and/or return to work until they are fever free for at least 48 hours (100.4° F).
2. Review proper handwashing and glove use protocol. See attached handwashing poster
 - a. Hand washing
 - i. Employees must wash their hands and exposed portions of their arms at designated hand washing facilities at the following times:
 - After touching bare human body parts other than clean hands and clean, exposed portions of arms;
 - After using the toilet room;

Sample In-service



Keeping Your Staff & Residents Virus Free

- Enter via assigned door.
- Keep social distance when interacting with staff and residents.
- Do not touch residents or staff and wash your hands frequently. Nodding your head or waving to greet people is the new norm.
- Be conscious of your actions, surroundings and peers

Reducing the Risk of COVID-19 in Communal Areas and Highly Frequented Areas

- Increase sanitation efforts
 - Dining rooms-tables and chairs. Remove centerpieces and salt/pepper shakers.
 - All silverware should be individually wrapped.
 - Mop floors with sanitary agent.
 - Sanitize food carts, including handles etc.
- Remove restaurant style menus
- Go to a POS system

Implement Risk Reduction & Infection Control Techniques

- Discontinue use of Coffee Service, Flavored Waters and Homemade Cookies on a platter at your entrance. Use a Call Service to provide items upon request.
- Ensure that your residents' snacks are portion-packed and individually wrapped.
- Use single-service disposable cups for fluid pass. Discontinue the refillable beverage containers.



Dining & Meal Service

- Limit communal dining if possible
- Provide room service to as many residents as possible.
- If a resident needs assistance or must be brought to the dining room, follow sanitation protocols and social distancing of 6 feet apart from one another. Space tables.
- Do not position residents facing each other.
- Wear a mask or gown if the resident is coughing.
- Follow proper handwashing procedures and use hand sanitizer between each resident.
- Follow the facility's policy for Care of COVID-19 Positive Residents' Isolation



Implement Kitchen & Dining Sanitation and Policies to Prevent the Spread of Viral Illness

Policy: The Nutrition & Foodservice employees of the facility will practice good sanitation practices in accordance with the state and US Food Codes in order to minimize the risk of cross contamination and potential illness such as influenza and COVID-19.

Procedure:

1. Employees who present with signs of illness are not to work in any area of the kitchen in any capacity that may result in transmission to other employees. Employees with signs of illness are recommended not to go work and/or return to work until they are fever free for at least 24 hours (100.4° F).
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 - b. Signs of influenza (flu) include: fever, muscle aches, chills, cough, and sore throat.
2. If the Nutrition & Foodservice Manager suspects that an employee is ill, the employee should be sent home immediately to avoid cross-contamination and spread of illness in the facility.
3. Employees should be cross-trained to perform additional job responsibilities in the event of an emergency situation.
4. Employees should follow general sanitation guidelines from the Center of Disease Control (CDC) and the state food code when working in the NFS department.
 - a. Employee Cleanliness Requirements
 - i. All employees must wear clean outer clothing.
 - ii. Employees will not eat or drink in food storage and preparation areas, or in areas containing exposed food or unwrapped utensils, or where utensils are cleaned or stored.
 - b. Hand washing
 - i. Employees must wash their hands and exposed portions of their arms at designated hand washing facilities at the following times:
 - After touching bare human body parts other than clean hands and clean, exposed portions of arms;

Policy: Dining for Restricted Communal Activities

Policy: The facility will provide appropriate and adequate meal service during times where communal dining is restricted.

Procedure:

1. The dining room will be closed all meals during restricted time periods and residents will be served in their rooms.
2. Resident food and beverage preferences are to be honored as possible when served in their rooms. Residents will be provided a copy of the always available menu in their rooms and instructed on any additional food items available that meal. If the resident dislikes their meal an additional meal option should be offered.
3. Meals are to be served on dishware, not disposables, unless the resident has an order for isolation. If an order for isolation from the physician is written, meals would then be sent per the facilities isolation policy.
4. Residents who need assistance are to be provided individual help and encouragement. Additional staff may be needed at meals for one staff member to feed each resident. If residents are determined to be at choking risk, they need to be placed in an area where they can be monitored during each mealtime. Staff are encouraged to adjust meal times as needed to ensure that all residents are assisted and all residents are receiving meals at appropriate temperatures.
5. Appropriate hand hygiene will be practiced during the passing of meal trays. Nursing staff will sanitize hands between assisting each resident. Dietary staff should not enter the resident rooms to assist with set up or feeding residents during their food service shift to avoid cross contamination.
6. Residents will be offered hydration and additional food items/snacks as per the regular facility policy.

Safety Guidelines for Mealtimes

- If possible, meals should be served on dishware, not disposables.
- All food and beverages to be fully covered during transport.
- If residents are at a choking risk, they need to be placed in a common area where they can be helped and spaced six (6) feet or more apart. Staff are encouraged to adjust mealtimes to ensure all residents are assisted.
- Appropriate hand hygiene will be practice during the passing of meal trays. Sanitize hands between assisting of each resident.
- Recommendation- dietary staff should not leave the kitchen to avoid cross-contamination.

Safety Guidelines for Mealtimes, cont.

- Staggered mealtimes so residents in area can remain at least six (6) feet or more from others. Limit amount of residents sitting at one table and ensure they are not facing each other.
- For residents that need assistance, follow proper hand hygiene with at least hand sanitizer each time when switching assistance between residents.
- Resident food and beverage preferences to be honored as much as possible and if a resident dislikes a meal an additional meal option should be offered, “always available”
- All tables, chairs, counters, beverage stations and surfaces should be cleaned and sanitized between meal schedules.

Steps to Continue Quality Food Service

- Look and adapt menu for more convenience type items to ease burden if staff is light.
- Resort to emergency menu.
- Discuss substitutions and alternatives with RDN.
- Cross-train staff to be able to handle different functions daily.
- May need to use disposable service ware, ensure that there are enough trash containers in use.
- Update staff as procedures change.

Alter Menu if Short of Staff- Example:

Heavy Production Meal

Meatloaf

Tossed Salad with Dressing

Buttered Baked potatoes

Corn Muffins

Apple Pie

Light Production Meal

Lasagna

Green Beans Almandine

Garlic Bread

Oreo Chocolate Pudding with
Whipped Topping

Contact your food vendor.
Many are offering a 14 day convenience menu.

Keep adequate emergency menu and water inventory in stock per state regulations



Reducing Risk of Viral Transmission to Foodservice Partners

- If possible, work with vendors to receive deliveries once weekly.
- Follow proper protocols for deliveries and ensure that stock is handled in a safe, timely manner.
- Have stock dropped off by the back door and brought in by the dietary staff.
- Continue relationships with vendor/sales representatives to help handle and problems.

Keep Kitchen Surfaces Virus Free and Sanitary

- Use approved chemicals at the right ppm:
 - Quat—in general 200-400 ppm
 - Chlorine or Bleach—in general 50-100 ppm
- Clean and sanitize all utensils and equipment:
 - Between raw and cooked foods
 - When changing tasks
 - After 4 hours of continued use and more frequent when appropriate

Reducing Bacterial & Viral Exposure to Residents and Staff

- Maintain restricted access to kitchen and dining area
- Sanitizer buckets at appropriate concentration should be used to sanitize all food preparation surfaces
 - Water changed when dirty or when concentration falls
- Monitor weekly cleaning checklists
- Keep hot foods hot, cold foods cold
- Dish machine and 3-compartment sink must be operated at appropriate temperature and chemical level
 - If unable to maintain temperature and chemical level, serve on disposables until machine repaired





FSD/CDM frequent sanitation walkthroughs



Sample Daily Kitchen Walk Through

Daily Kitchen Walk Through

Staff Sanitation:	Yes	No	Comments:
Kitchen Staff does NOT leave the kitchen			
Non-Dietary Staff does NOT enter the kitchen			
Hairnets and beard guards worn by staff			
Proper glove use by all staff			
Good hygiene practices by all staff			
Staff washing hands when entering kitchen and between tasks			
No staff belongings in kitchen i.e. phones/purses/keys			
No personal beverages/food in kitchen			
Soap and paper towels available at handwashing sinks			
Staff free of signs and symptoms of illness			
Dry Storage:	Yes	No	Comments:
All foods covered, labeled and dated			
Expired items tossed			
Coolers:	Yes	No	Comments:
All foods covered, labeled and dated			
Expired items tossed			
Temperature logs completed and within normal limits			
Freezers:	Yes	No	Comments:
All foods covered, labeled and dated			
Expired items tossed			
Temperature logs completed and within normal limits			
Trayline:	Yes	No	Comments:
Food temperatures logs are complete and within normal limits			
Staff utilizing utensils for handing ready to eat foods			
Trayline clean, sanitized and free of debris			
All food & beverage items fully covered during transport			
Sanitizing:	Yes	No	Comments:
Dish machine logs are complete and within normal limits			
FSD to check dish machine temps & PPM. Ensure enough chemicals on hand.			
3-compartment sink logs are completed and within normal limits			
Sanitation buckets in use and at proper PPM, and frequently replenished			
Prep areas cleaned/sanitized between tasks			
Kitchen Cleanliness:	Yes	No	Comments:
Equipment clean			
Cleaning schedules are followed and signed-off			
Floors clean and free of debris			
Trash cans with lids			
Dumpsters lids closed and plugs in place			

Meal and Dining Observations

“Inspect”



Keep Our Residents Hydrated and Nourished!

Malnutrition/Dehydration Reduces Immunity and
Increases Viral Infection Risks!

Monitor for Hydration & Nutrition Risk

- Proactive approaches
- Monitor for eating/drinking less
- Address weight losses ASAP
- Evaluate hydration
- Keep extra beverages on inventory
- Keep emergency menu and water well stocked
- Keep hydration carts functioning
- Keep adequate disposal
- Take frequent weights
- Monitor poor intakes
- Immediate intervention for poor food and fluid intakes



Monitor, Inspect & Correct Daily

- Use NLS RDN's, NDTRs and CDMs as resource, in-services, support and tools
- Follow daily kitchen checklist.
- Re-educate staff, provide guide and support, “eyes on”
- Cross-train kitchen employees so they can perform different tasks in the kitchen.
- Follow proper hand hygiene when breaking down carts/trays after arriving back from units. Wash hands after.
- Frequent handwashing

Nutritious Lifestyles is
here to support our
clients, residents
and staff



TEAMWORK = SUCCESS



**Reach out to your RDN and our office as
needed for support**

Call Toll Free 877-894-0401

Thank You and Questions?

Janet S. McKee, MS, RDN, CSG, LD/N, DAPWCA
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&

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Visit the CDC and CMS websites:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

<https://www.cms.gov/medicareprovider-enrollment-and-certificationsurveycertificationgeninfopolicy-and/qso-20-14-nh.pdf>