Health Care DINICES

A Workbook for Employee Training

Level I

Health Care Dining Service

A Workbook for Employee Training

Level I

Written by Wayne Toczek
Edited, and formatted by Ari Sutton



A Product of Innovations Services 102 Parsons St. Norwalk, OH 44857 419-663-9300 http://innovaservices.info Copyright 2009

Table of Contents

Introduction	Test your Knowledge	Page 1
Chapter 1	Hand Washing and Personal Best	Page 5
Chapter 2	Surviving the State Survey	Page 11
Chapter 3	Healthcare Dining Basics	Page 28
Chapter 4	A Refresher Course	Page 53
Chapter 5	Your Final Exam!	Page 61
Appendix	Answer Key	Page 65
Acknowledgments	About Us	Page 66

Test Yourself!

Right & Wrong

True or False 1. Always grab utensils, such as a scoop, by the handle. 2. It is not necessary to always handle stemmed glassware by the bottom. 3. It is OK to leave the flour scoop in the flour. 4. Always wash food, even if you wash it in the hand sink. 5. Jewelry, long nails, and rings are OK if worn in moderation. 6. Never towel dry pans; always tilt them on a wire shelf! 7 F

Multiple Choice

Please circle your answer

- 7. When loading the dish tray you should place larger dishes:
 - a. In front of small dishes
 - b. In back of small dishes
 - c. On the outside of the tray
 - d. In your arms

- 8. When putting food away after usage you should always
 - a. Roll the bag tight
 - b. Write the name and date on the bag
 - c. Shake the bag
 - d. Both a and b

- 9. The garbage can lid should be
 - **a.** Attached by a cord and covering the can
 - **b.** Attached by a cord and hook
 - **c.** On the floor next to the can
 - **d.** Half off for easy access

- 10. Keeping an open bag on the shelf is
 - a. Always ok
 - **b.** Never ok
 - c. Ok as long as it's not perishable
 - d. Ok as long as it's dated

- 11. When serving food from a steam table
 - **a.** Use utensils
 - **b.** Use gloves
 - c. Use gloves and utensils
 - **d.** Use both hands

- 12. With regard to jewelry and hands
 - **a.** One ring is OK as long as it's discreet
 - **b.** A small bracelet is OK
 - Nail polish is OK as long as it's not red
 - **d.** None of the above

Chapter 1: Hand Washing and Personal Best

Before beginning this chapter, review the poster entitled *The Wrong Way and Right Way.* The poster will introduce safe serving procedures that must be followed in order to prevent spreading germs to your fellow employees or customers. You must understand these procedures. This is a review of the information provided in the presentation with some questions that will show you and your employer whether you understand these procedures.

Quiz 2 – Handling Dinnerware

1. When handling utensils, you should

- a. hold the utensils from the service area.
- b. hold them randomly.
- c. touch only the handle part of the utensil.
- d. none of the above.

2. The rim of a dinner plate

- a. should be used to balance the plate when holding it from the bottom.
- b. is the farthest towards the service area of the plate you should touch.
- c. is where you should begin grasping the plate
- d. a and b

3. Multiple cups and glasses

- a. should be carried by stacking them.
- b. should be carried by inserting your fingers in them.
- c. should be carried on a tray.
- d. all of the above

4. It is never ok to

- a. handle the service end of a utensil.
- b. put your fingers inside a glass.
- c. handle ready to eat food with you bare hands.
- d. all of the above

Chapter 2: Surviving the State Survey

What Should I Do and What Should I Say?



Understanding the State Survey Process and Your Responsibility During the Survey

The Rule: Do it right...even when no one is looking!!

Fact: Surveyors work all hours of the day...

even weekends.

What is a Survey?

From time to time your community will be surveyed by state and local agencies to assure that you are complying with food safety and resident care regulations. The local health department issues the license needed to operate a food service facility serving the public and will focus on food safety and compliance with the food code. The state health department issues the license needed to operate a community that provides all aspects of care to a highly susceptible population and will conduct a much broader survey which includes food safety but will also look at all aspects of food service as well as nursing care, quality of life, etc. There are similarities and differences in what each agency is looking for when they visit your community.

Local Health Department

- Food safety inspection completed by a sanitarian
- Usually takes 1-2 hours depending on size and number of service points in your operation
- Surveys every food service operation in its area of responsibility 2-4 times per year
- Entire survey is based on compliance with Food Code only

State Health Department (Dining Services Survey)

- Survey may be completed by a nurse, social worker, dietitian or sanitarian working as part of a team
- Surveys for compliance with Food Code, food quality,
 AND compliance with state and federal regulations pertaining to nutrition care of residents
- Usually takes 3-5 days depending on size of community
- Surveys approximately once per year (see Survey Window later in this chapter)
- Complaint surveys at any time as indicated by volume and type of complaint
- Dining Services survey is only one component of the state survey

Did you know 10% of all community surveys must be on the weekend and off-hours?

It is important to understand the needs of your clients. Some people, due to their health conditions or stage of life, are more susceptible to food-borne illness. Those people include:



- Older people
- Children
- People with compromised immune systems
- Pregnant women

According to the National Center for Disease Control (http://www.cdc.gov/ncidod/diseases/food/index.htm), "CDC estimates that 76 million Americans get sick, more than 300,000 are hospitalized, and 5,000 people die from foodborne illnesses each year." Considering the numbers, it is understandable why the state agencies are concerned about the prevention of food-borne illness in communities.

Who Participates in the Survey?

The team surveying your community will typically include a registered nurse, a social worker, a sanitarian, and perhaps, a dietitian. There will be a team leader who serves as the point person for the team. By the same token, it requires the best effort of each member of the dining services team to survive the survey.

Portion Control

What is portion control? Portion control is a method used to ensure a uniform portion or amount of food that is served. It is based upon weights and measurements of food items.



Why is portion control important?

- Measuring recipe ingredients accurately results in consistently high quality food
- You will be less apt to run out of food before you finish serving the meal
- It improves customer satisfaction the people sitting at each table will have the same portion size of each menu item unless their specific menu or ticket requests otherwise
- The dietitian will be able to confirm that a resident's nutritional needs have been met if they have consumed all of the food served
- It helps keep costs in line



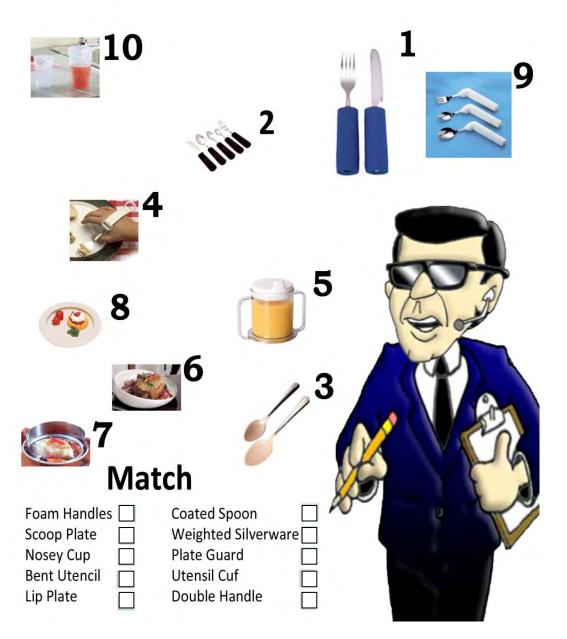
What determines correct portion size? A correctly sized portion must:

- ✓ Meet the nutritional needs of the residents
- ✓ Meet the minimum requirement for the community
- ✓ Meet federal and state regulations regarding food groups and portion size
- ✓ Consider the special needs of diabetics, calorie counts, and other special circumstances
- ✓ Be appropriate for the size of the dinner plate



Matching Game!

Choose the picture of the item that matches the description below:



Answer key is in the appendix.

Chapter 4: A Refresher Course

Refer to your Food Code!

Receiving and Storage

- Check temperature, expiration and use-by dates when receiving food
- Check the temperature of each storage area to make sure food is kept at 41°F or below if refrigerated or 0°F or below if frozen.
- Store cooked and ready-to-eat foods above raw foods in the refrigerator to avoid cross-contamination.
- Store large amounts of thick food, such as soup, stews, and casseroles, in shallow pans with a product depth of no greater than 2 inches.
- Rapidly cool foods by proper methods before refrigerating to prevent bacteria growth and avoid raising temperature of units and endangering other foods stored there.
- Use the FIFO method. Label and date product, and use food in the order in which it is received, first in, first out.
- Quickly move received items to proper storage. Do not leave them on the dock or in hallways.
- *Always* refer to your *state food code*.

Chapter 5: Your Final Exam!

What are the correct times to begin meal preparations in the kitchen		
for the following meals?		
Breakfast		
• Lunch		
• Dinner		
How many sanitizer buckets or spray bottles are in the kitchen? How do you know which are for cleaning and which are for sanitizing?		
How often are they changed?		
How do you test the level of sanitizer?		
1461		
With what?		
How long?		
• Why?		
What do you use for cleaning?		
What is the sanitizing chemical called?		

certificate of completion This is to certify that

Has successfully completed

Health Care Dining Service Training

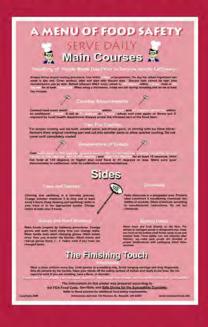
Date: ____

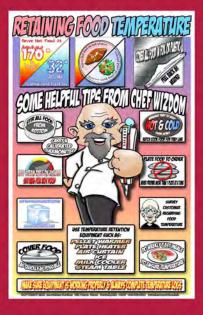
Awarded by:



POSTERS FEATURED IN THIS WORKDOOK









Contact
Innovations
Services to
for Purchase
Information





