

# COMPETENCIES FOR FOOD AND NUTRITION SERVICES EMPLOYEES

The following checklists are intended to verify that individual employees have met the competencies and skill sets listed to carry out the functions of the facility's Food and Nutrition Services department. Tasks and competencies should be reviewed to ensure that the facility's specific protocols and operational procedures are addressed.

Each line item should be verified by a staff member knowledgeable and/or responsible for the competency. Information must be reflective of the facility's resident population as appropriate.

## GENERAL/ALL STAFF FOODSERVICE PRACTICES

Department: Food and Nutrition Services

Employee's signature: \_\_\_\_\_ Date: \_\_\_\_\_

**The employee referenced above has completed the critical skills successfully.**

Reviewer's signature/title: \_\_\_\_\_ Date: \_\_\_\_\_

**§483.60(a) Staffing** The facility must employ sufficient staff with the appropriate competencies and skills sets to carry out the functions of the food and nutrition services department, taking into consideration resident assessments, individual plans of care and the number, acuity and diagnoses of the facility's resident population.

### Infection Control Practices/Employee Hygiene

- Practices appropriate hand hygiene and glove use when necessary during food preparation activities, such as between handling raw meat and other foods, to prevent cross-contamination
- Employs hygienic practices (e.g., not touching hair or face without hand washing) before and during food handling
- Properly washes hands with soap and water to prevent cross-contamination (i.e., between handling raw meat and other foods)
- Properly washes hands before serving food to residents after collecting soiled plates and food waste
- Uses hair restraints and beard guards properly
- Follows facility practice for dealing with employees who come to work with symptoms of contagious illness (e.g., coughing, sneezing, nausea, fever, vomiting) or open wounds
- Covers open sores, cuts, or splint/bandages completely when handling food
- Knows the causes of foodborne illnesses and infections, their characteristics, and the most commonly infected items
- Prevents eating surfaces of dishware from coming in contact with staff clothing
- Handles cups/glasses on the outside of the container; and knives, forks, and spoons by the handles
- Practices appropriate hand hygiene after direct contact with resident's skin or secretions
- Demonstrates understanding of infection control precautions per facility's policy/Infection Preventionist

## **GENERAL/ALL STAFF FOODSERVICE PRACTICES**

### **Department: Food and Nutrition Services**

#### **Safety and Disaster Preparedness**

- \_\_\_ Knows and enforces the facility's written policy regarding food brought in by family or visitors
- \_\_\_ Demonstrates principles of creating and maintaining a safe work environment
- \_\_\_ Knows procedures for the use of fire extinguishers and/or fire-extinguishing systems appropriate for each type of fire
- \_\_\_ Understands the safety standards for using equipment and maintaining facilities
- \_\_\_ Knows procedures for reporting accidents and injuries
- \_\_\_ Knows procedures when handling utensils to prevent cuts and burns
- \_\_\_ Ensures safety of facility floors, aisles, and walkways by eliminating factors that can cause trips and falls
- \_\_\_ Demonstrates procedures for lifting and moving objects to prevent muscle and back injuries
- \_\_\_ Maintains a system for labeling and storing all chemicals and other hazardous materials in compliance with all local and state laws
- \_\_\_ Follows all manufacturers' instructions for the proper use and care of equipment to prevent injuries, such as burns, cuts, etc.
- \_\_\_ Ensures that procedures for all facility-wide drills are followed per disaster planning protocols
- \_\_\_ Understands and demonstrates knowledge of action in case of a tornado, fire, internal disaster, evacuation, bomb threat, security incident, chemical spill, or utility failure

#### **Abuse and Resident Rights**

- \_\_\_ Knows and follows facility's abuse reporting for all types of abuse situations (resident to resident, staff to resident, verbal and physical)
- \_\_\_ Respects and appreciates individual differences and the residents' rights to refuse treatment/cares
- \_\_\_ Speaks with residents politely, respectfully, and communicates personal information in a way that maintains confidentiality
- \_\_\_ Honors resident's preferences when providing drinks and other fluids

#### **Compliance and Ethics**

- \_\_\_ Understands, supports, and demonstrates commitment to facility's mission statement
- \_\_\_ Promotes an atmosphere for cooperation between the kitchen staff and other departments within the facility's organizational framework
- \_\_\_ Understands and supports facility's compliance and ethics programs
- \_\_\_ Takes personal responsibility for interacting with coworkers and customers in an honest, ethical, and fair manner

**NUTRITION AND MENU PLANNING**  
**Department: Food and Nutrition Services**

Employee's signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**§483.60 Food and Nutrition Services** The facility must provide each resident with a nourishing, palatable, well-balanced diet that meets his/her other daily nutritional and special dietary needs, taking into consideration the preferences of each resident.

**§483.60 (c) Menus and Nutritional Adequacy**

- \_\_\_ Understands that menus are developed and is prepared to meet resident choices including nutritional, religious, cultural, and ethnic needs while using established national guidelines and approved by an RDN
- \_\_\_ Communicates with RDN/CDM about any menu inconsistencies and modifications needing documentation
- \_\_\_ Understands and follows prescribed diet orders, menu spreadsheets and corresponding recipes
- \_\_\_ Appropriately interprets the portion sizes and serving utensils for all diets on the menu spreadsheet
- \_\_\_ Understands menu substitutions and use of nutritionally equivalent foods
- \_\_\_ Understands therapeutic diets and fluid restrictions and is able to follow menu spreadsheets, recipes and written orders for corresponding diet/restrictions
- \_\_\_ Prepares appropriate quantity of food based on menu spreadsheets
- \_\_\_ Monitors portion sizes of meal components served to patients to ensure that meals are nutritionally adequate
- \_\_\_ Provides required substitutions or modifications in meals for patients whose special needs restrict their diets
- \_\_\_ Understands importance of providing adaptive equipment to residents as required

## FOOD PREPARATION

### Department: Food and Nutrition Services

Employee's signature: \_\_\_\_\_ Date: \_\_\_\_\_

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#### **§483.60 (i) Food Safety Requirements**

- (1) Food prepared by methods that conserve nutritive value, flavor, and appearance,
- (2) Food and drink that is palatable, attractive and at a safe temperature.

- \_\_\_ Implements rules of safe practice for handling and discarding of leftover foods
- \_\_\_ Keeps daily temperature records of the equipment and food as dictated by the supervisor, noting deficiencies and corrections
- \_\_\_ Ensures process for maintaining food at the proper temperature at all times during freezing, thawing, preparation, holding, and serving
- \_\_\_ Ensures preparation of food combinations that add visual appeal and variety to a menu (e.g. garnishes)
- \_\_\_ Works with supervisors to plan menus for or around special occasions and holidays
- \_\_\_ Demonstrates ability to recognize food quality, palatability and appearance.
- \_\_\_ Demonstrates thickening of drinks to these consistencies: nectar, honey and pudding
- \_\_\_ Appropriately identifies menu portion sizes and serving utensils
- \_\_\_ Cooks food adequately to required internal temperatures for potentially hazardous foods
- \_\_\_ Uses thermometers correctly to check food temperatures and sanitizes appropriately after use
- \_\_\_ Checks and records temperatures prior to service
- \_\_\_ Demonstrates knowledge of proper cooking temperatures for foods i.e. DANGER ZONE range and implements corrective action as needed
- \_\_\_ Assures that hot foods are held at 135° F or higher, after they are heated to a minimum internal temperature
- \_\_\_ Checks to make sure cold foods are held below 41° F
- \_\_\_ Ensure that leftovers are reheated rapidly to 165° F in 2 hours
- \_\_\_ Uses rapid cooling methods to achieve 135° F to 70° F in 2 hours, and 70° F to 41° F in 4 additional hours
- \_\_\_ Knows time and temperature relationships associated with microbiological safety, appearance, and palatability of food
- \_\_\_ Labels, dates, and stores all food items correctly and in a timely manner
- \_\_\_ Demonstrates procedure for preparing modified consistency diets (e.g. pureed, mechanical soft) and correct portion sizes
- \_\_\_ Honors resident preferences making a reasonable effort to meet those needs
- \_\_\_ Ensures service is on time with minimum waiting and without food shortages

**FOOD SANITATION AND SAFETY**  
**Department: Food and Nutrition Services**

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**§483.60(i)(1)** Procure food from sources approved or considered satisfactory by federal, state or local authorities.

**§483.60(i)(2)** Store, prepare, distribute and serve food in accordance with professional standards for food service safety.

- \_\_\_ Stores raw and cooked foods separately
- \_\_\_ Practices the first-in, first-out method of inventory rotation
- \_\_\_ Keeps the refrigerator/freezer clean
- \_\_\_ Wraps, dates, and labels all foods properly
- \_\_\_ Takes and records temperatures daily, and takes corrective action, as appropriate
- \_\_\_ Assures that thermometers are visible and accurate
- \_\_\_ Stores food 6" off the floor and 18" from the ceiling
- \_\_\_ Stores chemicals away from food and other food-related supplies
- \_\_\_ Keeps food stored in proper containers
- \_\_\_ Assures that dry storage temperatures are between 50° F and 70° F
- \_\_\_ Clears area of debris, and keeps area clean
- \_\_\_ Uses three-compartment sink appropriately
- \_\_\_ Uses appropriate equipment and supplies to evaluate the safe operation of the dish machine and the washing of pots and pans (e.g., maximum registering thermometer, appropriate chemical test strips, and paper thermometers)
- \_\_\_ Documents mechanical and manual ware-washing parts-per-million (ppm) temperatures
- \_\_\_ Stores dishware in a clean, dry location, not exposed to splash, dust, or other contamination, and covered or inverted
- \_\_\_ Checks dishes and trays for chips and cracks, and discards as necessary
- \_\_\_ Empties garbage as necessary and keeps kitchen garbage cans clean
- \_\_\_ Removes boxes and containers from site
- \_\_\_ Demonstrates personal responsibility for maintaining safe and sanitary conditions
- \_\_\_ Monitors equipment, i.e. food grinders, choppers, slicers and mixers, cleaning and sanitizing after each use
- \_\_\_ Cleans and sanitizes food surfaces thoroughly using appropriate products and following manufactures required solution levels
- \_\_\_ Knows state and local food code requirements for food service establishments

- \_\_\_ Understands basic principles of food service sanitation for equipment, personnel, food, and facility
- \_\_\_ Knows the causes of foodborne illnesses and infections, their characteristics, and the most commonly infected items
- \_\_\_ Follows procedures to prevent bacterial food poisoning
- \_\_\_ Follows the principles of personal hygiene
- \_\_\_ Understands the principles of Hazard Analysis and Critical Control Point (HACCP) system or other appropriate safe food-handling techniques
- \_\_\_ Knows the sanitation principles associated with disposal and storage of garbage and refuse
- \_\_\_ Understands the importance of verifying safety and security of food items received from food vendors
- \_\_\_ Realizes the importance of maintaining a food safety policy
- \_\_\_ Maintains appropriate practice for handling clean and sanitized equipment and utensils to protect them from contamination
- \_\_\_ Ensures process for maintaining food at the proper temperature at all times during freezing, thawing, preparation, holding, and serving
- \_\_\_ Implements rules of safe practice for handling and discarding of leftover foods
- \_\_\_ Keeps daily temperature records of the equipment and food as dictated by the supervisor, noting deficiencies and corrections
- \_\_\_ Implements a system of properly using, cleaning, and disinfecting approved garbage and trash receptacles, as well as surrounding area, on a regular basis
- \_\_\_ Demonstrates ability to recognize food quality and usability
- \_\_\_ Understands infection control precautions
- \_\_\_ Cleans food contact surfaces at least once every 4 hours
- \_\_\_ Uses cutting boards according to type of food
- \_\_\_ Stores cleaning cloths in sanitizing solution

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## References and Recommended Readings

CMS State Operations Manual (SOM)Appendix PP 2017  
CMS Critical Element Pathways Kitchen Observation FORM CMS-20055 (5/2017)  
Dining FORM CMS-20053 (5/2017)  
FDA Food Code 2015  
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