

## FOSTERING A CLEAN MENTALITY

As a CDM you can minimize the risk of food borne illness by carrying out these responsibilities and introducing a clean culture within your food service department:

-Barbara Thomsen CDM CFPP RAC QCP  
Aging Rules Healthcare Consulting



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## Today's Take-Aways!

- Establishing specific personal hygiene policies
- Training food handlers on those policies and retraining
- Modeling correct behavior for food handlers at all times
- Supervising food safety practices at all times

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## Define the CDM leader

### Role and Responsibilities of the Certified Dietary Manager

- Manage Dietary Department
- Manage the Regulatory Process
- Oversee resident/client food and dining satisfaction
- Work in conjunction with the Registered Dietitian to provide nutrition therapy and complete the nutrition care process
- Work with the Interdisciplinary Department Team to plan the resident/client's care



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### Characteristics of **GOOD** Food Safety Culture

Is YOUR Food service program a *behavior-based* food safety management program?

- ☐ Corrective action – do they know what to do
- ☐ Does everyone know **FOOD SAFETY** is the core consideration for:
  - #Menu Planning
  - #Procurement
  - #Service
  - #Staffing & personnel decisions
- ☐ Does your Facilities and **equipment** support food safety
- ☐ **ALL** Managers serve as **KEY** role models
- ☐ Do your **Employees** understand food safety and implement practices



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Not everyone has the same idea of what "clean" is...

Having a set standard that you can show and share with your Food Service Department is paramount in maintaining the survey perfect kitchen.

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- ✓ Was there adequate training?
- ✓ Had the staff person been trained on this safe food handling practice?
- ✓ Was there documentation of this training...
- ✓ What staff members had attended...
- ✓ How had they ensured make up training...
- ✓ How was staff competency established?
- ✓ Had the facility established an adequate safe food handling training program based on approved Policies & Procedures?

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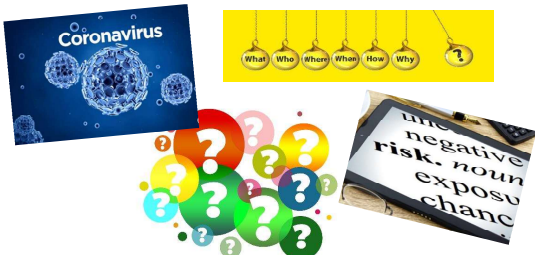
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Establish a good food handling culture with these recommended food handling practices

1. Clean Hands
2. Surfaces
3. Produce
4. Separate raw foods from ready-to-eat
5. Cook to safe temperatures

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Characteristics of **CLEAN** Food Safety Culture



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## DIETARY DEPARTMENT

**Company Standard:**  
 The dietary department will work to comply with all state, federal and local **infection control** standards and regulations concerning **personnel requirements, food storage, preparation handling and serving, sanitizing** equipment and utensils, and **isolation procedures**.

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## Dietary Policy Manual Sample index

- 1. Menus and Special Diets
- 2. Dining/Meal Service
- 3. Food Production and Food Safety
- 4. Sanitation and Infection Control
- 5. Cleaning Instructions
- 6. Safety

- 7. Personnel/Training
- 8. Clinical Documentation
- 9. Anthropometrics
- 10. Nutrition Interventions
- 11. Quality Assurance/Improvement
- 12. Disaster Planning

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## Dietary Policies & Procedures

### TABLE OF CONTENTS

**Purpose and Organization**  
 Dietary Department Objectives  
 Organizational Chart  
 Management/Clinical Manuals

**Personnel Management**  
 Job Descriptions  
 Work Schedules  
 Orientation  
 In-service Training Program  
 Health Examinations  
 Personal Hygiene  
 Hand Washing and Glove Use  
 Hand Washing Flow Chart

**Quality Assurance**  
 Dietary Department Quality Assurance Plan  
 Quality Assurance/Performance Improvement Reporting Process  
 Performance Indicators  
 Dietary Department Quality Assurance Philosophy



Effective Date: 2002  
 Reviewed: 08/05, 10/07, 11/07, 1/08, 10/08, 09/13, 06/14  
 Revised: 08/05, 10/07, 11/07, 1/08, 6/14

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Receiving, Inventory and Storage	Therapeutic Diets
Receiving Food and Supplies	Diets Available in the Facility
Inventory	Therapeutic Diets
Food Storage	List of Diets Available in the Facility
Tray Line Refrigerated Leftover Storage	Mechanically Altered Diets and Thickened Liquids
Dry, Refrigerated and Freezer Storage Chart	
Record of Refrigeration Temperatures	Food Preparation
Dry Storage – Dishes and Utensils	Standardized Recipes
Dry Storage – Paper Products	Recipes – Increasing and Decreasing
Dry Storage – Linen	Standard Portions
Toxic Substance Storage	Serving Utensils
	Use Ladles and Scoops for Standard Portions
	Standard Serving Portions
<u>Menu Planning and Nourishments</u>	
Cycle Menu	Meal Service
Menu Planning Criteria	Meal Hours
Large or Double Portions	Tray Sequence
Small Portions	Pre-Setting Trays
Menu Posting	Tray Line Setup
	Diet Identification Card
Menu Alternatives	Cooking On Diet Tray Cards
Menu Substitutions	Adaptive Equipment – Feeding Devices
Individual Substitutions	Managing Department Responsibilities at Mealtime
Menu Evaluation	Deceptive Presentation of Meals Preparation
Nourishment	
House Supplements	
Nourishment Preparation	
Snacks	

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# Personnel Management

- In order to establish if the facility has a process in place to prevent the spread of foodborne illness, personal hygiene practices
  - ✓ Ask yourself: Are you confident that you're able to effectively establish systems as the 'person in charge' to prevent foodborne illness?
  - ✓ Are you as prepared for an inspection as you could be?

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## Foundation for your Policy.....

- ✓ **Are foods stored under sanitary conditions?** Yes / No
- ✓ **Are foods prepared under sanitary conditions?** Yes /No
- ✓ **Is the food stored at the appropriate temperatures?**  
Yes /No

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- ✓ The facility's policy for food storage, including leftovers. Does staff follow the policy?
- ✓ Was food procured from approved or satisfactory sources and stored, prepared, and served under sanitary conditions? Yes/ No

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<https://www.youtube.com/watch?v=GgiK-HWKPjw>

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## BUT MY STAFF SAY "THAT'S NOT MY JOB"

Difference between role-based and task-based cultures

### ROLE-BASED CULTURE

- Authority, power and resources are driven by title
- Hierarchy forms structure
- Decisions are passed down from authority figures
- Powerless employees

### TASK-BASED CULTURE

- Focuses attention on solving problems, accomplishing tasks and developing talents
- Team-Based Approach
- Power evolves from group accomplishment instead of position of the individual

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### Cleaning VS. Sanitizing

There is a big difference between cleaning and sanitizing. Cleaning removes food and other types of soil from a surface such as a countertop or table. Sanitizing reduces the number of pathogens on the clean surface to safe levels. To be effective, cleaning and sanitizing must be a 5-step process.

1. SCRUB OR REMOVE FOOD FROM THE SURFACE
2. WASH THE SURFACE
3. RINSE THE SURFACE
4. SANITIZE THE SURFACE
5. ALLOW THE SURFACE TO AIR DRY

### WHEN TO CLEAN & SANITIZE

Everything in your operation must be kept clean, but any surface that comes into contact with food must be cleaned AND sanitized. These surfaces must be washed, rinsed, and sanitized:

- Each time you use them.
- When you are interrupted during a task.
- After handling different raw TCS foods and vegetables.
- When you begin working with a different type of food.
- As often as possible, but at least every four hours if items are in constant use.

For more information and resources on food safety, visit [foodsafetyfocus.com](http://foodsafetyfocus.com)

**ServSafe**

KITCHEN 101 BASICS

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### Cleaning Checklist

M.M. Productions Tools

Everyone

Contains Ads

You don't have any devices

Add to Wishlist

Install

Similar

See more

Motivated Moms by Tejas Soft LLC

★★★★☆

Chore Checklist by Duthers

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## GOOD PRACTICES FOR SERVING FOOD

**PRACTICE GOOD PERSONAL HYGIENE**

**WASH HANDS CORRECTLY**

SOAP

WASH & RINSE

DRY

**WEAR DISPOSABLE GLOVES OR USE CLEAN AND SANITIZED UTENSILS WITH FOOD**

**WEAR A CLEAN APRON**

**WEAR A HAIR RESTRAINT**

**HOLD**

- PLATES BY EDGE OR BOTTOM
- CUP BY HANDLE OR BOTTOM
- UTENSILS BY HANDLE

**HOT FOODS AT 135°F OR ABOVE**

**COLD FOODS AT 41°F OR BELOW**

**COVER FOOD BETWEEN SERVING PERIODS**

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## Facial Jewelry

The FDA Food Code explicitly addresses jewelry only for hands and arms  
 Jewelry elsewhere is a concern – should be a concern as this could affect food safety  
 Violations can occur if a food handler touches or plays with jewelry or if wearing dangling facial jewelry  
 Managers need to consider company policy on facial jewelry when determining what is appropriate under dress code

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## Miscellaneous

- Beards- must be covered with a beard restraint
- Aprons-
  - Remove when leaving area
  - Never wipe hands on your apron
  - Need to be clean
- Ball caps- need to be clean
- Person in Charge being Safe Food Certified

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**Lead by example...**

**Show 'em what you got!**

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### Kitchen/Food Service

To observe general sanitation practices, cleanliness of the kitchen and any practice that might indicate potential food-borne illness

- Food storage
- Storage Temperatures
- Food Preparation and service
- Dinnerware sanitation and storage
- Equipment safe & clean
- Refuse/pest control



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<https://www.cdc.gov/handwashing/pdf/wash-your-hands-poster-english-508.pdf>

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## Two Ways Germs Can be Transmitted by contaminated hands

- **1. Unclean Hands to Food:** Germs are transmitted usually by an infected food preparer who did not wash his/her hands after using the restroom. The germs are then passed to those who eat the food.
- **2. Tainted Foods to Hands to Food:** Germs are transmitted from raw, uncooked foods, such as meat or chicken, to hands. If the food service worker does not wash his/her hands before preparing another food item, the germs are then transferred to that second food item, such as fresh vegetables or salad. Cooking the raw food kills the initial germs but the fresh vegetables or salad remains contaminated



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## Why Is Proper Hand Washing Important?



1. To remove dirt and grime
2. To reduce harmful bacteria that may cause food-borne illness
3. To lessen the possibility of cross contamination
4. To reduce the spread of germs

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## Proper Handling of Glassware and Utensils



- Silverware covered or uncovered?
- Residents assisting with setting the tables?
- How early is too early to set the tables?
- Dining room set up prior to meal what should be covered?
- Thumbs up, down, under how to we hold'em?

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## Proper Testing of Food



- Use a clean utensil each time food is sampled for seasoning and taste
- Do not taste over range or serving unit

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## Important Steps to Prevent Cross Contamination



- What you cannot see can ...cause food borne illness
- Good Hygiene
- Proper Hand washing Procedures
- Change your gloves whenever you wash your hands
- Hand sanitizers are not a substitute for hand washing

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## Beverage Carts

- Must be cleaned and sanitized daily
- Ice scoops must be stored in appropriate container with the handle facing down, and there is to be no standing water
- Hydration stations
- Make sure to provide for thicken liquids



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## Team Training.... Nursing Med Carts

- Supplement must be maintained at proper temperatures of 41 degrees or below, dated when opened and discarded 48 hours after opening
- Applesauce and magic cups must be held at 41 degrees or less
- Commercial milkshakes must be dated and held at 41 degrees or less

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## Dining

Observation of overall dining experience (in various dining rooms/resident rooms) & the availability of staff to assist the residents

- Assistance at mealtimes
- Meal service
- Dignity and Independence
- Positioning
- Dining room atmosphere
- Meal substitutes
- Furnishings and space
- Food quality
- Liquids at mealtime (choices)



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### ***Dining Room Observations***

- » Dignity
- » Homelike Environment
- » Choices
- » Provision of Assistance
- » Food Quality
- » Food Substitutes



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### ***Dignity in the Dining Room***

- » Ensure your staff members are **talking to the residents**, not *at* them during meals. What we often see in our mock surveys is that in the rush to get all the residents fed in a timely manner, staff will said, "Eat this Mrs. Jones" instead of, "Would you like to try some of this, Mrs. Jones?"



- » Mealtime is often a **main social outlet** for residents. All residents should be served their meals at the same time and not be rushed through their meals by staff clearing the plates of residents that have finished faster than others.

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### ***Homelike Environment***

- » "A positive social environment can promote the ability of residents to eat and drink. . . . Residents should have a pleasant, familiar dining environment free of distractions to maximize their ability to eat and drink."

- » using boldly colored plates and cups, using placemats to define the resident's eating space, not placing unneeded items such as garnishes on plates, and removing used or unneeded utensils and other items from tables....



- » create smaller, non-institutional dining rooms to reduce distractions and seat residents according to their eating abilities and dining needs.

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**It's not just about getting the food out to the table..... it's all in the delivery!**

**Have an excellent Wait Staff Training and continuously monitor your dining rooms!**

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**SHEEPLE**

**DONT KNO WHY WE FOLLOW, WE JUST DO!**

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**Do you**  
as the "Person in Charge"  
in collaboration with the RD,  
know and implement the safe practices  
of the current FDA Food Code?  
the national authoritative  
'current standards of practice' for food safety?

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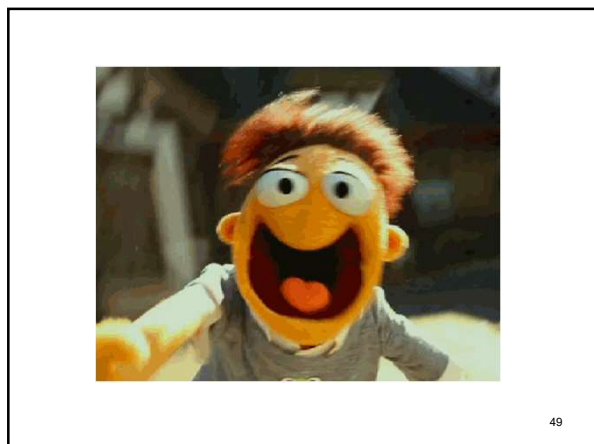
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**2016-17 Surveyor Guidelines for §483.60  
Nutrition & Dining Services**

**State Operations Manual (SOM) Appendix PP**  
**KEY ELEMENTS OF NONCOMPLIANCE: F-tag 812 Food**  
**Procurement, Store/Prepare/Serve - Sanitary**  
*To cite F812, the surveyor's investigation will generally show the facility failed to do any one or more of the following:*  
 Procure, store, handle, prepare, distribute, and serve food in accordance with the standards summarized in this guidance;

Maintain and store foods at safe temperatures, ...*or*

Cook food to the appropriate temperature to kill pathogenic microorganisms that may cause foodborne illness; *or*

Cool food in a manner that prevents the growth of pathogenic microorganisms; *or*

Utilize proper personal hygiene practices (e.g., proper hand washing and the appropriate use of gloves) to prevent contamination of food;

Use and maintain equipment and food contact surfaces (e.g., cutting boards, dishes, and utensils) to prevent cross-contamination.

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**BAG & TAG**

**Still one of the most cited  
& “easiest” tags to find!**

**F812**  
**Food Storage Dating**

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## But My Staff Say “That’s Not My Job”

**THIS IS A FOOD PREPARATION AREA  
GLOVES, APRONS,  
HAIRNETS REQUIRED  
WASH HANDS  
KEEP YOUR STATION  
CLEAN**

**Accountability**

- IT's a team
- If they know the expectations
- If they know the consequences
- If they feel valued
- If they see “fairness”
- If they are trained
- If they see follow through



**Wear hairnets**

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## The follow through....

Dietary Safety and Sanitation Services Audit Worksheet				
F TAG	Store Room	Met	Unmet	Comments
F 812	All items covered, labeled and dated			
Q1	All items stored on racks 18" from floor / 18" from overhead load			
F 813 Pest Control	Cleaning supplies stored in separate area from food			
	Dented cans placed in designated area for return to vendor			
	Shelves clean and safe free of dust			
	Wall, floors, ceilings, vents and doors clean			
	Pest control procedures effective			
F TAG	Refrigerators	Met	Unmet	Comments
F 812	All foods covered, labeled & dated. Perishable leftover food disposed of w/in 48hrs after initial use			
Q1	Shelves, racks, walls, floors, ceiling and doors clean and in good repair			
F 808 Safe Operating Conditions	Interior refrigerator fans clean and free of dust			
	Temperature taken and logged daily <40°F			
	Raw food items stored below cooked food items			

Routine audits will help and make it a positive experience....

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### Let the CMS Survey Pathways for Kitchen and Dining Observation lead your Food Safety Culture!

FORM CMS-20053 (5/2017)  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

Surveyor Pathway

F-812  
Safe Food  
Handling

#### Dining Observation

Dining Observation - Each survey team member will be assigned a dining area. If there are fewer surveyors than dining areas, observe the dining areas with the most dependent residents. The team is responsible for observing the first meal upon entrance into the facility. Additional observations may be required if the team identifies concerns. Any surveyor assigned a dining location will complete the observations and answer all CEs. While it is not mandatory, the team member responsible for the Kitchen task should also consider completing the Dining task. Potential nutrition or hydration concerns should be investigated under the resident.

**Meal Services**

☐ Determine whether staff are using proper handling techniques, such as:

- Preventing the eating surfaces of plates from coming in contact with staff clothing;
- Handling cups/glasses on the outside of the container; and
- Handling knives, forks, and spoons by the handles.

☐ Observe whether staff are using proper hygiene practices such as keeping their hands away from their hair and face when handling food.

**1. Does staff distribute and serve food under sanitary conditions?** ☐ Yes ☐ No F812

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FORM CMS-20055 (5/2017) **Let the CMS Survey Pathways for Kitchen and Dining Observation lead your Food Safety Culture!**

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**F-812 Safe Food Handling**

**Kitchen Observation**

**Kitchen Food Service Observation:** Complete the initial brief kitchen tour upon arrival at the facility, with observations focused on practices that might indicate potential for foodborne illness. Make additional observations throughout the survey process in order to gather all information needed. Refer to the current FDA Food Code as needed.

**Initial Brief Tour of the Kitchen:** Review the first two CEs to ensure practices prevent foodborne illness.

- ☐ Potentially hazardous foods, such as beef, chicken, pork, etc., have not been left to thaw at room temperature.
- ☐ Food items in the refrigerator(s) are labeled or dated.
- ☐ Potentially hazardous foods such as uncooked meat, poultry, fish, and eggs are stored separately from other foods (e.g., meat is thawing so that juices are not dripping on other foods).
- ☐ Hand washing facilities with soap and water are separate from those used for food preparation.
- ☐ Staff are practicing 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.
- ☐ Cracked or unpasteurized eggs are not used in foods that are not fully cooked (per observation or interview).
- ☐ Food is prepared, cooked, or stored under appropriate temperatures and with safe food handling techniques.
- ☐ Staff are employing hygiene practices (e.g., not touching hair or face without hand washing) and then handling food.

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**BAD HABITS 101**

**What happens at home  
.....STAYS at home!**

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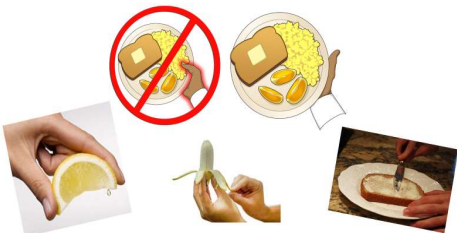
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## Watch where you touch



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## Whoops we got caught...

- I scraped food off the plate with my thumb
- I made a sandwich and opened the fridge with gloved hands
- I touched ready-to-eat foods with bare hands
- I filled the Water mugs in unsanitary manner (used Handsink)
- I forgot to wash hands or change gloves between tasks of dirty and clean in the dining room
- I cleared soiled dishes of a table and forgot to wash hands prior to serving other residents
- I was doing the dirty dishes and forgot to wash my hands before grabbing the clean dishes to put them away

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## Whoops we got caught again.....



- I didn't change my gloves, I touched other items than food when serving the meal
- I put away the leftover casserole without dating it
- I didn't cover the residents room tray before carrying it down the hall to the nurses station
- I put away the Coffee mugs, soup bowls, wet
- After hugging a resident in the dining room I went back to serving food and did not wash my hands
- I did not temp the Milks before serving them and it turned out they were 45.6 degrees

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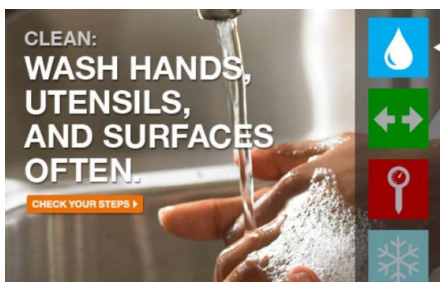
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## Keep your kitchen clean!



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## How Do I Change the Culture?

*A Manager is Responsible for:*

- Setting the vision or the goal for the food safety culture
- Define what that is (create policies and procedures)
- TRAIN staff members
- Hold people accountable when they don't follow the policies
- Always serve as a role model



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## Anything Else?



- ☐ BE A VISIBLE LEADER
- ☐ MOCK SURVEY'S DO THEM OR BETTER YET HIRE A CONSULTANT for a new set of eyes!
- ☐ USE THE CMS SURVEY PATHWAYS ON A REGULAR BASIS TO AUDIT YOUR STAFF/FACILITY
- ☐ STAY ON TOP OF CLEANING
- ☐ SURVEY EVERYDAY SHOULD BE THE DIETARY MOTTO

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- ☐ Develop your team
  - ✓ Nurture the whole person, not just the employee
  - ✓ Do you need to let some be successful elsewhere?
  - ✓ Your team development includes you as a leader
- ☐ Celebrate small wins – create them if you have to!
- ☐ Stay positive!!!!

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[https://youtu.be/YT\\_bEHqbuTU](https://youtu.be/YT_bEHqbuTU)

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<https://www.fda.gov/food/fda-food-code/food-code-2017>

<https://www.fda.gov/consumers/consumer-updates/are-you-storing-food-safely>

<https://www.cbdmonline.org/cdm-resources/new-regulations-for-cdms/phase-ii>

<https://www.anfonline.org/news-resources/top-10-resource-lists>

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