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COVID-19: Resources and Information for Food and Nutrition Services Webinar



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Course Description:

As new information emerges daily about COVID-19, we must keep current with the most recent “best practice” and credible information to prevent and manage nutritional care of our patients/residents/clients. To facilitate proactive actions for emerging issues related to food and nutrition for regulatory compliance and “best practice”; this session will present the most current guidelines and resources from the Centers for Medicare & Medicaid Services (CMS), Centers for Disease Control (CDC), and other leading health organizations.

Course Objectives:

After completing this continuing education course, the learner should be able to:

1. Identify key resources for “best practice” in nutrition and food safety for effective implementation.
2. Educate food and nutrition staff on how to keep employees and patients/residents safe.
3. Educate staff using credible resources.
4. Utilize practical applications of emerging best practice guidelines to meet physical and psychosocial needs in post-acute care patients/residents.

Speakers: Brenda Richardson, MA, RDN, LD, CD, Anna de Jesus, MBA, RDN, Candace S. Johnson, RDN, CSG, FAND

Disclosures: Brenda is on the advisory council and a consultant to Hormel Health Labs. However, no conflict of interest exists for this program. Anna and Candace have no disclosures to report and certify that no conflict of interest exists for this program.

Professional Approvals: Becky Dorner & Associates, Inc. has been a Continuing Professional Education (CPE) Accredited Provider (NU004) with the Commission on Dietetic Registration since 2002.

This course is intended for: RDNs, NDTRs and CDMs	CDR Activity Type and Number: 175 Recorded webinar Activity number: 154668 CBDM approval # 165416
Course CPE Hours: 1.00	CDR Level: 2
Suggested CDR Learning Needs Codes: 1080, 7060, 7100, 8040, 8090, 8050, 7050	Suggested CDR Performance Indicators: 1.5.1, 7.2.9, 7.3.1, 8.3.6



Note: Numerous Other Learning Needs Codes and Performance Indicators May Apply.

How to Complete a CPE Course: <https://www.beckydorner.com/continuing-education/how-to-complete-cpe/>

Expiration Date: March 25, 2023

Questions? Please contact us at info@beckydorner.com or 1-800-342-0285.

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Today's Webinar



- **Audio and Webinar:** Please refer to handout for instructions.
- **Handouts:** Emailed to the person who registered for the program.
- **Questions:** Use GoToMeeting to ask questions.
- **Length:** The program will last about 60 minutes.
- **Credit Hours/Certificate:** Please refer to your handouts for detailed information.



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Today's Webinar

- Thank you to Hormel Health Labs for their generous support of this webinar in our great time of need.
- Hormel Health Labs has provided financial support but did not have any input into the information presented in this webinar.



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COVID-19: Resources and Information for Food and Nutrition Services



Presenters:

- Brenda Richardson, MA, RDN, LD, CD
- Anna de Jesus, MBA, RDN
- Candace Johnson, RDN, CSG, FAND

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Becky Dörner, RDN, LD, FAND

- Becky is widely-known for her work in nutrition and continuing professional education. An experienced speaker and extensively published author on nutrition, aging and health, she is Founder/President of Becky Dörner & Associates since 2005 and Nutrition Consulting Services since 1983.
- Disclosures: Becky is owner of Becky Dörner & Associates (host of this webinar) and is a consultant to Hormel Health Labs. Becky certifies that no conflict of interest exists for this program.



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Brenda Richardson, MA, RDN, LD, CD

- Brenda is president of Brenda Richardson, MA, RDN, LD, CD, LLC. She is a well-known leader in the field of dietetics, a nationally acclaimed speaker, author, LTC nutrition-legal expert and consultant to health care providers.
- Disclosures: Brenda is on the advisory council and is a consultant to Hormel Health Labs. Brenda certifies that no conflict of interest exists for this program.



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Anna de Jesus, MBA, RDN

- Anna is president of Nutrition Alliance, LLC established in January 2000. She is well respected in the field of nutrition and dining services. Anna has 30 years experience in various roles as consultant, regional dietitian, food service director, expert witness, author and speaker.
- Disclosures: Anna de Jesus has no disclosures to report and certifies that no conflict of interest exists for this program.



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Candace S. Johnson, RDN, CSG, FAND

- Candace is owner and President of C.S. Johnson and Associates, Inc. and Rocky Mountain Nutrition Systems, Inc. With over 40 years as a practicing dietitian, she works with the elderly in a variety of settings including long term care, assisted living, community and hospice care.
- Disclosures: Candace S. Johnson has no disclosures to report and certifies that no conflict of interest exists for this program.



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Regulatory Guidance

Brenda Richardson, MA, RDN, LD, CD, FAND

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Centers for Medicare & Medicaid Services (CMS)

RDN and Functions of Food and Nutrition Services

482.60 (a)(1)-(2): Appendix PP (F800-802)

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Downloads/Appendix-PP-State-Operations-Manual.pdf>

CMS.gov
Centers for Medicare & Medicaid Services

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Centers for Medicare & Medicaid Services (CMS)

<https://www.cms.gov/files/document/3-13-2020-nursing-home-guidance-covid-19.pdf>

CMS Announces New Measures to Protect Nursing Home Residents from COVID-19 (3/13/2020)

- Restrict visitation of all visitors and non-essential health care personnel, except for certain compassionate care situations, such as an end-of-life situation.
- Follow CDC guidelines for restricting access to health care workers.
- Cancel communal dining and all group activities, both internal and external.

CMS.gov
Centers for Medicare & Medicaid Services

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Centers for Medicare & Medicaid Services (CMS)

<https://www.cms.gov/files/document/3-13-2020-nursing-home-guidance-covid-19.pdf>

- Review and revise interaction with vendors and receiving supplies,... and other non-health care providers (e.g., food delivery, etc.), and take necessary actions to prevent any potential transmission. For example, do not have supply vendors transport supplies inside the facility. Have them dropped off at a dedicated location (e.g., loading dock). Facilities can allow entry of these visitors if needed, as long as they are following the appropriate CDC guidelines for Transmission-Based Precautions.
- Additional considerations and Resources provided in the memo (Ref: QSO-20-14-NH)

CMS.gov
Centers for Medicare & Medicaid Services

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COVID-19 Frequent Questions/Topics

- “Essential” vs “nonessential”
- “Telehealth” and “Remote Documentation”
- Balancing COVID-19 for safety and in prevention and management of malnutrition

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COVID-19 Frequent Questions/Topics (continued)

- Centers for Disease Control and Prevention (CDC)
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- State and Local Health Departments
- Food and Drug Administration (FDA): Food Safety and Hand Sanitizers
<https://www.fda.gov/>

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COVID-19 Frequent Questions/Topics (continued)

- Environmental Protection Agency (EPA): Disinfectants and Drinking Water/Wastewater
<https://www.epa.gov/coronavirus>
- Others: National Institutes of Health (NIH), U.S. Department of Agriculture (USDA), and World Health Organization (WHO)
- Professional Organizations:
 - Academy of Nutrition and Dietetics
<https://www.eatrightpro.org/>
 - Association of Nutrition and Foodservice Professionals (ANFP)
<https://www.anfponline.org/>
 - State Healthcare Associations
 - Vendors and Manufacturers

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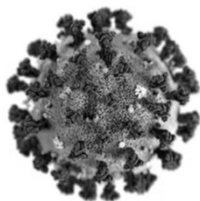
Food Safety and Sanitation: Back and Front of the House

Anna de Jesus, MBA, RDN

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What is COVID-19?

- Coronavirus Disease 2019
- Global and US Stats
- #flattenthecurve



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Food Safety

- Currently, there is no evidence that COVID-19 is transmitted through food
- However, food handling is extremely important



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General Precautions

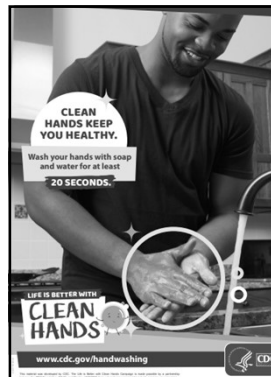
- Wash your hands thoroughly with soap and water
 - Use an alcohol-based hand sanitizer if unable to handwash
- Avoid touching your face to prevent the spread of viruses from your hands
- Cover your nose and mouth with a single-use tissue or your sleeve when you cough and sneeze
- Avoid close contact with people who are sick
- Stay home from work if you're not feeling well
- Disinfect surfaces that are frequently touched, like doorknobs and handles



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General Precautions

- Washing your hands thoroughly with soap and water or using an alcohol-based hand sanitizer if handwashing is not an option
- Avoid touching your face to prevent the spread of viruses from your hands



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When To Wash Hands

Handwashing is required immediately before, during, or after activities that contaminate/dirty hands. Some examples are listed below:

Food handlers must wash their hands after:

- Using the restroom
- Handling raw meat, poultry, and fish (before and after)
- Touching the hair, face, or body
- Sneezing, coughing, or using a tissue
- Smoking, eating, drinking, or chewing gum or tobacco
- Handling chemicals that might affect food safety

<https://www.maricopa.gov/DocumentCenter/View/35782/When-to-Wash-Hands-PDF>

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When To Wash Hands

Handwashing is required immediately before, during, or after activities that contaminate/dirty hands. Some examples are listed below:

Food handlers must wash their hands after:

- Taking out garbage
- Clearing tables or bussing dirty dishes
- Touching clothing or aprons
- Touching anything else that may contaminate hands, such as un-sanitized equipment, work surfaces, or washcloths

<https://www.maricopa.gov/DocumentCenter/View/35782/When-to-Wash-Hands-PDF>

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"No Contact" Greeting

To prevent COVID-19 it is safest to avoid physical contact when greeting. Safe greetings include a wave, a nod, or a bow.

How should I greet another person to avoid catching the new coronavirus?



World Health Organization #Coronavirus #COVID19 1 March 2020

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General Precautions

- Cover your nose and mouth with a tissue or your sleeve when you cough or sneeze
- Stay home from work if you're not feeling well, whether you think you have something extremely contagious or not
- Avoid close contact with people who are sick



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General Precautions

Disinfect surfaces that are frequently touched, like doorknobs and handles



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Back of the House

- Use approved chemicals at the right concentration
 - Quat – in general 200 – 400 ppm
 - Chlorine or Bleach in general 50 – 100 ppm
- Play close attention to the Dish Machine
- Check manufacturer's guidelines



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Back of House

- Clean and sanitize all utensils and equipment
 - Between raw and cooked food
 - When changing tasks
 - After 4 hours of continued use



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Clean, Sanitize, Disinfect

- Clean
- Sanitize
- Disinfect



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Disinfectant

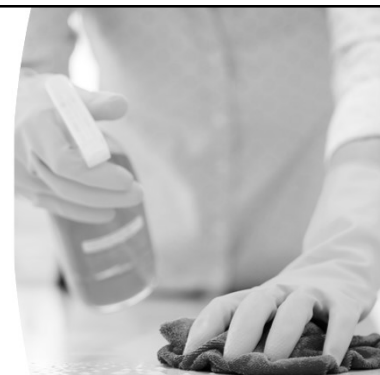
- If a verified outbreak occurs, use a bleach solution of:
 - 5 tablespoons (1/3 cup) bleach/ gallon of water **OR**
 - 4 teaspoons bleach/quart of water
- Access this link for approved chemicals to use <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>



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Disinfecting High Touch Areas

- Handles, knobs, push plates, light switches
- Food Carts, utility carts, beverage carts
- Hand sinks, soap and sanitizer dispensers



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Disinfecting High Touch Areas

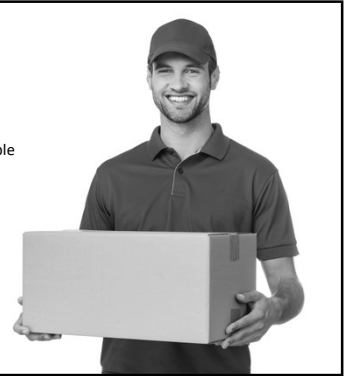
- Dispensers – beverages, coffee, tea
- Trash receptacles
- Restaurant menus
- Telephone, keyboard and POS systems



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Food and Supply Deliveries

- Minimize delivery to once a week, if possible
- Place a sign on your back door directing everyone to go through the lobby, prior to entering the kitchen
 - Drivers check in at the lobby first
 - No Sales reps or other non-essential personnel
- Consider using convenience food items that require less prep if labor pool is compromised



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Emergency Supplies

- Convenient cuisine
- Inspect disaster supplies to ensure items are not expired and there are enough emergency food
- Increase supplies, especially paper products and chemicals
 - Consider stocking chlorine, if your community allows it



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Front of the House

- Wash hands prior to entering dining areas
- Alcohol based hand sanitizer (ABHS) available at the entrance of dining areas



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Front of the House

- Discontinue self-service food/drinks
- Discontinue the use of reusable beverage containers
- Retail Service



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Social Distancing in the Dining Room

For residents at high risk of choking:

- May serve resident in the dining room (or other common area)
- No more than 1 resident/table; at least 6 feet apart from each other
- Consider several seating times with no more than 10 people (including staff) at one time in the dining room
- Do not have residents face each other (if coughing)
- Staff feeding residents may need a mask or gown if resident is coughing

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Social Distancing in the Dining Room

Other considerations

- Take resident temperature
- Follow handwashing guidelines
- Use hand sanitizers between residents



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In Room Dining

- Provide In Room service for independent patients/residents & those who are at high risk of infection
- Universal Precautions
 - Disposables dilemma
- Provide hand sanitizer
- All hands on deck
- Beverage service
- Bus Pans



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Kiosks & Bistros

- Provide hand sanitizer
- 6 feet apart
- Grab and Go



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Key Takeaways

- Wash your hands thoroughly with soap and water
 - Use an **alcohol-based** hand sanitizer if handwashing is not an option
- Cover your nose and mouth with a single-use tissue or your sleeve when you cough and sneeze
- Avoid touching your face
- Stay home if you're not feeling well
- Disinfect surfaces that are frequently touched

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COVID-19 and Special Situations

Candace S. Johnson, RDN, CSG, FAND

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Menus: How Can These Change?

- Federal regulations for menus to be adequate
 - Must meet nutrition needs
 - Must be prepared in advance
 - Must be followed
 - Reflect resident population
- Menus can be changed for urgent situations
- Best practice is to plan for changes so delivery is optimal



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Making Menu Changes

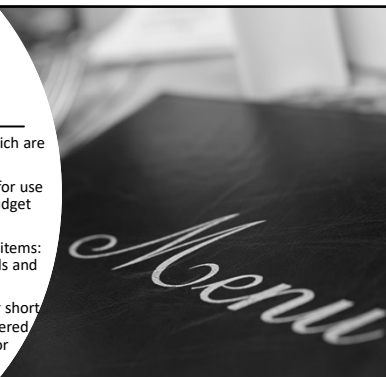
- Plan for changes when possible
- Continue to have menu variety
- Check for staff availability and skills
- Quick orientation for non-food and nutrition staff: Sanitation, texture changes, following menu guides (extensions, recipes)
- Save information on changes



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Menu Changes

- Work with distributor for items which are easier to prepare
- Make sure the items are available for use with company policy and within budget guidelines
- Continue best practice with use of items: inventory control, production needs and sanitation practices
- Convenience items can be used for short periods of time and may be considered only for duration of pandemic or for shortage of personnel



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Suggested Menu Changes

- Soups: All prepared and ready to serve (condensed), check for frozen or canned
- Entrees: Frozen full items (lasagna, macaroni & cheese) or items needing to be finished such as shredded pork (needs BBQ sauce)



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Suggested Menu Changes

- Sides: Canned vegetables, potatoes from granules, prepared salads in can or carton, ready to eat lettuce mixtures
- Bread and dinner rolls: Ready to eat or proof ready
- Dessert: Sheet or layer cakes, sheet cookies/bars, frozen cobbler, pies and pastry sheets



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Therapeutic and Consistency Altered Diets

- Request all residents/patients have diet orders changed to simplified diets
- Purchase pre-prepared pureed foods, ground meats, thickened liquids
- Convenience items decrease CCPs and help reduce chance of FBI



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Menus and Meals

- Keep residents informed of menu changes
- Post menus with correct information
- Keep mealtimes the same as feasible
- Increase mealtimes to accommodate more dining room use
 - 30-minute segments, soup available during the day
- Staff meals: Reduce outside exposure including leaving/returning for meals



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Dilemmas

- Temperature control for room trays
- Choice for food offered for room trays
- Communication with residents, "I have to stay in my room until August?"
- Staff meals, food delivery of individual meals
- Hand washing/sanitizer in dining rooms for residents
- Communal dining and social distancing with memory care
- Changes with supply chain interruptions



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Resident Engagement with Food

- Feelings of isolation, boredom and loneliness
- Food is emotional: Comforting and assuring
- Access to food – less with communal dining
- Snacks: How often, fun foods, delivered room to room
 - Try unconventional snacks: hot and cold beverages, made to order items (i.e.) ice cream sundaes w/toppings
- Messages via trays and letters
- Colored napkins, placemats



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Employee Access

- Many employees maybe working more hours and not have time for own meals
- Ordering groceries from food service
 - Set order sheet with basics: eggs, bread, milk, noodles, ground beef, marinara sauce, cheese
 - Specific order sheet on designated day for inventory increase
 - Payroll deduction
- Grab and go items – homemade vs purchased



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References and Resources



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Questions



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Thank you!



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- Credit Hours: Please refer to your handouts for detailed information on how to obtain your certificate
- Visit our website for more information www.beckydorner.com
 - www.beckydorner.com/COVID-19
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- Visit website for descriptions, photos, tables of contents, sample pages

Our most popular publications include:

- Diet and Nutrition Care Manuals (2019 Comprehensive or Simplified)
- Policy and Procedure Manual (2019)
- Emergency/ Disaster Plan for Food and Dining Services (2018)

More titles (see website for all titles – added frequently):

- Nutrition and Integrative Medicine: A Primer for Clinicians (2020)
- The Genomic Kitchen: Your Guide to Understanding and Using the Food-Gene Connection for a Lifetime of Health (2020)
- Salt Fat Acid Heat: Mastering the Elements of Good Cooking (2020)
- Nutrition & Diabetes Pathophysiology and Management (2019)
- Minimum Data Set (MDS) 3.0 RAI Manual v1.17 Course (2019)
- CMS State Operations Manual Appendix PP Course (2019)
- AADE Quick Guide to Medications (2019)
- Sports Nutrition: A Handbook for Professionals, 3rd Edition (2019)
- Nutrition for the Older Adult (2019)
- Food Code 2017 Course (2019)

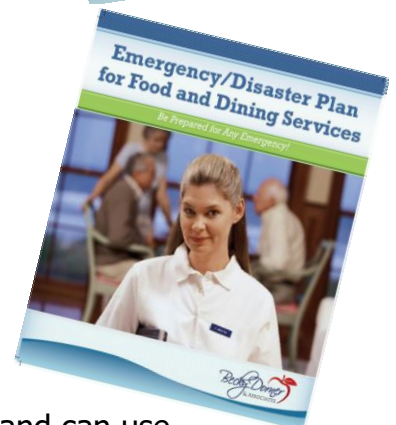
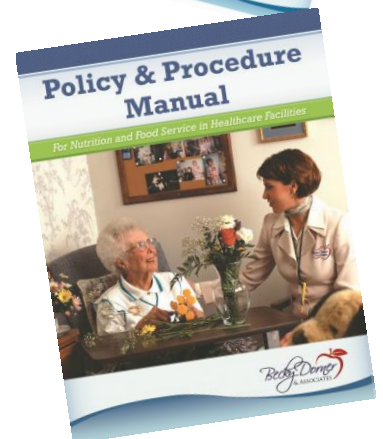
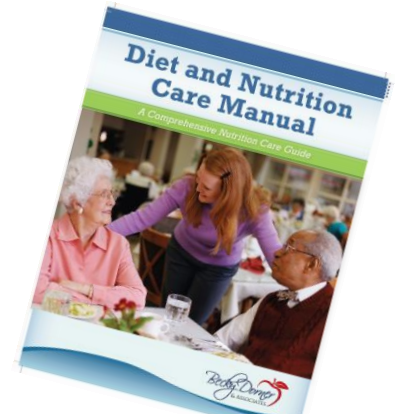
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- Kathy Warwick, RD, CDE, Owner, Professional Nutrition Consultants, LLC, Madison, Mississippi