LRMC Food Service Training Guide
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*Note: This pattern will be followed for the 90 Day Evaluation period for each new employee so that they will have knowledge of every position available in Food Service
Welcome to the Nutrition & Food Service Department

Dear Patient Food Service New Employee,

It is my honor to welcome you to our Patient Food Service Department at Lakeland Regional Medical Center. It is LRMC’s Senior Management Vision that the Food and Department of Nutrition become one of the top Departments in the nation. I believe we are in a position to make this ambition a reality.

There are several key things we must do to ensure our success:

1. **We have to deeply understand our patient’s needs and their expectations.**
   - We will maintain our business and expand our services because we will build trust, we will innovate and we will find solutions which will improve our patient’s lives. We need to cherish the patients we have chosen to serve.

2. **We must demonstrate our desire and ability to significantly reduce cost while providing the highest quality and value to LRMC.**

3. **We are in a business that builds on the strength of its Human Resources.**
   - We must enhance our ability to attract and satisfy caring and competent people at all levels in our department. We ourselves must be highly competent at our jobs.

4. **We need to make our system efficient and easy to use.**
   - Our systems, our products and our internal structure must be under continual review for efficiency.

5. **We need clear communication channels.**
   - People must understand how to get things done within the department and eliminate the need for additional steps and recovery work due to poor explanations, non-inclusive planning and missed communications. We will establish a clear communication plan. Where action is needed we must make our action plans clear and visible.

6. **Individual accountability is fundamental to our success.**
   - Individual accountability is a team that supports each other, that respects and is accountable to one another. It is leadership at all levels, sharing ideas, promoting the common good for the sake of the group and delivering the best results to the patients we serve.

We have **three** top priorities:

- Focus our attention consistently on our patient.
- Look after the people who work with us.
- Focus on managing food cost and labor cost.

I will give to you whatever help you need to get the job done. Plans happen because people execute and refine them into real action. I am counting on you to accept your personal responsibility to deliver. I promise you mine.

Sincerely,

Mark Eisenmenger

Patient Food Service Manager
LRMC Job Description

JOB TITLE: Dietary Assistant  DEVELOPTED: EXEMPT □ NON-EXEMPT ☒

DEPARTMENT #: 6330  REVIEWED: 06/20/11

REPORTS TO: Patient Services Supervisor  REVISED:

JOB CODE: 0514/0969  BARGAINING UNIT: RN___ Technical___

GENERAL SUMMARY: Demonstrates commitment to the vision, core purpose/mission and goals of LRMC, modeling the values and culture.

The Dietary Assistant works within the scope of Nutrition & Food Service. His/her functions will include food preparation; coordinating with care teams the patient meal assembly and service; receiving patient phone calls and coordinating patient meals for the room service systems, responsible for processing accurate patient meals and nourishments in accordance with dietary prescriptions, serving patients in a courteous manner; effective communication to the patients, care teams and supervisors; sanitation; and other food service tasks to meet service needs. He/she are responsible for indentifying potential patient nutritional problems and interact with clinical dietitians for appropriate intervention. He/she is responsible for and contributes the improvement of quality, safety and costs, as well as patient, customer and employee satisfaction by exhibiting effective communication and professional behavior in contributing to the cultural expectations of the organization. Perform other duties as assigned by proper authority to the standards of the Department.

Performs other duties as assigned.

PRINCIPAL DUTIES AND JOB RESPONSIBILITIES:

- Actively participates in team development, achieving dashboards, and in accomplishing department goals and objectives.
- Is assigned to a particular floor, communicates clearly with Patients, Family Members and all Staff with a high compassion that will consist of caring and courtesy through empathy by using Scripting. (Measurement by Supervisor, Management Staff and Other Hospital Staff)
- Demonstrates positive guest relations and phone etiquette in answering the telephone as evidenced from Supervisor observation and positive customer feedback. (Measurement by Supervisor, Management Staff and all other Staff)
- Attitude toward fellow staff, management, visitors, patients and family members is consistently courteous, professional and positive so that a high level of customer satisfaction is met. (Measurement by Supervisor, Management, Staff and Patient)
- Employee has a working knowledge of diets and demonstrates the ability to modify trays using the menu guide by diet type and restriction so that patients' receive prescribed diet. (Measurement by Supervisor, Manager, Dietician, and Nursing Staff)
- Check for accuracy of tray ticket to the tray of food, uses the patient identifiers when delivering the tray in the room per our procedural guideline. (Measurement by Supervisor, Managers, Any Food Service Personnel, and Nursing Staff)
- Ensure carts/area are clean, sanitized and well organized at all times and work areas are kept free of potential slip fall hazards at all times. All dishware is taken to dish room, to be cleaned and stored neatly so that established cleaning and safety guidelines are met. (Measurement by Supervisor and Manager)
- Food is handled & stored so that established regulatory agency and infection control guidelines. (Measurement by Manager and Supervisors)
- The assigned Pods/cart is inspected and fully stocked with all food and supplies. Carts have adequate food/supplies for the duration of meal service for all meals. (Measurement by Supervisor and Manager)
- Reviews the missed meal report at 930am, 100pm and 6pm that did not order a meal and go to their room to make sure that the patient does not want a meal. (Measurement by Supervisor and Manager)
- Interacts with patients to obtain meal choices and answers any questions regarding diet or menu process and inputs information in the dietary software system to meet service needs. (Measurement by Supervisor and Manager)
- Organizes job functions and work assignments to be able to effectively complete assignments within established time frames as validated by no overtime. (Measurement by Supervisor and Manager)
- Meets or exceeds productivity measurements established for this position. (Measurement by Supervisor and Manager)
- Collaborates with the dietician(s) regarding patient identified with potential nutritional problems. (Measurement by Dietician, Supervisor and Manager)
KNOWLEDGE AND SKILLS:

- **Preferred:** Excellent computer skills, Exceptional communication skills, Personable, Friendly, and has knowledge of Food Service

- **Required:** Must be able to have excellent computer skills, communicate clearly and be Friendly

EDUCATION:

- **Preferred:** High School or GED

- **Required:** Must be able to read and write English

EXPERIENCE:

- **Preferred:** Food Service Experience with knowledge of Nursing Home and Hospital Food Service Setting

- **Required:** Clear communication and customer service skills

LICENSURE/CERTIFICATION/ OTHER:

- **Preferred:** Safe Serve Certified

- **Required:** None Certifications: Per department or hospital requirements and relevant policies

ETHICS AND COMPLIANCE
Employee performs within the prescribed limits of the hospital’s and department’s Ethics and Compliance program, and is responsible to detect, observe, and report compliance variances to their immediate supervisor, or upward through the chain of command, the Compliance Officer, or the hospital hotline.

APPROVAL

Department Director/Manager   Date

Administrative Representative  Date
**Job Specifications:**

(Physical and Mental Job Requirements)

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job-specific functions (listed within each job-specific responsibility) either unaided, or with the assistance of a reasonable accommodation to be determined by the organization on a case-by-case basis. If the requirement is not marked, then the standard is generally considered not applicable.

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<thead>
<tr>
<th>Requirement</th>
<th>Occasionally (&lt;1% - 33%)</th>
<th>Frequently (34% - 66%)</th>
<th>Continually (67% - 100%)</th>
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<td>Reach</td>
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<td>Sensory Requirements (has ability for…)</td>
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<td>Far Vision</td>
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<td>51 to 75 lbs with assistance</td>
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<td>Near Vision</td>
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<td>Depth Perception</td>
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<td>Infectious Diseases</td>
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<td>Hearing Overhead Pages</td>
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<td>Chemical Agents</td>
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<td>Dust, Mist, Fumes, Gases</td>
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<td>Hazardous or Moving Equipment</td>
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<td>Cope with high level of stress</td>
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<td>Make decisions under high pressure</td>
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<td>Cope with anger/fear/hostility of others in a calm way</td>
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<td>Manage alterations</td>
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<td>Concentrate</td>
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<td>Handle a high degree of flexibility</td>
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<td>PPE (Personal protective equipment specific to work area)</td>
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<td>Handle multiple priorities in stressful situation</td>
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<td>Respiratory Protection (specific to work area)</td>
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<td>Work without direct supervision</td>
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<td>Vaccines/TB Screening</td>
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<td>Demonstrate high degree of patience</td>
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<td>Ability to drive vehicle (specific to work area)</td>
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<td>Adapt to shift work/flexible scheduling</td>
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<td>Work in confined area</td>
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| I have read and understand this job description and responsibilities. I have also reviewed the physical/mental job requirements and agree that I can perform the essential functions of the job, with or without reasonable accommodations.

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**Print – Applicant/Employee Name**

**Signature – Applicant/Employee Name**

**Date**

**Job Title:** Dietary Assistant  
**Job Code:** 0514
General Rules, Information & Expectations
General Rules

- No electronic devices (I.E. iPods, cell phones, etc.)
  - These items must be kept in your locker.
  - These items are allowed on your authorized break.
- No eating patient food.
  - You may sample any food item with a supervisor’s permission.
- Always allow transported patients to have priority on elevators.
  - Never mix food and patient; cleaning supplies; bio hazardous waste.
- Bring a pen and your badge to work every day.
- No gum is allowed while on the floors and around patients.
  - Mints are allowed.
  - Gum can be chewed in the kitchen, appropriately.
- All drinks must have a twisty top (No lids with straws).

Important Safety Procedures

P.A.S.S.

- P: Break & remove plastic pin
- : Hold unit upright & check gauge
- A: Aim at base of fire
- S: Squeeze handle to release expellant
- S: Spray in fanning motion

S.A.V.E.

- S: Save the patient, visitor, employee
- A: Pull nearest alarm, call operator & advice code 3 at location
- V: Close all ventilation
- E: Extinguish with fire extinguisher if possible

In case of A fire alarm:

- All patient doors and hallway access doors must be closed.
Appearance/ Uniform

- Both hospital identification badges must be worn at all times and are considered a part of your uniform. If you arrive at work without your badge, you’ll have to go home to get it. If you lose your badge, you will be expected to go to Safety and Security or Human Resources to obtain a new one.

- Uniforms must be a royal blue and black chef coat.

- Undershirts can be black (if needed).

- Black pants, socks & shoes (slip resistant & closed toe).

Purchasing Extra Uniform Shirts

- Your first chef coat will be given to you on your first day of work, any additional that you want will have to be purchased through your supervisor.

- Black bouffant caps or black hairnets are allowed. One will be given to you any additional you will have to purchase.

Body Art

- Tattoos do not have to be covered unless they are deemed offensive.
  - If you are asked to cover your tattoos, you may cover it with clothing or a band aid.
  - **REMEMBER:** It is up to the discretion of management to determine what is offensive. If they ask you to cover it up, do so.

- All piercings must be removed or covered with a band aid.
  - Piercings are not allowed to be covered with a hairnet.

Accessories

- No jewelry of any kind, except for one ring band.
  - You can wear any band that does not have stones on it. (IE: Diamonds, rubies, etc.). It does not have to exclusively be a wedding band.

- Necklaces without stones can be worn, but they must be tucked inside of your shirt.
Hair, Nails and Make-Up

- **Men:** A hat must be worn. If your hair is too long, you must wear a hair net under the hat. If necessary, a beard net must be worn.
- **Women:** A white hairnet or black bouffant cap must be worn during working hours. All of your hair must be kept inside this hair net. Refer to page eight for examples of how to properly wear a hair net.
- Nails must be trimmed with no nail polish, this includes clear polish. No fake/press on nails. Nails must be no more than 1/8 of an inch long.
- Make-Up must be neutral in color.
- No strong scents or perfume are allowed.

Clocking In / Out

- Use your badge to clock in and clock out at your assigned time clock.
- There is a one minute window before and after the time you are scheduled.
- If you forget to clock in or out, use the OOPS log located within the supervisor office to document it.

Breaks

- If you work 5 hours in a single shift (which would be a normal part time shift) you are allotted **ONE FIFTEEN MINUTE BREAK**.
- If you work 6 hours or more in a single shift you are required to take **ONE THIRTY MINUTE BREAK**.

Locker

- To get a locker, speak with a Supervisor and they will assign you a locker that comes with a combination lock.

How to Request Day(s) Off

- Use the API system to request days off. A short training session on how to use the API system will be held on your first or second day.
- You must request time off in the time window that it is available and your request must be filled out in API and on the office door. If you miss the time window to request a day off you must find someone to switch with or work for you on that day (appropriate paperwork must be filled out one week prior to date requesting switch).
- Food Service Department code: **6330**
Parking Procedures

- Parking within lots E, F or C is acceptable on your scheduled work days; additional parking is allowed in the overflow student parking lot if there are no spots within the parking lots.
- You must **NEVER** park within the parking garage, if you are caught parking within the garage security will put a boot on your car and you will be required to pay and have it removed.
- If your car is booted you will be automatically written up.
LRMC Smoking Policy

As of January 1, 2010 the hospital has banned smoking on campus and has become a smoke free campus (including it’s off site buildings).

Any associate identified as violating the hospital’s policy and is identified smoking or using tobacco products is subject to the hospital’s disciplinary policies.

If you wish to smoke, you have to first inform your supervisor that you are going on break. Then, you must clock out and walk across the street from the hospital. To get there; go to the second floor and out the front lobby door. Walk to the side of Park View Avenue and cross the street and stand on the sidewalk. You CANNOT stand on the side walk in the picture below; that is LRMC Property.
Uniforms

Everyone will be required to wear a royal blue and black chef coat and black dress pants or scrub bottoms. Also a black hat/bouffant cap or black hairnet is required at all times.

If you choose to wear an undershirt or long-sleeved, remember that it must be solid BLACK. Also, do not forget to wear your badge every day you work!
Wearing a Bouffant Cap/ Hat

The black bouffant cap is how we cover our hair while at work. When this cap is worn it is important that all of your hair is completely covered up. Bangs are not allowed to be hanging out of the hat.
Notice in the picture how all of her hair is totally covered up. Any excess hair that is not inside the chef hat is subject to falling out and possibly getting on a patient’s food. Not following this procedure will result in disciplinary action.

Men can choose to wear the black bouffant hat or a black ball cap (with no logos). Black pants and black slip resistant shoes are required. Undershirts & long sleeves must be solid black. Badges must be worn on the upper part of the body.
Men are allowed to wear solid black baseball caps. No logos are allowed. If your hair is short enough (like in the picture to the right) you will not be required to wear a hair net beneath your hat. If you are growing facial hair, you will have to wear a beard guard anytime you are around food or the kitchen area.

**Earrings & Tattoo Policies**

Ear piercings are fine to have, but they must be covered up during service. To the right is an employee who has an ear piercing.
Using a band aid you can easily cover up earrings. As long as your tattoo is **not deemed offensive** by management, you will not be required to cover it up. Keep in mind that management has final say over these decisions.
Calling Out & the “Oops” Log

1. Working other than scheduled hours:
   ➔ Prior to clocking in early or staying late, **you must obtain permission** from your supervisor.

2. Calling In:
   ➔ When calling in to work you should leave the following information:
     - Your name
     - Badge number
     - Start time for shift you are supposed to work
     - Area you work in
     - Time you called in
     - State whether you want pay or not & the reason (not just sick) you are calling in.
     - When you expect to be back to work.

   ➔ You must call in every day you are out.

   You **must call** 90 minutes before your scheduled shift on the call-in line (863-284-1960) and the supervisors’ number (863-687-1100 Ext. 7277).

   ➔ If you forget about a scheduled shift and do not show up we will **NOT** call to remind you; all no call no shows are an automatic write up.

Accidents and Incident Reports

Report **ALL** incidents **immediately** to your supervisor or WTL (Working Team Leader) on duty at the time of the incident. Even if you are okay, **tell your supervisor/ WTL**. Per hospital policy, the report will be filled out by the employee along with the supervisor/ WTL. The supervisor/ WTL will take the employee to Employee Health. If Employee Health is closed, the supervisor/ WTL will contact the house nurse supervisor to report the incident. The nurse supervisor will assess the incident and determine the next step to be taken.
And always remember…

PLEASE WASH YOUR HANDS BEFORE YOU LEAVE!!

The bathroom, a patient’s room, the dish room, etc.

And sanitize in between patient rooms.
Isolation Policy

Rule #1: Food Service Hosts are not allowed to enter into an isolation room at any time.

As a Runner: When delivering a tray to a room that is Isolation, DO NOT take the tray into the room. Find a Nurse or a PCA and politely ask them to take the tray in. If you cannot locate a Nurse or PCA, find the nearest desk or nurse’s station to put the tray, however, it is your responsibility to search for a Nurse or a PCA to inform them that the patient’s tray has arrived. Always notify the patient that their tray has arrived and ask them to put on their call light for prompt service from the PCA or Nurse.

As an Ambassador: When taking an order for an isolated patient, it is proper procedure to stand outside the door to take the patient’s order. Feel free to inform the patient that you cannot come in and in order to communicate you may have to speak at a louder volume than normal. If the patient is having difficulty hearing, ask a PCA to go into the room and communicate with the patient OR pick up a nearby phone and call the patient’s room. Refer to the phone directory at the end of this manual or the floor Directory posted on each station to find out how to call a patient’s room on any floor.

PLEASE NOTE: The only room you cannot stand in the doorway of is an Airborne Sickness Isolation Room. These rooms are typically found on 3 West but have also appeared on B6. Pay close attention to the signs on the door as they will indicate what type of isolation the patient is. On the next page you will find pictures of each Isolation sign and their descriptions.
This is the most common isolation sign you will see. It is safe to open the door and stand in the doorway to speak to these patients. You are not allowed to put on the blue gown and go inside to speak to the patient or deliver food. If the patient asks you to come in just politely tell them you are not allowed to enter the room.

These signs are used for patients who may have the flu or another potentially contagious illness. It is safe to open the door and stand in the doorway to speak to these patients but be sure to never enter the room. Again, when delivering a tray to a room, leave the tray on the nearest counter and inform either a PCA or a nurse.
These signs are used for patients who have an airborne sickness and extra precaution must be taken. These doors are shut for a reason. **DO NOT OPEN THE DOOR.** You cannot even stand in the doorway to speak to these patients. The only way to get their order is to call the patient’s room. Refer to the Phone Directory. If all else fails speak with the patient’s nurse.
These signs are used for patients who are on a **Neutropenic Diet**. Remain at the door way when taking these patient’s orders. Make sure that there are no garnishes or raw food of any kind on their plate when you serve them. If there is a garnish, the entire plate must be replaced.

This is a paper that can be posted on a patient’s door if they have an aspiration precaution. If you see this precaution posted on the door of a patient whose tray you are about to deliver, be sure not to place the food in front of the patient. This sign indicates that they need assistance to eat properly.

This is an example of what the outside of an isolation room looks like. You may open the door and speak to the patient from the doorway as long as there is not an **AIRBORNE** precaution sign on the door. Pay close attention to the signs on the door before entering any room!
Runner

Day 1
Runner

- Before service begins, you (the trainee) will be taken on a tour of the hospital and the department will welcome you to LRMC.
- You will be paired up with a WTL (Working Team Leader) and he or she will explain the basic rules of being a Dietician Assistant.
- **Pre-service**
  - Check the daily schedule in the NOTES section to see which WTL you are training with. Then locate their name in the Runner section of the schedule. Note which runner position you are in and what side job corresponds with that position. Also note your designated break time.
  - Pre-service work (you will be assigned to one of these):
    - Make 5 pans of sweet tea & 6 pans of unsweet tea
    - Refill our cereal supply (15 of each)
    - Scrap 7West and deliver their snacks
- **Service:**
  - WTL will show the proper procedures to follow when delivering a cart to a floor:
    - Trays are always delivered in a cart.
    - Know to replace the full cart with an empty one when leaving the kitchen.
    - You will be shown where to leave the cart on the floor.
    - Know when to take an empty cart downstairs.
    - Always replace the “Tray Tracking Form”.
  - WTL will show the proper procedures to follow when delivering a tray to C2, M2, C3, Cath Lab, RHR, GI Unit, 1 South, ER, M4, 7W and 7E.
    - Ask the patient for their name & birth date.
    - Be sure to politely open or close all doors.
    - Remember to be cheerful and ask the patient if there is anything you can do to help.
    - This process will continue throughout service as you and the WTL will continue to run carts up to their respective floors.
  - **Trays must be delivered straight to the patient’s room from 1pm-4pm.**
  - **Always remember not to touch the patient!**
  - **After 6:50pm you must deliver all last trays on 6E/W,3E/W,4E/W and M4.**
- **Downtime:**
  - During slow times you and the WTL can take empty scrap carts upstairs, roll silverware, make condiments, etc.
  - Be sure to ask your WTL any questions you may have.

**After Job**

- **Side Work**
- **Oral Quiz**

Day 2
Before service begins, the WTL will go over the same procedures you learned yesterday. Remember to ask any questions if you are at all confused.

**Pre-service**

- Pre-service work (you will be assigned to one of these):
  - Scrap 1 South and deliver their snacks
  - Scrap 3E/W or 6E/W
  - Bag enough rolls to have 3 bags on each pod.

- It is important to remember that during pre-service work you need to continue to check on the service carts. If there are a number of carts ready to go you have to leave your pre-service work behind to deliver those carts. You can always come back and finish your pre-service work.

- You will be running carts alongside the WTL. Be sure to know where each elevator is located.
- You will also be allowed to run carts on your own if you feel comfortable.

**Service:**

- You will deliver carts to more difficult floors and the WTL will remind you what you must do to properly deliver to these floors.
- Continue to run carts on your own or with little help from the Trainer.
- Continue to stay busy during downtime with condiments, napkins, silverware, etc.

- After 6:50pm you must deliver all last trays on 6E/W, 3E/W, 4E/W and M4.

**After Job**

- Side Work
- Runner Quiz
Runner Breakdown

Step By Step

1. When timer is placed upside down on a cart, take the cart outside of the kitchen.
2. Replace the cart taken with an empty cart typically located in the hallway just outside the kitchen.
3. Be sure there is a blank Tray Tracking Form on the cart and replace the timer by setting it on the back/center of the cart.
4. When a timer is on, be sure to pull the timer to the front of the cart, left of the clipboard.
5. Deliver the cart you took outside of the kitchen to the floor it is assigned to.
6. All trays (no matter what floor) must be delivered by the runner from 1-4 pm.
7. After 4 pm, all carts can be left on the floor to be delivered by an ambassador.
   - ✓ If you are delivering to one of the following floors (C2, M2, C3, Cath Lab, RHR, GI Unit, 1 South, ER, 7W) trays are to be delivered directly to the room at all times.
   - ✓ Follow proper tray delivery procedures.
8. Take any empty carts back down with you to the kitchen if possible.
9. During down time, a runner may roll silverware, make condiment containers, or take empty scrap carts back upstairs. If there is nothing to do, talk to a WTL or a supervisor.
10. After 6:50pm you must deliver all last trays on 6E/W, 3E/W, 4E/W and M4.

Things to Know

1. Learn the hospital floor plan (B elevator, M elevator & A elevator).
2. Know which floors require you to hand deliver trays to the room.
3. All trays must be in a service cart when being transported through the hospital.
4. When delivering a tray to a patient, ask for the patient’s name, birth date, MRN and Billing ID number.

Scenarios

1. To deliver trays to the Mother Baby floor (M4 or C4) take the M CASSI elevator to the fourth floor. You have to sign in with your name and badge number and the time you have arrived. The security
guard on duty will then allow you to enter the unit and drop off any trays or scrap any carts. Upon leaving the unit, be sure to sign off on the time you left.

2. To deliver trays to Pediatrics (PEDS or M7) take the M “visitor” elevator to the seventh floor. Enter PEDs and drop off service cart over the yellow fish on the floor located near the second patient room.

3. To deliver trays to 1 South you must first pick up the phone located outside of the unit (which is on the first floor near the A lobby) and wait for an operator to pick up the line. Politely let them know you are with Food Service and that you have a tray ready to be delivered. Upon entering the unit head to the nurses desk (to the left) and sign in on the Key Check-Out Form. Take a set of keys (there should be a badge and a key) and head down the right hallway to a set of double doors. Use the badge to get through the double doors and head down the immediate hallway to your left. Upon entering, search for a nearby nurse who should be awaiting your arrival. Exit the unit the same way you came in; be sure to drop off the keys and sign out on the time you left.


5. After 7pm, B & M-side Ambassadors are responsible for delivering their own trays.

6. Be sure to deliver the cart(s) that have been sitting in the kitchen the longest. Do not just assume that all of the timers went down at the same time.

7. Be smart about running carts, if there is a B4 and a B5 or a 4E/W and a 6E/W cart ready to be delivered, go ahead and take both carts up.

8. Do not ignore carts that require a longer amount of walking or take up a longer amount of time to deliver (IE M4, Units, 7W, etc.).

9. Keep a brisk pace when delivering trays, especially at the height of service (which is 4pm to 6pm). Delivering trays within our 45 minute limit is vital to ensuring patient satisfaction!
Expo Helper 2
Day 1

Expo Helper 2

- Between 2:30pm-4pm, you will learn how to work the last position on Pod A.
- You will be in charge of icing teas, filling baked desserts and stocking your section of the Pod.
  If you finish with side work before 4pm, begin running carts to the floors.
- At 3:20pm, you will need to get the 7W or 1 South hot/cold cart and plug it in by the M7 or B8 service cart.
- At 3:55pm, you will need to get ice before service starts.
- During service, you will be in charge of:
  - Placing baked desserts on the trays.
  - Placing tea on the trays.
  - Checking trays for any missing items or mistakes.
  - Loading trays into correct carts, writing down room numbers, and setting the timers.
  - Retrieving any items needed during service.

After Job

- Condiment containers
- Napkins
- Stocking your section of the Pod
- Empty trash
Expo Helper 2 Breakdown

**Step By Step**

1. Place baked desserts and ice teas on trays if necessary.
2. Double check each tray for any missing items or mistakes.
3. Place each tray in the correct cart.
4. Record the room number on a Tray Tracking Form.
5. Set the timer and place it near the front of the cart, to the left on the clipboard. Timers that are not in use should be placed at the back of the cart, in the center.
6. Turn off any timers that are beeping and place the timer face down on the cart.
7. Retrieve any items needed during service:
   - IE: thicken drinks, desserts, ice, etc.
8. Help move all trays along the line each time a tray is removed.

**Things to Know**

1. Know your diets!
2. You’re the last person on the line to check the tray, so be sure to look at the entire ticket and make sure every item is there.
3. Make sure you set each tray in the cart the correct way.
4. Know where to locate items for the line.

**Scenarios**

1. The tickets begin printing at 4pm. We make all 7W trays first using the double-sided gray trays. On the Young Adult trays, there is to be NO silverware given and all the cold items are placed on the left side on tray. The MDU is allowed plastic silverware and all cold items are placed on the right side on the tray. Once the 7W cart is completely loaded, please notify the first runner you see and let them know the cart is ready for delivery.
2. Any 7W trays that print after the 7W hot/cold cart is delivered will be made on a disposable tray and placed in the MISC cart.
3. The MISC cart is used for the following floors; ER, Cath Lab Recovery, I South, M2, C2, C3, Radiology Holding, 7W, and GI Unit. The MISC cart may only have two floors at a time on it.
4. If the food is not made according to patient’s request, or not properly garnished, you must send the plate back to the cook to be corrected.
5. Help out your fellow runners by letting them know which timer went down first so they know which cart needs to go up immediately.
Expo
Day 2

Expo

- You will be placed in the middle position on Pod A.
  - Learn how to take the food from the window and place on the correct tray.
  - Learn how to spot mistakes on the trays.
- You will have pre-service side work that will coincide with stocking your pod. This will include:
  - Condiment containers
  - Napkins
  - Any items needed to stock the pod.

After Job

- Side Work
- Diet Review
- Oral Quiz

Expo Breakdown

Step By Step

1. You will be in charge of two coolers.
2. Place any hot/ cold food on the corresponding tray by matching the bottom ticket number.
3. Cover the food with appropriate lids.
4. Place chips/ crackers on the tray as requested.
5. Mark off items placed on the tray.
6. Keep trays moving down the line.
7. Restock the Pod (specifically the coolers you used) at the end of night and record cooler temperatures.
8. Move floor mats, sweep and mop.
Things to Know

1. Know your diets!

2. All food must be presentable and prepared as requested by the patient.

3. All plates must be garnished properly:
   - IE: No **tomato** or **orange** for **Renal** diets, No **garnish** on **Neutropenic** and **Soft** / **Mechanical Soft** Diets,
   - Breakfast items: Cantaloupe slice, Fish: lemon, Sandwiches: pickles slices, Lunch: Kale & Orange slice and Dinner: Tomato & Kale

4. Do not remove any food from the window without a ticket.

5. Always read messages!

6. Work quickly and accurately to assure the food gets to the patient within time frame requested.

7. Communicate with the cooks frequently.

Scenarios

1. If a plate is not garnished, let the cook know and send it back. If a renal plate is garnished with an orange or tomato, remove from the plate (make sure you have gloves on). If a **neutropenic** plate is garnished, the plate must be replaced.

2. If a salad plate contains eggs and the diet is **Cardiac**, the egg must be removed.

3. If any plates are not correct according to the ticket or if the plate is not presentable, send the plate back to be remade. Be sure to let the cook know what is wrong with the plate.

4. If a patient orders too much food or the food is not allowed for their diet, call the Ambassador designated to the floor or have a supervisor investigate.

5. If there is no expo helper 2 (they may be on break), you are responsible for their job duties.
 Expo Helper 1
Day 3

Expo Helper 1

- You will be placed on the expo helper 1 position on Pod A. You will be in charge of:
  - Keeping tickets in order as received.
  - Placing the ticket, napkin, silverware, condiment container, and the hot plate (if necessary) on tray.
  - Knowing who gets white, red, or disposable trays.
  - Knowing who gets regular, plastic, or no silverware.
  - Placing condiments, milk/ juice, thickened liquids, fruit cup and rolls on tray specify to ticket.
- A WTL will be extra help on the line. Be sure to ask them any questions and ask for help if you need it.

After Job

- Side Work
- Questions, comments & concerns.
- Diet Review
- Oral Quiz
Expo Helper 1 Breakdown

Step By Step

1. Place the ticket on the left side of the tray.

2. Place silverware on the right side of the tray. If a patient has ordered a soup place a folded napkin underneath the silverware with a soup spoon beside it.

3. Place the condiment container on the top center of tray.

4. Place all condiments in the container specific to diet/ patient’s request:
   - Pay attention to the number of items requested.

5. Place all drinks from cooler #1 on the top right corner of tray:
   - IE: Juice, milk, thickened drinks, mighty shakes

6. Place all desserts on the top left corner of the tray:
   - IE: Applesauce, fruit cups

7. Place the dinner roll on the top left corner of the tray if requested.

8. Place the black hot plate(s) on the center of the tray as needed.

9. Mark off items from the ticket and then pass the tray down the line.

10. Restock the Pod at the end of night and record closing temperatures on the coolers.

11. Check with a WTL or a Supervisor before clocking out.

Things to Know

1. Know your diets!

2. Learn where to find items you are responsible for putting on the tray.

3. Know what type of tray/ silverware goes with what floor:
   - IE: ER, Radiology Holding, Recovery, 1 South, GI Unit- all disposables
   - PEDs- Red/Black trays
   - 1 South gets No silverware or alcohol packet in the condiment container. Use double-sided gray trays at beginning of service and disposable trays thereafter.
   - 7W gets no alcohol packet in condiment container.
   - 7W young adults- No silverware at all- Use double-sided gray trays at beginning of service and disposable trays thereafter.
   - 7W memory unit- Plastic silverware- Use double-sided gray trays at beginning of service and disposable trays thereafter.

4. Yellow tickets: Tear apart the ticket and hand the yellow copy to the cooks directly:
Keep the ticket in order it was received
Keep the guest tray with patient tray

5. Always read Messages!

6. Remove straw from the trays with thicken liquids: Very Important!

Scenarios

1. In the event that the printer jams on the cook side, read off the tickets to them instead of reprinting.

2. In the event that the printer jams on expo side, reprint the tickets and ask the cooks to throw away their double copy.

Pro Tips

- Be here when scheduled and be sure to arrive to work on time.
- Never stop asking questions!
- Always feel free to phone your supervisor (ext. 7277).
- The Food Service Department has an open door policy, feel free to voice your opinion whenever necessary. They will listen to you!
- Be mindful of your coworkers & keep a positive attitude.
- Most important of all we want you to enjoy your job, not dread it. Everyone in the Food Service Department is willing to help you in any way we can.
Ambassador
Day 1

Ambassador

- You will be paired up with a WTL on a B side floor.
- WTL will show you the supervisor’s office where you will find the materials needed to take to the floor:
  - ✓ ACCU Check Paperwork
  - ✓ Spectra Link Phone
  - ✓ Patient List w/ Notes
  - ✓ Computer Tablet
- WTL will explain the purpose behind each of these items and how you will use them.
- WTL will show you and explain the ACCU Check time list for each floor.
- Look to see if there are any scrap carts to take back to the floor before you head there.
- WTL will go over rules of conduct upon arriving on the floor (also covered in General Rules):
  - ✓ No sitting
  - ✓ No cell phone use (except on authorized breaks)
  - ✓ No gum, mints, candy, etc. in mouth when speaking to patients.
  - ✓ Ambassadors are responsible for all trays until 7pm regardless if they have left the floor.
- WTL will go over procedures for how to be an Ambassador while you shadow them.
  - ✓ Diet training
    - WTL will go over the various diets that are on the Patient List and will help you understand what each diet means and how it applies to taking orders (Please see Diet Section for a list of descriptions)
  - ✓ ACCU Tests/ Checks
    - ACCU Checks are typically taken for patients on a Carb60 or Carb75 diet.
    - ACCU test: any patient that is a diabetic has to have this test to check for sugar levels in the blood stream.
    - ACCU check can be given one hour to 1 minute before eating to get an accurate checking of one’s sugar level.
    - It is your responsibility to acquire the breakfast orders for all ACCU Check patients. Delivery times must be set for either 7 AM or 7:15 AM depending on the floor.
  - ✓ Using the Patient List with Notes
    - It is important to make sure you document when you have delivered a tray.
    - It is also important to make a note of any refusals or any other situations that require documentation (IE: diet changes, the patient is out of the room, down for a test, discharged, etc.)
  - ✓ Using the Menu
    - Gain knowledge of how the menu looks to assist patients who look at the menu. The menu is also a helpful tool for dealing with Carb60 and Carb75 patients who have to remain under 60 or 75 grams of Carbohydrates.
  - ✓ Computer Tablet training
    - Learn how to take an order, what all of the buttons mean, how to set delivery time, how to delete, how to build sandwiches, how to take breakfast orders, etc.
    - Please view all of the videos pertaining to tablet training. Ask a WTL about them.
Using the Spectra Link Phone
- It is very important to always answer your phone. If you are with another patient, politely ask them to wait while you answer. Once you are on the phone with another patient, it is up to you whether to input the order they want to place or ask them to wait until you can either call them back or visit them.

Scripting (speaking to patients)
- Courtesy: You will be taught how to handle patients who are hard of hearing, have impaired vision, and/or speak another language to ensure each patient is properly taken care of.
- WTL will offer you a number of techniques on how to quickly move from room to room while exercising a very courteous attitude to ensure patient satisfaction.
- Tips for delivery times so that you aren’t overwhelmed with every tray at once.

Scrapping carts
- WTL will show you where each utility room is and how to properly switch out the full cart for an empty one.
- This is an element of keeping busy along with heading downstairs to pick up ready trays.

Interaction with Nurses
- Establishing communication with the Nursing staff is very important because it is the Nurses that you will be seeing concerning diets as well as patients who refuse to order, etc.

Sandwiches
- Where they are in the main kitchen and where they are supposed to go on the floor (Nourishment Rooms).

Break times & Delivering
- Some floors have ‘sister floors.’ These are floors that are connected and are on the same level such as B5 & M5, B6 & M6 or B3 & M3.
- If you are on a floor that has a sister, you will have to deliver trays for that sister floor.
- Be sure to always return to your floor after your break to deliver any last minute trays and check to be sure everyone on your floor has been taken care of.

H.S. Snack Stickers
- Sometimes there will be H.S snack stickers attached to your Patient List with Notes. Remove these stickers and place them on the items needed. Place the items in the nourishment room refrigerators on the designated side according to the sticker.

After Job
- Side Work
- Diet review
- Tablet training
- Oral quiz
Day 2

Ambassador

- You will be paired up with a WTL on a B side floor.
- Since most of your first day of training was spent shadowing the activities of a WTL, today you will begin taking the lead and taking on a larger work load. The WTL will be there to shadow you and answer any questions you may have.
  - Remember where to find the Spectra Link, all paper work and the computer tablet.
  - Remember to scrap both carts in the utility rooms before taking orders.
  - You will be taking orders utilizing the computer tablet.
  - You will learn how to manage your time so that you will have all your ACCU check orders in before you begin delivering trays.
  - Again, it is important for you to see what working as an Ambassador will be like on your own, the WTL will help out when needed, but it is necessary for you to understand that the WTL will not always be there to help.
- All procedures will be repeated from the previous training day, with a specific focus on the diets and food items on the menu/tablet. Training on diets will continue throughout the shift.

After Job

- WTL will go over any questions you may have, reiterating major points and discussing the next training day.
- WTL will work closely with you to improve any problems you feel you need to work on.
- Diet progress check
Day 3

**Ambassador**

- You will be paired up with a WTL on M side floor. The WTL will elaborate the following procedures for working this floor.
  - Pick up the tablet, Spectra Link phone, ACCU Check paperwork and the Patient List with Notes.
- Take the B side elevators to the floor and walk over from there.
- Begin taking ACCU check orders.
- All ACCU check patients need to have their breakfast orders taken. Set the delivery time for breakfast for what time is required **according to the floor**.
- M side floors are generally one of our smaller floors so it is your responsibility to help your B side sister floor with taking orders and possibly delivering trays.
- Be sure to keep an eye on scrap carts and follow the procedures that have been learned during the previous training days.

**After Job**

- **Side Work**
- Diet progress check & overview of the Ambassador position (Questions, comments & concerns, computer tablet training & **oral quiz**).
Day 4

Ambassador

- You will be paired up with a WTL on 4 West. The WTL will elaborate the following procedures for working this floor.
  ✓ Pick up the 4 West tablet, Spectra Link phone, ACCU Check paperwork and the Patient List with Notes for 4 West.
- Head to 4 West on the “Old Side” of the hospital.
- Begin taking ACCU check orders on 4 West.
- All ACCU check patients need to have their breakfast orders taken. Set the delivery time for breakfast for what time is required according to the floor.
- 4 West is one of our smallest floors so it is your responsibility to help out 6E /W with taking orders and possibly delivering trays.
- Be sure to keep an eye on scrap carts and follow the procedures that have been learned during the previous training days.

After Job

- Side Work
  - Diet progress check & overview of the Ambassador position (Questions, comments & concerns, computer tablet training & oral quiz).
Day 5

Ambassador

- You will be paired up with a WTL on a B side floor.
- Today the goal is for you to work the floor and complete all of the tasks independently or with minimal help from the WTL.
  - Remember where to find the Spectra Link, all paper work and the computer tablet.
  - Remember to scrap both carts in the utility rooms before taking orders.
  - The WTL will periodically check on you, and if you need additional assistance they will be by your side.
  - Again, it is important for you to see what working as an Ambassador will be like on your own, the WTL will help out when needed, but it is necessary for you to understand that the WTL will not always be there to help.
- Do not worry if you cannot finish the floor on your own. If you need additional training days, we will accommodate you.

After Job

- WTL will go over any questions you may have, reiterating major points and discussing the next training day.
- WTL will work closely with you to improve any problems you feel you need to work on.
- Diet progress check, scenario quiz and questions and comments.
Other Ambassador Positions

Procedures for working **7E & M7 (PEDs)**

- ✓ Pick up the M7, Spectra Link phone, ACCU Check paperwork and the Patient List with Notes for 7East and M7 (PEDs).
- ✓ Take the A elevators to the old side of the hospital.
- ✓ Take all 7East Orders, making sure you have taken 50% of breakfast orders.

- • Walk over to M7. Take all dinner orders and at least 50% of breakfast orders.
- • Be sure to use the PEDs options on the Computer Tablet.

Procedures for taking **UNITs** Orders:

- ✓ Take the CASSI Elevator to the 2nd floor.
- • Go to TICU and consult a nurse about which patients are eating and which ones are NPO.
  - ✓ Patients typically only spend a short amount of time in these areas before they are sent to another floor in the hospital.
  - ✓ It is not always easy to find a nurse to ask, but be patient! It is vital that you find out whether or not someone can eat.
  - ✓ Be sure to document on both your tablet and your paperwork who refuses, who is tube feeding, or who refuses to order breakfast for the next morning.
  - ✓ Set the delivery time for all dinner orders on Units to **16:45 (or 4:45) pm**.
  - ✓ You must take a breakfast order for EVERY patient that orders dinner. For Units, set the delivery time for breakfast to **8:00 AM**.
- • Follow this routine for MICU & SICU (**Try to finish taking orders by 3:30 pm**).
- • Take the CASSI Elevator to the 3rd floor and head to ICU. Follow the same routine used on the other Units. Dinner orders set for 5:00PM and breakfast for 8:15AM
Ambassador Breakdown

Step By Step

1. Pick up the Spectra Link phone, ACCU check paperwork, and the Patient List with Notes from the office.

2. Check out computer tablet for your floor.

3. Check the dish room for any empty scrap carts to take with you to your floor.

4. First, check your scrap carts in soiled utility rooms and swap them out if they are full.

5. Begin taking orders.
   - Set timed-tickets according to when your floor does ACCU checks. Check the ACCU Check time list in the kitchen or floor directory for your floor’s designated time.
   - Remember to set ACCU check breakfast orders for either 7 AM or 7:15 depending on the floor.

6. Deliver trays to rooms and record delivery time until the floor is complete:
   - Identify each patient by asking for their name, birth date, billing number and MRN number located on their wrist band.

7. Check your scrap carts before going on break.

8. Make sure that every single person on your Patient List with Notes has been checked on. It must be documented whether they ate, refused or never came back from a test or surgery. All patients must be accounted for.

9. Log out of computer and return tablet, Spectra Link phone, and Patient List with Notes to the office.

10. Deliver any sandwiches/ snacks to your floor (if necessary).

11. After you have completed your side work, be sure to sign off on the daily schedule.

12. Check with a WTL or a Supervisor before clocking out.
Things to Know

1. Constantly check for diet changes, discharges, or new patients.

2. Always ask the patient if they have had their blood sugar checked (ACCU check) before giving them their tray (if they are on your ACCU check list).

3. Do not leave a tray in a room if the patient is not present. Be sure to consult a Nurse.

4. Constantly check the scrap carts throughout service.

5. Universal code for nourishment room is 1234*

6. Be sure to take at least 50% of your floor’s breakfast orders.

7. Never leave the computer tablet unattended or on top of any scrap cart. Keep the tablet with you at all times or lock it up in a nourishment room.


9. Know how to call a patient’s room for all isolation patients. **Use the Phone Directory or Floor Directory** at the end of this manual.

10. Turn in ACCU check paperwork with patient list with notes at the end of the night.

Scenarios

1. If a patient refuses to eat; notify the nurse, record the time that the patient refused, and check back later to make sure they haven’t changed their mind. If the patient refuses again, record the time.

2. If a patient is asleep or not in their room; make a note on your Patient List with Notes and check back later.

3. If a patient makes a complaint about their food being cold or they do not like what they ordered, the patient can order a new meal. Ambassadors must remove the tray from the room; then place a new order for the patient.

4. If there is ever a diet question or concern please notify a supervisor at ext. **7277.** You may call a dietician. Refer to your phone directory.
## AMBASSADOR DAILY ROUTINE

<table>
<thead>
<tr>
<th>TIME</th>
<th>JOB TASK OR DUTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:30</td>
<td>Clock-In</td>
</tr>
<tr>
<td>2:31</td>
<td>Check Daily Schedule: The schedule determines what floor you will be working on, your sister floor, your side work, and your break time.</td>
</tr>
<tr>
<td>2:33</td>
<td>Retrieve Spectra Link phone, paper work and computer tablet: All of these items are located in the Supervisor’s office.</td>
</tr>
<tr>
<td>2:34</td>
<td>The Patient List with Notes will sometimes include stickers. These stickers are snacks that you must get and place on your floor in one of the Nourishment Rooms. Example: Yogurt, Magic Cup, Sandwiches, etc.</td>
</tr>
<tr>
<td>2:35</td>
<td>Check the hallway to the dish room: See if there any empty scrap carts that need to go to your floor. Pull empty carts into the area in front of the elevator. Take them with you when you head to your floor</td>
</tr>
<tr>
<td>2:37</td>
<td>Head to your designated floor.</td>
</tr>
<tr>
<td>2:40</td>
<td>Place all Nourishment Snacks in the designated Nourishment Room.</td>
</tr>
<tr>
<td>2:45</td>
<td>Check both (if there are two) Soiled Utility rooms to see if you need to replace any full carts.</td>
</tr>
<tr>
<td>2:50</td>
<td>Bring any full scrap carts down to the dish room and return to your floor.</td>
</tr>
<tr>
<td>2:55</td>
<td>Transfer ACCU check patients onto your Patient List with Notes, that way you know who needs to have their blood sugar checked prior to eating.</td>
</tr>
<tr>
<td>3:00</td>
<td>Begin taking orders: Priority goes to ACCU Check patients. Try to take as many orders as possible. <strong>Check the ACCU Check time sheet in the kitchen or the floor directory for your designated floor.</strong> Remember to get at least 50% of your floor’s breakfast orders.</td>
</tr>
<tr>
<td>3:00</td>
<td>Runners will no longer be delivering trays for you. From now until the end of service it is your responsibility to check the area to see if you have any trays. Continue taking orders between delivering trays. <strong>Always stop what you are doing to deliver trays.</strong></td>
</tr>
<tr>
<td>4:00</td>
<td>Typically your first cart will come up at this time. Make sure you check to see!</td>
</tr>
<tr>
<td>4:05</td>
<td><strong>Time Management is the key.</strong> Priority goes to delivering trays, but be sure to continue taking orders whenever you have free time!</td>
</tr>
<tr>
<td>4:00</td>
<td>Check on your scrap carts in each Utility room. This is only a suggested time; ideally you want to be checking on your scrap carts throughout the night.</td>
</tr>
<tr>
<td>6:00</td>
<td>Take a 15 minute break. Be sure to watch your sister floor (B5 watches M5 and vice versa) when they are on their break.</td>
</tr>
<tr>
<td>6:45</td>
<td>Be sure to make your final round. It is incredibly important to make sure that your Patient List with Notes is completely checked off and every patient has been accounted for.</td>
</tr>
<tr>
<td>7:00</td>
<td>Head down to the kitchen and make sure you don't have any last minute trays.</td>
</tr>
<tr>
<td>7:05</td>
<td>Scrap your floor for the last time. Make sure your area is clean. Return to the kitchen and begin side work.</td>
</tr>
</tbody>
</table>
Diets
<table>
<thead>
<tr>
<th>FOOD SERVICE DIET DESCRIPTIONS</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>When placing a patient’s meal order, if a menu item appears in “RED”, that item is NOT ALLOWED.</td>
<td>Indication: These diets are used for patients with difficulty chewing/swallowing or GI concerns.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONSISTENCY DIETS</th>
<th>Specifics: Food consistency must be altered (soft foods, ground meat, puree, thickened liquids) to help prevent choking or alleviate GI concerns.</th>
</tr>
</thead>
</table>

| SOFT | - Food of nearly regular consistency but no very hard or crunchy foods. Foods should be served moist and into easily chewable, bite size pieces (~1/2” pieces).  
- NOT ALLOWED: Bacon, croutons, nuts (unless smooth peanut butter), large pieces of raw fruits/vegetables (whole apple not allowed, canned peaches ok, shredded lettuce ok). |

| MECHANICAL SOFT OR DYSPHAGIA 2 | - Food that is mechanically altered by blending, chopping, grinding, or mashing so they are moist and easy to chew/swallow (served or easily mashed with a fork to be ~1/2” or smaller pieces). No very hard, crunchy, or piecey foods (rice or beans). Meats must be ground or chopped.  
- ENTREES ALLOWED: Meatloaf, Veggie Quesadillas, Ground Chicken Quesadillas, Ground Crumb Top Fish, Ground Chicken, Ground Chicken Fingers, Ground Pork, Any Pasta/Any Sauce, Turkey ala King (Ground Turkey), Hamburger, or Pizza (Cheese or Veggie only). Breakfast sausage must be ground (no bacon).  
- SOFT SANDWICHES ALLOWED: HOT/COLD Chicken/Tuna/Egg Salad (no celery). Grilled Cheese. |

NOTE: THERE IS A MECH. SOFT BUTTON ON THE COMPUTER TABLET.
<table>
<thead>
<tr>
<th>PUREE OR DYSPHAGIA 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Food that is blended (same texture throughout), smooth, and cohesive (“pudding-like”).</td>
</tr>
<tr>
<td>▪ Strained Soups/Yogurt, Ice Cream, Sherbet, or Pudding may be served if no fluid restrictions.</td>
</tr>
<tr>
<td>▪ Puree Meats: Fish, Ham, Chicken, Pork Roast, Roast Turkey, Roast Beef</td>
</tr>
<tr>
<td>▪ Puree Pasta, Puree Rice, Mashed Potatoes</td>
</tr>
<tr>
<td>▪ Puree Vegetables: Green Beans, Peas, Broccoli, Carrots, Corn</td>
</tr>
<tr>
<td>▪ Puree Fruits: Peaches, Pears, Pineapple, Berry</td>
</tr>
<tr>
<td>▪ Obtain the patient beverage choice.</td>
</tr>
<tr>
<td>NOTE: THERE IS A PUREE BUTTON ON THE COMPUTER TABLET.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nectar Thickened Liquids</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ No ice (chill beverages in refrigerator).</td>
</tr>
<tr>
<td>▪ No gelatin, ice cream, sherbet, Italian ice, or popsicles</td>
</tr>
<tr>
<td>▪ Pudding, yogurt, or magic cup OK.</td>
</tr>
<tr>
<td>▪ No regular fruit (serve puree fruit or bananas – if allowed on diet) or foods with runny components (no fried egg with runny center).</td>
</tr>
<tr>
<td>▪ Use thickener as needed for juice, milk, soda, soup, gravy, tea, coffee, or water.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Honey Thickened Liquids</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pudding Thickened Liquids</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LOW FIBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indication: Used to reduce the irritation to the GI tract and lessen the number/amount of stools for a short period of time so healing can occur.</td>
</tr>
<tr>
<td>Specifics:</td>
</tr>
<tr>
<td>▪ Provide tender meats, refined breads and cereals (not whole grain), well cooked vegetables, canned fruits and dairy.</td>
</tr>
<tr>
<td>▪ No raw vegetables or fruits.</td>
</tr>
<tr>
<td>▪ No nuts, seeds, or kernels (corn).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LOW RESIDUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refer to Low Fiber</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HIGH FIBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indication: Used to bulk stools to relieve constipation or diarrhea.</td>
</tr>
<tr>
<td>Specifics:</td>
</tr>
<tr>
<td>▪ Include whole grain breads and cereals, fresh fruit, and raw vegetables at each meal.</td>
</tr>
<tr>
<td>CARBOHYDRATE CONTROLLED DIETS</td>
</tr>
<tr>
<td>------------------------------</td>
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</tr>
<tr>
<td>CARB60</td>
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<tr>
<td>CARB75</td>
</tr>
<tr>
<td>CARDIAC DIETS</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>CARDIAC</td>
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<td></td>
</tr>
<tr>
<td>LOW PROTEIN</td>
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<tr>
<td></td>
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</tbody>
</table>
| 2gm Na+, 3gm Na+, 4gm Na+ | When taking the patient meal order, watch the sodium content (grams) of the meal choices (This can be found under “Na” on your tablet”

- 2gmNa = not more than 700 mg per meal
- 3gmNa = not more than 1000 mg per meal
- 4gmNa = not more than 1300 mg per meal

NOT ALLOWED: salt packet, bacon, sausage, ham, pizza |

| FLUID RESTRICTION | Fluid intake is monitored by the Nurses. It is our responsibility to make sure that we check with the Nurse so that they can approve the amount of fluid they are having. NOTE: GELATIN, SHERBET, ICE CREAM & SOUPS COUNT AS FLUIDS.

- Diets we offer: 1200cc, 1000cc, 800cc, 500cc |

| RENAL DIETS | Indication: These diets are used for patients with kidney problems or kidney disease.

Specifics:

- Protein (i.e. meat, cheese, dairy products) may be limited (causes strain on kidneys)
- Sodium (salt) may be limited (causes fluid retention, increases blood pressure)
- Potassium may be limited (causes irregular heartbeat, weakness)
- Phosphorus may be limited (causes bone loss)
- Fluids may be limited (causes increase in blood pressure, strain on heart) |

| RENAL (Dialysis) | High in protein (fish, egg, pork, beef, chicken)
- Low in phosphorus (see above)
- Low in potassium (see above)
- Low in sodium (salt) (see above)
- Fluid restriction per MD order |

| RENAL  80gm | Limit the total protein in the diet to 80 grams. When taking the patients meal order, watch the total grams of protein on the tablet.

- 80 grams (26 grams protein per meal)
- These diets can typically have normal meat portions. |
### ALLERGY DIETS

**Indication:** These diets are used for patients with specific food allergies. Strict avoidance of the foods is needed to prevent severe reactions.

**Specifics:**
- When ordering a patient’s meal, any food not allowed will be indicated in RED.
- The following food allergies may be ordered: Egg free, Gluten free, Lactose free, No Beef, No Caffeine, No Chocolate, No Citrus, No Dairy or Milk, No Eggs, No Fish, No Pork, No Poultry, No Shellfish.

### GLUTEN FREE

Avoid whey/wheat products such as bread, cereal, or pasta unless specified “gluten free”.

- Our rice is OK.
- Our potatoes are OK.

### LACTOSE FREE

NO MILK! This includes puddings, sherbet, alfredo sauce, cheese, mighty shakes, etc.

### MISC DIETS

#### GERD

**NOT ALLOWED:** whole milk, fried meats, pepper, or caffeine (coffee, tea, chocolate, soda, etc.).

#### LOW PURINE

Will reduce the amount of uric acid in the blood (Gout)

**NOT ALLOWED:** gravies, sauces, tuna, bacon, liver

#### LOW PHOSPHORUS

Limit foods high in phosphorus (patients with kidney disease)

**LIMIT:** chocolate, colas, cheese, cream soups, pudding, yogurt, cottage cheese, ice cream, milk, nuts, pancakes, whole wheat cereal

#### LOW TYRAMINE (MAOI Diet)

Use for patients on certain medications

**NOT ALLOWED:** aged cheese (cheddar, feta), corned beef, pepperoni, sausage, soy sauce

#### NEUTROPENIC

Ordered for patients with low immune status
(example: B6 Oncology patients)

**NOT ALLOWED:** fresh fruit, raw vegetables, NO GARNISH

<table>
<thead>
<tr>
<th>LACTO OVO VEGETARIAN</th>
<th><strong>NOT ALLOWED:</strong> meat, fish, and poultry.</th>
</tr>
</thead>
<tbody>
<tr>
<td>LACTO VEGETARIAN</td>
<td><strong>NOT ALLOWED:</strong> meat</td>
</tr>
<tr>
<td>VEGAN VEGETARIAN</td>
<td><strong>NOT ALLOWED:</strong> meat, fish, poultry, milk, cheese, eggs, other dairy products</td>
</tr>
</tbody>
</table>

**TUBE FEEDING DIETS**  
If patient is NPO, hit the REFUSE TRAY button on the tablet.  
(Patient may also receive a diet PLUS tube feeding)  
The following products are tube feedings:

<table>
<thead>
<tr>
<th>GLUCERNA SEL</th>
<th>TUBE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jevity</td>
<td>TUBE</td>
</tr>
<tr>
<td>Nepro</td>
<td>TUBE</td>
</tr>
<tr>
<td>Osmolite</td>
<td>TUBE</td>
</tr>
<tr>
<td>Oxepa</td>
<td>TUBE</td>
</tr>
<tr>
<td>Pivot</td>
<td>TUBE</td>
</tr>
<tr>
<td>Pulmocare</td>
<td>TUBE</td>
</tr>
<tr>
<td>Suplena</td>
<td>TUBE</td>
</tr>
<tr>
<td>Two Cal</td>
<td>TUBE</td>
</tr>
<tr>
<td>Vital</td>
<td>TUBE</td>
</tr>
<tr>
<td>TPN</td>
<td>IV NUTRITION</td>
</tr>
</tbody>
</table>
Side Jobs
Side Jobs

• Roll Silverware
  ✓ Make sure each Pod has 10 pans of silverware.
  ✓ Roll silverware until dismissed (56 pans).

• Condiment Containers
  ✓ Refill bins on each pod.
  ✓ Make condiment containers until dismissed (1 bin extra).

• Freezers
  ✓ Make sure freezers are organized and floors are swept out. Wipe off the front of each freezer with sanitary solution.

• Counters
  ✓ Wipe down counters near freezers and tea station with sanitary solution.

• Coffee Cups
  ✓ Fill black and red long trays with coffee cups.
  ✓ Place on pods.

• Host Cooler
  ✓ Organize the cooler and discard any empty boxes.
  ✓ Sweep and mop floor on Friday, Saturday, and Sunday.

• Bag Rolls
  ✓ Bag at least 3 bags for each pod.

• Unsweet tea
  ✓ Make 5 trays of unsweet tea, filling each glass ¾ full.
  ✓ Date the trays of tea 3 days from the day you made them with the date gun.
• Sweet tea
  ✓ Use the directions posted in tea station for making sweet tea.
  ✓ Make 6 trays of sweet tea and mark each lid with the letter ‘S’.
  ✓ Date the trays of tea 3 days from the day you made them with the date gun.

• Clean Service carts
  ✓ Use sanitizer spray/solution to wipe out all service carts.
  ✓ Make sure all timers are set at 10 minutes and placed at back-center of cart.
  ✓ Bring in all carts outside of the kitchen and place in the designated area of dish room. 5 carts need to be placed in the hallway outside the kitchen.
  ✓ There must be at least 12 carts in the dishroom.

• Break Room
  ✓ Wipe the counters, microwave, and tables with sanitizer spray.
  ✓ Restock supplies in cabinets.
  ✓ Take out the trash.

• Cereal
  ✓ Make sure there are 15 of each kind of cereal.
  ✓ Date them 7 days from the day you make them with the date gun or permanent marker.

• Scrap Carts Up
  ✓ Take all scrap carts in the hallway by the dishroom up to designated floors
  ✓ Make sure your main focus is on the “old side” floors rather than the B side.

• Speedrack
  ✓ Fill speed rack in the Back part of the host cooler.
There needs to be 2 pans of each

1. Apple Juice
2. Orange Juice
3. Whole Milk
4. Skim Milk

There must be a misc tray with a row of each on it, Whole Milk, Skim Milk, Apple Juice and Orange Juice.

Be sure to use plastic trays on the speedrack.

- **Tablets and Phones**
  
  This is a side job designated to the PEDS Ambassador.

  Take the clean wipes located in the office and wipe down each tablet and phone at the end of the night.

  This is to reduce the amount of germs we pick up during the day.

- **Units**

  Take units scrap cart from the kitchen and remove all trays from each UNIT and place them in this cart.

  When finished bring cart back down to dishroom.

  Be sure not to remove the carts in the Soiled Utility rooms on the UNITs.

- **M4 After Hours**

  This job is designated to the M4 Ambassador.

  Check the list of items needed on M4 in the kitchen and take 10 of those items to the nourishment room on M4 before you leave.

  - White trays
  - Plates
  - Silverware
  - Silver lids
**Note:** When you are finished with your side work it is important to report to the supervisor or WTL on duty to find out if there is anything else you can do before leaving. There’s always something else you can do to help out.
Phone Directory
Directory

Food Service Manager
  Mark Eisenmenger..........................................................ext. 1147

Dietitian Manager
  Sandra Harrison..........................................................ext. 2631

Food Service Supervisor
  Debbie Carroll, Lauren Mathers, or Abigail Smart.........ext. 7277

WTL or Pod ..............................................................................ext. 3875

Data Administrator
  Darin Peachee..............................................................ext. 3638

Calling Patient’s Room

  __ + room number

B8.................................................................68
B7.................................................................67
B6.................................................................66
B5.................................................................45
B4.................................................................44 & 54
B3.................................................................43
3E&W.................................................................30
4E&W.................................................................40
6E&W.................................................................60
7E.................................................................70
M3.................................................................31
M5.................................................................51
M6.................................................................61
Registered Dietitians

Carrie Darr (M3, SICU, TICU, 4W) .................................................. ext. 3961
Doreen Damillo (3E/W, 6E/W, 1S, 7E) ............................................. ext. 7936
Jennie Gossett (B6, B8, 7W) ....................................................... ext. 2362
Elizabeth Hernandez (MICU, ICU, NICU) .................................... ext. 1075
Claudia Morgan (B7, M4/LDR, M6) ............................................. ext. 7081
Rosa Corday (B4, PEDs, M5) ...................................................... ext. 2184
Judey Striz (B3, B5, CLR) ......................................................... ext. 7162

This Guide (9th Ed.) was created by:

Working Team Leaders:

(Abigail Smart, Lauren Mathers, and Darin Peachee)

In support of Patient Food Service Supervisors and Manager
If you have any questions about the Training Guide please contact any of the above Leaders.