

## Springing Forward in Dining Services: Lessons Learned from COVID-19

During COVID-19, like many other services delivered in care centers, dining practices were quickly presented with sizable challenges from menu design to menu delivery. Simple things like meal planning, beverage options, and congregate dining became far more complex to carry out. Lessons were learned, often the hard way. The pandemic revealed the need for a more robust system for navigating these types of emergencies. This four-part series was created to help providers re-group and re-tool, offering practical strategies to prepare and respond to such a rapidly changing meal service delivery system.

### Dining Pandemonium During COVID 19: Lessons Learned (3/30/22)

*Presented by Kim Fremont & Amy Bollam*

Using lessons learned from the COVID-19 pandemic, tales from the field and case studies, this session examines how the pandemic affected every aspect of the dining operation, from staffing to food supplies to meal service delivery. In addition to de-briefing on current disaster planning policies, we will discuss strategies for becoming better prepared to manage epidemic and pandemic events in the future.

### Sanitation Monitoring for Dining Operations (3/30/22)

*Presented by Amy Bollam*

In this section, you will take a "virtual" walk through a dining operation and see visual examples of potential sanitation violations. The F812 regulation – CMS nursing facility requirements to prepare and store food in a safe and sanitary manner – is one of the most frequently cited regulations in long term care communities. In this session you will learn how to avoid deficiencies, "spot check" to identify sanitation concerns, and correct problematic areas with effective staff training and competencies. A kitchen walkthrough checklist will be presented, which can be used to ensure a compliant and quality dining operation. Using federal surveyor worksheets, we will practice studying a sample kitchen and formulating an action plan for correction. (August 13, 2021)

### Nutritional Care for Acute Viral Illness Post-Recovery (3/31/22)

*Presented by Kim Fremont*

This program focuses on the nutritional implications of COVID-19, including acute phases and implications for the recovery period. We will review lessons learned from caring for residents during the pandemic and the application of those nutritional strategies to other infections.

Topics for discussion include nutritional protocols (what worked and what didn't), foods most accepted by residents when actively ill including food texture tolerance, the debate on supplements, improving weight loss and profound loss in muscle mass, dealing with short term dysphasia, how best to help residents during acute viral illness, and more.

### PROGRAM DETAILS

#### Dates

March 30 & 31, 2022

#### Venue

Virtual - Zoom

#### Time

1:30 PM – 3:30 PM

#### Contact Hours

4.0 (2 hours per session)

#### Cost

*MHCA Member:*

\$99 (1<sup>st</sup> Registrant)

\$89 (additional from same facility)

*Non-Member:*

\$159 (1<sup>st</sup> Registrant)

\$149 (additional from same facility)

#### Job Code

W22032

#### Certificate

After the series is complete, and proof of attendance verified, a Certificate will be issued to all eligible participants.

\*This program is approved for CEUs by the Maine Nursing Home Administrators Licensure Board

**Building a Dining Hospitality Program Post-Pandemic (3/31/22)***Presented by Amy Bollam*

This session will take a “deeper dive” into evaluating where both your dining program and resident satisfaction stand post COVID-19. The fact is residents' dining experience has been significantly altered to implement infection control practices and mitigate the spread of infection. For many communities, these changes have had a significant impact on the nutritional status and weight of resident in their care. In addition, there has been widespread dissatisfaction related to meal service and delivery. In this section, you will learn how to evaluate your current dining program, discuss ways to re-discover resident’s voice, and review an 8-step approach to creating a dining hospitality program. It's time to forge a path forward and, once again, find creative ways to enhance the health and well-being of residents through the dining experience.

**Presenters**

**Amy Bollam** is the Director of Development for Training and Support Programs at Health Technologies, Inc. In her dietetic career, Amy has focused on food service management including areas of cost control, staff development, safety, sanitation, and compliance. In her current role, Ms. Bollam provides culture change consulting for dining services paired with customer service training, employee development, and menu design. Amy earned her bachelor's degrees in Dietetics and Nutrition, and Women’s and Gender Studies, from the University of Dayton. She earned her master’s degree in Human Resources from the Pennsylvania State University.

**Kim Fremont** has been involved in healthcare and long-term care for over 37 years. She has experience in all aspects of nutritional care and food service. In her current role, Kim oversees consulting services to over 900 client facilities (in 18 states) and hires, trains and coordinates services for 145 registered dietitians (RDs). Kim is passionate about training and education and assists RDs and clients with delivering top quality dining services. Kim earned her B.S. in Medical Dietetics from the University of Illinois (Chicago) and her Master’s in Education and Instructional Technology from Southern Illinois (Edwardsville). Kim is a member of the Academy of Nutrition and Dietetics, the Illinois Dietetic Association, and an associate member of the Illinois Healthcare Association. She has been a featured speaker at numerous local, state, and national healthcare conferences and authored various publications in use at HTI today.

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