

Nutrition Bytes

A bulletin to assist those in the residential care field to meet regulation requirements as it pertains to food and nutrition services.

This bulletin only suggests some ways to meet Regulation and is not all inclusive

Continuing Education and Staff Training

1. What does the Regulation say?

Food services employees

- 44** (1) A licensee must ensure that employees responsible for the preparation and delivery of food
- (a) have the experience, competence and training necessary to ensure that food is safely prepared and meets the nutrition needs of the persons in care, and
 - (b) receive ongoing education respecting the preparation and delivery of food, nutrition and, if required, assisted eating techniques.

Policies and procedure

- 85** (2) Without limiting subsection (1) (a), a licensee must have written policies and procedures in respect of all of the following:
- (b) the orientation of new managers and employees, including orientation respecting the policies and procedures of the community care facility, the regulations and the Act;
 - (c) the continuing education of managers and employees;

Records respecting employees

- 86** A licensee must keep the following records in respect of each employee:
- (d) a record of any attendance at continuing education programs

Food services record

- 87** A licensee must keep a record of the following matters respecting food services:
- (d) food services and nutrition care education and training programs attended by food services employees.

2. Why do I need to know this?

As the Licensee, you need to know that all employees including a Registered Dietitian (RD), Nutrition Manager (NM), and employees involved with assisting Persons in Care (PIC) at meal times are required to have continuing education with respect to:

- The safe preparation, handling and delivery of foods.
- The use of assisted eating techniques.
- Facility policies and procedures (i.e. nutrition monitoring, feeding techniques).
- Any related requirements of the Residential Care Regulation (RCR) and the Community Care and Assisted Living Act (CCALA).

The term continuing means, "still in process without a foreseeable end".

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The Licensee is responsible for identifying the focus of employee education and ensuring they provide the appropriate education.

Some indicators which precipitate a need for education may include, but are not limited to:

- The hiring of new employees.
- The implementation of changes to duties and/or responsibilities of the existing employees.
- Changes in PIC needs (i.e. need for an alternate diet texture or specialized procedure such as tube feeds).
- Changes to existing protocols or procedures (i.e. new tube feeding equipment).

As the licensee you are also responsible for the following:

- a) Maintaining a record of all education/training provided to facility employees, and
- b) Maintaining a current record of each employee identifying all education/training received by each employee.

3. How do you know you are in compliance with this Regulation?

In-service Education/Training and Records:

The following items are some possible indicators that the intent of the regulation regarding continuing education has been met:

- Employee meetings and/or planned in-service/education sessions on such topics as:
 - i. WHIMIS and/or Food Safety training.
 - ii. The explanation and demonstration of the facility's diet standards (i.e. what to give a PIC with diabetes, or texture modified diet).
 - iii. Instruction on providing feeding assistance to PICs.
- Reading is required of policies and procedures, articles, and other documents as determined by the nutrition manager/dietitian that are necessary to instruct employees regarding preparation, delivery of food, and nutrition.
- On-the-job training (i.e. learning how to use a new piece of foodservice equipment).

Policies and Procedures:

There are established policies and procedures regarding the orientation and continuing education of managers and employees. The intent of these policies and procedures is to guide staff actions and orient them to the relevant legislated requirements (i.e. the RCR and CCALA).

4. Example of a Licensee Meeting the Regulation Requirements

Sunshine Hill Group Home is a 175 bed long term care facility.

At the beginning of January, the RD and NM sit down and develop an education plan for their employees. The NM focuses on the dietary employees and cooks while the RD focuses on the care and recreation employees. There is a PIC scheduled to be admitted who requires a texture modified diet and thickened fluids. As there are likely more PICs to be admitted with similar dietary requirements such as pureed and minced textures, the RD and NM plan for a training session. When the appropriate equipment is purchased these diet textures will be produced on-site.

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The RD has:

- Developed new standards for both the texture diets and thickened fluids and will provide in-service education to the cooks once the equipment is received. (A record was kept of attendance and subject matter covered.)
- Provided the NM with required reading material to share with the foodservices employees with instructions that the employees are to sign off on the document to indicate they have read and understand it. (Sign off sheet was maintained to serve as a record of education completed.)
- Provided information at the nursing staff meeting about texture modified diets. (Names of attendees, and the subject matter are recorded in the minutes of the meeting.)
- Provided copies of the new standards to each nursing unit.
- Provided additional training sessions for any employee who requires it and missed the previous training.

The RD and Occupational Therapist have:

- Planned and provided an education session for the care and recreation employees regarding proper positioning and feeding techniques to ensure that PICs who require assistance are fed in a safe manner. (A record was kept of attendance and subject matter covered.)

The NM has:

- Provided training to the dietary employees and cooks regarding the new diet standards. (A record was kept of attendance and subject matter covered.)

A general record is maintained by the manager of the facility regarding all training that has been provided by the RD and NM, outlining the dates, the subject matter and the attendance. This can be utilized when completing employee performance evaluations and identifying the need for on-going education as well as serving as an indicator that the intent of the regulations has been met.

The sign-in sheets serve as a current record of the employee who attended the training session and includes the date, the subject matter, and the length of the training; this is stored in an education binder.

A note is made of employees who have not attended the training session to ensure that persons not trained in new procedures will not be authorized to do such tasks until they have had their training. There is a plan for second training sessions to be offered in two weeks time to accommodate staff that missed the first.

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