

## BEST PRACTICES for Foodservice Operations in Healthcare and Senior Living Settings

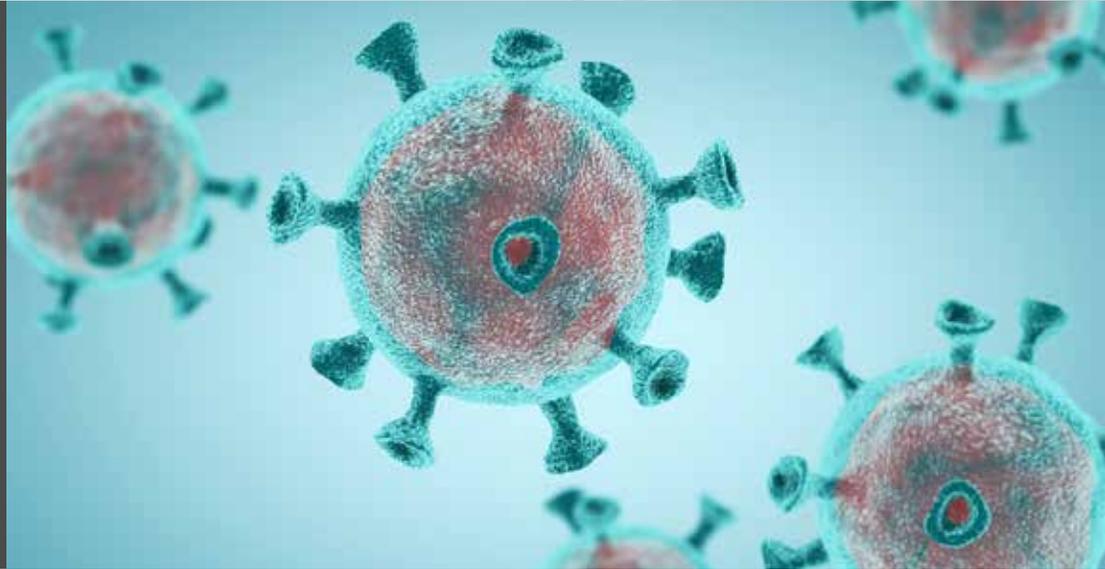


We know the health, well-being and safety of your patients, residents, visitors and team members is your highest priority.

With that in mind, this resource is intended to provide sound, evidence-based information regarding infection control-related best practices in healthcare foodservice. As food and nutrition services leaders, it is paramount that food safety and handling practices abide by local public health recommendations and are consistently followed.

Work closely with your infection prevention professional on how to lead your nutrition departments. [Check here](#) for the latest recommendations from the Centers for Disease Control and Prevention (CDC) regarding COVID-19 infection control guidance.

New information and best practices will likely continue as experts learn more. Use this resource for information only. The CDC has issued this statement: "CDC guidance for COVID-19 may be adapted by state and local health departments to respond to rapidly changing local circumstances."



### INCREASE FREQUENCY OF SANITATION AND DISINFECTION

#### ► Follow routine cleaning and disinfection procedures

- Use cleaners and water to pre-clean surfaces
- Use an EPA-registered, hospital-grade disinfectant for appropriate contact times as indicated on the product's label
  - > Refer to [epa.gov](http://epa.gov) [List N](#) for EPA-registered disinfectants qualified under EPA's emerging viral pathogens program for use against SARS-CoV-2 (COVID-19)
  - > Refer to [this list](#) (Gordon Experience® login required) for Gordon Food Service® Array® chemicals that are effective against COVID-19
    - Use 2 minute wet contact time for the Array TB Quat Disinfectant in the 32 oz. spray bottle to be effective against COVID-19
    - Use 10 minute wet contact time for the other products listed to be effective against COVID-19

*Note: No products have yet received approved labeling for COVID-19, but disinfectants effective against SARS-type viruses are effective.*

- If preparing a bleach solution as disinfectant for a hard non-porous surface, the CDC recommends:
  - > 5 Tbsp. (½ c.) bleach per gallon of water or
  - > 4 tsp. bleach per quart of water

*Note: Follow manufacturer's instructions for application and proper ventilation. Ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.*

- If you disinfect food-contact surfaces, remember to: clean, disinfect, air dry or wipe off after approved contact time, rinse with clean, potable water and then sanitize

#### ► Pay special attention to dish machines to confirm proper functioning

- Check PPM of low-temp machines more often, such as prior to meal service and half way through
- Watch the gauge on high-temp machines, checking the gauge and surface temperatures often

#### ► Clean and sanitize surfaces on a routine basis, with special attention to high-touch surfaces

- Dining chair backs and arms
- Dining tables
- Handrails leading into dining rooms
- Condiments, salt & pepper shakers
- Touchscreens
- Menus (consider switching to single-use menus)
- Self-service areas
- Doorknobs
- Light switches
- Faucet handles
- Sanitizer dispensers
- Food/beverage carts
- Desktop equipment—phones, keyboards, printers, etc.
- Other food-contact surfaces

#### ► Management of foodservice dishware and utensils should be performed in accordance with routine procedures.



## RETAIL SELF-SERVICE FOOD AND BEVERAGE

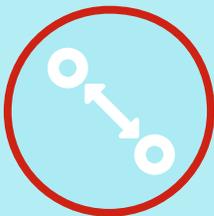
*Temporarily stop or restrict self-service food and beverage stations per your infection control policy. If any are kept open:*

- ▶ Schedule frequent cleaning and sanitation
- ▶ Assign staff to monitor that guests are following best practices
- ▶ Allow guests to only use clean and sanitized cups/dishes. Do not allow them to be reused
- ▶ Reduce the stock at the locations and replenish on a more frequent basis. Replenish good on self-service bars in quicker intervals (smaller batches vs. larger batches)
- ▶ Use individually wrapped utensils
- ▶ If available, consider providing staff to dish out the food items in place of allowing self-service. Otherwise consider providing gloves for guests to use when dishing food
- ▶ Provide disposable cups for hydration stations. Do not allow guests to use their own reusable cups
- ▶ Refer to Association for Healthcare Foodservice [sample Self-Service Restriction guidelines](#)



## ADDITIONAL RETAIL CAFE & CATERING CONSIDERATIONS

- ▶ Limit hours or shut down retail areas to save labor, encourage social distancing and allow for frequent cleaning between shifts
- ▶ Ensure hand hygiene standards are followed and that stations are available for guests at all entrance and exit points
- ▶ Post social distancing guidelines throughout the retail area
- ▶ Accept only cashless transactions to reduce contact between cashiers and customers
- ▶ Change all dispenser pumps, salad dressing bottles, etc., to individual portion control (PC) packs
- ▶ Use individually wrapped utensils or cutlery kits for all catered events
- ▶ Ensure all foods are covered during transport
- ▶ See information for communal dining rooms (next section)



## COMMUNAL DINING ROOMS

*CMS is temporarily restricting communal dining in nursing homes. Many retail dining spaces are restricted/closed due to local/state mandates. If your space is still open:*

- ▶ Make every effort to reduce seating to at least 50% capacity. Separate the tables and chairs to allow for social distancing
- ▶ Use signage to encourage social distancing. Consider markers on the floor to indicate 6' distance
- ▶ Schedule frequent cleaning and sanitation of high-touch places in the dining area
- ▶ Provide sanitation wipes so guests can sanitize tables before and after use
- ▶ If you have approved visitors or guests, consider providing free guest meals to encourage approved visitors to stay with their loved ones rather than go to the dining room
- ▶ Specific communal dining guidance from American Health Care Association and National Administration for Assisted Living can be found [here](#)

## PATIENT/RESIDENT MEAL DELIVERY



- ▶ All items must be covered on the meal tray, including side items such as gelatin, salads, bread or rolls, and desserts
- ▶ For patients or residents in isolation, food and nutrition services workers generally do not deliver those trays. They are delivered by other designated staff members. If there is a change, be sure to coordinate with nursing and leadership
- ▶ For patients or residents not in isolation, remind staff to sanitize hands before and after each tray delivery
- ▶ Use signage to encourage social distancing as much as possible during delivery
- ▶ If pantries and nursing-unit kitchens are used, consider restricting access

## USE OF DISPOSABLES



- ▶ Follow your organization's infection-control policies regarding appropriate use of disposables versus reusable dishware and utensils in foodservice
- ▶ The following sources can help support internal infection control policies indicating use of reusable dishware and utensils with proper sanitation and disinfection procedures
  - [CDC Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed Coronavirus Disease 2019 \(COVID-19\) in Healthcare Settings-Revised March 10, 2020](#) (See section 10)
  - [CDC Guideline for Isolation Precautions - updated 2019](#) (see page 64)
  - [CDC Standard Precautions](#)

## STAFF PERSONAL HYGIENE/ SANITATION/SOCIAL DISTANCING



- ▶ Review best practices with staff:
  - Wash hands frequently
  - Use an alcohol-based (at least 60% alcohol) hand sanitizer after washing
  - Avoid touching your eyes, nose or mouth with unwashed hands
  - Avoid close contact with people who are sick
  - Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands
  - Sick foodservice employees should stay home for 7 days if experiencing symptoms and need to be 72 hours fever-free without medication before returning [CDC Source](#)
- ▶ Consider scheduling your staff in split groups to limit the staff that comes in contact with each other. That way, if someone tests positive, you still have unexposed workers.

## PROPER HAND HYGIENE



- ▶ Hands should be washed using these steps:
  - 1 Wet hands with clean, running water
  - 2 Apply soap and lather hands by rubbing together
  - 3 Ensure palms, backs of hands, fingers and nails are washed
  - 4 Scrub hands for at least 20 seconds
  - 5 Rinse hands thoroughly with clean, running water
- ▶ Hands should be washed before and after leaving the kitchen/retail/department work area.
- ▶ Hands should be washed prior to starting a new task, as well as before putting on new gloves.
- ▶ Hands should be washed after the following:
  - Using the restroom
  - Coughing, sneezing and/or using a facial tissue
  - Touching your face, hair, body, clothing, aprons and/or protective clothing
  - Eating and/or drinking
  - Smoking or using chewing tobacco
  - Handling raw poultry, meat or seafood
  - Cleaning work areas, dishware and utensils, dining room tables, etc.
  - Sweeping, mopping and taking out the garbage
  - Handling money (dollar bills, coins, credit cards)
  - Touching anything other object, person or animal that may contaminate hands





## VENDOR BUILDING ACCESS

▶ Restrict, screen and log all vendor sales and delivery representatives as per your policy

▶ If you are not allowing your foodservice vendor access inside your building:

- Designate an area you prefer to have your order unloaded
- Designate a staff member and communicate their name and phone number for the vendor to contact when deliveries arrive
- Ask all vendors to contact your designated staff member when they arrive
- To ensure a safe transfer of product upon delivery:
  - > Require a designated staff member to meet the delivery person and remain in that location while the delivery is unloaded by the vendor
  - > Provide a pallet for the vendor to unload the product onto
- Require your designated staff member to store the product in a safe and timely manner, in accordance with food-safety regulations
- The CDC and World Health Organization (WHO) indicate that there is a very low likelihood of transmission via packages, particularly if people are utilizing standard preventive measures



## SOURCES AND HELPFUL LINKS:

[Academy of Nutrition and Dietetics Coronavirus Hub](#)  
(login required)

[AHCA & NCAL Communal Dining Guidance](#)

[Association for Healthcare Foodservice](#) (login required)

[Association of Nutrition and Food Professionals](#)

[Centers for Disease Control and Prevention \(CDC\)](#)

- [CDC Coronavirus Disease 2019 \(COVID-19\): Frequently Asked Questions. Accessed: 3/24/2020](#)
- [CDC Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed Coronavirus Disease 2019 \(COVID-19\) in Healthcare Settings - revised March 10, 2020](#)  
(See section 10)

- [Interim Guidance for Discontinuation of Transmission-Based Precautions and Disposition of Hospitalized Patients with COVID-19](#)
- [Criteria for Return to Work for Healthcare Personnel with Confirmed or Suspected COVID-19 \(Interim Guidance\)](#)
- [CDC Cleaning and Disinfection for Community Facilities](#)
- [CDC Guideline for Isolation Precautions - updated 2019](#) (see page 64)
- [CDC Standard Precautions](#)

[CMS COVID-10 Partner Toolkit](#)

[Environmental Protection Agency](#)

[Joint Commission COVID-19](#)

[World Health Organization. March 9, 2020. Q&A on Coronaviruses \(COVID-19\). Accessed: 3/24/2020](#)

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