

Creating Connections

How can Residents' Councils Support Collaboration with Menu Planning and Pleasurable Dining in Long-Term Care?

Presenters: Heather Toll, RD and Heather Stukalo, RD
Ontario Seniors Nutrition & Advocacy Committee
(OSNAC)



Land Acknowledgement

Together, let us now pause as we acknowledge the Indigenous Peoples of all the lands that we are on today, from wherever we are virtually participating in today's meeting. Let us take a moment to acknowledge the importance of the land we each call home.

We do this to affirm our commitment and responsibility to improving relationships between nations, and to improving our own understanding of local Indigenous Peoples and their cultures.

We acknowledge the ancestral and unceded territory of all the Inuit, Métis, and First Nations people who call this nation home.

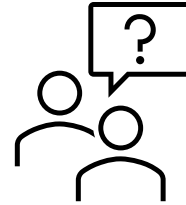
Let us now join in a moment of reflection to acknowledge the harms and mistakes of the past and to consider how each of us, in our own way, can move forward in a spirit of reconciliation and collaboration.

Webinar Housekeeping



Chat Box

The Chat feature is disabled during this session.



Question Box

Type questions in the Q&A box.
We will answer as many as possible during the presentation.



Recording

A recorded version of this webinar will be available on OARC's website.
www.ontarc.com



Evaluation

After the webinar, a pop-up screen asking you to complete a survey will appear. Your feedback and suggestions are appreciated.

Our Presenters



Heather Stukalo, RD



Heather Toll, RD

Agenda

- Ontario Seniors Nutrition & Advocacy Committee (OSNAC)
- Highlighting the Importance of Collaboration
 - Menu planning and Pleasurable Dining
- Considerations to keep in mind
 - Raw food cost funding
 - Product shortages
 - Staffing climate and advocacy efforts
- Ideas for Enhancing Engagement and Collaboration
 - Menu planning
 - Pleasurable dining
- Resources
- Q &A



Ontario Seniors Nutrition & Advocacy Committee (OSNAC)

- Our focus is on advocacy initiatives for seniors' nutrition and food service
- We represent all levels of care including corporate and front-line support staff from both the private and not-for-profit sectors
- **Our purpose is to educate and advocate for quality nutrition care for seniors living in LTC**
 - Building strong partnerships within the sector
 - Support a transparent and consistent approach to optimal nutrition care and quality of life for seniors

What We Advocate For

- **Our advocacy efforts include**
 - Dietary staffing increases for RD, Nutrition Manager, Cook, Food Service Worker
 - Certification requirement changes for Food Service Worker, Cook
 - Supporting standardized food service on the job training and education for new hires and existing staff
 - Changes to Legislation and Regulations to support optimal food service and nutrition care in long term care

The Importance of Collaboration

- Pleasurable dining and menu enjoyment
 - Including food on the plate, the tastes, sounds, smells, and overall atmosphere
 - direct impact on a resident's quality of life, social and physical well-being
- Prioritizing ways for residents to influence their menu choices and dining experience
 - Helps to promote increased autonomy
 - Positively contributes to meal satisfaction
 - Has the potential to improve nutrition outcomes
- Before we can make feasible suggestions, it is important to understand some of the barriers homes might be facing

Considerations

- Challenges to consider when making suggestions for change:
 - Funded raw food costs equate to approx. \$11 per resident per day
 - There are challenges obtaining staff in many sectors including long-term care departments (food services, nursing, recreation etc.)
 - Infection control practices are increasingly important to consider
 - Product shortages are much more common due to supply chain issues
 - Resources amongst long-term care homes are likely to vary

Poll Question

The Ontario government provides \$11 per day/per resident for nutritional support.

This \$11 covers the cost of what:

- a) Meals, desserts, snacks and beverages**
- b) Nutritional supplements**
- c) Show plates, second helpings, samples etc.**
- d) All of the above**
- e) Only A & B**

Considerations

- Why are these considerations important to reflect upon?
 - Understanding challenges/barriers within long-term care can;
 - Help to establish feasible suggestions and targets
 - Help to establish realistic timelines for implementation
 - Assist leadership teams to enhance transparency with Residents' Councils
 - Help prioritize areas requiring change

Enhancing Engagement

- Ongoing collaboration between the interdisciplinary team and Residents' Councils is an essential part of this process
- Questions to ask:
 - Are there any current opportunities to discuss new menu items, new recipes or menu ideas?
 - How does the home inquire about or audit menu and dining enjoyment?
 - How are team members currently trained on meal service delivery?
 - How does the menu planning process work? Who is involved?

Collaboration Ideas for Menu Planning

- Ways to collaborate with interdisciplinary teams:
 - Guests attending Council meetings (with approval in advance) to discuss menu planning and dining processes and feasible enhancements
 - Theme meal days or collaboration with holiday meals
 - Testing out new recipes or new products
 - Share family recipes and create a cookbook for an event
 - Share these recipes with your food service teams

Collaboration Ideas for Menu Planning

- Suggest taste-testing events or food shows
- Discuss if kitchen tours are an option
- Suggest a food committee that is focused on food service, dining and menu planning
 - Food committee can be a subcommittee of your Residents' Council to allow for more protected time for food-related discussion (run on a different day/time)

Poll Question

Does your home have a Food Committee?

a) Yes

b) No

c) Not Sure

Collaboration Ideas for Menu Planning

- Request to have formal feedback opportunities through surveys or audits
 - Collaborate on a comment card program
 - Discuss opportunities for food service workers to become empowered to share feedback received in the dining rooms

Collaboration Ideas for Dining

- What is the home currently working on to enhance dining?
- How are they seeking feedback?
 - Dining room ambassador program
 - Home area dining champions where residents and staff communicate strengths and areas for improvement related to dining service
 - Encourage a process for feedback to be shared with the leadership team
- Are there processes in place to evaluate the physical environment?
 - Can small décor or furniture placement adjustments be made to enhance dining?

Collaboration Ideas for Dining

- Suggest brainstorming sessions at food committee meetings
 - Generate ideas – napkins, tablecloths, music, staff training, décor enhancements etc.
 - Discuss gaps in service or areas in which retraining might be appropriate
 - Encourage leadership teams to connect with other homes to learn more about how to enhance service and provide quality dining
 - Review surveys/audits to determine areas for improvement that affect multiple areas to target education

Resources Available



- Encourage your interdisciplinary teams to visit the OSNAC website
 - Information on menu planning best practices
 - <https://www.osnac-fnat.com/bestpractice>
- Reference the collaborative document created by OARC and OSNAC to summarize ways to enhance connections with Residents' Councils
 - https://www.osnac-fnat.com/files/ugd/666b77_1c9e98741c914d9384ce9f5e1fe65b06.pdf

Any Questions?



Partnerships



Thank You!



[osnac fnat](#)



[osnac-fnat.com](#)



[osnac.fnat](#)

OSNAC/FNAT email: osnac.fnat@gmail.com