

Empowering Change

Highlighting Opportunities for Residents
to Influence Food Services through
Residents' Councils, Food Committees and more

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.

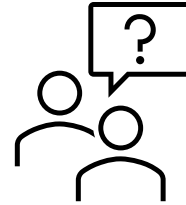
Let us now join in a moment of reflection to acknowledge the harms and mistakes of the past and to consider how each of us, in our own way, can move forward in a spirit of reconciliation and collaboration.

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 comments and suggestions are appreciated.

Our Presenters



Heather Stukalo, RD



Heather Toll, RD

Our Time Together

- **Intro to OSNAC**
- **LTC Food Services at a Glance**
 - Current Per Diem Food Allowance
 - Regulation Highlights
 - Menu Planning Basics
 - Working Together for Pleasurable Dining
- **Resident Influence**
 - Resident and Family Experience Survey
 - Quality Improvement Committees
 - Residents' Councils
 - Point of Service Feedback
- **Q &A**
- **Resources**



Ontario Seniors Nutrition & Advocacy Committee (OSNAC)

Focus

Advocacy initiatives for seniors' nutrition and food service

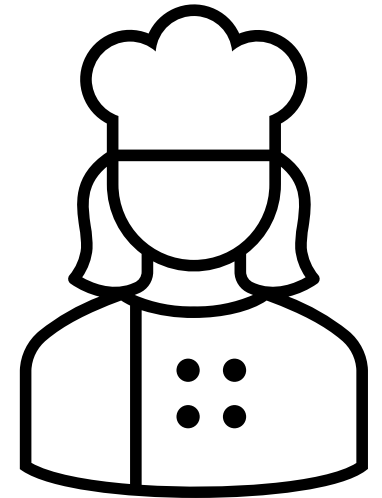
Purpose

Educate and advocate for quality nutrition care for seniors living in LTC



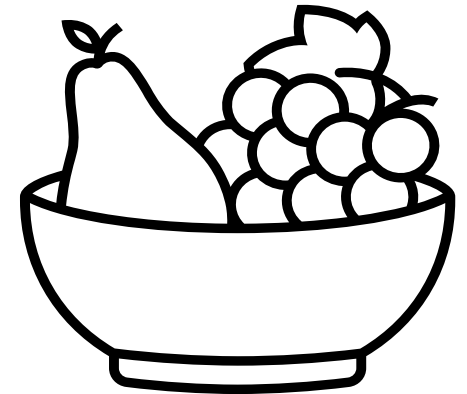
What OSNAC Advocates For

- **Increased Resourcing for Dietary Team Staffing**
 - Registered Dietitians
 - Nutrition Managers
 - Cooks
 - Food Service Workers
- **Long-Term Care Legislation Changes**
 - Supporting Optimal Food Service and Nutrition Care in LTC
- **Standardized, Accessible Education and On-the-Job Training for New and Existing Food Service Team Members**

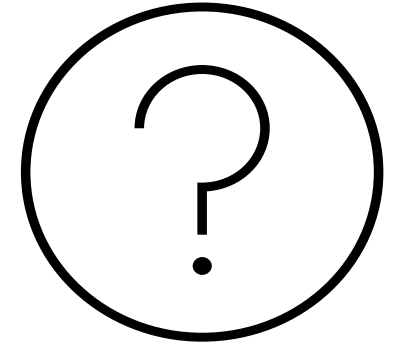


Ministry Funding for Food

- **Per Diem Food Allowance of \$12.07 per day per resident**
 - Raw Food (3 meals, 2 snacks and beverages etc.)
 - Oral Nutritional Supplements
 - Diet/Texture Modified and Thickened Products
- **Restricted Funding Envelope**
 - Licensees must provide evidence to the Ministry that funds are spent on food and allowable items
- **Other Considerations:**
 - Staffing shortages
 - Food/product shortages and rising food costs



Regulation Highlights:



Did you know that all Ontario long-term care homes shall ensure that each resident is offered a minimum of,

- three (3) meals daily;
- a between-meal beverage in the morning and afternoon and a beverage in the evening after dinner; and
- a snack in the afternoon and evening

Regulation Highlights:



Did you know that all Ontario long-term care homes shall ensure that food and beverages, including water, that are appropriate for the residents' diets, are accessible to staff and available to residents on a 24-hour basis

Menu Planning

Long-term care homes shall ensure that the home's menu cycle,

- a) is a minimum of 21 days in duration;
- b) includes menus for regular, therapeutic and texture modified diets for both meals and snacks;
- c) includes a choice of beverages at all meals and snacks;
- d) includes a minimum of one entrée and side dish at all three meals and dessert at lunch and dinner;
- e) includes a choice of other available entrées and side dishes at all three meals and a choice of other desserts at lunch and dinner, to meet residents' specific needs or food preferences;
- f) includes a choice of snacks in the afternoon and evening; and
- g) provides for a variety of foods every day, including fresh produce and local foods in season.

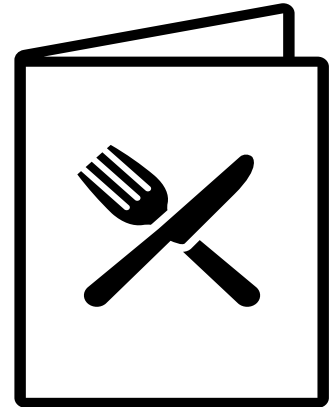
Menu Planning

- **LTC Menus:**

- Are communicated for all meal and snack times
- Must be evaluated by the nutrition manager and the Registered Dietitian
 - meet the nutritional needs of the resident population considering the dietary reference intakes (DRI's)
- Are reviewed by the Resident's Council for the home
- Consider resident preferences when planning
 - Reported or document
 - Waste and popularity audits

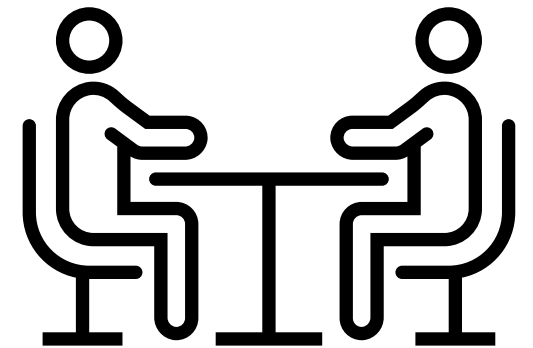
- **Individualized Care Plan Considerations**

- Individualized therapeutic interventions can be implemented
- Adjustments to meal schedules and locations as appropriate



Working Together to Create a Pleasurable Dining Experience

- **Pleasurable Dining Goes Beyond the Food on the Plate**
 - Includes sounds, smells, and dining room atmosphere
 - Directly impacts resident quality of life and well-being
- **Requires Ongoing Collaboration and Communication**
 - Between team members (dietary, nursing, recreation, housekeeping, laundry)
 - Between residents, team members, and management
 - Between residents and families



Resident Experience Survey

Residents are asked to rate and comment on their experiences with meal and snack service, and on the overall dining experience.

Residents' Council then works collaboratively with the home to act on the results of the survey and help improve the experience for all.

- Taken at least once a year
- Results of the survey are shared with Residents' Council
- **Residents' Council provides home with advice on acting on survey results**
- Reasonable effort by home to act on the results of the survey
- Actions taken based on the results of the survey are shared with Residents' Council

Quality Improvement Committees

An Interdisciplinary Committee that includes:

- The designated leads for every home program
- Registered Dietitian
- **At least one member of the Residents' Council**

Responsibilities include

- Monitor and report on overall quality of care and services
- **Identify and make recommendations regarding priority areas for quality improvement**
- Prepare report on the continuous quality improvement initiative

Residents bring their unique experience and viewpoints to the Quality Committee.

The Residents' Council member(s) can recommend that Food Services and the Dining Experience be a priority area for quality improvement.

Residents' Councils:

Meaningful Menu Reviews are:

- **Planned:** residents know when menu reviews take place and adequate time is provided for the review
- **Inclusive:** a diverse group of residents are involved in the review
- **Informed:** residents know their scope of influence and understand constraints
- **Accessible:** menus are available in various formats including large print, digital, etc.
- **Evaluated:** what worked well and how can the menu review process improve for next time?

The **Residents' Council** reviews the menu cycle *prior* to it being in effect.

The home ensures that meals and snacks are served at times agreed upon by the **Residents' Council** and home Administrator (or their designate).

Residents' Councils:

Residents' Councils and the Food Services Team have many opportunities for ongoing collaboration:

- Special Event and Theme Day Planning
- Team Member Appreciation
- Cultural and Spiritual Celebrations
- Nutrition Month & Residents' Council Week
- Dining Room Ambassador Programs
- Pleasurable Dining Initiatives
- Advocacy

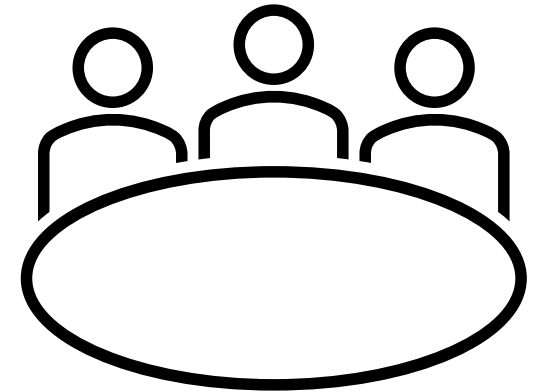
Residents' Councils have the power to sponsor and plan activities for residents.



Food Committees:

A subcommittee of Residents' Council

- Provide a direct link to the Food Service Team
- Allow more time for food-specific discussions, problem-solving and brainstorming
- Allow for collaboration on quality improvement
 - Dining room comment cards
 - Collaboration with food service audits
 - Survey result review
- May involve guest speakers, taste-testing, product demos
- Provide an opportunity to educate residents on food production, food services in LTC, nutrition and hydration



Point of Service Discussions

Residents do not need to wait for a formal meeting to take place to receive and provide information about food services in their homes.

Opportunities for Dialogue:

- With cooks during meal-time rounds
- Expressing individual preferences that may lead to care plan changes
- Unexpected menu changes
- Dining room comment cards
- Compliments to the chef!

Homes are required to:

- **communicate** the seven-day and daily menus to **residents**
- ensure that the planned menu items are offered and available at each meal and snack
- provide substitutions with similar nutritional value
- **communicate with residents** when there is a menu substitution

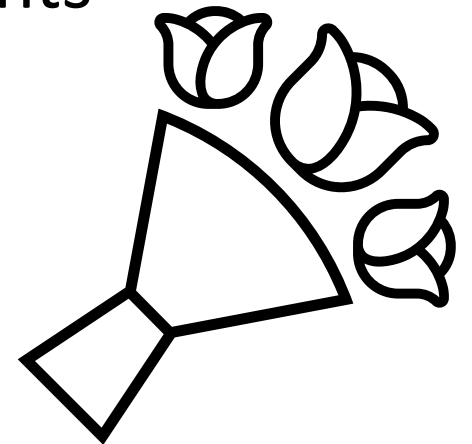


Questions & Conversation

Happy Nutrition Month!

Remember to Celebrate Success and Close the Feedback Loop!

- Work with your home to identify the process for communicating changes and improvements made due to resident feedback
- Get to know your Food Service Workers
- Share recipes and food-related traditions



Resources Available

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

**Long-Term Care Menu and Mealtimes Planning:
Guide to Enhancing Resident and Family Partnerships**

Developed by Ontario Seniors Nutrition & Advocacy Committee (OSNAC) in collaboration with Ontario Association of Residents' Councils (OARC) and Family Councils Ontario (FCO)
Fall 2022



Food and mealtimes interactions are an important part of every resident's day. Pleasurable dining and menu enjoyment— including the food on the plate, the tastes, sounds, smells, and overall atmosphere— can have a 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 can help to promote increased autonomy, positively contribute to meal satisfaction and has the potential to improve nutrition outcomes. Ongoing collaboration between the interdisciplinary team and Residents' and Family Councils is an essential part of this process. This document contains some tangible strategies and suggestions to help you review current practices, interpret legislation related to menu-planning, and enhance engagement with Residents' and Family Councils to deliver a menu and mealtimes experience that is feasible to produce and optimizes satisfaction and outcomes for everyone involved:

Evaluate your current process

- How are you currently meeting with residents and families at your LTC home to discuss menu options, new items, recipe ideas etc.? Do you have a formalized process to provide updates to the Residents' Council and Family Council* (if applicable)?
- Do you ask residents and family care partners/caregivers what is working well and what areas of meal and snack service could be enhanced? Beyond your home's annual satisfaction survey, which ways are you seeking feedback about food/dining?
- Consider ways your team could enhance communication with Councils. Do you provide updates on process changes, new initiatives and challenges faced? Enhancing knowledge can often lead to a better understanding of issues. Understanding the "why" of an issue can help residents and families put things in perspective. They can then collaborate with the team to brainstorm new and sustainable menu changes.
- Explore ways that residents can influence their dining experience. Are there opportunities for residents to give feedback on the dining room itself including tables/chairs, soft furnishings like tablecloths or window treatments etc.? Would residents like to trial music in the dining room? Have flowers on the table? Remember this is the residents' home and these small details might help to stimulate appetites/improve intake. Wherever possible, be sure to "Ask a resident!" and work to find a balance between IPAC, regulations and resident preferences.
- Review how team members (including care staff) are trained to support and serve meals. Taking the time to verbally describe meal options and share 'show plates' can help residents get excited to enjoy a meal. Everyone plays a role when it comes to promoting a calm dining atmosphere. Be mindful not to use raised tones, speak across the dining room or deliver any care/treatments in this communal space.
- Residents are sensitive to words and labels you use, so it is important to embrace person-centered language in the dining rooms. Please call residents by name as opposed to their texture-type ("He's a Puree!") or by their assistance level ("She's a feeder"). Residents wear clothing protectors, not bibs!

OSNAC Sponsors



OSNAC Partnerships



Thank You!



[osnac fnat](#)



[osnac-fnat.com](#)



[osnac.fnat](#)

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