



**Type:** Administrative  
**Authority:** Executive Director  
**Related Documents:**

### Policy Statement

To ensure that resident's meal requests are received in a timely manner to ensure resident satisfaction and safety, with Room Service delivery style, residents may request their meals and nourishments to be prepared and delivered any time during the times the kitchen is open which is usually 8:30 am to 8:00 pm.

#### 412.01 Placing Orders or Special Requests

1. Food allergies, special diets, texture changes to be posted/updated on white board by Nursing Staff in Hub. Nursing staff will advise kitchen staff of resident requirements for updates to the kitchen white board.
2. Resident Care Volunteer to assist resident/ family with selection of available meal and nourishment choices found in Resident Binder, communicating first with Nursing staff for any food allergies, diet, or texture concerns to help guide choices.
3. To best meet resident needs it is helpful to get choices as close to when the resident would like to eat and in coordination with personal care and medication delivery by Nursing.
4. Attached menu forms (kept in Hub area on clip board) to be completed and initialed by RPN/PSW in collaboration with Resident Care Volunteers and or resident/family.
5. When menu forms completed, they are to be brought to kitchen by Resident Care Volunteer or PSW/RPN.
6. All breakfast orders are brought to kitchen by hub staff. Kitchen staff will obtain lunch and dinner orders directly from the resident.
7. Food Services Volunteer in collaboration with Cook to assemble residents' meals and to be delivered with menu on tray to Resident Care Volunteer who will deliver to resident in designated area.
8. Once delivered, the menu should be disposed in confidential waste.
9. Tray cart to be left in service hallway for collection of trays after meals and staff dishes.
10. Food Services Volunteer on each shift will retrieve cart to wash dishes, sanitize the cart and return to service hallway.

#### 414.02 Review Cycle

Administrative Policies shall be reviewed in the even year.

<b>Original Approval:</b> 04-01-2021 <b>Reviewed On:</b> <b>Revised On:</b> 10-26-2022
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