

COVID-19 SENIOR LIVING RECOMMENDATIONS

ALL LOCATIONS

- Wash hands more often with soap and water for at least 20 seconds, especially after using the rest room, before eating, after blowing your nose, coughing or sneezing.
- Sneeze and cough into a tissue, place immediately into the trash, if tissues are not available cough or sneeze into your elbow crease. Wash hands immediately.
- Avoid touching eyes, nose, and mouth with unwashed hands. Wash hands after touching.
- Stay home if you are sick. Follow COVID 19 protocols.
- Clean and disinfect equipment and surfaces throughout the day.
- Continue reinforcing Food Safety Management Systems/ HACCCP standards for food preparation.
- Daily - Close collaboration with your clients to align on service style.
- Communicate to all residents/ customers, align with Client on messaging, and post signage in operations outlining service protocols.

LIMIT COMMUNAL DINING SERVICE STATIONS

- No communal self-service stations are offered, example salad bars, entrée stations, coffee or beverage bars, and condiment stations.
- Counter Service- Team members service residents/customers.
 - All disposable items- 6" & 9" Clam shells, cutlery packs, Soup portion cups, Beverages suggested closed containers only- cartons, bottles etc. single use condiment packs salt & pepper, ketchup, mayo, mustard, salad dressing, napkins.
- Utilize all single serve condiments in soufflé cups with a lid, or packaged condiments (PC's)- Unidine team members distribute with meal.
- Disposable service only- Cutlery packets or single service dispensers only, Team members distribute with meal.

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- Single use gloves utilized by service staff, and frequently changed with hand washing between glove changes.
- All beverages served to the residents/customers by staff.

DINING ROOMS

- All communal service stations are closed. All food & beverages come directly from the kitchen, delivered by server.
- Reduce table spacing to be at a minimum of 8 feet between tables.
- Where there are internal entrance doors for dining rooms, these doors should be propped open.
- Menus jackets and menu covers continually sanitized after each use or single use menus used such as paper menus.
- Single use gloves worn by service staff, and frequently changed with hand washing between glove changes.
- Tablecloths if used, must be changed after any seating of guests.
- Washable table coverings need to be cleaned and sanitized after each resident/customer table change.
- If washable place mats are in place, clean, and sanitize after each resident/customer table change.
- If un-washable place mats are in place, replace with a disposable placemats.
- All tables and chairs will need to be cleaned and sanitized after each resident/customer table change.
- Cutlery, salt & Pepper shakers or sugar cadies- no presets on tables.
 - Cutlery roll ups and water delivered once residents/customers seated at their table.
 - All beverages are replaced with fresh refills.
 - Salt & Pepper shakers brought at time of service, when removed from the table, clean & sanitized.

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- No sugar candies, single use sugar or sugar substitute brought to table upon request on a B&B plate.
- Custom request for single service items example: lemons, delivered on a B&B plate.

IN-ROOM SERVICE

- If operating a facility where communal dining is eliminated, institute In-Room delivery service.
- Meal delivered for each meal period, breakfast, lunch & dinner.
- Hands are sanitized before entering each and every room and serving a resident.
- Employees assigned to deliver meals to the residents, knock on the door to alert residents.
- Practice 3 steps of courtesy, Smile, Direct Eye Contact, Gracious greeting.
- Enter residence, place meal tray or bag if using disposable products on a table or flat surface.
- Ensure there is a minimum of 6 feet between you and the residents at all times.