

FOOD SERVICES

Food Services for Cumberland Heights seeks to provide nutritious food prepared and served in an attractive, safe, and sanitary manner, within budgetary allowance, for the optimal satisfaction of those served. Cafeteria-style meals, fruit snacks and vending machine snacks and drinks are available to patients, families, visitors, and staff, dependent upon location.

River Road Location – The River Road location maintains a cafeteria which serves three meals per day, seven days a week, year round.

Breakfast	8:00 –9:00 am
Lunch	11:30 – 1:30 pm
Dinner	5:15 – 6:05 pm

Fruit snacks are available in the residential patient lounge areas. Juice and soups are also available in the detox unit lounge. Vending machines are available in the main recreation area with such choices as juices, sodas, crackers, candy, trail mix, and granola bars.

Food Services is managed by the Food Services Supervisor, who is an Executive Chef. A Registered Dietitian is available on a consultant basis. It is the responsibility of this department to plan and manage all aspects of Food Services for the River Road site, including the care and maintenance of kitchen and food storage areas and the dining room. The Food Services Supervisor is responsible for the purchase of foodstuffs and kitchen supplies and planning menus, in conjunction with the Dietitian. In addition, the Food Services Supervisor oversees the preparation of food and the maintenance of sanitation standards within local, state and federal guidelines.

The following goals have been set for Food Services at this site:

1. to promote the optimal nutritional status for each patient by providing diets in accordance with physician's orders and consistent with the individual's physical, psychological, and sociocultural needs;
2. to provide a dining room atmosphere conducive to constructive interpersonal interaction;
3. to provide nutritious and balanced meals (in accordance with standards of the American Dietetic Association), maximizing the nutritional value of the foods served by selecting, preparing, cooking, and serving in such a way as to preserve the nutrients;
4. to provide a selection of between meal supplements for patients;
5. to provide special event food for holidays and patient birthdays, as well as for staff breakfasts, marketing events, etc.;
6. to provide assistance with nutritional counseling and actual food selection, in conjunction with the Dietitian, the physician, and the nursing staff, and
7. to engage in a quality improvement process to allow for continuous improvement of services.

Food Services monitors quality by four major methods. Indicators regarding the performance of key aspects of care are developed and revised annually. Monthly

monitoring and evaluation reports of these indicators are submitted to the Quality Management Office. If a problem or improvement opportunity is detected, a Narrative Analysis may be completed with an action plan. Monitoring and evaluation reports are then used to look at plan effectiveness. Patient Satisfaction Survey Trend Reports are also monitored with follow-up as indicated. Food Services employees also serve on process improvement teams as needed. Finally, the Food Services Supervisor surveys patients annually on food preferences. The results of these studies are incorporated into revised menus.

Revised 2/94 CS, 2/87 CSF, 6/97 CSF, 11/02 JF/DF, 10/07 JT, 7/10 JT, 11/14 JT
Reviewed 12/99 CSF, 11/08 ET, 7/11 JT, 10/12 JT, 12/13 JT