

Education Policy: Education and Training of Food and Nutritional Services Staff

Date effective: _____

Date revised: _____

Date reviewed: _____

Approved by: _____

Issuing department: _____

Policy

It is the policy of the Food and Nutritional Services Department to provide ongoing education and training to all personnel and to keep current records of all information disseminated. This education and training is designed and conducted by the director of Food and Nutritional Services or other designated employee. The director may, as he/she sees fit, invite other hospital employees to speak to dietary personnel about pertinent topics. The director is held responsible for keeping track of each employee's participation and for holding the employees under his/her employ accountable for any deviations from the established curriculum.

Procedure

1. During the new employee orientation program, the new employee will receive intensive education. This orientation will include, at a minimum:
 - A review of the formal job description
 - The current chain of command
 - Departmental scheduling procedures—requests for time off, absenteeism, punctuality
 - Introduction to all departmental personnel
 - Tour of the facility and department
 - Personal hygiene and dress code overview
 - Infection control procedures, including recording of food and equipment temperatures
 - Departmental cleaning schedule and procedures
 - Proper portioning of food
 - Overview of nutritional supplements used
 - Storage and handling of food
 - Setting up and tearing down tray line
 - Proper handling and cleaning of all kitchen equipment
 - Overview of specialized diets provided
 - Daily work schedule—breaks and lunch
 - Chemical usage/MSDS sheets
 - Confidentiality/HIPPA

- Preparation for inspection
 - Customer service skills and courtesy
 - Special event/catered event preparation
 - Patient snacks
 - Disaster codes and responsibilities in case of code
2. Orientation is documented as completed, when the new employee has demonstrated competency by verbalizing understanding of the principles discussed and physically demonstrating ability to complete job duties as explained. This is required documentation and is signed by both the trainer and the trainee, and retained in the employee's record.
3. Continuing education is held on a regular basis, with each employee completing a minimum of six formal educational programs annually. The director may disseminate this education in any way he/she sees as appropriate—formal classroom setting, take-home packets, etc. Some possible topics for discussion include:
- Cookery/baking/food preparation skills
 - Garnishment and food presentation techniques
 - Safety and sanitation principles
 - Emergency preparedness
 - Customer-service skills
 - Specialized diets
4. A tool for validating learning must accompany all continuing education activities. The employee's record must retain proof of completion.

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