



The Transition to Non Communal Dining

It is important during these trying times that we deliver to our residents the bet that we can under very adverse circumstances. It is no secret that the three most treasured times of the days are Breakfast, Lunch and Dinner. So what do we do with the limitations that we are faced with? Delivering foods to many apartments in an organized and timely fashion.

Food is a very temperamental resource that we deal with. It does well when we apply the correct culinary process and does not do well when we do not or try to circumvent the method of correct cooking. We are now faced with temperature variations, but in and out of the danger zones. These fluctuations not only impact the integrity of the foods, but also impact how the food reacts when it is reheated by residents. If we are to maintain a sense of quality and enjoyment, we need to take the necessary steps to ensure the integrity, from the beginning of the process to the end, the delivery of such.

Logistical Planning

Determine the ability of the team to understand the importance of quality control

The same rules of sanitation and temperature controls apply in all matters
Delivery must be with a smile and errors must be dealt with immediately

Insist that the delivery of foods meet the same standards as plating and immediate service

Presentation in the container is vital as there is already anxiety

The plate up is equally important even if it is a to go order, the cooks need to understand that it cannot simply be thrown in the container, show care and attention.

Containers used must allow for proper presentation and reheating if needed

The current most used container is made of recyclable material and does not hold up well to the foods that should be presented. Switch to a microwavable container, though it may not be environmentally sound, during these times, this thought may not matter. Attached are some recommended containers.

Develop a program that delivers the resident information to the culinary team well ahead of time, to allow for proper planning and lessens waste.

Upon delivery present the menu selections for the next meal. Instructions for the residents should include the time they need to have the selections circled and placed outside the door.



Servers should then return to the floors and pick up the orders.

Keep the floor orders together so that they can be put in as an organized group so that these can be delivered in an orderly process. Once plated and the floor is complete the foods can be delivered as a group.

Alternate the delivery of foods so that each floor has priority and the higher floors are not always last.

In the case of tight budget controls, selections can be made a week in advance and then tracked. However, this will lead to residents forgetting what they ordered unless there is additional copies returned to them. If they change their minds, this involves backtracking and returning. Keep it simple and in the present time.

In the case of an Independent Population that has emails, TV or other computer technology available to them, insist on specific times of ordering prior to the meal periods.

Culinary Process

The menus need to be written with the microwave in mind. This will be the most used method of reheating by our residents.

Eggs cooked to order should be undercooked a bit

Consider boil in the bag eggs.

These are available as mixed eggs in a bag, the bags are placed in boiling water and cooked to finish, remove and add a small amount of sour cream. These hold up very well. The same process can be used with fresh scrambled eggs, add a small amount of sour cream. This process allows for the eggs to hold up longer and not weep.

Bacon should be cooked slightly underdone yet crisp. This will prevent the hardening of the bacon in route.

Hash Browns should be cooked very crisp on each side, seasoned, the depth should be $\frac{1}{4}$ - $\frac{1}{2}$ an inch. This creates a nice inner texture.

Oatmeal and other hot cereals should be looser than normal.



Toast is not recommended as it will not travel and will be disappointing.

Consider braised foods versus dry heat methods

This will keep food moist during the holding process as well as dish up and reheating

Spanish, French, Mediterranean and American Comfort foods fit well in this area.

Vegetables should be blanched, shocked and lightly seasoned and heated

Braised greens, squashes, casseroles should be considered

Potatoes should be done steamed or as a casserole

Mashed potatoes should be made looser than normal as they will thicken in time

Sauces should stay away from roux-based thickeners and gravitate towards arrowroot or cornstarch as thickeners. These tend not to get thicker as the foods travel but remain stable.

Broth soups should be lightly bound with cornstarch to prevent spillage and retains heat

Chowder based soups and cream soups should also be thickened with less starch.

Dry heat method of cookery can be used throughout to add variety. It is important to remember that carry over cooking applies, and the temperature of foods will raise up to nearly 10 degrees beyond what you take it out at.

In the use of steaks, cook to medium rare, state as such in the menu wording. The residents then can reheat to the temperature they are familiar with.

The use of compound butters can be an added plus as it will add moisture

In the use of seafood, the same can apply. Cook the fish to a temperature of 145 degrees, allow to sit and come up to temperature.

All sauces and butters should be served on the side.

Utilize the freezer for menu selections to reduce this inventory as well as items in the dry storage areas.



Foods that fight depression included in the menu's selection can include:

- Whole Grains
- Dark Chocolates, after dinner mints, etc
- Berries
- Walnuts
- Salmon, chicken, turkey
- Dark Leafy Greens
- Seeds/Beans
- Avocados/Mushrooms
- Comfort foods of any type.
- Fresh fruits and colorful vegetables

Allow the servers to review the tickets and put in resident preferences and allergies as known, Such as:

- Mrs. Jones only likes three prunes and no juice
- Mr. Jones likes 6 prunes with juice, and alongside apple sauce.
- The servers can put together these cold items and have ready.
- Servers can be used to help in the dish up and assembly

Delivery Sequence

Have one or two people manage the ticket flow to keep it consistent. Build the delivery schedule around established floor plans and place in delivery carts as such. Thus, each floor can be quickly delivered and the team returns for other floors.

Deliver multiple floors, with the schedule of servers and other unused staff from other departments this can be handled easily.

Lifestyles to create games to go in each delivery tray/bag, etc. Have resident s finish the game and return with next meal tickets, enter into a raffle, offer free spas, hair salons and other comforting events to be taken advantage of after the lockdown is over.

Provide generic General Instructions on how to reheat the foods served. This could be as simple as basic reheating to the main culinary groups, such as braised items, dry heat, casseroles, etc.

Establish a par of food items that can be preset, such as juices, coffee condiments, tray set ups. This will expedite the dish up and delivery process. Just "grab and go". Create an assembly line with these items so that the fulfillment of tickets is seamless.



Keep the Team Engaged and Motivated.

Use comment cards to gauge how you are doing, adapt, adapt, adapt

Use your team to help organize the process, listen to what they are saying works or does not

Use the time to deep clean all areas, organize storage areas and get rid of stuff that has been just hanging around.

Use the time to help them with their studies or view online improvement videos to enhance their positions within your organization

Have recipe contests for all for items being used from the freezer and storeroom areas.

Plan and "End of the Lockdown Party for both residents and team members, maybe even combine with all. Celebrate the journey we took, the care given and the sharing of our time.

Please feel free to reach out and share your own ideas of things that are working or not. I will compile these send to all to read and benefit. We can overcome this if we work together as a larger team. **Email to me: mark@culinarysos.com**

Mark Linden CEC AAC
Founder, Culinary SOS
253-880-6686

