



## **Food & Nutrition Services Department Report October 2025**

### **Workforce Wellness**

In March and July I was able to hire two cooks. With those two full-time hires and some summer temporary help, we have maintained a fully staffed kitchen. Both cooks are now trained, are great teammates, and are enjoying their jobs.

In July, I had the pleasure to hire Dayna Morrissey as the new Assistant Manager/Chef for the Food & Nutrition Services Department. She brings almost 10 years of healthcare kitchen experience from her hometown in Massachusetts. Dayna relocated to Petersburg in the spring of this year, and applied for the supervisory role in our department during the summer. She has been a welcome addition to the team as she has quickly and easily stepped right in to work as needed as a cook, diet aide, and taking meal orders with patients. She has been learning to manage the daily production, receiving and placing orders, and much more. She has recently agreed to being the interim manager, as I will be leaving PMC later this year due to a move to the Juneau area.

We also continue to have Jennifer Wood, Registered Dietitian Nutritionist, who has been a contract/traveler throughout 2025. She has found Petersburg to be a great community and hopes to make this a permanent position if the opportunity arises. She has provided excellent clinical nutrition coverage and has been a support for the kitchen with menu development, vacation coverage, and more.

### **Community Engagement**

Throughout the summer we had many fun opportunities to food and/or participated in hospital wide events. On May 9<sup>th</sup> we catered for the PMC Foundation's Annual Meeting. July 16, we held a picnic at Sandy Beach in coordination with the LTC Activities Department, where we had 8 residents, and over 30 friends, families, and staff attend. In October we catered lunch and snacks for the PMC Manager's Retreat.

Our biggest accomplishment this summer is that on July 7<sup>th</sup> we started a new employee meal program. This is a grab-and-go style meal service where employees can come to the Food

Service department to grab a salad, wrap, fruit cup, etc for their meal break. There is a self-serve, self-checkout, paperless kiosk. It is a service we are providing at cost (average meal costs \$5-\$7) and has been very well received. We are treating this as a slow roll-out and are adding new things on a regular basis. Most recently we added drinks to the menu. This program will easily transition to a cafeteria model when the new hospital is ready.



### **Patient Centered Care**

On June 30<sup>th</sup> we started to roll-out a new menu for LTC and the hospital. This was a major overhaul of the old menu and many new menu items were added (and some fan-favorites were kept). This is a major undertaking for such a huge menu revision because all the recipes, production sheets, pull lists, order lists, etc need to be updated for every individual item. We are now on the 3<sup>rd</sup> rotation of this 4-week cycle menu and have worked out most of the recipes and unanticipated challenges that come with running a new menu for the first time. Not only have the residents of LTC been very happy to have so many new menus, but the cooking team in the Food Service department has had a lot of fun learning the new recipes.

Late July/Early August we went through our annual LTC Medicare Survey. On the first day of Survey, they came to the kitchen for a thorough inspection. The surveyor complimented us on a clean kitchen, and resulted in a citation-free audit for the Food & Nutrition Services department. It is rare for a Food Service department to be citation-free because of the detailed nature of the program and that we provide a service to every resident in LTC. It was a huge accomplishment for 2025, that we are very proud of.

### **Facility**

In May we prepared for a water systems shutdown with the Maintenance and Emergency Management departments. We updated our emergency menus, checked our emergency supplies (including hand washing stations), and stocked additional water for immediate use in case the water shut-off lasted longer than anticipated.

In August, we had both a reach-in refrigerator and one of our secondary ovens quit working. The reach-in refrigerator was served by Island refrigeration, who recommended we replace it soon. A new refrigerator was purchased in August and delivered/put in service this month. The oven that is not working is one of our secondary ovens. (Our main oven was replaced in 2024.) The one that stopped working in August is not yet working, but it is not our main oven, so we have been able to work without it for now.

Over the course of the past year, one vital piece of equipment, the dish machine, has been causing frequent and more significant maintenance requirements. In my opinion, the dish machine is the most important piece of equipment in the entire kitchen. If it were to stop working it would require extra staff to manage the same work load – washing by hand. Plus, the fact that it is not fun for anyone. It turns out that our dish machine was put into service in 2011 (approx. 15 years ago), and a dish machine has a life span of about 10-15 years. I have actively been seeking out quotes to replace the machine, including a lease-option through EcoLab. I am working with the CEO, Finance Department, and Maintenance Department to work toward a pro-active approach to replacing this equipment.

### **Financial Wellness**

For the first time ever, we are generating some income in the Food Service department through the employee meal program. The reason we opted for the grab-and-go model for this program is that it helps us utilize food that might otherwise go to waste. For example, salad greens that only last a day or two after opening, can now be turned into salads for purchase for employees. Another example is deli meat that can only be used for 3 days after opening, can now be used for chef salads and deli meat wraps. Even with the potential for waste, it has always been more economical for us to purchase salad greens and deli meat in large quantities from our food supplier, rather than small packages from local grocery stores. Now, not only is it more economical, but any potential waste is now recouped through use in employee meals. The employees' meals are generating between

\$500-\$800 per week in sales. One learning lesson early on was about the buying power of payday. Sales definitely increase around payday resulting in us selling out one week (see pics)! It has been a lot of fun for us to provide healthy options for employees.



Left: Employee meal fridge for grab-and-go style service.



Right: Employee meal fridge first month opened & wiped out on payday!

**Submitted by:** Jeanette Ely, RDN – Food & Nutrition Services Director

---