

Bluestem Dining Services Education

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My project was created to help with staff education and annual review. We currently have over fifty staff members, and during the summer that staff number increases to sixty. I decided to create a power point to help with orientation and a refresher that will help the visual learner and to include interacting. We will connect the power point to Relias Learning for annual reviews and refresher.

I have noticed in my time in my new supervisor role that in orientation you have a lot of information and normally it is a standard check off list, which does not cover all the requirements of the job. I am a visual learner. If you would give me a list I would be overwhelmed and not completely understand what you are telling me or wanting me to learn. When I was a CNA at another organization, we had an annual orientation that was very interactive and hands on. I still to this day remember that exercise and how it made me feel. Dining services normally do not have long term staff unless they are higher paid positions like cook or shift supervisor. Our DRAs normally move on to be CNAs or CMAs, or complete high school and leave to go to college and come back seasonally. My ALP will help with the seasonal employee refresher, new employees, and annual employee review. Dining services also employs employees in the 14-18 age group, which is over half the staff. This age group needs interaction to help them understand and ask questions, for some this is their first job.

This project was also created to help other departments understand what is expected and what all dining services needs to know. Dining Services has to know residents' diet, diet texture, consistency of liquids, preferences, allergies, and any therapeutic equipment. In our location the servers are responsible for serving 20-60 residents and the DRA are responsible for 12-20 residents.

When I started this project, we started a much-needed policy and procedures review that was five years in the making. We meet every Tuesday with all dining service though out Bluestem Communities in Hesston and Newton. We review all policy and procedures required by the state to meet food protection standards. This has also been helpful when working on my project.