

**STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 PURCHASING OPERATIONS  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933**

December 4, 2007

**CHANGE NOTICE NO. 3  
 TO  
 CONTRACT NO. 071B5200149  
 (Supersedes Contract No. 071B6000320)  
 between  
 THE STATE OF MICHIGAN  
 and**

<b>NAME &amp; ADDRESS OF VENDOR</b>  <b>HDS Services</b> <b>39395 West 12 Mile Road</b> <b>Farmington Hills, MI 48331-2967</b> Email: <a href="mailto:suelantzsch@iammorrison.com">suelantzsch@iammorrison.com</a>		<b>TELEPHONE (248) 324-9500</b> <b>Sue Lantzsch</b>
		<b>VENDOR NUMBER/MAIL CODE</b> <b>(010)</b>
		<b>BUYER/CA (517) 373-0301</b> <b>Sue Cieciva</b>
Contract Compliance Inspector: Kathryn Russell (734) 367-8578 <b>Food Services – Walter P. Reuther Psychiatric Hospital – Department of Community Health</b>		
<b>CONTRACT PERIOD:</b> From: <b>January 1, 2005</b> To: <b>December 31, 2008</b>		
<b>TERMS</b>  <b>1% Net 15 Days</b>	<b>SHIPMENT</b>  <b>N/A</b>	
<b>F.O.B.</b>  <b>Delivered</b>	<b>SHIPPED FROM</b>  <b>N/A</b>	
<b>MINIMUM DELIVERY REQUIREMENTS</b> <b>N/A</b>		

**NATURE OF CHANGE (S):**

Effective immediately this Contract is **EXTENDED** one year to December 31, 2008 and **INCREASED \$1,850,108.40**.

Effective January 1, 2008, a 4.96% price increase is hereby in effect. A revised item listing/pricing page is attached. All other terms, conditions, specifications and pricing remain unchanged.

**AUTHORITY/REASON:**

Per DMB Purchasing Operations request by letter dated October 4, 2007, vendor agreement (Sue Lantzsch) by email dated November 2, 2007 and State Administrative Board approval on December 4, 2007.

**TOTAL REVISED ESTIMATED CONTRACT VALUE:                   \$7,076,170.40**

**ITEM LISTING/PRICING PAGE**

Rate Scale Walter Reuther Psychiatric Hospital  
HDS Services Per Diem And Meal Rates  
All Diets - Effective January 1, 2008

<b>Census</b>	<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>	<b>Total</b>
Below 120	Negotiable	Negotiable	Negotiable	Negotiable
120	\$7.65	\$8.14	\$8.89	\$24.68
130	\$7.16	\$7.62	\$8.30	\$23.07
140	\$7.17	\$7.63	\$8.31	\$23.10
150	\$7.06	\$7.52	\$8.20	\$22.79
160	\$6.83	\$7.27	\$7.92	\$22.03
170	\$6.98	\$7.43	\$8.11	\$22.52
180	\$6.69	\$7.12	\$7.76	\$21.55
190	\$6.41	\$6.83	\$7.44	\$20.69
200	\$6.48	\$6.90	\$7.52	\$20.91
210	\$6.26	\$6.64	\$7.25	\$20.15
220	\$6.09	\$6.48	\$7.06	\$19.64
230	\$5.98	\$6.37	\$6.94	\$19.29
240	\$5.66	\$6.02	\$6.57	\$18.24
250	\$5.66	\$6.02	\$6.57	\$18.24
Over 250	Negotiable	Negotiable	Negotiable	Negotiable

The above prices are specified as price per patient day. The above census amounts are provided to develop a price scale with a single meal price to include regular and modified diets for each meal and total daily meal cost. A daily census report is provided by WRPB for production and/or billing requirements.

**STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 PURCHASING OPERATIONS  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933**

November 27, 2006

**CHANGE NOTICE NO. 2  
 TO  
 CONTRACT NO. 071B5200149  
 (Supersedes Contract No. 071B6000320)  
 between  
 THE STATE OF MICHIGAN  
 and**

NAME & ADDRESS OF VENDOR  <b>HDS Services          39395 West 12 Mile Road          Farmington Hills, MI 48331-2967</b>  johnking@hdsservices.com	TELEPHONE (248) 324-9500 <b>John H. King</b>
	VENDOR NUMBER/MAIL CODE <b>(010)</b>
	BUYER/CA (517) 373-0301 <b>Sue Cieciwa</b>
Contract Compliance Inspector: Kathryn Russell (734) 367-8578 <b>Food Services – Walter P. Reuther Psychiatric Hospital – Department of Community Health</b>	
CONTRACT PERIOD: From: <b>January 1, 2005</b> To: <b>December 31, 2007</b>	
TERMS <b>1% Net 15 Days</b>	SHIPMENT <b>N/A</b>
F.O.B. <b>Delivered</b>	SHIPPED FROM <b>N/A</b>
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>	

**NATURE OF CHANGE (S):**

**Effective immediately this Contract is EXTENDED one year to December 31, 2007 and INCREASED \$2,150,170.00.**

**AUTHORITY/REASON:**

**Per DMB Purchasing Operations request by letter dated July 12, 2006, vendor agreement (John H. King) by letter dated July 18, 2006 and State Administrative Board approval on November 21, 2006.**

**TOTAL REVISED ESTIMATED CONTRACT VALUE: \$5,226,062.00**

**STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 ACQUISITION SERVICES  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933**

July 21, 2006

**CHANGE NOTICE NO. 1  
 TO  
 CONTRACT NO. 071B5200149  
 (Supersedes Contract No. 071B6000320)  
 between  
 THE STATE OF MICHIGAN  
 and**

NAME & ADDRESS OF VENDOR  <b>HDS Services          39395 West 12 Mile Road          Farmington Hills, MI 48331-2967</b>  <p style="text-align: right;"><a href="mailto:johnking@hdsservices.com">johnking@hdsservices.com</a></p>	TELEPHONE (248) 324-9500 <b>John H. King</b>
	VENDOR NUMBER/MAIL CODE <b>(010)</b>
	BUYER/CA (517) 373-0301 <b>Sue Cieciwa</b>
Contract Compliance Inspector: Kathryn Russell (734) 367-8578 <b>Food Services – Walter P. Reuther Psychiatric Hospital – Department of Community Health</b>	
CONTRACT PERIOD: From: <b>January 1, 2005</b> To: <b>December 31, 2006</b>	
TERMS <p style="text-align: center;"><b>1% Net 15 Days</b></p>	SHIPMENT <p style="text-align: center;"><b>N/A</b></p>
F.O.B. <p style="text-align: center;"><b>Delivered</b></p>	SHIPPED FROM <p style="text-align: center;"><b>N/A</b></p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;"><b>N/A</b></p>	

**NATURE OF CHANGE (S):**

Effective July 1, 2006, 2½% price increase is hereby in effect. A revised item listing/pricing page is attached. All other terms, conditions, specifications and pricing remain unchanged.

**AUTHORITY/REASON:**

Per vendor request by letter dated June 20, 2006, agency and DMB/Purchasing Operations agreement.

**TOTAL ESTIMATED CONTRACT VALUE REMAINS:                    \$3,075,892.00**

**ITEM LISTING/PRICING PAGE**

Rate Scale Walter Reuther Psychiatric Hospital  
 HDS Services Per Diem And Meal Rates  
 All Diets - Effective July 1, 2006

<b>Census</b>	<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>	<b>Total</b>
Below 120	Negotiable	Negotiable	Negotiable	Negotiable
120	\$7.29	\$7.76	\$8.47	\$23.51
130	\$6.82	\$7.26	\$7.91	\$21.98
140	\$6.83	\$7.27	\$7.92	\$22.01
150	\$6.73	\$7.16	\$7.81	\$21.71
160	\$6.51	\$6.93	\$7.55	\$20.99
170	\$6.65	\$7.08	\$7.73	\$21.46
180	\$6.37	\$6.78	\$7.39	\$20.53
190	\$6.11	\$6.51	\$7.09	\$19.71
200	\$6.17	\$6.57	\$7.16	\$19.92
210	\$5.96	\$6.33	\$6.91	\$19.20
220	\$5.80	\$6.17	\$6.73	\$18.71
230	\$5.70	\$6.07	\$6.61	\$18.38
240	\$5.39	\$5.74	\$6.26	\$17.38
250	\$5.39	\$5.74	\$6.26	\$17.38
Over 250	Negotiable	Negotiable	Negotiable	Negotiable

The above prices are specified as price per patient day. The above census amounts are provided to develop a price scale with a single meal price to include regular and modified diets for each meal and total daily meal cost. A daily census report is provided by WRPB for production and/or billing requirements.

**STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 ACQUISITION SERVICES  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933**

January 7, 2005

**NOTICE  
 TO  
 CONTRACT NO. 071B5200149  
 (Supersedes Contract No. 071B6000320)  
 between  
 THE STATE OF MICHIGAN  
 and**

NAME & ADDRESS OF VENDOR  <b>HDS Services          39395 West 12 Mile Road          Farmington Hills, MI 48331-2967</b>  hdsjking@earthlink.net	TELEPHONE (248) 324-9500 <b>John H. King</b>
	VENDOR NUMBER/MAIL CODE <b>(010)</b>
	BUYER/CA (517) 373-0301 <b>Sue Cieciva</b>
Contract Compliance Inspector: Kathryn Russell (734) 367-8578 <b>Food Services – Walter P. Reuther Psychiatric Hospital – Department of Community Health</b>	
CONTRACT PERIOD: From: <b>January 1, 2005</b> To: <b>December 31, 2006</b>	
TERMS <b>1% Net 15 Days</b>	SHIPMENT <b>N/A</b>
F.O.B. <b>Delivered</b>	SHIPPED FROM <b>N/A</b>
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>	

The terms and conditions of this Contract are those of **ITB #071I5200001**, this Contract Agreement and the vendor's quote dated November 2, 2004. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence.

Estimated Contract Value: **\$3,075,892.00**

**STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 ACQUISITION SERVICES  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933**

**CONTRACT NO. 071B5200149**  
 (Supersedes Contract No. 071B6000320)  
**between**  
**THE STATE OF MICHIGAN**  
**and**

NAME & ADDRESS OF VENDOR  <b>HDS Services</b> <b>39395 West 12 Mile Road</b> <b>Farmington Hills, MI 48331-2967</b>  <div style="text-align: right;">hdsjking@earthlink.net</div>	TELEPHONE (248) 324-9500 <b>John H. King</b> VENDOR NUMBER/MAIL CODE <b>(010)</b> BUYER/CA (517) 373-0301 <b>Sue Cieciva</b>
Contract Compliance Inspector: Kathryn Russell (734) 367-8578 <b>Food Services – Walter P. Reuther Psychiatric Hospital – Department of Community Health</b>	
CONTRACT PERIOD: From: <b>January 1, 2005</b> To: <b>December 31, 2006</b>	
TERMS <div style="text-align: center;"><b>1% Net 15 Days</b></div>	SHIPMENT <div style="text-align: center;"><b>N/A</b></div>
F.O.B. <div style="text-align: center;"><b>Delivered</b></div>	SHIPPED FROM <div style="text-align: center;"><b>N/A</b></div>
MINIMUM DELIVERY REQUIREMENTS <div style="text-align: center;"><b>N/A</b></div>	
MISCELLANEOUS INFORMATION:  <p>The terms and conditions of this Contract are those of <b>ITB #071I5200001</b>, this Contract Agreement and the vendor's quote dated November 2, 2004. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence.</p> <p><b>Estimated Contract Value:                 \$3,075,892.00</b></p>	

**All terms and conditions of the invitation to bid are made a part hereof.**

<b>FOR THE VENDOR:</b>  <div style="text-align: center;"><b>HDS Services</b></div> <hr/> <div style="text-align: center;">Firm Name</div> <hr/> <div style="text-align: center;">Authorized Agent Signature</div> <hr/> <div style="text-align: center;">Authorized Agent (Print or Type)</div> <hr/> <div style="text-align: center;">Date</div>	<b>FOR THE STATE:</b>  <div style="text-align: center;">Signature</div> <hr/> <div style="text-align: center;"><b>Sean L. Carlson</b></div> <hr/> <div style="text-align: center;">Name</div> <hr/> <div style="text-align: center;"><b>Director, Acquisition Services</b></div> <hr/> <div style="text-align: center;">Title</div> <hr/> <div style="text-align: center;">Date</div>
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**Food Service to Walter P. Reuther Hospital**

THE STATE OF MICHIGAN	1
1% Net 15 Days	1
N/A	1
THE STATE OF MICHIGAN	3
1% Net 15 Days	3
N/A	3
THE STATE OF MICHIGAN	4
1% Net 15 Days	4
N/A	4
THE STATE OF MICHIGAN	6
1% Net 15 Days	6
N/A	6
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1% Net 15 Days	7
N/A	7
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**TERMS AND CONDITIONS**

**CONTRACT NO. 071B5200149**



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2.	Responsible for high quality and accuracy of food preparation and service for Regular and Modified Diets.	76	76
3.	Responsible for high standards of housekeeping and sanitation in the Food Service Department.	76	76
4.	Conducts on-the-job training for all Food Service Staff.	76	
5.	Interviews, hires and prepares work schedules for all Food Service Staff.	76	
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7.	Finalizes accounting reports and monthly inventories.	76	
8.	Performs all Food Service employee counseling and recommends termination of employees when and if necessary.	76	
9.	Responsible for providing in-service education programs for employees.	76	
10.	Responsible for orientation program for all new employees.	76	
11.	Establishes a close working relationship with Administration and all departments within the facility. Interacts with other facility departments in setting up procedures, policies and problem-solving as they relate to food service and therapeutics. Participates on committees as requested by Administration.	76	
12.	Responsible for complying with all state and federal regulations which govern the Food Service department.	76	76
13.	Insures coordination between diet office and trayline areas.	76	
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15.	Maintain effective communication with the state dietitians on any special diets that are required.	77	77
16.	Prepare and present annual evaluations for all production personnel as well as administer evaluations to employees.	77	
17.	Assist with the sanitation program and routine.	79	
18.	Complete and become thoroughly familiar with employee schedules.	79	
19.	Be totally familiar with the job routines of all employees and update them when necessary.	79	
20.	Become totally familiar with the book work procedures and recording devices of HDS Services.	79	79
1.	Guidance and support in developing and implementing projects and goals.	79	
2.	Advice and counsel regarding the budget and operational situations.	79	
3.	Frequent and complete evaluations either formal or informal in regard to departmental and managerial performance.	79	
4.	Complete and thorough instruction whenever a new project is undertaken as a training experience.	79	79
1.	Make sure all items are pulled for the next day.	79	
2.	Make sure all deliveries are stocked on shelves or in proper cooler.	79	
3.	Document all absences and tardiness.	79	
4.	Supervise all kitchen activities.	79	
5.	Make sure recipes are pulled and production sheets filled out properly.	79	
6.	Temperatures taken and written on production sheet.	79	
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•	Insurance matters	118
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•	Union agreement management interpretation	118
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☐	Tray identification forms with name, diet order, and bed numbers. These accompany the tray to the ward and are not returned to the kitchen. These are completed by the State Dietitians.	124
☐	This tray card/ticket contains in addition to the patient name, diet, and room, information such as food patterns when necessary, food preferences, diet modifications and adaptive feeding equipment. All tray tickets are printed by HDS staff.	124
☐	Nourishment requests will be processed and specific labels for specified patients done. These labels are to include patient=s name, room and bed number, time of nourishment and date of nourishment.	124
1.	The time period between dinner and breakfast is no more than 14 hours.	129
2.	Nutrition Services is responsible for the delivery of carts to each unit. Nursing staff pass and collect soiled trays thereafter.	129
3.	The soiled trays are placed in the tray cart on the floor and returned to the dishroom by the Nutrition Services Utility Associate.	129
4.	To expedite delivery, Nutrition Services uses an exclusive elevator for delivery service.	129
5.	Nourishments are delivered for 10:00 a.m., 3:00 p.m. and 8:00 p.m. by Nutrition Service associates. They are placed in the patients= unit refrigerator and delivered to the patients by Nursing.	129
1.	A daily production sheet is filled out by the chef/production manager. This includes a Ahot@ and Acold@ production sheet with amounts to prepare, amounts prepared, amounts leftover and the recipe number. The cold food sheet is the responsibility of the salad/dessert person. All hot food is prepared by the cook. Supervision of production falls under the production manager. Production sheets are retained for a cycle for reference.	130
2.	Maintenance of food temperatures: After food is produced according to recipe and correct amount, it is maintained as follows:	130
1.	The beginning temperature will be taken of all food items within ten minutes prior to the beginning of meal service.	131
2.	Middle temperatures will be taken 45 minutes after meal service has begun.	131
3.	All temperatures will be documented on a trayline temperature record.	131
4.	Any item not meeting temperature standards will be re-heated or cooled before service continues.	131
5.	Any corrective action will be documented on the trayline temperature record.	131
6.	The trayline supervisor will take and record beginning temperatures, and take corrective action for cold foods. The cook will do the same for hot foods.	131
7.	The production manager or relief will take and record middle temperatures, and take corrective actions as necessary.	131
1.	Regular dishes are scraped well	141
2.	Dishes are washed in warm, soapy water (if available)	141
3.	Dishes are rinsed in clear, warm water with one tablespoon liquid chlorine bleach to one gallon of water	141
•	Juice or canned fruit, 3/4 C	143
•	Hot or cold cereal, 1 C	143
•	Plain bread w/margarine, 2 slices, 1 piece margarine	143
•	8 oz. Milk	143
•	Beef stew, mac/cheese, spaghetti w/meat sauce, 8 oz.	143
•	Canned, frozen vegetables, 2 C	143
•	Fresh or canned fruit, 2 C	143
•	Graham crackers or cookies	143
•	8 oz. Milk	143
•	Juice or canned fruit, 3/4 C	144
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•	2 slices bread w/margarine and jelly	144
•	8 oz. milk	144
•	3 oz. cold meat sandwich, chicken, turkey, ham	144
•	Tossed salad, coleslaw, marinated vegetables, 1 C	144
•	Canned fruit, 2 C	144
•	Ice cream or sherbet, 2 C	144
•	Graham crackers or cookies	144



•	8 oz. milk	144	
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2.	Activate fire alarm	147	
3.	Notify safety department ( ext. 200)	147	
4.	Confine fire	147	
5.	Extinguish the fire	147	
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2.	Close all doors	147	
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1.	Person receiving call gathers all pertinent information and calls safety (ext. 200)	147	147
2.	When package alert is announced, stand by for further directions	147	
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Attachments:

- A – Preferred Menu (4 Week Cycle)
- B – Record of Menu Substitutions
- C – Meat Specifications
- E – Meal Quality Data – Tray Line
- F – Quarterly Contract Compliance and Quality Control Item Listing/Pricing Page
- Contractor’s Technical Proposal (Excerpts)



## **Article 1 – Statement of Work (SOW)**

### **1.0 Introduction**

#### **1.001 RESERVED**

#### **1.002 PROJECT TITLE AND DESCRIPTION**

The purpose of this Contract is to establish the operation of Food Services at Walter P. Reuther Psychiatric Hospital. The Mission of the Walter P. Reuther Psychiatric Hospital Food and Nutrition Department is to provide patient centered medical nutrition therapy to promote the physical and mental health of adults with severe mental illness while they are hospitalized and to collaborate with community mental health providers to promote continuation of nutritional well being after discharge.

The objective of Food Service is to provide individualized, high quality food and nutrition services to this adult population.

#### **1.003 PROJECT CONTROL**

##### **A. EXAMINATION OF RECORDS**

The Contractor agrees to maintain all pertinent financial and accounting records and evidence pertaining to the cost of this contract in such detail as to reflect all direct net costs of food, labor, materials, equipment, supplies, and services and other expenses for which reimbursement will be claimed. Any records directly pertaining to transactions relating to this contract shall be made available upon request to the State of Michigan, its designees, or the Michigan Department of Auditor General at any time during the contract period and for three years from expiration date and final payment on the contract.

These records shall be made available until three (3) years after final payment under this contract or by (a) or (b) as follows:

1. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available until expiration of three years from the date of any resulting final settlement.
2. Records relating to litigation of the settlement of claims arising out of the performance of this contract or expenses of this contract to which exception has been taken by the State officials or any authorized representative shall be retained by the Contractor until such appeals, litigation, claims, or exceptions have been disposed of.

##### **B. RIGHTS OF ENTRY RESERVED**

The State by its employees, representatives, and contractors shall have the right at all reasonable times to enter all portions of the premises for the purpose of inspecting same, for observing the performance of the Contractor of its obligations, to service, and/or post notice provided by any law or rules or regulations of the State which the State deems for the protection of the State or the premises, and for doing any act which the State may be obligated to do under the contract or otherwise.

##### **C. ACCESS TO PREMISES**

When it is necessary for the State to bid or rebid food service, the current Contractor agrees to give reasonable access and inspection of food service facilities. The successful bidder shall be allowed access to the premises at reasonable times within two (2) weeks prior to termination of contract. Said successful bidder shall not disrupt the operation while exercising the privilege granted hereunder.

##### **D. COMPLIANCE WITH LAWS**

The Contractor shall comply with all applicable ordinances, laws, rules, and regulations of the Walter P. Reuther Psychiatric Hospital, the State of Michigan, the United States of America, and any agency, authority, or commission thereof, which may have jurisdiction to pass laws, ordinances, or make and enforce rules or regulations with respect to the operation of the food services. The Contractor shall also obtain and keep current licenses required for the conduct of its operations.

**E. COMPLIANCE WITH CONTRACT**

The State will monitor for compliance with the contract. In the event the Contractor fails to carry out any conditions/agreements to be performed under the specifications, the State will notify the Contractor in writing of such failure. If the necessary corrective action is not completed within a ten (10) day period, the Contractor must submit in writing why the corrective action has not been completed. The State reserves the right to determine whether or not such noncompliance may be construed as a failure of performance. In the event that attorney's fees or other expenses are incurred by the State to protect or enforce its rights under this contract, the Contractor agrees to pay said expenses.

This compliance monitoring will be done in the following manner:

**Meal Quality**

Hospital staff will survey 25% (30 trays minimum) or the meal trays served at each of three (3) meals weekly for tray accuracy, food temperature, portion size, appearance, and palatability of items served, delivery time, and compliance with the menu. Findings of tray checking will be documented on the attached form (Attachment E). An evaluation of the findings will be forwarded to the Food Service Manager of the Contractor monthly.

**Sanitation**

The Contract Administrator or designee will survey the kitchen and other assigned food service areas at least four (4) times per quarter and forward the report to the Food Service Manager of the Contractor for immediate corrective action if necessary. The Food Service Manager or designee must be present during the inspection.

The Contract Administrator will survey the kitchen and monitor employee health per hospital procedure. The report will be forwarded as requested to the Infection Control Coordinator.

**Quarterly Review**

The Contract Administrator will review all aspects of service as indicated on Attachment F.

The Contractor's corporate management and the Contract Administrator shall meet no less than once quarterly to review at a minimum the following:

1. Results of tray monitoring
2. Compliance with all standards outlined regarding specification
3. Menu or food item concerns
4. Previous period's operating reports
5. Inspection reports submitted by the State or other regulatory agencies
6. Physical inspection of the kitchen or other space assigned to the Contractor
7. Budgetary matters
8. Other concerns that directly or indirectly pertains to the contract for food services

The Contractor shall submit brief written quarterly summaries of progress that outline the work accomplished during the reporting period, work to be accomplished during the subsequent reporting period; problems, real and anticipated that should be brought to the attention of the Contract Administrator, and notification of any significant deviation from previously agreed upon work plans.

**1.004 COMMENCEMENT OF WORK**

Contractor shall show acceptance of this agreement by signing a copy of this contract and returning it to the contract administrator. Contractor shall not proceed with performance of the work to be done under this agreement, including the purchase of necessary materials, until both parties have signed this agreement to show acceptance of its terms.

**1.1 Product Quality****1.101 SPECIFICATIONS**

Definite Specifications - All commodities and/or services to be furnished hereunder shall conform to the specifications as noted in this Contract and/or copies of specifications attached.



The following information is provided to identify and explain the current food service operations at Walter P. Reuther Psychiatric Hospital. The information is based on the 2003-2004 fiscal year to date (from October 2003 to February 2004).

- A. Number of buildings in hospital complex: One
- B. Total number of beds: 244
- C. Number of admissions (Oct. 2003-Feb. 2004): 59
- D. Average Daily Census: 235
- E. Average Length of Stay: 240 days
- F. Percent Occupancy: 98-100%
- G. Expected Census: 235-240
- H. General types of service provided: Psychiatric treatment and non-acute medical care to adults with severe mental illness
- I. Accreditation/Certification: Joint Commission for Accreditation of Health Care Organizations; Center for Medicare and Medicaid Services
- J. Hospital governed by: State of Michigan, Department of Community Health
- K. Approximate number of required diet types per meal service: The following information is based on the March 2004 Census. The term "calculated" includes diabetic and calorie restricted diets. The term "low sodium" includes all sodium restrictions except No Added Salt.

Diet	Texture (approximate number of meals)			
	Regular	Mech. Soft	Chop/Ground	Pureed
Regular	70	10	4	3
Calculated	85	19	2	1
Low Sodium	2	2	0	0
Low Fat	12	3	4	0
High Calorie	9	3	1	3
Vegetarian	3	0	0	0

Plus Tube Feedings: Approximately 3 patients daily.

- L. Diet Manual used: Walter P. Reuther Psychiatric Hospital, Dietetics Department, Nutrition Care Manual.

**1.102 FOOD PRODUCTION SPECIFICATIONS**

**A. NUTRITIONAL REQUIREMENTS**

1. Regular diet menus and menus for texture and nutrient modifications shall meet the requirements of the current Recommended Dietary Allowances for age set forth by the National Research Council. If the patient population changes, menus are to be changed to meet the appropriate RDA level.
2. Menus shall be in accordance with the USDA Dietary Guidelines applicable to the age of the patient population served.
3. All menus shall meet the requirements of the hospital approved diet manual, as well as, the requirements specified by the Walter P. Reuther Psychiatric Hospital physicians and registered dietitians.

**B. MENUS**

1. A four (4) week cycle is required. A copy of the preferred menu is attached (Attachment A). The Contractor may submit an alternate menu of equal or better quality for approval. The agency reserves the right to reject menus of the Contractor and to require its own.
  - a. The regular or house menu is expected to provide calories appropriate to the age group serviced (current primary population is 18-55 years of age). The menu should be written to provide consistent carbohydrate at breakfast, lunch, dinner, and evening snack; 3-4 grams sodium; 30% fat; and 20-25 grams dietary fiber. Portion sizes must be in accordance with the planned cycle menus or according to individual patient needs. Menus are to be approved by the Director of Food and Nutrition Services prior to implementation. Once implemented, menus must be complied with.
  - b. Therapeutic menus include 2-gram sodium, low fat (50 grams), high calorie (1 ½ x the calories of the regular menu), and calorie restricted (1500, 1800, and 2000 calories). Therapeutic diet menus shall be written by a Registered Dietitian of the Contractor and must be approved by the Contract Administrator. The therapeutic menus must be based on the regular menu and include the same guidelines (unless the nutrient is changed), and similar food items.
2. Consistency modified menus include mechanical soft, chopped/ground with and without mechanically altered bread, and pureed. Consistency modifications must be provided for all therapeutic diets.
3. Viscosity modifications of liquids include:
  - a. Level I – Nectar thick liquids
  - b. Level II – Honey thick liquids
  - c. Level III – Pudding thick liquids
4. Other menus: Vegetarian, renal, and other as needed to meet individual patient requirements and per physician's orders.
5. Theme meals shall be provided to all patients once per month. Major and minor holiday menus exclusive from the theme meal planning are to be provided on the calendar date. Major holidays include Thanksgiving, Christmas, and New Years Day. Minor holiday menus should be provided for Valentine's Day, St. Patrick's Day, Easter, Memorial Day, July 4th, Labor Day, and Halloween. Theme meals and holiday meals include pre-publicity, decorations on trays e.g., napkins, tray favors, placemats, as well as, posters, table tents, etc. Theme meal and holiday menus shall be developed each January for the entire calendar year and presented to the Contract Administrator for approval. Spreadsheets of the meals for all diets shall be presented to the Contract Administrator at least 1 month prior to the meal.
6. Seasonal variations: It is expected that seasonal variations will be made to the menu. This shall be initiated by the Contractor and approved by the Contract Administrator.
7. Menu substitutions: It is recognized that occasionally menu substitutions are necessary. If such circumstances occur:
  - a. The Director of Food and Nutrition Services or designee shall be notified prior to implementation.
  - b. Only items of comparable nutrient content from the same food group may be substituted, i.e., grapefruit for oranges, roast beef for ground beef.
  - c. Items appearing on the previous day's menu or the following day's menu may not be used.
  - d. A record of substitutions must be made available monthly, utilizing Record of Substitutions form (Attachment B).



- e. A recurring substitution rate of greater than 10% meals each cycle is considered indicative of poor management. This shall be considered a breach of contract and is subject to liquidated damages.
- f. With mutual consent, the Contractor and the facility may change menu items to improve patient acceptance.

#### C. NUTRITIONAL ANALYSIS OF MENUS

The Contractor must supply a nutrient analysis of each day of the regular and required modified menus, whether the Contractor or WRPB supplies the menu. This will include a weekly summary and a four-week summary average. The following nutrients must be included: carbohydrate, protein, fat – actual grams and as a percentage of total calories; calories; fiber; cholesterol; saturated fat; polyunsaturated fat, monosaturated fat; vitamins: A, D, E, K, C, thiamin, riboflavin, niacin, B6, folate, B12; minerals: calcium, phosphorus, magnesium, iron, zinc, iodine, selenium, sodium, and potassium. Sources of nutrition values of foods must be indicated. An explanation of the analysis indicating how zero (0) value, trace value, and unavailable values for various nutrients must be indicated.

#### D. STANDARDIZED RECIPES

Standardized recipes are expected for all food items prepared for patient meals including modified diets. HACCP Guidelines must be included in the recipe.

#### E. FOOD PRODUCTION SHEETS AND PULL SHEETS

The Contractor shall maintain production sheets with number of portions to be prepared each meal and pull sheets (ingredient/supply sheets) for each day's meals. These items shall be available to the Contract Administrator upon request.

#### F. FOOD PURCHASE SPECIFICATIONS

The food specifications set forth below are the minimum acceptable qualities. The Contractor shall furnish the Contract Administrator with a complete list of the grades and qualities to be used at the hospital.

Canned Fruits: Fancy and choice grades. Carbohydrate controlled juice pack or water pack. Fresh or frozen fruits are preferred.

Dairy Products: All milk shall be Grade A and vitamin A & D fortified. All yogurts shall contain live active cultures. The Contractor shall provide a wide variety to meet the needs of patients as determined by the Contract Administrator.

Eggs: USDA Grade AA. Medium for poached or fried eggs. Pasteurized frozen whole eggs may be used for scrambled eggs.

Fresh Produce and Fruit: #1 quality shall be used whenever possible. Portion sizes shall be 4 ounces, ½ cup, except when menu requires otherwise.

Fruit Juice: Shall be 100% fruit juice. Portion sizes shall be 6 ounces, ¾ cup, except when menu requires otherwise. Punch, lemonade, juice cocktails are unacceptable as menu or nourishment items, unless specified by the Contract Administrator. Packaging must be aesthetically pleasing, deemed safe for use in a psychiatric setting, and accessible for patients with impaired fine motor skills.

Canned Vegetables: Choice and extra standard grades. Fresh or frozen vegetables are preferred.

Meats: USDA Choice, whole muscle cuts with no additives or extenders. Shall meet or exceed the meat specifications accepted for State of Michigan Purchasing Division by Michigan Department of Community Health (Attachment C). Pureed meats, commercially prepared with standardized nutrient content.



Ground, pre-formed, shaped cuts of meat such as steak chop or cube are not acceptable substitutions without approval by the Contract Administrator when the menu states specific cuts. Processed meats such as bologna, frankfurters, sausage, etc., shall be all beef and of sufficient size to provide the appropriate serving of protein specified for the meal and meet fat requirements.

Poultry:  
Grade A.

Frozen Entrees: Must contain a minimum of 21 grams high quality protein. TVP and other extenders are not acceptable as a part of any meat product unless approved by the Contract Administrator. A variety of meat analogs are to be provided for vegetarian diets.

Ground Beef:  
USDA Utility or better with fat content between 15% and 18%.

Cereals:  
Shall not be presweetened nor contain psyllium. Significant source of folacin, iron, magnesium, zinc, and fiber preferred.

Specialty food items such as those developed for medical nutrition therapy needs shall be incorporated into menus to aid in patient acceptance. Examples of these products are Menu Magic Puree Complement, Mrs. Dash Seasoning, etc.

The hospital reserves the right to specify brand name if deemed necessary for standardized product or particular quality as specified by the Contract Administrator.

#### G. TEMPERATURES

Hot entrée, vegetable, hot cereal, and pureed food shall be maintained between 150-185° F in bulk. Hot beverages shall be maintained between 140-160° F. Cold items such as puddings, salads, dairy products, meat or egg sandwiches shall be maintained between 33-40° F. Cold items shall not appear to have melted or contain ice crystals. It is the goal of Walter P. Reuther Psychiatric Hospital to serve hot items at 140° F or greater and cold items at 40° F or less to the patients on the unit. The Contractor shall furnish a time/temperature study for one meal on each patient ward once every cycle. There shall be a minimum of three (3) meals chosen to represent each of the three (3) meals served, as well as, various days of the week.

Daily temperature logs of food items served at each mealtime of hot and cold items are to be maintained and available for review by the Contract Administrator and other regulatory bodies.

#### H. APPEARANCE AND TASTE

Appearance and taste of menu items shall meet the approval of the Contract Administrator. Meals shall be appropriately garnished and incorporate accepted industry standards for appearance, i.e., texture, color, and combinations.

#### I. ISOLATION TRAYS

Disposables shall be used for isolation trays. When required by the current Infection Control Policy, the Contractor shall supply the disposable trays and tableware.

#### J. ADAPTIVE FEEDING EQUIPMENT

The Contractor shall provide adaptive feeding equipment when ordered.

**K. PATIENT DIET INFORMATION**

Diet orders shall be picked up from the patient units and confirmed in the medical record by a Food Service Supervisor and delivered to the kitchen daily at times specified by the Contract Administrator. All routine diet orders shall be processed prior to the dinner meal. Orders requiring immediate processing shall be immediately processed as needed.

Diet order processing includes:

1. Tray identification forms with name, diet order, and ward number. These accompany the tray to the ward and are not returned to the kitchen.
2. Nourishment labels for specified patients that include the patient's name, ward, time of nourishment, date of nourishment, and nourishment item.
3. Comprehensive list of patients that includes name, location, diet, nourishment, adaptive feeding equipment, food preferences, and food allergies.

Qualified Food Service Supervisors according to procedures acceptable to the Contract Administrator shall perform this function. Performance of and changes in procedures will be evaluated by the Contract Administrator and adjusted only with approval from the Contract Administrator.

**1.103 RESEARCH AND DEVELOPMENT**

Contractor agrees to invest in new product development and research to stay current with ongoing demands.

**1.104 QUALITY ASSURANCE PROGRAM**

Contractor shall have a Quality Assurance Program(s) currently in place within their organization. Please refer to Attachment "Contractor's Technical Proposal – Excerpts" for Quality Assurance Program.

- A. Contractor shall utilize procedures proposed in order to provide a performance improvement program to ensure that all requirements are met.
- B. Contractor has provided an outline of that program.
- C. Contractor has explained how problems are identified and resolved.
- D. Contractor has explained the functions of each class of employee and manager relative to assuring continuous performance improvement.

**1.105 WARRANTY FOR PRODUCTS OR SERVICES**

Please refer to Attachment "Contractor's Technical Proposal – Excerpts" for Warranty for Products or Services.

**1.106 CONTRACTOR RESPONSIBILITIES****A. ADVERTISING FOR RECRUITMENT**

When advertising for recruitment, the Contractor's name shall be specified, not the hospital.

**B. EMERGENCY MEDICAL SERVICE**

Contractor shall arrange ambulance service and emergency medical care for employee injury occurring on the hospital premises.

**C. INFECTION CONTROL**

Employee records must be maintained according to the hospital policy.

**D. CORPORATE STAFF**

Corporate staff having responsibility for this account shall provide support sufficient to assure the achievement of the goals and outcomes specified herein, and to take immediate corrective action when necessary. This staff shall be an integral part of the performance improvement program developed by the Contractor and shall monitor compliance with that program no less than monthly. The Contractor's corporate staff shall meet with the Contract Administrator upon request to communicate operational compliance with all standards outlined in the specifications, sanitation inspection results, hospital evaluation of food quality, staff training, and other matters that directly or indirectly pertain to the food service operation.

**E. PERFORMANCE IMPROVEMENT**

The Contractor shall have a comprehensive, ongoing program that will meet both the requirements of the Joint Commission on Accreditation of Health Care Organizations and the hospital. It shall be designed to objectively and systematically monitor the quality and appropriateness of patient care, pursue opportunities to improve care, and to resolve identified problems.

Reports will be provided to the Contract Administrator quarterly and to the hospital Performance Improvement Committee as requested.

**F. PATIENT SATISFACTION SURVEYS**

The Contractor shall conduct patient satisfaction surveys at least once per quarter. Results of these surveys shall be communicated to the Contract Administrator.

**G. OFFICE EQUIPMENT**

The Contractor shall provide its own outside telephone service, computer, printer, facsimile, reproduction, and other office equipment and supplies.

**H. PURCHASES**

At no time shall any purchases be charged to or purchased in the name of the hospital.

**I. EMERGENCY MASS FEEDING**

The Contractor shall provide emergency mass feeding when required and directed by the authorities, the cost of which is not to be included in the annual costs otherwise required herein. Any costs or charges in such a mass emergency feeding program shall not be considered part of the original costs under this agreement, but shall be determined in a manner identical to normal operation as listed hereunder and pursuant to applicable items in the bid proposal.

**J. ALTERATIONS**

The Contractor shall make no alterations, changes, or improvements to areas granted to the food service Contractor without prior written permission from the hospital administration.

**K. EQUIPMENT**

The Contractor shall ensure that no equipment of any type shall be removed from the hospital except to be repaired as directed by the hospital maintenance department.

**L. INSURANCES**

The Contractor shall provide for its own fire, theft, and other required insurance at its own expense to cover its property located on the premises of the hospital. The Contractor further agrees to provide all necessary theft and/or other insurance to cover clothing, garments, and other articles owned by its employees. In case of fire, or any unforeseen casualty where services of this type are no longer feasible at this location, this contract may be terminated by the State without payment for any claim or damage.

**M. SURRENDER**

The Contractor shall surrender to the State all equipment and furnishings located in the food service facilities, as shown on the certified inventory list of all hospital-owned property, upon termination of this agreement for whatever cause. Such property and equipment must be returned to the State in the same good order as when received except for reasonable wear and tear, and damage from casualty, fire, and hazards covered by insurance.

**N. WORK ORDERS**

The Contractor shall inform the maintenance department of necessary repairs by means of telephone or e-mail work order. The Contractor is responsible for payment to repair damaged equipment and building damage due to negligence or abuse by its employees.

Written approval must be obtained from the hospital before the installation of any equipment owned by the Contractor that requires modification to existing plumbing, heating, electrical, or other services.

The Contractor shall not discard any hospital-owned equipment or supplies. Items unsuitable for use must be brought to the attention of the Contract Administrator to be handled through the hospital's established procedure.

**O. PAPER SUPPLIES**

The Contractor shall supply all paper and disposable goods necessary for the preparation, service, and storage of food, i.e., Styrofoam cups, flexi straws, napkins, flatware, tray slips for identification, plates, bowls, etc.

**P. SANITATION AND FOOD HANDLING STANDARDS**

The highest standards of sanitation and food handling are expected. The current edition of the Food Code, U.S., Public Health Service shall be utilized to assess sanitation standards and procedures.

**Q. MATERIALS AND EQUIPMENT**

The Contractor agrees to furnish all labor, supplies, materials, equipment, and supervision sufficient to keep the food service areas in a clean, orderly, and sanitary condition at all times. Before beginning work, the Contractor shall submit to the hospital a list of the manufacturers and the brand names of the materials that the Contractor proposes to use in the performance of this work. No material that the hospital determines would be unsuitable for the purpose or harmful to the surfaces to which it is to be applied shall be used in connection with the work of this contract.

**R. CLEANING AND JANITORIAL SERVICES**

The Contractor shall perform cleaning and janitorial services on a regular schedule in a way that meets the highest standards of sanitation. The Contractor is responsible to maintain all assigned areas in a clean, sanitary condition including walls, hoods, vents, and ceilings.

If any of the areas assigned to food service are not kept in a condition satisfactory to the hospital, the hospital may have the area cleaned by other means. The cost of such work will be charged to the Contractor. If unsanitary conditions are deemed a continuous problem, the State may elect to terminate the contract.

**S. EMERGENCY MENU**

The Contractor shall provide the hospital with a three-day menu and consistent service plans to provide alternate service in the event of employee strikes, water loss, heat loss, steam or electricity loss, inclement weather, or other events causing food service disruption.

**T. HIPAA**

In the performance of any contract or purchase order resulting herefrom, the Contractor agrees to protect the privacy of WRPH patient's "protected health information (PHI)" to the extent necessary under current federal and state law. The Contractor agrees that it shall not use or disclose any patient's PHI for any purpose not expressly stated in this ITB. The Contractor further agrees that any subcontractors or other persons or entities not directly employed by the Contractor shall abide by the terms of this clause. The Contractor shall assure the State it has met the minimum safeguards necessary to protect unauthorized use or disclosure of PHI to any person or entity. Such safeguards shall include the security safeguards including: physical access to PHI, technical access to PHI, and administrative policies and procedures addressing security of PHI.

**1.107 HOSPITAL/STATE RESPONSIBILITIES**

The following are services that the hospital will provide:



- A. Provide the Contractor with identification badges for employees.
- B. Provide the Contractor keys to elevators, lavatories, offices, and other areas necessary to enable the Contractor to fulfill its responsibilities.
- C. Provide the Contractor parking space and lockers for its employees.
- D. Provide access to employee lounge to Contractor’s employees.
- E. Provide preventative maintenance program appropriate for hospital food service equipment. The hospital maintenance department upon request of the Contractor through work orders will provide routine maintenance of the hospital food service area and equipment.
- F. Furnish all water, gas, electricity, heat, and light for the operation.
- G. Furnish tray delivery system, reusable dishes, mugs, glasses, and flatware for meal service.
- H. Furnish all capital and small equipment, utensils, etc. for food preparation and service. The hospital reserves the right to make the final decision regarding replacement or procurement of equipment.
- I. Repair all permanent fixtures such as faucets, lights, sewers, air conditioning, heat, electrical, plumbing, and appropriate mechanical systems.
- J. Provide internal hospital telephone system.
- K. Provide extermination service to food service areas.
- L. Provide internal mail delivery service.
- M. Provide fire extinguishers and inspect all extinguishers monthly.
- N. Provide box of first aid supplies, fire blanket, and eyewash station.
- O. Provide desks, chairs, and file cabinets for the offices.

**1.2 Service Capabilities**

**1.201 SERVICE REQUIREMENTS**

A. Current meal serving periods: the Contractor delivers Meals to the dining rooms of each unit. The current schedule follows:

Unit	Breakfast	Lunch	Dinner
R-3	7:00 a.m.	11:15 a.m.	5:00 p.m.
R-4	7:15 a.m.	11:30 a.m.	5:15 p.m.
R-1	7:30 a.m.	11:45 a.m.	5:30 p.m.
R-6	7:45 a.m.	12:00 p.m.	5:45 p.m.
R-2	8:00 a.m.	12:15 p.m.	6:00 p.m.
R-1	8:15 a.m.	12:30 p.m.	6:15 p.m.

B. Description of current food production/service system:

1. Cooking method: Conventional scratch cooking methods in combination with convenience food items are utilized to produce meals in a central kitchen.
2. Tray service: Individual meals are portioned via a tray line onto plates and then to trays delivered to the units by food service staff. Once at the unit, Walter P. Reuther Psychiatric Hospital nursing staff delivers the trays to each patient. Empty trays are removed from the dining areas onto tray delivery carts by nursing staff. Food service employees remove the used tray carts to the dish room for washing.



**3. Nourishments/Between meal snacks:**

Bulk food and fluids are delivered to each unit daily according to diet for the evening snack. Some specially ordered items shall be delivered to the ward pantry on each unit at 9:00 a.m., 12:30 p.m., and 6:30 p.m.

<b>Current Specially Ordered Snacks</b>		
<b>9:00 a.m.</b>	<b>12:30 p.m.</b>	<b>6:30 p.m.</b>
7	10	14

- C. Cafeteria dining service: Is provided for high functioning patients. This dining service operates 7 days per week at the noon and evening meals with two seatings at each meal. Seventy to eighty patients are possible at each seating. The menu will include the food available from the tray line with the addition of one alternative for the hot food items, salad, and dessert. Food items need to be appropriate for the regular, calculated, low sodium, low fat diets of regular and mechanical soft textures. The number of staff required to serve the patients and to be present during the hours of operation is 3 dietary aides with one to be responsible for checking trays.
- D. Special catered events in the hospital: The following is a list of the types of catered events usually required:
  - 1. Patient birthday parties – cake or cupcakes, ice cream, beverage – approximately 6 monthly
  - 2. Patient picnics, bag lunches, cooking groups, family style meals – variable menus – approximately 8-10 cooking groups monthly; 6 family style meals or picnics monthly
  - 3. Administrative meeting requests – coffee, muffins, cookies, fruit, buffet meals, variable menus – approximately 1-2 monthly
  - 4. Employee Awards Tea – annually
  - 5. Patient candlelight dinners – variable menu – all patients attend - approximately 4 annually
  - 6. Additionally, the hospital serves a monthly theme menu to the entire patient population

**1.202 TRAINING**

Please refer to Attachment “Contractor’s Technical Proposal – Excerpts” for Training capabilities and the training to be included in this Contract. The Contractor shall provide training to individual agencies, when necessary, on aspects of ordering, shipping, billing, and receiving. At the request of the Contract Administrator, the Contractor shall provide in-service training to agency personnel on products, installation, and product safety issues. The Contractor shall also provide agency training jointly with the State as needed during the period covered by the contract at no additional charge.

**1.203 REPORTING**

Contractor shall be able to provide various reports, when requested by the State. Examples include itemized report of total items (commodities and services) purchased by all agencies or individual agencies, open invoice reports, delivery compliance reports, quantity reports, service compliance reports, etc.

**1.204 RESERVED**

**1.205 SECURITY**

The resulting Contract may require frequent deliveries to State of Michigan facilities. Contractor agrees to utilize procedures to ensure the security and safety of these buildings. This shall include, but is not limited to, performance of security background checks on all personnel assigned to State of Michigan facilities (i.e. delivery people) and how they are performed, what the security check consists of, the name of the company that performs the security checks, use of uniforms and ID badges, etc.



If security background checks are performed on staff, Contractor shall indicate the name of the company that performs the check as well as provide a document stating that each employee has satisfactorily completed a security check and is suitable for assignment to State facilities. Upon request by the State, Contractor shall provide the results of all security background checks.

Upon review of the Contractor's security measures, after Contract award, the contract, the State will decide whether to issue State ID badges to the Contractor's delivery personnel or accept the ID badge issued to delivery personnel by the Contractor.

The State may decide to also perform a security background check. If so, Contractor will be required to provide to the State a list of all delivery people that will service State of Michigan facilities, including name and date of birth (social security number of driver license number would also be helpful).

The Contractor and its subcontractors shall comply with the security access requirements of individual State facilities.

### **1.3 RESERVED**

### **1.4 Project Price**

#### **1.401 PROPOSAL PRICING**

Please refer to Attachment "Item Listing/Pricing Page" for pricing for the items included on this Contract .

#### **1.402 RESERVED**

#### **1.403 PRICE TERM**

Prices quoted are the maximum for a period of 365 days from the date the Contract becomes effective.

Prices are subject to change at the end of each 365-day period. Such changes shall be based on changes in actual costs incurred. Documentation of such changes must be provided with the request for price change in order to substantiate any requested change. Acquisition Services reserves the right to consider various pertinent information sources to evaluate price increase requests (such as the CPI and PPI, US City Average, as published by the US Department of Labor, Bureau of Labor Statistics). Acquisition Services also reserves the right to consider other information related to special economic and/or industry circumstances, when evaluating a price change request. Changes may be either increases or decreases, and may be requested by either party. Approved changes shall be firm for the remainder of the contract period unless further revised at the end of the next 365-day period.

Requests for price changes shall be RECEIVED IN WRITING AT LEAST TEN DAYS PRIOR TO THEIR EFFECTIVE DATE, and are subject to written acceptance before becoming effective. In the event new prices are not acceptable, the CONTRACT may be cancelled. The continued payment of any charges due after September 30th of any fiscal year will be subject to the availability of an appropriation for this purpose.

### **1.5 Quantity term**

Requirements – Vendor agrees to supply all that the state requires

### **1.6 Other Terms and Conditions Needed for this Contract**



## Article 2 – General Terms and Conditions

### 2.0 Introduction

#### 2.001 GENERAL PURPOSE

This Contract is for the operation of Food Services at Walter F. Reuther Psychiatric Hospital for the State of Michigan. This service shall include food procurement, preparation, delivery, service, and cleaning for all patient meals, employee/administrative functions, nourishments, and special events. The Contractor will be responsible for the hiring, supervising, and training employees to provide the food service, as well as, procurement of all food and supplies needed for food production and sanitation. The Contractor will agree to operate the food service in conformance with the terms and conditions stated here, as well as, state, federal, and accrediting agency regulations but not limited to:

- A. State of Michigan Mental Health Code, Public Act #258
- B. State of Michigan Department of Community Health Administrative Rules
- C. Michigan Department of Community Health
- D. Center for Medicare and Medicaid Services
- E. Joint Commission for Accreditation of Healthcare Organizations, Accreditation Manual for Hospitals and the Mental Health Manual

Exact quantities to be purchased are unknown, however the Contractor will be required to furnish all such materials and services as may be ordered during the CONTRACT period. Quantities specified if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities. Orders for delivery will be issued directly to the Contractor by various State Agencies on the Purchase Order Contract Release Form.

If the Contractor and the State agree, additional State agencies may participate should the need develop.

#### 2.002 ISSUING OFFICE AND CONTRACT ADMINISTRATOR

This Contract is issued by Acquisition Services, State of Michigan, Department of Management and Budget, hereinafter known as Acquisition Services, for the Department of Community Health, Walter P. Reuther Psychiatric Hospital (WRPH), hereinafter known as WRPH. Where actions are a combination of those of Acquisition Services and the State agencies, the authority will be known as the State.

Acquisition Services is the sole point of contact in the State with regard to all procurement and contractual matters relating to the commodities and/or services described herein. Acquisition Services is the only office authorized to negotiate, change, modify, amend, alter, clarify, etc., the specifications, terms, and conditions of the Contract. Acquisition Services will remain the SOLE POINT OF CONTACT throughout the procurement process.

**Contractor proceeds at its own risk if it takes negotiation, changes, modification, alterations, amendments, clarification, etc., of the specifications, terms, or conditions of the contract from any individual or office other than Acquisition Services and the listed contract administrator**

All communications covering this procurement must be addressed to contract administrator indicated below:

Department of Management and Budget  
Acquisition Services  
Attn: Sue Ciecwa  
2nd Floor, Mason Building  
P.O. Box 30026  
Lansing, Michigan 48909  
(517) 373-0301  
[CiecwaS@Michigan.gov](mailto:CiecwaS@Michigan.gov)



### 2.003 NOTICE

Any notice given to a party under this Contract must be written and shall be deemed effective, if addressed to such party as addressed below upon (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this section; (iii) the third (3rd) Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.

### 2.004 CONTRACT TERM

The term of this Contract will be for two (2) years and will commence with the issuance of a Contract. This will be approximately January 1, 2005 through December 31, 2006.

**Option.** The State reserves the right to exercise two one-year options, at the sole option of the State. Contractor performance, quality of products, price, cost savings, and the contractor's ability to deliver on time are some of the criteria that will be used as a basis for any decision by Acquisition Services to exercise an option year.

**Extension.** At the sole option of the State, the contract may also be extended. Contractor performance, quality of products, price, cost savings, and the contractor's ability to deliver on time are some of the criteria that will be used as a basis for any decision by Acquisition Services to exercise an option year.

Written notice will be provided to the Contractor before the contract expires. The preliminary notice does not commit the State to an extension. If the State exercises this option, the extended contract shall be considered to include this option clause.

### 2.005 GOVERNING LAW

The Contract shall in all respects be governed by, and construed in accordance with, the laws of the State of Michigan. By signing this agreement, vendor consents to personal jurisdiction in the state of Michigan. Any dispute arising herein shall be resolved in the State of Michigan.

### 2.006 APPLICABLE STATUTES

The following statutes, rules, and laws are applicable to the performance of this contract; some statutes are reflected in the clauses of this contract. This list is NOT exhaustive.

MI Uniform Commercial Code (MIUCC) MCL 440. (All sections unless otherwise altered by agreement)

MI OSHA MCL §§ 408.1001 – 408.1094

Freedom of Information Act (FIOA) MCL §§ 15.231, et seq.

Natural Resources and Environmental Protection Act MCL §§ 324.101, et seq.

MI Consumer Protection Act MCL §§ 445.901 – 445.922

Laws relating to wages, payments of wages, and fringe benefits on state projects MCL §§ 408.551 – 408.558, 408.471 – 408.490, 1965 PA 390.

Department of Civil Service Rules and regulations

Elliot Larsen Civil Rights Act MCL §§ 37.2201, et seq.

Persons with disabilities Civil Rights Act MCL §§ 37.1101, et seq.

MCL §§ 423.321, et seq.

MCL § 18.1264 (law regarding debarment)

Davis-Bacon Act (DBA) 40 USCU §§ 276(a), et seq.

Contract Work Hours and Safety Standards Act (CWHSA) 40 USCS § 327, et seq.

Business Opportunity Act for Persons with Disabilities MCL §§ 450.791 – 450.795

Rules and regulations of the Environmental Protection Agency

Internal Revenue Code

Rules and regulations of the Equal Employment Opportunity Commission (EEOC)

The Civil Rights Act of 1964, USCS Chapter 42



Title VII, 42 USCS §§ 2000e et seq.  
The Americans with Disabilities Act (ADA), 42 USCS §§ 12101 et seq.  
The Age Discrimination in Employment Act of 1967 (ADEA), 29 USCS §§ 621, 623 et seq.  
The Old Workers Benefit and Protection Act of 1990 (OWBPA), 29 USCS §§ 626, et seq.  
The Family Medical Leave Act of 1993 (FMLA), 29 USC §§ 651 et seq.  
The Fair Labor Standards Act (FLSA), 29 USC §§ 201 et seq.  
Pollution Prevention Act of 1990 (PPA) 42 U.S.C. §13106  
Sherman Act, 15 U.S.C.S. § 1 et seq.  
Robinson-Patman Act, 15 U.S.C.S. § 13 et. seq.  
Clayton Act, 15 U.S.C.S. § 14 et seq.

## **2.007 RELATIONSHIP OF THE PARTIES**

The relationship between the State and the Contractor is that of client and independent Contractor. No agent, employee, or servant of the Contractor or any of its subcontractors shall be or shall be deemed to be an employee, agent, or servant of the State for any reason. The Contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, servants and subcontractors during the performance of this Contract.

## **2.008 HEADINGS**

Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of this Contract.

## **2.009 MERGER**

This document constitutes the complete, final, and exclusive agreement between the parties. All other prior writings and negotiations are ineffective.

## **2.010 SEVERABILITY**

Each provision of the Contract shall be deemed to be severable from all other provisions of the Contract and, if one or more of the provisions of the Contract shall be declared invalid, the remaining provisions of the Contract shall remain in full force and effect.

## **2.011 SURVIVORSHIP**

Any provisions of the Contract that impose continuing obligations on the parties including, but not limited to the Contractor's indemnity and other obligations shall survive the expiration or cancellation of the Contract for any reason.

## **2.012 NO WAIVER OF DEFAULT**

The failure of a party to insist upon strict adherence to any term of the Contract shall not be considered a waiver or deprive the party of the right thereafter to insist upon strict adherence to that term or any other term of the Contract.

## **2.013 PURCHASE ORDERS**

Orders for delivery of commodities and/or services may be issued directly by the State Departments through the issuance of a Purchase Order Form referencing this Contract (Blanket Purchase Order) agreement and the terms and conditions contained herein. Contractor is asked to reference the Purchase Order Number on all invoices for payment.

**2.1 Vendor/Contractor Obligations****2.101 ACCOUNTING RECORDS**

The Contractor and all subcontractors shall maintain all pertinent financial and accounting records and evidence pertaining to the Contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Michigan. Financial and accounting records shall be made available, upon request, to the State of Michigan, its designees, or the Michigan Auditor General at any time during the Contract period and any extension thereof, and for three years from expiration date and final payment on the Contract or extension thereof.

**2.102 NOTIFICATION OF OWNERSHIP**

The Contractor shall make the following notifications in writing:

1. When the Contractor becomes aware that a change in its ownership or officers has occurred, or is certain to occur, that could result in changes in the valuation of its capitalized assets in the accounting records, the Contractor shall notify Acquisition Services within 30 days.
2. The Contractor shall also notify the Acquisition Services within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership or officers.

The Contractor shall:

1. Maintain current, accurate, and complete inventory records of assets and their costs;
2. Provide Acquisition Services or designated representative ready access to the records upon request;
3. Ensure that all individual and grouped assets, their capitalized values, accumulated depreciation or amortization, and remaining useful lives are identified accurately before and after each of the Contractor's ownership or officer changes; and
4. Retain and continue to maintain depreciation and amortization schedules based on the asset records maintained before each Contractor ownership or officer change.

**2.103 WORKPLACE DISCRIMINATION**

The Contractor represents and warrants that in performing services for the State pursuant to this Contract, the Contractor agrees not to discriminate against any employee or applicant for employment, with respect to their hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental handicap or disability. The Contractor further agrees that every subcontract entered into for the performance of any Contract or purchase order resulting here from will contain a provision requiring non-discrimination in employment, as herein specified, binding upon each subcontractor. This covenant is required pursuant to the Elliot Larsen Civil Rights Act, 1976 Public Act 453, as amended, MCL 37.2201, et seq., and the Persons With Disabilities Civil Rights Act, 1976 Public Act 220, as amended, MCL 37.1101, et seq., and any breach thereof may be regarded as a material breach of the Contract or purchase order.

Vendor hereby represents that in performing this contract it will not violate The Civil Rights Act of 1964, USCS Chapter 42, including, but not limited to, Title VII, 42 USCS §§ 2000e et seq.; the Americans with Disabilities Act (ADA), 42 USCS §§ 12101 et seq.; or The Age Discrimination in Employment Act of 1967 (ADEA), 29 USCS §§ 621, 623 et seq.; the Old Workers Benefit and Protection Act of 1990 (OWBPA), 29 USCS §§ 626 et seq.; the Family Medical Leave Act of 1993 (FMLA), 29 USC §§ 651 et seq.; or the Fair Labor Standards Act (FLSA), 29 USC §§ 201 et seq.



## 2.104 LABOR RELATIONS

Pursuant to 1980 Public Act 278, as amended, MCL 423.231, et seq., the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an **unfair labor practice** compiled pursuant to Section 2 of the Act. A Contractor of the State, in relation to the Contract, shall not enter into a Contract with a subcontractor, manufacturer, or supplier whose name appears in this register. Pursuant to Section 4 of 1980 Public Act 278, MCL 423.324, the State may void any Contract if, subsequent to award of the Contract, the name of the Contractor as an employer, or the name of the subcontractor, manufacturer or supplier of the Contractor appears in the register.

The Contractor represents and warrants that the company does not appear in the current register of employers failing to correct an unfair labor practice.

## 2.105 LIABILITY INSURANCE

### A. Insurance

The Contractor is required to provide proof of the minimum levels of insurance coverage as indicated below. The purpose of this coverage shall be to protect the State from claims which may arise out of or result from the Contractor's performance of services under the terms of this Contract, whether such services are performed by the Contractor, or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable.

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain pursuant to this Contract.

All insurance coverage provided relative to this Contract/Purchase Order is PRIMARY and NON-CONTRIBUTING to any comparable liability insurance (including self-insurances) carried by the State.

The insurance shall be written for not less than any minimum coverage specified in this Contract or required by law, whichever is greater.

The insurers selected by Contractor shall have an A.M. Best rating of A or better, or as otherwise approved in writing by the State, or if such ratings are no longer available, with a comparable rating from a recognized insurance rating agency. Companies that have been approved to do business in the State shall issue all policies of insurance required in this Contract.

See [www.michigan.gov/cis](http://www.michigan.gov/cis)

Where specific limits are shown, they are the minimum acceptable limits. If Contractor's policy contains higher limits, the State shall be entitled to coverage to the extent of such higher limits.

Before both parties sign the Contract or before the purchase order is issued by the State, the Contractor must furnish to the Director of Acquisition Services, certificate(s) of insurance verifying insurance coverage ("Certificates"). The Certificate must be on the standard "accord" form or equivalent. **THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All Certificate(s) shall contain a provision indicating that coverage afforded under the policies WILL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without THIRTY (30) days prior written notice, except for ten (10) days for non-payment of premium, having been given to the Director of Acquisition Services, Department of Management and Budget. The notice must include the Contract or Purchase Order number affected and be mailed to: Director, Acquisition Services, Department of Management and Budget, P.O. Box 30026, Lansing, Michigan 48909. Failure to provide evidence of coverage, may, at the State's sole option, result in this Contract's termination.



The Contractor is required to pay for and provide the type and amount of insurance checked **below**:

1. Commercial General Liability with the following minimum coverage:

\$2,000,000	General Aggregate Limit other than Products/Completed Operations
\$2,000,000	Products/Completed Operations Aggregate Limit
\$1,000,000	Personal & Advertising Injury Limit
\$1,000,000	Each Occurrence Limit
\$500,000	Fire Damage Limit (any one fire)

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

2. If a motor vehicle is used to provide services or products under this Contract, the Contractor must have vehicle liability insurance on any auto including owned, hired and non-owned vehicles used in Contractor's business for bodily injury and property damage as required by law.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

3. Workers' compensation coverage must be provided in accordance with applicable laws governing the employees and employers work activities in the state of the Contractor's domicile. If a self-insurer provides the applicable coverage, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, Contractor must provide appropriate certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Any certificates of insurance received must also provide a list of states where the coverage is applicable.

The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision shall not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

4. Employers liability insurance with the following minimum limits:

\$100,000	each accident
\$100,000	each employee by disease
\$500,000	aggregate disease

5. Employee Fidelity, including Computer Crimes, insurance naming the State as a loss payee, providing coverage for direct loss to the State and any legal liability of the State arising out of or related to fraudulent or dishonest acts committed by the employees of Contractor or its Subcontractors, acting alone or in collusion with others, in a minimum amount of one million dollars (\$1,000,000.00) with a maximum deductible of fifty thousand dollars (\$50,000.00).
6. Umbrella or Excess Liability Insurance in a minimum amount of ten million dollars (\$10,000,000.00), which shall apply, at a minimum, to the insurance required in Subsection 1 (Commercial General Liability) above.
7. Professional Liability (Errors and Omissions) Insurance with the following minimum coverage: three million dollars (\$3,000,000.00) each occurrence and three million dollars (\$3,000,000.00) annual aggregate.



8. Fire and Personal Property Insurance covering against any loss or damage to the office space used by Contractor for any reason under this Contract, and the equipment, software and other contents of such office space, including without limitation, those contents used by Contractor to provide the Services to the State, up to the replacement value thereof, where such office space and its contents are under the care, custody and control of Contractor. Such policy shall cover all risks of direct physical loss or damage, including without limitation, flood and earthquake coverage and coverage for computer hardware and software. The State shall be endorsed on the policy as a loss payee as its interests appear.

**B. Subcontractors**

Except where the State has approved in writing a Contractor subcontract with other insurance provisions, Contractor shall require all of its Subcontractors under this Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor's insurance on the coverage required in this Section. Subcontractor(s) shall fully comply with the insurance coverage required in this Section. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor's liability or responsibility.

**C. Certificates of Insurance and Other Requirements**

Contractor shall furnish to the Office of Acquisition Services certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the "Certificates"). Before the Contract is signed, and not less than 20 days before the insurance expiration date every year thereafter, the Contractor shall provide evidence that the State and its agents, officers and employees are listed as additional insureds, but only to the extent of liabilities assumed by Contractor as set forth in Indemnification Section of this Contract, under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

Contractor shall maintain all required insurance coverage throughout the term of the Contract and any extensions thereto and, in the case of claims-made Commercial General Liability policies, shall secure tail coverage for at least three (3) years following the expiration or termination for any reason of this Contract. The minimum limits of coverage specified above are not intended, and shall not be construed, to limit any liability or indemnity of Contractor under this Contract to any indemnified party or other persons. Contractor shall be responsible for all deductibles with regard to such insurance. If Contractor fails to pay any premium for required insurance as specified in this Contract, or if any insurer cancels or significantly reduces any required insurance as specified in this Contract without the State's written consent, at the State's election (but without any obligation to do so) after the State has given Contractor at least thirty (30) days written notice, the State may pay such premium or procure similar insurance coverage from another company or companies; and at the State's election, the State may deduct the entire cost (or part thereof) from any payment due Contractor, or Contractor shall pay the entire cost (or any part thereof) upon demand by the State.

**2.106 PREVAILING WAGE**

The rates of wages and fringe benefits to be paid each class of individuals employed by the Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this contract in privity of contract with the Contractor shall not be less than the wage rates and fringe benefits established by the Michigan Department of Consumer and Industry Service, Bureau of Safety and Regulation, Wage/Hour Division schedule of occupational classification and wage rates and fringe benefits for the local where the work is to be performed. The term Contractor shall include all general contractors, prime contractors, project managers, trade contractors, and all of their contractors or subcontractors and persons in privity of contract with them.



The Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this contract in privity of contract with the Contractor shall keep posted on the work site, in a conspicuous place, a copy of all wage rates and fringe benefits as prescribed in the contract. You must also post, in a conspicuous place, the address and telephone number of the Michigan Department of Consumer and Industry Services, the office responsible for enforcement of the wage rates and fringe benefits. You shall keep an accurate record showing the name and occupation of the actual wage and benefits paid to each individual employed in connection with this contract. This record shall be available to the State upon request for reasonable inspection.

If any trade is omitted from the list of wage rates and fringe benefits to be paid to each class of individuals by the Contractor, it is understood that the trades omitted shall also be paid not less than the wage rate and fringe benefits prevailing in the local where the work is to be performed.

## **2.107 PAYROLL AND BASIC RECORDS**

Payrolls and basic records relating to the performance of this contract shall be maintained by the Contractor during the course of the work and preserved for a period of 3 years thereafter for all laborers and mechanics working at the site of the work. Such records shall contain the name, address, and social security number of each such worker, his or her correct classification, hourly rates of wages paid (including rates of contributions or costs anticipated for bona fide fringe benefits or cash equivalents thereof of the types described in section 1(b)(2)(B) of the Davis-Bacon Act), daily and weekly number of hours worked, deductions made, and actual wages paid. Contractors employing apprentices or trainees under approved programs shall maintain written evidence of the registration of apprenticeship programs and certification of trainee programs, the registration of the apprentices and trainees, and the ratios and wage rates prescribed in the applicable programs.

The Contractor shall submit a copy of all payrolls to the Contract Administrator upon request. The payrolls submitted shall set out accurately and completely all of the information required to be maintained as indicated above.

The Prime Contractor is responsible for the submission of copies of payrolls by all subcontractors upon request from the Contract Administrator

The Contractor or subcontractor shall permit the Contract Administrator or representatives of the Contract Administrator or the State of Michigan to interview employees during working hours on the job.

If the Contractor or subcontractor fails to submit required records or to make them available, the Contract Administrator may, after written notice to the Contractor, take such action as may be necessary to cause the suspension of any further payment. Furthermore, failure to submit the required records upon request or to make such records available may be grounds for debarment.

## **2.108 COMPETITION IN SUB-CONTRACTING**

The Contractor shall select subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of the contract.

## **2.109 CALL CENTER DISCLOSURE**

Vendor and/or all subcontractors involved in the performance of this contract providing call or contact center services to the State of Michigan must disclose the location of its call or contact center services to inbound callers. Failure to disclose this information shall be a material breach of this agreement.

## **2.2 Contract Performance**

### **2.201 TIME IS OF THE ESSENCE**

Contractor/Vendor is on notice that time is of the essence in the performance of this contract. Late performance will be considered a material breach of this contract, giving the State a right to invoke all remedies available to it under this contract.

**2.202 CONTRACT PAYMENT SCHEDULE**

Payment to the Contractor will be made in accordance with rules and regulations governing Walter P. Reuther Psychiatric Hospital and according to disbursement of public and private funds made available for the purposes as described.

A monthly itemized invoice shall be forwarded to the Contract Administrator by the 10th day of the following month. The invoice should show payment amount and should reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. Appropriate documentation shall be attached.

In-house patient census will be used for billing purposes. Tube-fed patients will be subtracted from the midnight in-house patient census for billing purposes. Credit shall be given for patients on trips, cooking projects, or other special functions where meals are provided, as long as, advance notice of four (4) hours is given to the Contractor.

Nourishment and meal replacements will be billed according to the price quoted by the Contractor. The charge scale shall prevail indiscriminate of use. The hospital is not to be charged for replacement as the result of the Contractor's error.

Meals for employees and volunteers will be charged at the same meal rates as those for patients receiving trays. Single items eaten by employees (without a complete meal) will be charged at the nourishment rate.

The patient census sheet, nourishment records, requisitions for activities, etc. shall accompany the invoice.

Upon receipt of the Contractor's invoice and other pertinent documentation, Walter P. Reuther Psychiatric Hospital will process for payment within five (5) workdays all necessary documents notifying the Department of Treasury the payment is approved. Walter P. Reuther Psychiatric Hospital cannot guarantee receipt of payment by the Contractor within any specified period.

**2.203 RESERVED****2.204 RESERVED****2.205 ELECTRONIC PAYMENT AVAILABILITY**

Electronic transfer of funds is available to State contractors. Vendors are encouraged to register with the State of Michigan Office of Financial Management so the State can make payments related to this Contract electronically at [www.cpexpress.state.mi.us](http://www.cpexpress.state.mi.us).

**2.206 RESERVED****2.3 Contract Rights and Obligations****2.301 INCURRING COSTS**

The State of Michigan is not liable for any cost incurred by the Contractor prior to signing of the Contract. The State fiscal year is October 1st through September 30th. The Contractor(s) should realize that payments in any given fiscal year are contingent upon enactment of legislative appropriations. Total liability of the State is limited to terms and conditions of the Contract.

**2.302 CONTRACTOR RESPONSIBILITIES**

The Contractor will be required to assume responsibility for all contractual activities, whether or not that Contractor performs them. Further, the State will consider the Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the anticipated Contract. If any part of the work is to be subcontracted, the Contract must include a list of subcontractors, including firm name and address, contact person and a complete description of work to be subcontracted. The State reserves the right to approve subcontractors and to require the Contractor to replace subcontractors found to be unacceptable.



The Contractor is totally responsible for adherence by the subcontractor to all provisions of the Contract. Any change in subcontractors must be approved by the State, in writing, prior to such change.

### 2.303 ASSIGNMENT AND DELEGATION

The Contractor shall not have the right to assign this Contract, to assign its rights under this contract, or delegate any of its duties or obligations under the Contract to any other party (whether by operation of law or otherwise), without the prior written consent of the State. Any purported assignment in violation of this Section shall be null and void. Further, the Contractor may not assign the right to receive money due under the Contract without the prior written consent of the Director of Acquisition Services.

The Contractor shall not delegate any duties or obligations under the Contract to a subcontractor other than a subcontractor named and approved in the bid unless the Director of Acquisition Services has given written consent to the delegation.

**Contractor must obtain the approval of the Director of Acquisition Services before using a place of performance that is different from the address that Contractor provided in the bid.**

### 2.304 TAXES

Sales Tax: For purchases made directly by the State of Michigan, the State is exempt from State and Local Sales Tax. Prices shall not include such taxes. Exemption Certificates for State Sales Tax will be furnished upon request.

Federal Excise Tax: The State of Michigan may be exempt for Federal Excise Tax, or such taxes may be reimbursable, if articles purchased under this Contract are used for the State's exclusive use. Certificates exclusive use for the purposes of substantiating a tax-free, or tax-reimbursable sale will be sent to the Contractor upon request. If a sale is tax exempt or tax reimbursable under the Internal Revenue Code, prices shall not include the Federal Excise Tax.

The State's Tax Exempt Certification is available for vendor viewing upon request to the Contract Administrator.

### 2.305 INDEMNIFICATION

#### General Indemnification

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents, from and against all losses, liabilities, penalties, fines, damages and claims (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties), arising from or in connection with any of the following:

1. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from (1) the product provided or (2) performance of the work, duties, responsibilities, actions or omissions of the Contractor or any of its subcontractors under this Contract.
2. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from a breach by the Contractor of any representation or warranty made by the Contractor in the Contract;
3. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or related to occurrences that the Contractor is required to insure against as provided for in this Contract;



4. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from the death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by the Contractor, by any of its subcontractors, by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable; provided, however, that this indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage is caused solely by the negligence or reckless or intentional wrongful conduct of the State;
5. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents which results from an act or omission of the Contractor or any of its subcontractors in its or their capacity as an employer of a person.

#### Patent/Copyright Infringement Indemnification

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State, its employees and agents from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that such action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of such equipment, software, commodity or service, or the use or reproduction of any documentation provided with such equipment, software, commodity or service infringes any United States or foreign patent, copyright, trade secret or other proprietary right of any person or entity, which right is enforceable under the laws of the United States. In addition, should the equipment, software, commodity, or service, or the operation thereof, become or in the Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor shall at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if such option is not reasonably available to the Contractor, (ii) replace or modify the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if such option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

#### Code Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor's breach of the No Surreptitious Code Warranty.

#### Indemnification Obligation Not Limited

In any and all claims against the State of Michigan, or any of its agents or employees, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefits acts, or other employee benefits acts. This indemnification clause is intended to be comprehensive. Any overlap in sub clauses, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other sub clause.

#### Continuation of Indemnification Obligation

The duty to indemnify will continue in full force and affect not withstanding the expiration or early termination of the Contract with respect to any claims based on facts or conditions, which occurred prior to termination.



### Indemnification Procedures

The procedures set forth below shall apply to all indemnity obligations under this Contract.

- (a) After receipt by the State of notice of the action or proceeding involving a claim in respect of which it will seek indemnification, the State shall promptly notify Contractor of such claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to so notify Contractor shall relieve Contractor of its indemnification obligations except to the extent that Contractor can demonstrate damages attributable to such failure. Within ten (10) days following receipt of written notice from the State relating to any claim, Contractor shall notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and prior to the State receiving Contractor's Notice of Election, the State shall be entitled to defend against the claim, at Contractor's expense, and Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during such period.
- (b) If Contractor delivers a Notice of Election relating to any claim: (i) the State shall be entitled to participate in the defense of such claim and to employ counsel at its own expense to assist in the handling of such claim and to monitor and advise the State about the status and progress of the Defense; (ii) Contractor shall, at the request of the State, demonstrate to the reasonable satisfaction of the State, Contractor's financial ability to carry out its defense and indemnity obligations under this Contract; (iii) Contractor shall periodically advise the State about the status and progress of the defense and shall obtain the prior written approval of the State before entering into any settlement of such claim or ceasing to defend against such claim and (iv) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State shall have the right, at its own expense, to control the defense of that portion of such claim involving the principles of Michigan governmental or public law. Notwithstanding the foregoing, the State may retain control of the defense and settlement of a claim by written notice to Contractor given within ten (10) days after the State's receipt of Contractor's information requested by the State pursuant to clause (ii) of this paragraph if the State determines that Contractor has failed to demonstrate to the reasonable satisfaction of the State Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State of Michigan, or any of its subdivisions pursuant to this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State pursuant to this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.
- (c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State shall have the right to defend the claim in such manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor shall promptly reimburse the State for all such reasonable costs and expenses.

### **2.306 LIMITATION OF LIABILITY**

The Contractor's liability for damages to the State shall be limited to two times the value of the Contract. The foregoing limitation of liability shall not apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; to Contractor's indemnification obligations (2.305); or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The State's liability for damages to the Contractor shall be limited to the value of the Contract.

**2.307 CONTRACT DISTRIBUTION**

Acquisition Services shall retain the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by Acquisition Services.

**2.308 FORM, FUNCTION, AND UTILITY**

If the Contract is for use of more than one State agency and if the good or service provided under this Contract do not meet the form, function, and utility required by a State agency, that agency may, subject to State purchasing policies, procure the good or service from another source.

**2.309 ASSIGNMENT OF ANTITRUST CAUSE OF ACTION**

For and in consideration of the opportunity to submit a quotation and other good and valuable consideration, the Contractor hereby assigns, sells and transfers to the State of Michigan all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this State for price fixing, which causes of action have accrued prior to the date of payment and which relate solely to the particular goods, commodities, or services purchased or procured by this State pursuant to this transaction.

**2.310 RESERVED****2.311 TRANSITION ASSISTANCE**

If this Contract is not renewed at the end of this term, or is canceled prior to its expiration, for any reason, the Contractor must provide for up to 30 days after the expiration or cancellation of this Contract, all reasonable transition assistance requested by the State, to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such services to the State or its designees. Such transition assistance will be deemed by the parties to be governed by the terms and conditions of this Contract, (notwithstanding this expiration or cancellation) except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall pay the Contractor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for Contract performance.

**2.312 RESERVED****2.313 RESERVED****2.314 WEBSITE INCORPORATION**

State expressly states that it will not be bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of such content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representation of the State.

**2.4 Contract Review and Evaluation****2.401 CONTRACT COMPLIANCE INSPECTOR**

Upon receipt at Acquisition Services of the properly executed Contract Agreement(s), the person named below will be allowed to oversee the Contract performance on a day-to-day basis during the term of the Contract. However, overseeing the Contract implies **no authority to negotiate, change, modify, clarify, amend, or otherwise alter the terms, conditions, and specifications of such Contract(s). That authority is retained by Acquisition Services.** The Contract Compliance Inspector for this project is:



**Kathryn Russell, M.S., R.D.**  
Director of Food and Nutrition Services  
Department of Community Health  
Walter P. Reuther Psychiatric Hospital  
30901 Palmer Road  
Westland, Michigan 48186  
(734) 367-8578  
[Russelkat@michigan.gov](mailto:Russelkat@michigan.gov)

#### **2.402 PERFORMANCE REVIEWS**

Acquisition Services in conjunction with the Department of Community Health may review with the Contractor their performance under the Contract. Performance reviews shall be conducted quarterly, semi-annually or annually depending on Contractor's past performance with the State. Performance reviews shall include, but not limited to, quality of products/services being delivered and provided, timeliness of delivery, percentage of completion of orders, the amount of back orders, status of such orders, accuracy of billings, customer service, completion and submission of required paperwork, the number of substitutions and the reasons for substitutions, and other requirements of the Contract.

Upon a finding of poor performance, which has been documented by Acquisition Services, the Contractor shall be given an opportunity to respond and take corrective action. If corrective action is not taken in a reasonable amount of time as determined by Acquisition Services, the Contract may be canceled for default. Delivery by the Contractor of unsafe and/or adulterated or off-condition products to any State agency is considered a material breach of Contract subject to the cancellation provisions contained herein.

#### **2.403 AUDIT OF CONTRACT COMPLIANCE/ RECORDS AND INSPECTIONS**

- (a) Inspection of Work Performed. The State's authorized representatives shall at all reasonable times have the right to enter Contractor's premises, or any other places, where the Services are being performed, and shall have access, upon reasonable request, to interim drafts of Deliverables or work-in-progress. During business hours, the State's representatives shall be allowed to inspect, monitor, or otherwise evaluate the work being performed and to the extent that such access will not interfere or jeopardize the safety or operation of the systems or facilities. Contractor must provide all reasonable facilities and assistance for the State's representatives, so long as no security, labor relations policies and propriety information policies are violated.
- (b) Examination of Records. No more than once per year, Contractor agrees that the State, including its duly authorized representatives, until the expiration of seven (7) years following the creation of the material (collectively, the "Audit Period"), shall, upon twenty (20) days prior written notice, have access to and the right to examine and copy any of Contractor's books, records, documents and papers pertinent to establishing Contractor's compliance with the terms and conditions of the Contract and with applicable laws and rules, including the State's procurement rules, regulations and procedures, and actual performance of the Contract for the purpose of conducting an audit, examination, excerpt and/or transcription but the State shall not have access to any information deemed confidential to Contractor to the extent such access would require such confidential information to become publicly available. This provision also applies to the books, records, accounts, documents and papers, in print or electronic form, of any parent, affiliated or subsidiary organization of Contractor, or any Subcontractor of Contractor performing services in connection with the Contract.
- (c) Retention of Records. Contractor shall maintain at least until the end of the Audit Period all pertinent financial and accounting records (including time sheets and payroll records, and information pertaining to the Contract and to the Services, equipment, and commodities provided under the Contract) pertaining to the Contract in accordance with generally accepted accounting principles and other procedures specified in this Section. Financial and accounting records shall be made available, upon request, to the State at any time during the Audit Period. If an audit, litigation, or other action involving Contractor's records is initiated before the end of the Audit Period, the records must be retained until all issues arising out of the audit, litigation, or other action are resolved or until the end of the Audit Period, whichever is later.



- (d) **Audit Resolution.** If necessary, the Contractor and the State shall meet to review each audit report promptly after issuance. The Contractor will respond to each audit report in writing within thirty (30) days from receipt of such report, unless a shorter response time is specified in such report. The Contractor and the State shall develop and agree upon an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in such audit report.
1. **Errors.** If the audit demonstrates any errors in the statements provided to the State, then the amount in error shall be reflected as a credit or debit on the next invoice and in subsequent invoices until the amount is paid or refunded in full. However, a credit or debit may not be carried for more than four (4) quarterly statements. If a balance remains after four (4) quarterly statements, then the remaining amount will be due as a payment or refund within forty-five (45) days of the last quarterly statement that the balance appeared on or termination of the contract, whichever is earlier.
  2. In addition to other available remedies, the difference between the payment received and the correct payment amount is greater than ten (10%), then the Contractor shall pay all of the reasonable costs of the audit.

## **2.5 Quality and Warranties**

### **2.501 PROHIBITED PRODUCTS**

The State will not accept salvage, distressed, outdated or discontinued merchandise. Shipping of such merchandise to any State agency, as a result of an order placed against the Contract, shall be considered default by the Contractor of the terms and conditions of the Contract and may result in cancellation of the Contract by the State. The brand and product number offered for all items shall remain consistent for the term of the Contract, unless Acquisition Services has approved a change.

### **2.502 RESERVED**

### **2.503 RESERVED**

### **2.504 RESERVED**

### **2.505 CONTRACTOR WARRANTIES**

The Contract will contain customary representations and warranties by the Contractor, including, without limitation, the following:

1. The Contractor will perform all services in accordance with high professional standards in the industry;
2. The Contractor will use adequate numbers of qualified individuals with suitable training, education, experience and skill to perform the services;
3. The Contractor will use its best efforts to use efficiently any resources or services necessary to provide the services that are separately chargeable to the State;
4. The Contractor will use its best efforts to perform the services in the most cost effective manner consistent with the required level of quality and performance;
5. The Contractor will perform the services in a manner that does not infringe the proprietary rights of any third party;
6. The Contractor will perform the services in a manner that complies with all applicable laws and regulations;
7. The Contractor has duly authorized the execution, delivery and performance of the Contract;



8. The Contractor is capable in all respects of fulfilling and shall fulfill all of its obligations under this contract.
9. The contract appendices, attachments, and exhibits identify all equipment and software services necessary for the deliverable(s) to perform and operate in compliance with the contract's requirements.
10. The Contractor is the lawful owner or licensee of any Deliverable licensed or sold to the state by Contractor or developed by Contractor under this contract, and Contractor has all of the rights necessary to convey to the state the ownership rights or license use, as applicable, of any and all Deliverables.
11. If, under this Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor's name), then in addition to Contractor's other responsibilities with respect to such items as set forth in this Contract, Contractor shall assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer's warranty for the Deliverable.
12. The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter this contract, on behalf of Contractor.
13. The Contractor is qualified and registered to transact business in all locations where required.
14. Neither the Contractor nor any Affiliates, nor any employee of either, has, shall have, or shall acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor shall notify the State within two (2) days of any such interest that may be incompatible with the interests of the State.
15. All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the ITB or otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by such financial statements, reports, other information. Since the respective dates or periods covered by such financial statements, reports, or other information, there have been no material adverse changes in the business, properties, financial condition, or results of operations of Contractor. All written information furnished to the State by or behalf of Contractor in connection with this Contract, including its bid, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make such information not misleading.

#### **2.506 STAFF**

The State reserves the right to approve the Contractor's assignment of Key Personnel to this project and to recommend reassignment of personnel deemed unsatisfactory by the State. The staffing numbers and qualifications proposed must be in agreement with the accepted contract resulting from the proposal.

The Contractor shall not remove or reassign, without the State's prior written approval any of the Key Personnel until such time as the Key Personnel have completed all of their planned and assigned responsibilities in connection with performance of the Contractor's obligations under this Contract. The Contractor agrees that the continuity of Key Personnel is critical and agrees to the continuity of Key Personnel. Removal of Key Personnel without the written consent of the State may be considered by the State to be a material breach of this Contract. The prohibition against removal or reassignment shall not apply where Key Personnel must be replaced for reasons beyond the reasonable control of the Contractor including but not limited to illness, disability, resignation or termination of the Key Personnel's employment.



**2.507 RESERVED**

**2.508 RESERVED**

**2.509 RESERVED**

**2.6 Breach of Contract**

**2.601 BREACH DEFINED**

Failure to comply with articles, sections, or subsections of this agreement, or making any false statement in this agreement will be considered a material breach of this agreement giving the state authority to invoke any and all remedies available to it under this agreement.

In addition to any remedies available in law and by the terms of this contract, such a breach may be considered as a default in the performance of a material obligation of this contract.

**2.602 NOTICE AND THE RIGHT TO CURE**

In the event of a curable breach by the Contractor, the State shall provide the Contractor written notice of the breach and a time period to cure said breach described in the notice. This section requiring notice and an opportunity to cure shall not be applicable in the event of successive or repeated breaches of the same nature or if the State determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage or destruction of any real or tangible personal property.

**2.603 EXCUSABLE FAILURE**

1. Neither party shall be liable for any default or delay in the performance of its obligations under the Contract if and to the extent such default or delay is caused, directly or indirectly, by: fire, flood, earthquake, elements of nature or acts of God; riots, civil disorders, rebellions or revolutions in any country; the failure of the other party to perform its material responsibilities under the Contract (either itself or through another contractor); injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of such party; provided the non-performing party and its subcontractors are without fault in causing such default or delay, and such default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workarounds or other means, including disaster recovery plans. In such event, the non-performing party will be excused from any further performance or observance of the obligation(s) so affected for as long as such circumstances prevail and such party continues to use its best efforts to recommence performance or observance whenever and to whatever extent possible without delay provided such party promptly notifies the other party in writing of the inception of the excusable failure occurrence, and also of its abatement or cessation.
2. If any of the above enumerated circumstances substantially prevent, hinder, or delay performance of the services necessary for the performance of the State's functions for more than 14 consecutive days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected services from an alternate source, and the State shall not be liable for payments for the unperformed services under the Contract for so long as the delay in performance shall continue; (b) the State may cancel any portions of the Contract so affected and the charges payable hereunder shall be equitably adjusted to reflect those services canceled; or (c) the Contract will be canceled without liability of the State to the Contractor as of the date specified by the State in a written notice of cancellation to the Contractor. The Contractor will not have the right to any additional payments from the State as a result of any excusable failure occurrence or to payments for services not rendered as a result of the excusable failure condition.



Defaults or delays in performance by the Contractor which are caused by acts or omissions of its subcontractors will not relieve the Contractor of its obligations under the Contract except to the extent that a subcontractor is itself subject to any excusable failure condition described above and the Contractor cannot reasonably circumvent the effect of the subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

## 2.7 Remedies

### 2.701 CANCELLATION

The State may cancel this Contract without further liability or penalty to the State, its departments, divisions, agencies, offices, commissions, officers, agents, and employees for any of the following reasons:

1. Material Breach by the Contractor. In the event that the Contractor breaches any of its material duties or obligations under the Contract, which are either not capable of or subject to being cured, or are not cured within the time period specified in the written notice of breach provided by the State, or pose a serious and imminent threat to the health and safety of any person, or the imminent loss, damage or destruction of any real or tangible personal property, the State may, having provided written notice of cancellation to the Contractor, cancel this Contract in whole or in part, for cause, as of the date specified in the notice of cancellation.

In the event that this Contract is cancelled for cause, in addition to any legal remedies otherwise available to the State by law or equity, the Contractor shall be responsible for all costs incurred by the State in canceling the Contract, including but not limited to, State administrative costs, attorneys fees and court costs, and any additional costs the State may incur to procure the services required by this Contract from other sources. All excess re-procurement costs and damages shall not be considered by the parties to be consequential, indirect or incidental, and shall not be excluded by any other terms otherwise included in the Contract.

In the event the State chooses to partially cancel this Contract for cause charges payable under this Contract will be equitably adjusted to reflect those services that are cancelled.

In the event this Contract is cancelled for cause pursuant to this section, and it is therefore determined, for any reason, that the Contractor was not in breach of contract pursuant to the provisions of this section, that cancellation for cause shall be deemed to have been a cancellation for convenience, effective as of the same date, and the rights and obligations of the parties shall be limited to that otherwise provided in the Contract for a cancellation for convenience.

2. Cancellation For Convenience By the State. The State may cancel this Contract for its convenience, in whole or part, if the State determines that such a cancellation is in the State's best interest. Reasons for such cancellation shall be left to the sole discretion of the State and may include, but not limited to (a) the State no longer needs the services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Contract services no longer practical or feasible, and (c) unacceptable prices for additional services requested by the State. The State may cancel the Contract for its convenience, in whole or in part, by giving the Contractor written notice 30 days prior to the date of cancellation. If the State chooses to cancel this Contract in part, the charges payable under this Contract shall be equitably adjusted to reflect those services that are cancelled.
3. Non-Appropriation. In the event that funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available. The Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this project. If funds are not appropriated or otherwise made available, the State shall have the right to cancel this Contract at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of cancellation to the Contractor. The State shall give the Contractor written notice of such non-appropriation or unavailability within 30 days after it receives notice of such non-appropriation or unavailability.



4. Criminal Conviction. In the event the Contractor, an officer of the Contractor, or an owner of a 25% or greater share of the Contractor, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of Michigan employees; convicted under State or federal antitrust statutes; or convicted of any other criminal offense which in the sole discretion of the State, reflects upon the Contractor's business integrity.
5. Approvals Rescinded. The State may terminate this Contract without further liability or penalty in the event any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services pursuant to Constitution 1963, Article 11, section 5, and Civil Service Rule 7. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in such written notice.

## 2.702 RIGHTS UPON CANCELLATION

**Termination Assistance.** If this Contract (or any Statement of Work issued under it) is terminated for any reason prior to completion, Contractor agrees to provide for up to six (6) months after the termination all reasonable termination assistance requested by the State to facilitate the orderly transfer of such Services to the State or its designees in a manner designed to minimize interruption and adverse effect. Such termination assistance will be deemed by the parties to be governed by the terms and conditions of this Contract (notwithstanding its termination) other than any terms or conditions that do not reasonably apply to such termination assistance. Such termination assistance shall be at no additional charge to the State if the termination is for Contractor's Default pursuant to Section 2.602; otherwise the State shall compensate Contractor for such termination assistance on a time and materials basis in accordance with the Amendment Labor Rates identified within this Contract agreement.

## 2.703 LIQUIDATED DAMAGES

The production and service of meals under the conditions set forth have been developed to be consistent with the needs of Walter P. Reuther Psychiatric Hospital, as well as, to meet the standards of the federal and state governments and the Joint Commission for Accreditation of Healthcare Organizations. Failure to comply with these standards will result in substandard service that will interfere with the health and safety of the Walter P. Reuther Psychiatric Hospital patients to the loss and damage of the State.

Due to the nature of the case, it would be impractical and extremely difficult to fix the actual damage sustained in the event of any such substandard service. The State and the Contractor, therefore, presume that in the event of such substandard service, the Contractor shall pay the amount as liquidated damages.

The State, at its option for amounts due the State as liquidated damages, may deduct such from any money payable to the Contractor or may bill the Contractor as a separate item.

Liquidated damages will apply to the following, as well as, to any new enhancements and/or augmentations that become a part of the contract:

1. If the hospital receives citations from any accrediting or regulatory body resulting from failure to comply with applicable standards/regulations including, but not limited to, sanitation, safety, internal policies and procedures, orientation, in-service education, preparation and service of food, staff hygiene, employee health requirements, meal frequency, nutritional adequacy, staffing requirements, staffing credentials; excess menu substitutions, and required record keeping, the Contractor shall pay the State, as fixed and agreed liquidated damages, for each calendar day that the cited item remains in noncompliance, but not more than 180 calendar days, an amount of one and one-half percent (1.5%) of the net monthly payment. The charges for any thirty (30) day period shall not exceed the net monthly charge.



2. Food Quality.  
If the food purchased does not meet the quality/grading standards specified, the Contractor shall pay the State, as fixed and agreed liquidated damages for each meal that the substandard item is served the amount of one-half (1/2) the meal charge for that meal.
  
3. Exception  
Except with respect to defaults of supplies, neither the State nor the Contractor shall be liable for liquidated damages where noncompliance with contract specifications arises of causes beyond the control and without the fault of negligence of the Contractor and the State. Such causes may include, but are not restricted to acts of God, or the public enemy, acts of the State in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case the delays must be beyond the control and without the fault or negligence of any of them, neither the Contractor nor the State shall be liable for liquidated damages for delays unless the supplies or services to be furnished by their suppliers were obtainable from other sources in sufficient time to permit the Contractor to meet contract requirements.

#### **2.704 RESERVED**

#### **2.705 SUSPENSION OF WORK**

The Contract Administrator may order the Contractor, in writing, to suspend, delay, or interrupt all or any part of the work of this contract for the period of time that the Contract Administrator determines appropriate for the convenience of the Government.

If the performance of all or any part of the work is, for an unreasonable period of time, suspended, delayed, or interrupted (1) by an act of the Contract Administrator in the administration of this contract, or (2) by the Contract Administrator's failure to act within the time specified in this contract (or within a reasonable time if not specified), an adjustment shall be made for any increase in the cost of performance of this contract (excluding profit) necessarily caused by the unreasonable suspension, delay, or interruption, and the contract modified in writing accordingly. However, no adjustment shall be made under this clause for any suspension, delay, or interruption to the extent that performance would have been so suspended, delayed, or interrupted by any other cause, including the fault or negligence of the Contractor, or for which an equitable adjustment is provided for or excluded under any other term or condition of this contract.



A claim under this clause shall not be allowed:

- (1) For any costs incurred more than 20 days before the Contractor shall have notified the Contract Administrator in writing of the act or failure to act involved (but this requirement shall not apply as to a claim resulting from a suspension order); and
- (2) Unless the claim, in an amount stated, is asserted in writing as soon as practicable after the termination of the suspension, delay, or interruption, but not later than the date of final payment under the contract.

## 2.8 Changes, Modifications, and Amendments

### 2.801 APPROVALS

The Contract may not be modified, amended, extended, or augmented except by a writing executed by the parties hereto, and any breach or default by a party shall not be waived or released other than in writing signed by the other party.

### 2.802 TIME EXTENTIONS

Time extensions for contract changes will depend upon the extent, if any, by which the changes cause delay in the completion of the various elements of performance as described in the statement of work. The change order granting the time extension may provide that the contract completion date will be extended only for those specific elements related to the changed work and that the remaining contract completion dates for all other portions of the work will not be altered. The change order also may provide an equitable readjustment of liquidated damages under the new completion schedule.

### 2.803 MODIFICATION

Acquisition Services reserves the right to modify this contract at any time during the contract term. Such modification may include changing the locations to be serviced, additional locations to be serviced, method or manner of performance of the work, number of days service is to be performed, addition or deletion of tasks to be performed, addition or deletion of items, and/or any other modifications deemed necessary. Any changes in pricing proposed by the Contractor resulting from the proposed changes are subject to acceptance by the State. Changes may be increases or decreases. **IN THE EVENT PRICES ARE NOT ACCEPTABLE TO THE STATE, THE CONTRACT SHALL BE SUBJECT TO COMPETITIVE BIDDING BASED UPON THE NEW SPECIFICATION.**

**The State reserves the right to add an item(s) that is not described on the item listing and is available from the Contract vendor.** The item(s) may be included on the Contract, only if prior written approval has been granted by Acquisition Services.

### 2.804 AUDIT AND RECORDS UPON MODIFICATION

DEFINITION: records includes books, documents, accounting procedures and practices, and other data, regardless of whether such items are in written form, electronic form, or in any other form

Contractor shall be required to submit cost or pricing data with the pricing of any modification of this contract to the Contract Administrator in Acquisition Services. Data may include accounting records, payroll records, employee time sheets, and other information the state deems necessary to perform a fair evaluation of the modification proposal. Contract Administrator or authorized representative of the state shall have the right to examine and audit all of the contractor's records, including computations and projections, related to:

1. The proposal for modification;
2. The discussions conducted on the proposal, including those related to negotiation;
3. Pricing of the modification; or
4. Performance of the modification.

Contractor shall make available at its office at all reasonable times the materials described in the paragraphs above.



If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement.

#### 2.805 CHANGES

- (a) The Contract Administrator may, at any time, without notice to the sureties, if any, by written order designated or indicated to be a change order, make changes in the work within the general scope of the contract, including changes:
  - (1) In the specifications (including drawings and designs);
  - (2) In the method or manner of performance of the work;
  - (3) In the Government-furnished facilities, equipment, materials, services, or site; or
  - (4) Directing acceleration in the performance of the work.
  
- (b) Any other written or oral order (which, as used in this paragraph (b), includes direction, instruction, interpretation, or determination) from the Contract Administrator that causes a change shall be treated as a change order under this clause; Provided, that the Contractor gives the Contract Administrator written notice stating:
  - (1) The date, circumstances, and source of the order; and
  - (2) That the Contractor regards the order as a change order.
  
- (C) Except as provided in this clause, no order, statement, or conduct of the Contract Administrator shall be treated as a change under this clause or entitle the Contractor to an equitable adjustment.



**Article 4 – Contractor Information**

4.0 Business Organization

The work associated with the contract award will be performed by:

HDS SERVICES an operating division of TRETTCO, INC.  
headquartered at the following address:

39395 W. Twelve Mile Road, Suite 101  
Farmington Hills, Michigan 48337

HDS Services is a privately held corporation and is incorporated in and licensed to operate in the State of Michigan.

Federal Identification number is 38-1793419.

4.1 Authorized Expeditor

The following HDS Services personnel are responsible for administering this Contract.

John H. King  
President, CEO  
Phone: (248) 324-9500  
Fax: (248) 324-1825  
E-Mail: hdsjking@earthlink.net

George A. Cousins  
Vice President/Treasurer  
Phone: (248) 324-9500  
Fax: (248) 324-1825  
E-Mail: hdsgcousins@earthlink.net



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Approved by:

	Breakfast	Lunch	Dinner
Wednesday Day 1	Pancakes (2 4") Choice of Cereal (as desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Syrup (Diet) (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Hot Dog on Bun (2 oz on 1) Baked Potato Wedges (1/2 c) Julienne Vegetables (1/2 c) Cherry Mold (Diet) (2" X 2") Cheese Cake (Diet) (3 oz) 2% Milk (1 c.) Decaf Coffee (1 c.) Catsup & Mustard (1 each) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Oven Fried Chicken (3 oz w/breading) Mashed Potatoes (SF) (#8 dipper) Cut Green Beans (1/2 c.) Orange Pineapple Salad (Diet) (1/2 c.) Peaches (Diet) (1/2 c.) 2% Milk (1 c.) Decaf Coffee (1 c.) Whole Wheat Bread (1 slice) Margarine (1 pat) Nondairy Creamer (1) Salt and/or Pepper (1 pkt)
Thursday Day 2	Scrambled Eggs (R) (#8 dipper) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Toasted Bagel (1/2) Cream Cheese (1 T) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Pepper Steak (RS) (6 oz) Fluffy Rice (#12 dipper) Steamed Broccoli (1/2 c) Dilled Carrot Salad (1/2 c) Fruit Medley (1/2 c) Decaf Coffee (1 c) Rye Bread (1 slice) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Hamburger on Bun (2 oz on 1) Baked French Fried (1 c) Tomato, Lettuce, Onion & Pickle (4 oz) Broccoli Salad (1/2 c) Honeydew Melon (1 c) 2% Milk (1 c) Decaf Coffee (1 c) Catsup & Mustard (1 each) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Friday Day 3	French Toast (R) (2 slices) Choice of Cereal (as desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Syrup (Diet) (1 pkt) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Italian Lasagna (RS) (6 oz) Wax Beans (1/2 c) Broccoli & Mushroom Salad (1/2 c) Green Grapes (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Italian Bread (1 slice) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Grilled Chicken Breast (3 oz) Hamburger Bun (1.5 oz) Tomato & Lettuce (1 each) Pickled Beet Salad (SF) (1/2 c) Rice Krispie Treats (1 oz) 2 % Milk (1 c) Decaf Coffee (1 c) Honey Mustard (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Saturday Day 4	Cheese Fluffy Omelet (3 oz) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Toast (1 slice) Jelly (Diet) (1 pkt) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Baked Ham (2 oz) Au Gratin Potatoes (RS) (1/2 c) Cut Green Beans (1/2 c) German Cucumber Salad (1/2 c) Pineapple Upside Down Cake (Diet) (2" X 2") Decaf Coffee (1 c) Whole Grain Dinner Roll (1) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Swiss Steak w/Gravy (3 oz w/2 oz) Herb Boiled Potatoes (#12 dipper) Succotash (1/2 c) Autumn Fruit Square (Diet) (2" X 2") Applesauce (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Bread (1 slice) Margarine (1 pat) Nondairy Creamer (1) Salt and/or Pepper (1 pkt)
Sunday Day 5	Waffles (2) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Syrup (Diet) (1 pkt) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Beef Stroganoff w/Noodles (4 oz w/1/2 c) Steamed Spinach (1/2 c) Tomato Wedge Salad (3 on 1) Pears (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Dinner Roll (1) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Baked Spaghetti Casserole (RS) (6 oz) Broccoli (1/2 c) Layer Salad (3 oz) Fresh Fruit Cup (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Italian Bread (1 slice) Italian Dressing (LC SF) (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Monday Day 6	Scrambled Eggs (R) (#8 dipper) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Toast (1 slice) Catsup (1 pkt) Jelly (Diet) (1 pkt) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Pepperoni Cheese Pizza (1/8 15") Italian Green Beans (1/2 c) Vegetable Sticks (3 oz) Melon Cup (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Ranch Dressing (LC SF) (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Fish Sticks (4 oz) Baked Potato Wedges (1/2 c) Peas (1/2 c) Cole Slaw w/Diet Dressing (1/2 c) Sliced Peaches (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Dinner Roll (1) Catsup (1 pkt) Tartar Sauce (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)



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	Breakfast	Lunch	Dinner
Tuesday Day 7	Scrambled Eggs (R) (#8 dipper) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Blueberry Muffin (1) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Stuffed Cabbage w/Sauce (SF) (4 oz w/2 oz) Parsley Rice (#16 dipper) Steamed Broccoli (1/2 c) Corn Relish (Diet) (1/2 c) Chilled Plums (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Bread (1 slice) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Bar-B-Que Chicken (RS) (3 oz w/1 oz sc.) Party Potatoes (1/2 c) Wax Beans (1/2 c) Pear Salad (Diet) (1/2 c) Raspberry Sherbet (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Dinner Roll (1) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Wednesday Day 8	Blueberry Pancakes (2 4") Choice of Cereal (as desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Syrup (Diet) (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Roast Beef (3 oz) Mixed Vegetables (1/2 c) Cucumber & Onion Salad (1/2 c) Pear Crisp w/Crumb Top (Diet) (#10 dipper) 2% Milk (1 c) Decaf Coffee (1 c) Hamburger Bun (1.5 oz) BBQ Sauce (1 oz) Cheese Sauce (1 oz) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Chili Macaroni Bake (RS) (6 oz) Green Beans w/Dill (1/2 c) Frosted Lime Gelatin (Diet) (2" X 2") Blueberry Crisp (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Bread (1 slice) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Thursday Day 9	Scrambled Eggs w/Ham (R) (4 oz) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) English Muffin (1/2) Honey (1 T) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Cheese Crumb Cod (3 oz) Rosemary Baked Potato (1 half) Mustard Greens (1/2 c) Tri-colored Cole Slaw (1/2 c) Fresh Orange (1) 2% Milk (1 c) Decaf Coffee (1 c) Dinner Roll (1) Sour Cream (FF) (2 T) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	BBQ Franks on Bun (3 oz on 1) Squash Medley (1/2 c) Tropical Fruit Salad (Diet) (1/2 c) Chocolate Lovers Cake (2" X 2") 2% Milk (1 c) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Friday Day 10	Breakfast Sandwich (1) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Catsup (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1pkt)	Cheeseburger on Bun (RS) (2.5 oz on 1) Julienne Vegetables (1/2 c) Marinated Two Bean Mix (1/2 c) Angel Food Cake w/Strawberries (Diet) (1/12 w/1/4 c) 2% Milk (1 c) Decaf Coffee (1 c) Tomato & Lettuce (1 each) Catsup & Mustard (1 each) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Macaroni & Cheese Bake (RS) (6 oz) Peas (1/2 c) Broccoli, Cauliflower & Cucumber Salad (1/2 c) Melon Cup (1 c) 2% Milk (1 c) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Saturday Day 11	French Toast (2 slices) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee 1 c) Syrup (Diet) (1 pkt) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Breaded Chicken Tenders (3 oz) Parsley Red Potatoes (#12 dipper) Steamed Broccoli (1/2 c) Pineapple Cherry Nut Cup (1/2 c) Strawberry Ice Cream (1/2 c) 2% Milk (1 c) Decaf Coffee 1 c) BBQ Sauce (1 oz) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Cheese Pizza (1/8 15") Herb Green Beans (1/2 c) Caesar Salad (1 c) Sliced Peaches (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee 1 c) Cheese Breadstick (.6 oz) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Sunday Day 12	Scrambled Eggs (R) (#8 dipper) Choice of Cereal (As desired) Choice of Vitamin C. Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Raisin Toast (1 slice) Catsup (1 pkt) Margarine ( pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Pork Chop (3 oz) Steamed Rice (#12 dipper) Stewed Tomatoes (RS) * (1/2 c) Strawberry Gelatin Mold (Diet) (2"x2") Chocolate Mousse' (Diet) (1/2 c) 2% Milk (1 c) Poppy Seed Dinner Roll (1) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Roast Beef (3 oz) Whipped Potatoes (#12 dipper) Harvard Beets* (Diet) (1/2 c) Autumn Fruit Square WP (Diet) (2"x2") Banana Cream Pie (1/12) 2% Milk (1 c) Decaf Coffee (1 c) Parkerhouse Roll (1) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)



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Monday Day 13	Country Omelet (R) (4.5 oz) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Toast (1 slice) Catsup (1 pkt) Jelly (Diet) (1 pkt) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Roast Turkey w/Gravy (3 oz w/2 oz) Bread Dressing (#16 dipper) Brussels Sprouts (1/2 c) 5 Cup Salad WP (Diet) (1/2 c) Pudding Parfait (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Dinner roll (1) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Spaghetti w/Meat Sauce (RS) (4 oz w/6 oz) Asparagus (1/2 c) Cucumbers in Sour Cream (1/2 c) Gelatin & Fruit Parfait (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) French Bread (1 slice) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Tuesday Day 14	Waffles (2) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Syrup (Diet) (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	BBQ Ribet (3 oz) Fried Potatoes w/Onion (1/2 c) Mustard Greens (1/2 c) Marinated Tomato & Broccoli Salad (1/2 c) Orange Pineapple Cup (1/2 c) 2% Milk (1 c) Corn Muffin (1.5 oz) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Sloppy Joe on Bun (RS) (#10 on 1) Spinach (1/2 c) Marinated Tomato & Cucumbers (1/2 c) Baked Apple Slices (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Wednesday Day 15	Scrambled Eggs (R) (#8 dipper) Choice of Cereal (as desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Toast (1 slice) Jelly (Diet) (1 pkt) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Oven Fried Chicken (3 oz w/breading) Whipped Potatoes (#12 dipper) Cut Green Beans (1/2 c) Country Cole Slaw (1/2 c) Pineapple Chunks (Diet) (1/2 c) 2% Milk (1 c) Whole Wheat Bread (1 slice) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Sausage & Green Pepper Pizza (1/8 15") Capri Vegetable Mix (1/2 c) Pear Salad (Diet) (1/2 c) Lemon Mousse (Diet) (1/2 c) 2% Milk (1 cup) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Thursday Day 16	Cheesy Egg Casserole (R) (3 oz) Choice of Cereal (As Desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Toast (1 slice) Jelly (Diet) (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Cheeseburger Pie (R) (1/6 9") Carrot Coins (1/2 c) Jellied Fruit Cocktail (Diet) (2"x2") Blueberries (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	French Dip Sandwich (SF) (3 oz on 1) Oven Brown Potatoes (#12 dipper) Steamed Zucchini & Squash (1/2 c) Marinated Tomato & Broccoli Salad (1/2 c) Green Grapes (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Friday Day 17	Pancakes (1 4") Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Syrup (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Coney Island Hot Dog (4 oz on 1) Country Cole Slaw (1/2 c) Herb Green Beans (1/2 c) Under the Sea Square (Diet) (2"x2") Fresh Fruit (1 piece) 2% Milk (1 c) Decaf Coffee (1 c) Catsup & Mustard (1 each) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Veal Parmesan (RS) (4 oz) Pasta w/Tomato Sauce (SF) (#16 dipper) Steamed Broccoli (1/2 c) Vegetable Sticks (3 oz) Fresh Plums (2) 2% Milk (1 c) Decaf Coffee (1 c) Garlic Toast (1 slice) Ranch Dressing (LC SF) (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Saturday Day 18	Scrambled Eggs (R) (#8 dipper) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Bran Muffin (1) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Baked Ham (3 oz) Mashed Potatoes w/Gravy (#12 dipper) Spinach (1/2 c) Broccoli & Mushroom Salad (1/2 c) Pineapple Upside Down Cake (Diet) (2"x2") 2% Milk (1 c) Decaf Coffee (1 c) Dinner Roll (1) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Mushroom Swissburger (3 oz on 1) Peas & Carrots (1/2 c) Tomato Wedge Salad (3 on 1) Peanut Butter Drop Cookies (2) 2% Milk (1 c) Decaf Coffee (1 c) Catsup & Mustard (1 each) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)



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Approved by:

	Breakfast	Lunch	Dinner
Sunday Day 19	Scrambled Eggs w/Cheese (R) (4 oz) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Whole Wheat Toast (1 slice) Jelly (Diet) (1 pkt) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Chicken BBQ on Bun (RS) (#10 on 1) Broccoli & Cauliflower (1/2 c) Potato Salad (R & LS) (1/2 c) Pineapple Chunks (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Pork Cutlet w/Gravy (3 oz w/2 oz) Parsley Potatoes (#12 dipper) Green Beans w/Dill (1/2 c) Molded Sunshine Salad (Die) (2"x2") Cherry Crisp (3 oz) 2% Milk (1 c) Decaf Coffee (1 c) Parkerhouse Roll (1) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Monday Day 20	French Toast (2 slices) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Syrup (Diet) (1 pkt) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Fried Fish Sandwich (3 oz on 1) Parsley Red Potatoes (#12 dipper) Brussels Sprouts (1/2 c) Seashells & Vegetable Salad (1/2 c) Blushing Pears (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Tartar Sauce Lemon Wedge (1 each) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Philly Steak Sandwich (3 oz on 1) Cut Corn (1/2 c) Tomato Salad (2.7 oz) Pudding Parfait (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Catsup & Mustard (1 each) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Tuesday Day 21	Scrambled Eggs (R) (#8 dipper) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) English Muffin (1) Jelly (Diet) (1 pkt) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Baked Ziti Casserole (RS) (8 oz) Italian Green Beans (1/2 c) Green Grapes (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Dinner Roll (1) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Pork BBQ on Bun (RS) (#10 dipper) Baked Potato Wedges (1/2 c) Italian Vegetable Mix (1/2 c) Confetti Cole Slaw (#12 dipper) Fresh Orange (1) 2% Milk (1 c) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Wednesday Day 22	Country Omelet (R) (4.5 oz) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Banana Nut Muffin (1.75 oz) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Chili Con Carne (RS) (6 oz) Cut Corn (1/2 c) Molded Pineapple blend (Diet) (2"x2") Frosted Marble Cake (2"x2") 2% Milk (1 c) Decaf Coffee (1 c) Oyster Crackers (1/2 oz) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Beef Taco Casserole (RS) (4 oz) Capri Vegetable Mix (1/2 c) Broccoli Salad (1/2 c) Apricot Tapioca Cup (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Salsa (1pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Thursday Day 23	Cinnamon Apple Waffles (2) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1c) Syrup (Diet) (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Hot Turkey Sandwich (SF) (3 oz on 1) Green Beans w/Mushrooms (1/2 c) Pickled Beet Salad (SF) (1/2 c) Pumpkin Pie (1/10) 2% Milk (1 c) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Crispy Oven Fried Fish (3 oz) Rice Pilaf (1/2 c) Carrot Slices (1/2 c) Creamy Cole Slaw (1/2 c) Strawberry Shortcake (Diet) (1 w/1/4 c) 2% Milk (1 c) Decaf Coffee (1 c) Dinner Roll (1) Lemon Wedge (1) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Friday Day 24	Scrambled Eggs (R) (#8 dipper) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Toast (1 slice) Jelly (Diet) (1 pkt) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Pizza Burger (3 oz) Oven Brown Potatoes (#12 dipper) Sauteed Cabbage (1/2 c) Under the Sea Square (Diet) (2"x2") Golden Peach Crumble (Diet) (3.5 oz) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Bread (1 slice) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Macaroni & Cheese Bake (RS) (6 oz) Steamed Broccoli (1/2 c) Sliced Beet Salad (1/2 c) Chocolate Chip Cookies (2) 2% Milk (1 c) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)



Week at a Glance

Food & Nutrition Services

Attachment A  
28 Day Cycle  
Regular  
Page: 5 of 5

Approved by:

	Breakfast	Lunch	Dinner
Saturday Day 25	Scrambled Eggs w/Cheese (R) (4 oz) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Raisin Toast (1 slice) Jelly (Diet) (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Beef Tacos (RS) (2) Steamed Broccoli (1/2 c) Shredded Lettuce, Tomato & Cheese Salad (1 c) Honeydew Melon (1 c) Decaf Coffee (1 c) Taco Sauce (1 T) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Polish Sausage (2.6 oz) Potato Pancakes (4 oz) Sauteed Cabbage (1/2 c) Tomato & Cucumber Salad (1/2 c) Cinnamon Applesauce (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Sour Cream (FF) (2 T) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Sunday Day 26	Blueberry Pancakes (2 4") Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Syrup (Diet) (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Italian Sausage (RS) (6 oz) French Green Beans (1/2 c) Cottage Cheese & Peaches (Diet) (1/2 c) Lime Sherbet (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Italian Bread (1 slice) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Roast Pork w/Gravy (3 oz w/2 oz) Sweet Potatoes* (1/2 c) Sauteed Spinach w/Mushrooms (1/2 c) 5 Cup Salad (Diet) (1/2 c) Chocolate Pudding (Diet) (1/2 c) 2% Milk (1 c) Decaf Coffee (1 c) Parkerhouse Roll (1) Margarine (1 pat) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Monday Day 27	Scrambled Eggs (R) (#8 dipper) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Banana Muffin (2.13 oz) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Cheeseburger on Bun (3 oz on 1) Tomato, Lettuce, Onion & Pickle (4 oz) Broccoli, Cauliflower & Carrot Mix (1/2 c) Molded Pineapple Blend (Diet) (2"x2") Angel Food Cake w/ Strawberries (Diet) (1/12 w/1/4 c) 2% Milk (1 c) Decaf Coffee (1 c) Catsup & Mustard (1 each) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Chicken Parmesan w/Sauce (RS) (3 oz w/2 oz sc.) Whipped Potatoes (#12 dipper) Peas (1/2 c) Vegetable Sticks (3 oz) Sugar Cookie (1) 2% Milk (1 c) Decaf Coffee (1 c) French Bread (1 slice) Ranch Dressing (LC SF) (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)
Tuesday Day 28	Scrambled Eggs w/Ham (R) (4 oz) Choice of Cereal (As desired) Choice of Vitamin C Juice (6 oz) 2% Milk (1 c) Decaf Coffee (1 c) Whole Wheat Toast (2 slices) Jelly (Diet) (1 pkt) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Barbecue Pork Chop (3 oz w/1 oz) Herb Roasted Potatoes (1/2 c) Asparagus (1/2 c) Tropical Gelatin (Diet) (2.5"x2.5") Peanut Butter Brownie (2"x2") 2% Milk (1 c) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)	Porcupine Meatballs w/Sauce (RS) (4 oz) Fluffy Noodles (1/2 c) California Vegetable Mix (1/2 c) Fruit Salad (Diet) (1/2 c) Cantaloupe (1 c) 2% Milk (1 c) Decaf Coffee (1 c) Nondairy Creamer (1) Sugar (1 pkt) Salt and/or Pepper (1 pkt)



**Attachment B**

**RECORD OF MENU SUBSTITUTIONS**

Menu Changes for the Month of \_\_\_\_\_

<u>MENU DATE</u>	<u>MENU ITEM</u>	<u>SUBSTITUTE ITEM</u>	<u>REASON</u>
------------------	------------------	------------------------	---------------

\_\_\_\_\_  
**FOOD SERVICE MANAGER**



## MEAT SPECIFICATIONS

1. Beef, Sq. Cut Chuck, Bnls (Clod in) 2 Piece, IMPS 115, US Choice or Better, Yield Grade 2, frozen, 40-65 lbs.  
Packer \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
➤ 4166-1235
2. Beef, Sq. Cut Chuck, Bnls (Clod in) 2 Piece, IMPS 115, US Standard or Better, Yield Grade 2, frozen, 40-65 lbs.  
Packer \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
➤ 4166-1235
3. Beef, Chuck Roll, IMPS 116A, BRT, US Choice, 13-15 lbs. Avg., frozen, 50 lb. ctn. or less.  
Packer \_\_\_\_\_ Net Wt/ Roll \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
➤ 4166-1245
4. Beef, Rib Eye Roll, Lip off, IMPS 112, US Choice, 8-10 lbs. Avg., (2) USDA Grade Stamps must be attached. Frozen.  
Packer \_\_\_\_\_ Net Wt/Roll \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
➤ 4166-5490
5. Beef for Stewing, IMPS 135A, US Standard or Better, 1", hand-diced cubes only. Surface or seam fat shall not exceed ¼", frozen, 10 lb. poly bags. 50 lb. ctn. or less.  
Packer \_\_\_\_\_ Net Wt/Bg \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
➤ 4166-1420
6. Beef Top (inside) Round, Split & Netted, Bnls, IMPS 168, US Standard or Better, ¼" max. fat, 12-14 lbs., frozen, 60 lb. ctn. or less.  
Packer \_\_\_\_\_ Net Wt/**Portion** Net Wt/Ctn \_\_\_\_\_  
➤ 4166-1235
7. Beef Top (Inside) Round, Split, Bnls, IMPS 168, US Standard or Better, ¼" max. fat, 12-14 lbs., frozen.  
Packer \_\_\_\_\_ Net Wt/**Portion** Net Wt/Ctn \_\_\_\_\_  
➤ 4166-1546
8. Beef, Inside Round, Bnls, Fresh Roasted, IMPS 623, Fully Cooked Med., Dry Pack, US Good or better, 7-10 lb. Avg., frozen. Shall contain no additives. USDA label shall be furnished with bid. 50 lb. ctn. or less.  
Packer \_\_\_\_\_ Net Wt/Roast \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
➤ 4166-9538
9. Beef, Top Sirloin Butt, Bnls, IMPS 184, US Choice, ½" max fat, 7-10 lbs. Avg., frozen., 60 lb. ctn. or less.  
Packer \_\_\_\_\_ Net Wt/**Portion** Net Wt/Ctn \_\_\_\_\_  
➤ 4166-1725
10. Beef, Ground, Regular, IMPS 136 max. fat not to exceed \_\_\_\_\_, frozen, 10 lb. poly bags. 50 lb. ctn. or less. Fat analysis verification will be required to accompany each shipment. USDA label shall be furnished with bid.  
\*\* Agency Specify Fat Content  
Packer \_\_\_\_\_ Net Wt/Bg \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
➤ 4166-5800



## MEAT SPECIFICATIONS

11. Beef, Ground, Patties, Regular, Fine Grind, IMPS 1136 \_\_\_\_\_ oz., max fat not to exceed \_\_\_\_%. Layer packed w/wax paper between layers, frozen. 50 lb. ctn. or less. Fat analysis verification will be required to accompany each shipment. USDA label shall be furnished with bid.  
 \*\*Agency Specify Size in Ounces and Fat Content  
 Packer \_\_\_\_\_ Net Wt/Pat \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-5860 (see note above)
12. Beef Cube Steak Regular IMPS 1100 US Standard or Better, \_\_\_\_\_ oz., IQF, Layer packed with waxed paper between layers. 50 lb. ctn. or less.  
 \*\* Agency Specify Size in Ounces.  
 Packer \_\_\_\_\_ Net Wt/Stk \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-5010
13. Beef Cube Steak Special, IMPS 1101, US Standard or Better, \_\_\_\_\_ oz., IQF. Layer packed with waxed paper between layers. 50 lb. ctn. or less.  
 \*\*Agency Specify Size in Ounces.  
 Packer \_\_\_\_\_ Net Wt/Stk \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-5035
14. Beef Braising Steak, Bnls., (Swiss) Jacquared (NOT CUBED), IMPS 102, US Standard or Better, \_\_\_\_\_ oz., frozen. Layer packed w/wax paper between layers. 50 lb. ctn. or less.  
 \*\*Agency Specify Size in Ounces  
 Packer \_\_\_\_\_ Net Wt/Stk \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-5090
15. Beef Liver, Young, Skinned, Deveined. Portion Cut, IMPS #703 \_\_\_\_\_oz. Frozen, layer packed w/wax paper between layers. 10 lb. ctn. or less.  
 \*\*Agency Specify Size in Ounces  
 Packer \_\_\_\_\_ Net Wt/**Portion** Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-5373
16. Beef Corned, Brisket, Bnls., Deckie off, IMPS 601, Not to exceed 10% pump, drained, 6-12 lb. Avg., Frozen. 50 lb. ctn. or less.  
 Packer \_\_\_\_\_ Net Wt/Bsk \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-5420
17. Veal Grill Steak, IMPS 1396, \_\_\_\_\_ oz. 100% Veal, unbreaded, frozen. 10 lb. ctn. or less. USDA Label shall be furnished with bid.  
 \*\*Agency Specify Size in Ounces  
 Packer \_\_\_\_\_ Net Wt/Stk \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-5774
18. Pork, Boston Butt, Bnls., Shldr, IMPS 407, Select, No. 1, 4-8 lb. Avg., frozen. 50 lb. ctn. or less.  
 Packer \_\_\_\_\_ Avg Net Wt \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-2685
19. Pork Loin, Reg., IMPS 410, Sel #1, 12 lbs/down, not to exceed ¼" max. fat over loin muscle. Lumbar & pelvic fat shall not exceed ½". Frozen. 50 lb. ctn. or less.  
 Packer \_\_\_\_\_ Net Wt/Ln \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-2790



## MEAT SPECIFICATIONS

20. Pork Loin, Bnls., IMPS 413. Sel #1, 8 lb/down, Not to exceed ¼" max. fat, Lumbar & pelvic fat shall not exceed ½". Frozen. 50 lb. ctn. or less.  
 Packer \_\_\_\_\_ Net Wt/Ln \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-2840
21. Pork Spare Ribs IMPS 416, Sel #1. 3-1/2 lbs./down. Frozen. 30 lb. ctn. or less.  
 Packer \_\_\_\_\_ Net Wt/Ribs \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-2860
22. Hams, Sknls., Bnls., Cured and Smoked, Fully Cooked, Moist Heat, IMPS 510. Prepared from Ind. Whole Hams, No splits, 1<sup>st</sup> Gr. Cryovac packed, 10-12 lb. Avg., max. fat ¼", 2 pieces per case, frozen. USDA label shall be furnished with bid.  
 Packer \_\_\_\_\_ Net Wt/Ham \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-4220
23. Bacon, Sliced, Cured and Smoked, Sknls., IMPS 539, Sel #1. Cut from 11-14 lb. bellies, 18-22 slices/lb. Hotel Pack 25 lb. Layout w/wax paper between layers. Frozen.  
 Packer \_\_\_\_\_ Slices/lb \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-4530
24. Pork, Sausage (Smoked Links), IMPS 802, Breakfast Brown & Serve Type, 1 oz/16 lb. Hotel Pack. 10 lb. ctns.  
 Packer \_\_\_\_\_ Net Wt/Link \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-6140
25. Pork, Sausage Patties, Raw, IMPS 802, Fine Ground lean, 35% max. fat, lightly seasoned, 2 oz. Avg., frozen, 10 lb. ctn.  
 Packer \_\_\_\_\_ Avg Net Wt/Pattie \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-6152
26. Pork Fillets, Cubed, IMPS 1400 \_\_\_\_\_ oz. IQF, layer packed w/wax paper between layers. 50 lb. ctn. or less.  
 \*\*Agency Specify Size in Ounces  
 Packer \_\_\_\_\_ Net Wt/Fillet \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-5135
27. Pork Chop, Reg., IMPS 1410 – From Loin Cut end to end \_\_\_\_\_ oz. Frozen, layer packed w/wax paper between layers, 30 lb. ctn. or less.  
 \*\*Agency Specify Size in Ounces  
 Packer \_\_\_\_\_ Net Wt/Chop \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-5170
28. Pork Chops, Center Cut, IMPS 1412, \_\_\_\_\_ oz. Frozen, layer packed w/wax paper between layers. 30 lb. ctn. or less.  
 \*\*Agency Specify Size in Ounces  
 Packer \_\_\_\_\_ Net Wt/Chop \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-5170
29. Pork Boston Butt Steaks, \_\_\_\_\_ oz. IMPS 1406, frozen, layer packed w/wax paper between layers.  
 \*\*Agency Specify Size in Ounces  
 Packer \_\_\_\_\_ Net Wt/Stk \_\_\_\_\_ Net Wt/Ctn \_\_\_\_\_  
 ➤ 4166-2686

**TERMS AND CONDITIONS**

**CONTRACT NO. 071B5200149**



**WRPH Food & Nutrition Department  
MEAL QUALITY DATA – TRAY LINE**

YES=Y NO=N NOT OBSERVED=NA

MONTH

DATE:																			
MEAL:																			
MENU DAY:																			
<b>SERVERS MEET STANDARDS</b>																			
<b>HANDWASHING STANDARDS MET</b>																			
<b>GLOVES STANDARDS MET</b>																			
<b>MENU STANDARDS MET</b>																			
<b>TIMELINESS STANDARDS MET</b>																			
<b>FOOD</b>																			
<b>ENTRÉE</b>																			
<b>TEMPERATURES RECORDED</b>																			
<b>HOT FOOD ≥ 140° F</b>																			
<b>TEMP CORRECTIONS MADE IF NEEDED</b>																			
<b>APPEARANCE</b>																			
<b>STARCH</b>																			
<b>TEMPERATURES RECORDED</b>																			
<b>HOT FOOD ≥ 140° F</b>																			
<b>TEMP CORRECTIONS MADE IF NEEDED</b>																			
<b>APPEARANCE</b>																			
<b>VEGETABLE</b>																			
<b>TEMPERATURES RECORDED</b>																			
<b>HOT FOOD ≥ 140° F</b>																			
<b>TEMP CORRECTIONS MADE IF NEEDED</b>																			
<b>APPEARANCE</b>																			
<b>SALAD</b>																			
<b>TEMPERATURES RECORDED</b>																			
<b>COLD FOOD ≤ 41° F</b>																			
<b>TEMP CORRECTIONS MADE IF NEEDED</b>																			
<b>APPEARANCE</b>																			
<b>DESSERT</b>																			
<b>TEMPERATURES RECORDED</b>																			
<b>COLD FOOD ≤ 41° F</b>																			
<b>TEMP CORRECTIONS MADE IF NEEDED</b>																			
<b>APPEARANCE</b>																			
<b>TEXTURE</b>																			
<b>MECHANICAL SOFT</b>																			
<b>CHOPPED/GROUND</b>																			
<b>PUREED</b>																			



YES=Y NO=N NOT OBSERVED=NA	WRPH Food & Nutrition Department MEAL QUALITY DATA – TRAY LINE										MONTH			
VISCOSITY														
LEVEL I (NECTAR)														
LEVEL II (HONEY)														
LEVEL III (PUDDING)														
TRAY & PLATE APPEARANCE														
GARNISH														
NUMBER ACCURATE/NUMBER OBSERVED														
FOOD SERVICE SUPERVISOR														
DIETITIAN														





Walter P. Reuther Psychiatric Hospital  
FOOD & NUTRITION SERVICES

Quarterly Contract Compliance and Quality Control

Date: \_\_\_\_\_ A=Acceptable U=Unacceptable N=Not Applicable

COMPLIANCE FACTOR	1 <sup>ST</sup> QUARTER 1/1 – 3/31		2 <sup>ND</sup> QUARTER 4/1 – 6/30		3 <sup>RD</sup> QUARTER 7/1 – 9-30		4 <sup>TH</sup> QUARTER 10/1 – 12/31		ANNUAL SUMMARY	
	A U N	ACTION	A U N	ACTION	A U N	ACTION	A U N	ACTION	A U N	ACTION
<b>Personnel</b>										
TRAINING PROGRAMS										
MANAGEMENT										
NON-MANAGEMENT										
EMPLOYEE HYGIENE & APPEARANCE										
EMPLOYEE CUSTOMER RELATIONS										
MANAGEMENT SPECIALIST SUPPORT-STAFF VISIT AS SPECIFIED										
MANAGEMENT SCHEDULES APPROPRIATE										
LABOR HOURS USED PER CONTRACT										
MANAGEMENT CREDENTIALS ACCEPTABLE										
EMPLOYEE HEALTH CERTIFICATIONS ON FILE										
MANAGERS CAN STATE ACTION NEEDED WHEN FOOD HANDLER HAS ILLNESS OR SYMPTOMS										
SIGNIFICANT CONCERNS:										
<b>Food Quality and Production</b>										
FOOD MEETS PURCHASING SPECIFICATIONS										
MENUS FOLLOWED, SUBSTITUTIONS <10%										
RECIPES CONSISTENTLY USED										
COOKS DEMONSTRATE USE OF THERMOMETER FOR TEMPERATURE CHECKS										
SIGNIFICANT CONCERNS:										

**TERMS AND CONDITIONS**

**CONTRACT NO. 071B5200149**



COMPLIANCE FACTOR	1 <sup>ST</sup> QUARTER 1/1 – 3/31			2 <sup>ND</sup> QUARTER 4/1 – 6/30			3 <sup>RD</sup> QUARTER 7/1 – 9-30			4 <sup>TH</sup> QUARTER 10/1 – 12/31			ANNUAL SUMMARY		
	A U N	ACTION		A U N	ACTION		A U N	ACTION		A U N	ACTION		A U N	ACTION	
<b>Patient Food Service (details in monthly trayline and sunset room monitors)</b>															
SERVERS															
FOOD															
TEXTURE															
VISCOSITY															
TRAY & PLATE APPEARANCE															
MENUS POSTED/AVAILABLE															
TIMELY SERVICE															
SIGNIFICANT CONCERNS:															
<b>Other Contractor Responsibilities</b>															
HOSPITAL EQUIPMENT PROPERLY OPERATED															
MAINTENANCE WORK ORDERS TIMELY															
NO PURCHASES OR ADVERTISING IN HOSPITAL NAME															
NO ALTERATIONS TO PROPERTY WITHOUT APPROVAL															
SIGNIFICANT CONCERNS:															
<b>Food Service Provided at Events as Requested</b>															
SATISFACTION SURVEY RESULTS FOR PATIENT SPECIAL FUNCTIONS															
SIGNIFICANT CONCERNS:															
<b>Patient Satisfaction</b>															
SATISFACTION RESULTS FOR PATIENT DINING AREAS															
SIGNIFICANT CONCERNS:															
<b>Sanitation Survey Results</b>															
DATE:															
SCORE:															
SIGNIFICANT CONCERNS:															
<b>REGULATORY AGENCY REPORTS:</b>															
<b>AGENCY/DATE:</b> _____															
<b>OTHER:</b>															



**COMMENTS:**

**ITEMS:**

**ACTIONS TO BE TAKEN:**



## ITEM LISTING/PRICING PAGE

Rate Scale Walter Reuther Psychiatric Hospital  
HDS Services Per Diem And Meal Rates  
All Diets - Effective January 1, 2005

Census	Breakfast	Lunch	Dinner	Total
Below 120	Negotiable	Negotiable	Negotiable	Negotiable
120	\$7.11	\$7.57	\$8.26	\$22.94
130	\$6.65	\$7.08	\$7.72	\$21.44
140	\$6.66	\$7.09	\$7.73	\$21.47
150	\$6.57	\$6.99	\$7.62	\$21.18
160	\$6.35	\$6.76	\$7.37	\$20.48
170	\$6.49	\$6.91	\$7.54	\$20.94
180	\$6.21	\$6.61	\$7.21	\$20.03
190	\$5.96	\$6.35	\$6.92	\$19.23
200	\$6.02	\$6.41	\$6.99	\$19.43
210	\$5.81	\$6.18	\$6.74	\$18.73
220	\$5.66	\$6.02	\$6.57	\$18.25
230	\$5.56	\$5.92	\$6.45	\$17.93
240	\$5.26	\$5.60	\$6.11	\$16.96
250	\$5.26	\$5.60	\$6.11	\$16.96
Over 250	Negotiable	Negotiable	Negotiable	Negotiable

The above prices are specified as price per patient day. The above census amounts are provided to develop a price scale with a single meal price to include regular and modified diets for each meal and total daily meal cost. A daily census report is provided by WRPH for production and/or billing requirements.



## NOURISHMENT PRICING

Sandwich all varieties (2 bread/ 2 oz. Meat/1 oz. Mayo)	\$ 0.85	
½ Sandwich all varieties	\$ 0.45	
Crackers, Saltine	\$ 0.10	2 pk.
Yogurt, Light	\$ 0.80	8 oz.
Juice, 6 oz.	\$ 0.50	6 oz.
Jello	\$ 0.25	1/2 cup
Tossed Salad w/ FF Dressing	\$ 0.55	
Pudding	\$ 0.40	1/2 cup
Fruit Alternate	\$ 0.40	1/2 cup
Ice Cream, Sherbet	\$ 0.45	1/2 cup
Sorbet	\$ 0.45	1/2 cup
Graham Crackers	\$ 0.25	3 ea.
Tortilla Chips	\$ 0.30	1 oz
Vanilla Wafers	\$ 0.25	5 ea.
Fresh Fruit	\$ 0.35	1 ea.
Cookies	\$ 0.35	2 ea.
Popsicle	\$ 0.25	1 ea.
Animal Crackers	\$ 0.25	.75 oz.
Teddy Grahams	\$ 0.25	.75 oz.
Rice Krispie Treat	\$ 0.30	1 ea.
Muffin	\$ 0.35	1 ea.
Ice Cream Sandwich	\$ 0.45	1 ea.
Thickener	\$ 3.75	1 can
Cambro Punch	\$ 16.00	
Sundae Cup	\$ 0.55	1 ea.
Granola Bar	\$ 0.30	1 ea.
Cheese/Wheat Crackers	\$ 0.35	
Pretzels	\$ 0.30	1.25 oz.
Cheese Corn Puffs	\$ 0.30	.8 oz.
Fruit Juice Bars	\$ 0.35	1 ea.
Donut	\$ 0.40	1 ea.
Slurry Cookies	\$ 0.45	2 ea.
Milk	\$ 0.40	.8 oz.
Cereal	\$ 0.35	.75 oz.



### BASIC IN-HOUSE CATERING PER SERVICE COST

Soup	\$ 0.50	
Entree, Breakfast	\$ 0.45	
Entree, Lunch	\$ 1.55	
Entree, Dinner	\$ 1.55	
Cold Sandwich	\$ 1.00	
Cereal or Starch	\$ 0.50	
Vegetables	\$ 0.50	
Salad, Fruit or Vegetable	\$ 0.65	
Dessert	\$ 0.80	
Bread or Roll	\$ 0.25	
Milk, Punch or Lemonade	\$ 0.45	
Hot Chocolate	\$ 0.45	
Coffee or Tea	\$ 0.40	
Juice	\$ 0.55	6 oz.
Tomatoes, Onions, Lettuce, sliced, etc.	\$ 0.15	ea.
Specialty Breads	\$ 0.80	
Donuts, Danish, Muffins	\$ 0.65	
Condiments not served w/ meal	\$ 0.05	
Toppings (sour cream, chocolate, strawberries)	\$ 0.40	
Yogurt, assorted flavors	\$ 0.75	
Fruit Platter	\$ 0.85	- ½ c. per person
Cheese Platter	\$ 0.80	- 2 oz. per person
Veggie Platter w/ Dip	\$ 0.75	- 2 oz. per person
Potato Chips	\$ 0.50	
Nuts	\$ 0.50	
Mints	\$ 0.10	
Full Sheet Cake, Decorated	\$ 76.00	- serves 70
½ Sheet Cake, Decorated	\$ 48.00	- serves 35
Large 2-3 inch Cookies	\$ 0.75	2 ea.
Ice Cream Cups	\$ 0.45	
½ Gallon Ice Cream	\$ 4.50	
3 Gallon Ice Cream or Sherbet	\$ 17.00	

Extra labor as needed charged at \$14.75 per hour



**FAST BREAKS**

Cost Per Person

Veggie Tray	\$1.00
Fruit Tray	\$1.25
Pop or Bottled Water	\$ .75
Fresh Baked Jumbo Cookies	\$1.00
Coffee or Tea	\$ .50
Assorted Petite Quiche (2 each)	\$1.00
Broccoli Cheddar Bites (3-4 each)	\$1.00
Frank in Puff Pastry (3-4 each)	\$1.00
Pizza Mozzarella on Small Bagel (2 each)	\$1.00
Individual Bag of Potato Chips	\$ .50

**HDS SERVICES CATERING MENU****MENU SELECTIONS \$10.00 PER PERSON****Menu #1**

Oven Baked Lasagna (your choice of vegetarian or meat)  
Garden Salad with assorted Dressings  
Pineapple Bavarian Cream  
Garlic Toast  
Coffee and Tea or Pop

**Menu #2**

Chicken Teriyaki  
Rice  
Oriental Vegetables  
Dinner Roll  
Garden Salad  
Peach Crisp with Whipped Topping  
Coffee and Tea or Pop

**Menu #3**

Fresh Fruit Salad (served with seasonal fresh fruit and cottage cheese)  
Fresh Baked Muffin  
Lemon Tart  
Coffee and Tea or Pop

**Menu #4**

Hamburger Deluxe Plate  
Steakhouse Fries  
Coleslaw  
Dill Pickle Spear  
Strawberry Shortcake  
Coffee and Tea or Pop

**Menu #5**

Seafood Pasta  
Fresh Green Beans  
Tossed Salad with assorted Dressings  
Dinner Roll  
Orange Chiffon Cake  
Coffee and Tea or Pop

**Menu #6**

Fresh Vegetable Soup  
Chicken Salad Sandwich on Croissant  
Potato Chips  
Fruit Salad  
Coffee and Tea or Pop

**Menu #7**

Oven Fried Chicken  
Cheesey Potatoes  
Garden Peas  
Coleslaw  
Fresh Baked Chocolate Chip Cookies  
Coffee and Tea or Pop

**HDS SERVICES CATERING MENU****MENU SELECTIONS \$10.00 PER PERSON – (Continued)****Menu #8**

Chef Salad Plate (Julienne Ham, Turkey, Swiss and American Cheese served on a bed of seasonal Mixed Greens and garnished with Tomato and Egg Wedges)  
Served with choice of Dressing  
Fresh Baked Muffin  
Sliced Cheesecake with Strawberry Topping  
Coffee and Tea or Pop

**Menu #9**

Fresh Baked Quiche served with Sliced Peaches  
Garden Salad with assorted Dressings  
Dinner Roll  
Pudding Parfait  
Coffee and Tea or Pop

**Menu #10**

Hot Roast Beef Sandwich on Onion Roll served with Creamy Cheese Sauce  
Seasoned Redskin Potatoes  
Sunshine Salad  
Apple Pie  
Coffee and Tea or Pop



Attachment – Contractor's Technical Proposal (Excerpts)

## STAFFING

### 4.303

HDS Services, as agent for the Walter P. Reuther Psychiatric Hospital, will function in a manner identical to any department head within the organizational structure of the facility.

Our goal is to develop the food service program with utilization of a competent staff. Job functions will be reviewed and rescheduled in order to continually upgrade HDS Services systems and procedures for therapeutic enhancement programs and the services offered. Only persons acceptable to Walter P. Reuther Psychiatric Hospital will be employed by HDS Services or maintained on our payroll.

HDS Services is particularly concerned with and interested in maintaining the morale of the dietary service staff. HDS Services has had experience with Labor Union negotiations and currently enjoys excellent working relationship with local labor unions. Goals of a smooth transition will be adhered to.

Through one-on-one and group meetings, employees are given the opportunity to discuss their concerns and to contribute their solutions. Regularly scheduled evaluations give the staff a clear idea of their strengths and weaknesses and helps them develop a career path in food service.

Once again, a key factor to creating a "team" in the department is having a qualified, *long-term* department head; an individual who will be associated with the Institute to initiate new programs and continue the present services - and be around to see them and others through to completion and success.

The following section includes:

- a. Project staffing
- b. Organizational structure
- c. Operational details

**PROJECT STAFFING****4.303A**

A corporate organizational chart has been provided to illustrate the position of the Home Office support team in the company's overall organization. Again, it is important to note that all corporate personnel from the Regional Director of Operations and Consultant Dietitians, through the operations department, to the President are totally familiar and *experienced* in the management of dietary departments. *Health Care Food Service is the focus of our business.*

The Home Office support team will be headed up by the Regional Director of Operations, Linda Tieng, MS, RD, LD, who will have access to and utilize the talents of specialists in the support areas of purchasing, marketing, systems, labor relations, clinical services, etc.

As is the case with Walter P. Reuther Psychiatric Hospital Administration, as well as with any successful operations, a quality product is only produced through the efforts of a well organized team of qualified individuals.

We are very selective in choosing our personnel. It is because of the calibre of our Home Office executives and Directors of Food Service that we can provide a higher quality of food service than any other company in the field.

But, it is in "team effort" that you will see the biggest *difference* in our company when compared to other companies. HDS Services is staffed with a qualified team of health care professionals that actively *support* our unit Directors of Dietary Service.

The Operations Department is headed by Mr. Robert A. Wills, Executive Vice President of Operations. Mary C. Westcott, RD, Vice President of Operations, supports units in the Midwest. Mary would have the principle responsibility for coordinating support for the Director of Dietary Service and liaison with the Contract Coordinator, Kathy Russell, RD, Director of Food and Nutrition Services/Contract Coordinator, Administrator, or a chosen designate. Sue Lantzsch, RD, Regional Vice President of HDS Services would be assigned in support to the Director of Dietary Service and the Hospital's staff. Linda Tieng, MS, RD, LD, would be the direct support to the on-site team. These management support individuals will be liaison also to the Contract Coordinator, are knowledgeable in their responsibilities and experienced in their application.

HDS Services has grown to its level of professionalism by developing from within through career advancement those individuals who have proven themselves in the food service health care industry. The individuals responsible for supervising Walter P. Reuther Psychiatric Hospital will be professionals who have qualified themselves by education and experience to provide Walter P. Reuther Psychiatric Hospital with the highest level of service.

HDS will provide depth in program support from the corporate office. Included in this section is an HDS corporate organizational chart which outlines the relationship of those HDS professionals key to the operation at Walter P. Reuther Psychiatric Hospital.

As identified, the on-site Food Service Director will have overall authority in regards to the day-to-day operations of the meal services. All supervisors and staff will report directly to the Director.



The Director will be supported by the team. The team is coordinated by the HDS Regional Director of Operations. The team includes all key and support personnel noted in the previous section.

You should plan on seeing our Regional Director of Operations, Linda Tieng, MS, RD, LD, a minimum of once a month and upon request of the Contract Coordinator. Many months you will see her two and three times. Sue Lantzsch, RD, Regional Vice President, Mary Westcott, RD, Vice President, and other senior management individuals will also meet with you on a regular schedule, or as needed, to assess the overall program, and communicate operational compliance with all standards outlined in the RFP, sanitation inspection report, facility evaluation of food quality, staff training and other matters related to dietary services.

As noted, the Food Service Director will be directly supervised by the Regional Director. The Visitation Reports will act as documentation of monthly reviews and assessments. A formal annual review will be conducted between the Director and the Regional Director with results shared with the Contract Coordinator. This visitation procedure and follow up reports results in continuous progress in attaining your Administration=s and our Management=s unified objectives. As you know, it is this supervisory support to the Director of food service that is necessary to provide maximum efficiency.

Specific recommendations are made to the Director as required. The Director is asked to contribute remarks, requests and general input. Often, dietary supervisory personnel are also contacted and their remarks and needs are noted. This report is signed by both the director and the visiting HDS Services Supervisor. A copy is kept at the unit and is available for Administration to review. The Home Office copy is circulated to all executive personnel (Operations, Senior Management, Development and Accounting), in order to keep all Home Office executives aware of up-to-the-minute observations at each unit.

These visitation reports, called Degrees of Excellence, along with periodic formal reviews, determine a Director's growth, both financially and managerially, within HDS Services. Therefore, the Degrees of Excellence Reports are important and must be accurate. Good points, as well as faults, are noted. Action is expected and looked for on all matters directly controllable by the Director of Food Service. Items which require Administration's approval for correction are noted, and either the Director and/or the Supervisor set up a schedule for presenting a specific program to Administration to pinpoint the need and the action required to correct it. A copy of the Degrees of Excellence Report which is consistent with standards stated in the Bid Specifications is included as Attachment A.

On an annual basis, the Home Office staff will conduct an Operations Review which thoroughly evaluates all programs required by JCAHO, all State and Federal Regulatory agencies, as well as HDS Services. Since the HDS Services Support Supervision, Ms. Tieng, Ms. Lantzsch, Mr. King, Mr. Wills and Ms. Westcott, are former Food Service Directors and/or Chief Clinical Dietitians in HDS Services health care facilities, and since the Director is being visited by several supervisors, this assures Walter P. Reuther Psychiatric Hospital Administration and the State of Michigan, our client, and the Food Service Director of fair and honest evaluations. HDS Services has found that the Director acceptance of our type of supervisory coverage and evaluation is excellent. The Director knows that there are a number of knowledgeable supervisors continually assessing and evaluating all units on the same basis.

Supervision by Home Office staff, devoting 100% to health care food service management, provides both Walter P. Reuther Psychiatric Hospital and your Unit Director with the type of support and guidance needed to affect improvements, control costs and plan for the future.

**SUPPORT PERSONNEL**

John H. King, Jr.  
President and Chief Operating Officer

Location: Farmington Hills, Michigan

Education & Background: Washington & Jefferson College  
1959 - B.S. Pre-Med  
1961 - Graduate Studies - HRI  
40 years experience in health care management with HDS Services

Mr. King will routinely visit the unit on an annual basis to meet with the Contract Coordinator, inspect the Food Service Department and meet with the Food Service Director and supervisory staff. In addition, Mr. King conducts regular management orientation programs for all line supervisors and management staff at the Home Office.

Total amount of dedicated time: 20 hours annually on-site.

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Robert A. Wills  
Executive Vice President of Operations

Location: Farmington Hills, Michigan

Education & Background: Michigan State University  
1970 - B.S. in HRI  
35 years experience in health care management with HDS Services

Mr. Wills is responsible for the operations division of HDS Services and is involved directly with labor negotiations, grievance handling, unit inspection, and special project coordination. Mr. Wills will visit Walter P. Reuther Psychiatric Hospital on a quarterly basis to meet with the Food Service Director, the Food Service Supervisors, and other staff as required.

Total amount of dedicated time: 20 hours annually on-site.

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Mary C. Westcott, RD  
Vice President of Operations

Location: Farmington Hills, Michigan

Education & Background: Michigan State University  
Bachelor of Science in Dietetics  
30 years experience in health care management with HDS Services

Ms. Westcott is Vice President of Operations. She works to support two Regional Vice Presidents and approximately 100 units of operation. Additionally, Ms. Westcott provides guidance to HDS' clinical and quality management programs. She will consult with the team and visit the unit minimally twice each year.

Total amount of dedicated time: 40 hours annually.



Sue Lantzsch, RD  
Regional Vice President

Location: Farmington Hills, Michigan

Education & Background: Michigan State University  
Bachelor of Science in Dietetics with Honor  
25 years experience in health care management

Ms. Lantzsch is Regional Vice President. She works directly with the management aspects of the facility. Ms. Lantzsch works with the on-site staff in program development, management of the CQI program, and reviews current statistical information. Additionally, Ms. Lantzsch meets with the Contract Coordinator as needed to review areas of nutritional concern. While in the unit, Ms. Lantzsch also conducts sanitation inspection, reviews trayline and off ward dining programs.

Total amount of dedicated time: 80 hours annually.

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Linda Tieng, MS, RD, LD  
Regional Director of Operations

Location: Farmington Hills, Michigan

Education & Background: College of the Holy Spirit  
1967 - B.S. Food and Nutrition  
Veterans Hospital, Manilla, Phillippines  
1968 - Internship  
New York University 1974 MA Food and Nutrition  
U of D Mercy 1983 MA Health Service Administration

Ms. Tieng will provide supervision and support to the on-site management team through continuous maintenance of high standards in operations and clinical programs. She will implement the HDS purchasing program, maintain effective controls over the unit operations and maintain excellent client relatives. She will also maintain relations with the labor union.

Total amount of dedicated time: 650 hours annually.

The food service director will be on-site forty (40) hours per week.

***The preceding five HDS professionals are key to the successful operation of the unit.***



Other HDS professionals who will be involved in the operation include:

<b>Name and Title</b>	<b>Location</b>	<b>Dedicated Hours</b>
Dennis Wells, Director of Purchasing	Farmington Hills, Michigan	32-40
Eric Pearson, Director of Computer Support	Farmington Hills, Michigan	16-24
Carolyn Rigterink, Director of Management Development	Farmington Hills, Michigan	16
Louise Genovese, Director of Program Development	Farmington Hills, Michigan	8
Laura Perrett, Director of Recruitment Development	Farmington Hills, Michigan	8
George Cousins, Vice President Treasurer	Farmington Hills, Michigan	16

**OPERATING STAFF****4.303A**

It is noted and agreed that the following Operating staff requirements will be adhered to:

1. HDS will provide sufficient personnel to assure prompt, accurate, quality service. At a MINIMUM, excluding supervision and clerical support, staffing based on actual hours worked shall reflect 5.5-6.5 meals/labor hour. One (1) hour of labor will provide 5.5-6.5 meals.
2. HDS will provide adequate, trained relief personnel to substitute for absent regular employees. A labor report is required the first week on the new quarter on a quarterly basis. This will indicate the number of FTEs based on actual hours worked compared to the number of meals served. The method of determining total hours and FTEs is to be specified along with regular and overtime hours worked. The supervisory and clerical hours will also be reported.
3. All food service personnel are required to pass a physical examination prior to assuming duties. This physical examination will be at HDS= expense. The examining physicians will be made aware of the restrictions placed on food service workers by the most recent edition of the Food Code, as well as, conditions specified by the WRPB Infection Control Committee. At a minimum, the physician shall certify toe food service employee is free from tuberculosis, via PPD testing, hepatitis A, via blood testing, pathogenic bacteria and parasites including Salmonella Typhi, Shigella spp, Escherichia coli O157:H7 via stool sample testing. The Contractor must maintain and make available to the State all records of food service personnel assigned to this Contract. Tuberculosis testing shall be completed on an annual basis. All food service employees will be required to report to the Contractor=s Person in Charge whenever they experience any symptoms that may be related to, whenever they are diagnosed with, or when they have had an exposure to any of the above high risk illnesses. The hospital reserves the right to request any of the above testing for any and all employees when there is a question of food safety or an outbreak of food borne illness.
4. HDS will require that all applicants for employment who will be assigned to work at WRPB shall pass a drug test prior to being offered employment. Drugs tested will include all controlled substances or controlled substance analogue listed in schedule 1 or schedule 2 of part 72 of the Michigan Public Health Code, Act. No. 368 of the Public Acts of 1978, as amended, being sections 333.72001 et seq. Of the Michigan Compiled Laws. HDS will submit to the Contract Administrator proof that each employee has passed the drug test.
5. HDS will be responsible for assuring that identification badges and keys from terminated employees are returned to the WRPB Safety Office. If not returned, the Contractor shall be charged the current hospital fee for lost keys.
6. HDS will attempt to implement staff policies that, to the maximum extent possible, reduce the differences in policies as established for hospital staff.



7. HDS will require employees to comply with instructions pertaining to conduct and building regulations that are in effect for the control of persons in the building or that may be issued for that purpose by hospital representatives.
8. The hospital has a policy of zero tolerance for violent behavior. Anyone engaging in threatening or abusive conduct (either implied or actual) is subject to removal from the building pending appropriate corrective action.
9. The hospital reserves the right to request replacement of HDS personnel for violations of agency conduct requirements, patient rights violations, or other poor performance that interferes with the mission of the hospital.



**4.303A Training**

HDS will adhere to all training requirements as specified in the Invitation to Bid.

1. New Employee Training: HDS will provide a comprehensive orientation for all employees deployed at WRPB to include safe food handling, personal hygiene, food service sanitation, tray assembly, menu reading, modified diets and nourishment procedures.

HDS Services provides an in-depth, comprehensive inservice program, *WE CARE*. The purpose of the program is to orientate new employees to HDS Standards of practice and train existing employees.

2. Monthly Training: As a minimum standard, inservice education is held at least monthly for all food service employees. Scheduled programs will focus on perceived employee needs and the concerns of the facility, and/or other topics as deemed necessary/appropriate to meet State and Federal regulations.

In any service, human resources are the most precious component. HDS recognizes this. We value people and train them to realize their full potential in a food service career. We not only develop their skills through organized, scheduled training programs, but motivate them, thereby increasing productivity and lowering turnover. This builds a stable, dedicated and highly competent service team.

Scheduled activity will include training of the staff in the department to address the sanitation of equipment and department areas, clinical/nutrition aspects of meal production and service, the merchandising and correct portioning of meals, and providing upscale service and merchandising of meals served to the patients, staff and guests.

Again, because HDS places such importance on the development of its most important resource - *well-trained, qualified people* - all management, supervisory and professional personnel are required to attend seminars or participate in educational programs to keep their knowledge at the "state of the art" level and develop their interpersonal and management skills. Management, supervisory, and professional personnel are encouraged to join and actively participate in local, state and national professional groups. (*Dietary Manager's Association, American Dietetic Association, American Culinary Federation, American Society for Food Service Administrators, etc.*)

*Special topics are added to accommodate skill development requirements.*

- Orientation, Introduction, Philosophy and Principles of HDS Services*
- 
- TQM/CQI, Desired Outcomes*
- 
- Menuatics/Patient-Patient Services*
- 
- Purchasing, Receiving and Storage*
- 
- Labor Utilization and Financial Management*
- 
- Cafeteria Standards/Special Functions Vending and Mobile Meals/Production*
- 
- Sanitation*
- 
- Safety*
- 
- Accounting and Clerical Functions*
- 
- Meeting and Interviewing With Clients*

HDS sponsors regular educational seminars for their personnel which include an annual clinical education program and food service manager's meetings. In addition, there are various subgroups that unit personnel may join to expand their knowledge and participate in the development of company programs. These company groups are both clinical and administrative/management in nature.

***MANAGEMENT DEVELOPMENT***

Formalized in-service training for all food service management candidates is an HDS requirement. HDS' Management Development Program-Plus (*MDP+*) consists of a self-directed study manual and a series of ten group leadership sessions.

Topics include:

***CLINICAL / NUTRITION SEMINARS***

- A special annual program is provided for all clinical staff. The program focuses on topics of special concern to professionals functioning in the clinical sector.

***EMPLOYEE ORIENTATION***

- All HDS employees are required to participate in a thorough orientation upon initiation of a new employment assignment. Orientation is designed to ensure full understanding of specific job responsibilities.

***ANNUAL MANAGEMENT SEMINAR***

- Annually, HDS schedules a corporate-wide, two-day seminar for all Unit Directors. This program provides technical, procedural and theoretical documentation. The theme of the 1998 Management Seminar which will be held in November is Benchmarking: HDS Skills Fest 98: AWe=re On A Roll.@

***PRODUCTION TRAINING SUPPORT***

- Through visits from production specialists or chefs at HDS associated facilities, management employees, cooks and on-site chefs receive up-to-date instruction about food preparation whether regional and ethnic specialties or contemporary cuisine.

***WAITSTAFF TRAINING PROGRAM***

- From the dining room to involved special functions, from catered affairs to board meetings, good service means satisfied customers. HDS' Waitstaff Training Program stresses appropriate service style and techniques.

***WE CARE IN-SERVICE***

- All employees receive competency-based instruction. Specific topics are selected to enhance skills needed at an individual facility. An applicable, updated schedule is developed annually.



### ***GUEST RELATIONS PROGRAM***

- The talents, loyalty and dependability of current employees are an asset to any facility. However, positive attitudes and good guest relations skills must be cultivated in employees just as technical and operational skills are developed. An important component of HDS' ***WE CARE*** is the Guest Relations Program. This formalized step-by-step procedure acquaints employees with the philosophy that all food and beverage service is an essential segment of special care. **Service** is emphasized, stressing that all patients, guests, fellow employees and staff are "customers," and as customers, they deserve special treatment. Pride in a job well done is paramount.

***WE CARE*** is designed to develop a "*customer first*" mind-set within the department. Each employee will be evaluated in terms of their ability to effectively deliver quality services to patients at Walter P. Reuther Psychiatric Hospital. Service is an extremely important aspect of any food service program. HDS' philosophy mandates attention to this area through comprehensive instruction efforts.

### ***THE SOURCE***

- A bimonthly report featuring client and employee related activities, employee achievements and current service topics.

### ***PROGRESS NOTES***

- A semi-annual publication for clinical employees provides up-to-date articles on topics of current interest to clinicians. The publication is written by HDS employees for HDS employees.

### ***CLINICAL ADVISORY COMMITTEE***

- On a rotation schedule, HDS' nutrition professionals are requested to serve on the Clinical Advisory Committee. The Committee acts as an advisory board for the adoption of new dietary regimes or nutrition supplements. Training is provided to Committee members on contemporary clinical topics.

### ***HDS PURCHASING TASK FORCE***

- HDS' Director of Purchasing, Dennis Wells, chairs these monthly meetings of the Purchasing Task Force. Food Service Directors are invited to serve on the Task Force on a rotating basis. Training is provided in specification development, product selection, product quality and other current concerns. Company purchasing policy is developed from recommendations presented by the Task Force.

### ***COMPUTER SKILLS DEVELOPMENT***

- In order to maintain advanced capabilities of the ***COMTRAK*** software program in client facilities, HDS provides training from our computer resource specialists.

***EMPLOYEE DEVELOPMENT REVIEW***

- In addition to continual guidance from regional and corporate staff, all HDS managers receive an Employee Development Review of performance. Incentives are based on evaluation results. In addition, managers learn how to appraise employees with special attention to employee morale and productivity.

Prior to each inservice, the top of the inservice report will be completely filled out with a concise description of the topic to be review and discussed. All employees attending the inservice will sign in on the attendance sheet provided. Documented copies will be kept in the inservice book.

A schedule of planned inservice will be developed by the Food Service Director at the beginning of the year. (A schedule is included in this section).

Changes may be made on the schedule to accommodate up and coming demands/priorities.

A pre and post test will be utilized to determine current competency and skill acquisition. All employees will be required to complete both tests as they relate to each topic area. Copies of sample pre and post tests and a sample program are included.

Records will be maintained to track attendance of each employee at each inservice program.

Employees who are not in attendance at the regularly scheduled meeting will be given the information to review and discuss with the Food Service Director/Supervisor. After their review, the employee will sign the inservice documentation form to verify he/she has received the information.

Following in this section are:

- Hourly employees orientation checklist.
  - 1999 inservice schedule with sample outlines and pre/post tests.
  - Sample inservice forms used to coordinate the program.
3. WRPB Training: HDS food service employees will attend all WRPB training deemed necessary by the facility.
  4. Employee Training Records: HDS will maintain a training record for each employee documenting the topics of orientation and ongoing training and the date of each.

The following component of our Associate Orientation manual is provided for review. HDS customizes each manual to the specific needs of the facility.

**4.30A Uniforms**

HDS will provide uniforms to food service employees. The Contract Administrator will be asked to approve uniforms style and design. Shoes and other items of clothing will comply with hospital policy. Sufficient supply of clean aprons will be maintained. Hair will be completely covered for both male and female employees. Bearded employees will have their beards covered. Wedding bands and watches are the only jewelry allowed during food preparation and service. First line supervisors will have the same attire.

**In-Service Schedule - 2004**

January	Dishmachine Use and Cleaning
February	Infection Control
March	HACCP
April	Safety
May	Basic Nutrition
June	Therapeutic Diets
July	Food/Fluid Consistency Modification
August	Good Work Habits
September	Food Safety
October	Resident Rights
November	Cleaning and Sanitizing
December	Portion Control

**ORGANIZATIONAL STRUCTURE****4.303 B - Key Personnel Qualifications**

The following job descriptions and resumes are included for the management team including the positions of Food Service Director and on-site Supervisory Team, Regional Director of Operations, and Regional Vice President of Operations assigned to support program development.

*Please note: Based upon different census levels, the management complement varies. This variation is addressed in the staffing allocation patterns and supervisory master schedule.*

We believe this proposed management support team possesses excellent qualifications and experience, and also has the "personality" to appropriately deal with dietary staff, the patients, and the client.

Our efforts will be geared toward working with the present department staff to correct problem areas in operations and services. There will be heavy emphasis on quality control monitors.

Further influencing HDS Services' recommendation for this department management is the increased demand for adequate and qualified weekend supervision. A modified schedule with a qualified Director and Supervising staff will ensure continuity of standards, programs and service support to the total Walter P. Reuther Psychiatric Hospital staff on a seven (7) days-a-week basis.

HDS Services is well aware of the fact that the **total** management task cannot be the responsibility of one individual. The complete management of the department must consist of the combined efforts of the Director, Supervisors the existing dietary employees working with the Contract Coordinator, Ms. Sharon Wojnaroski, R.D., and the HDS Services staff will develop a team.

Within this proposal, you will find a suggested organizational chart showing the relationship between Walter P. Reuther Psychiatric Hospital Administration, HDS Services Home Office executive staff and department employees. An important fact of this relationship is that the Food Service Director is ***ultimately responsible for all dietary functions.***

Another important aspect of the HDS Services "Department Head" management is that the Director and Home Office supervisory staff report directly to Administration. Under this arrangement, and with HDS Services' systems for accountability, Walter P. Reuther Psychiatric Hospital Administration will ***retain direct control*** over the management of the department and will ***formulate and dictate all policies and procedures that must be followed by our company and on-site Department Head.***

As illustrated in the organizational chart, this management sequence would provide you with a secure depth in on-site management since HDS Services would guarantee continuation of experienced management as part of its service. We would also supply continuous supervision and guidance of the department's total staff to assure maximum efficiency (see Suggested Organizational Chart).



HDS Services' Regional Director of Operations, Linda Tieng, MS, RD, LD, and the on-site Food Service Director, Jan Dunlap, MS, RD, will meet no less than once monthly to review, as a minimum, the following:

- tray monitoring (accuracy)
- compliance with RFP standards
- special diet problems
- previous period's operating reports
- inspection reports
- physical inspection of the kitchen or other assigned areas
- budgeting matters
- other concerns of the coordinator

Rigid monitors will be in effect as discussed in the financial and quality control section of this proposal.

Typically, the Regional Director of Operations will be on-site one to two times monthly and more frequently as new programs are introduced.

In reviewing the resumes, please note that all candidates have experience with HDS Services. The proposed Director has management experience, and has excellent production and management standards. The candidate's management experience and qualifications are outstanding and will continue to benefit Walter P. Reuther Psychiatric Hospital tremendously.

**ORGANIZATIONAL STRUCTURE****4.303 B**

1. HDS maintains formal job routines on premise for each position.

Up-to-date, specific job routines for all departmental positions are described in writing and posted in key areas of the department for ease of access.

The Food Service Director, with the assistance of the Production Manager and shift supervisors, is responsible for developing, revising and implementing job routines for all departmental positions. Job routines specify time frames for completion of job duties and tasks each position is responsible for within said time frame. Sanitation duties are incorporated in all the job routines.

Job routines are posted in the department, as well as given to employees as appropriate for the position he/she is being trained for. Job routines are reviewed every six months and revised as appropriate. Revisions are made on job routines whenever changes warrant such action. Copies of current job routines are on file in the dietary department and posted on the job routines bulletin board.

The following job descriptions, specifications and routines for all positions are provided for review:

- Unit Director/Registered Dietitian
- Production Manager
- Food Service Supervisors
- Cooks and Aides

A staffing pattern/master schedule also follows in this section.



**TITLE:** Unit Director/Registered Dietitian

**BASIC FUNCTION:** Organizes and administers the Food Service Department.  
Accountable to client administrator and company representative.

**REPORTS TO:** Regional Director of Operations

**WORK PERFORMED:**

1. Oversee activities related to purchasing, storing, receiving and issuing of food and supplies.
2. Responsible for high quality and accuracy of food preparation and service for Regular and Modified Diets.
3. Responsible for high standards of housekeeping and sanitation in the Food Service Department.
4. Conducts on-the-job training for all Food Service Staff.
5. Interviews, hires and prepares work schedules for all Food Service Staff.
6. Prepares and administers budget established for department.
7. Finalizes accounting reports and monthly inventories.
8. Performs all Food Service employee counseling and recommends termination of employees when and if necessary.
9. Responsible for providing in-service education programs for employees.
10. Responsible for orientation program for all new employees.
11. Establishes a close working relationship with Administration and all departments within the facility. Interacts with other facility departments in setting up procedures, policies and problem-solving as they relate to food service and therapeutics. Participates on committees as requested by Administration.
12. Responsible for complying with all state and federal regulations which govern the Food Service department.
13. Insures coordination between diet office and trayline areas.
14. Responsible for Quality Assurance Reports and documentation.

**POSITION DESCRIPTION**

**TITLE:** Production Manager

**BASIC FUNCTION:** Organizes and administers the Food Department, while carrying final responsibility for all Food Services, including maintaining quality standards in all food production areas as they encompass resident and special function meals.

**REPORTS TO:** Unit Director

**WORK PERFORMED:**

1. Responsible for purchasing, storing, receiving and issuing of food and supplies.
2. Responsible for high standards of housekeeping and sanitation in the Food Department.
3. Conducts on-the-job training for all Food Service Staff.
4. Interviews, hires and prepares work schedules for all Food Service Staff.
5. Prepares and administers budget set forth for Food Service Department.
6. Finalizes accounting reports and monthly inventories.
7. Performs all Food Service employee counseling and recommends termination of employees when and if necessary.
8. Assists with in-service education program for all new employees.
9. Responsible for orientation program for all new employees.
10. Responsible for complying with all state and federal regulations which govern the Food Service department.
11. Prepare weekly schedules for all production personnel.
12. Responsible for implementation of weekly menus as well as coordinating menus and corresponding services for special functions.
13. Responsible for the production of all food products that are prepared in the kitchen for residents, guests and special functions.
14. Responds to equipment problems by contacting the Maintenance Department or the facility's administration.
15. Maintain effective communication with the state dietitians on any special diets that are required.
16. Prepare and present annual evaluations for all production personnel as well as administer evaluations to employees.

**POSITION DESCRIPTION**

**TITLE:** Food Service Supervisor

**BASIC FUNCTION:** Oversees the entire working system and organization of the food service operation, including training, scheduling, trayline, purchasing and quality.

**REPORTS TO:** Production Manager

**WORK PERFORMED:**

1. Complete responsibility for the coordination of the diet orders as they are forwarded to the Food Service Department.
2. Responsible for the smooth/accurate operations of trayline on a daily basis.
3. To list all items of a specialty nature and of a diet therapy nature on the Production Sheets to coincide with the orders that are requested.
4. The obligation to establish standards which the Food Service Department and the administrator can jointly measure to determine how effectively the department is supervised.
5. Clearly defining and equitably administering the various rules, policies and procedures to employees.
6. Maintaining quality food production with an effective program of quality control.
7. Providing service to patients, residents, employees and guests according to their needs and expectations.
8. Purchasing products in accordance with written guides.
9. Establishing short and long range department goals, including expected dates of accomplishment.
10. Establish a rapport in coordination with other departments in the unit using formal and informal methods of communication and measuring the effectiveness of the results expected for the agreed upon standard of care.
11. Presenting evaluations of employees, reports of disciplinary action taken, and the yearly study of manpower needs and utilization.
12. Encouraging employees creativeness, initiative and resourcefulness.
13. Assist with a smooth day-to-day operation by applying proper management programs and principles.
14. Assist with the memorandum goals and projects in order to have them completed by mutually agreed upon target dates.



15. Assist with meeting all state and federal standards.
16. Become totally familiar with the purchasing/ordering/delivery schedules.
17. Assist with the sanitation program and routine.
18. Complete and become thoroughly familiar with employee schedules.
19. Be totally familiar with the job routines of all employees and update them when necessary.
20. Become totally familiar with the book work procedures and recording devices of HDS Services.

**THE FOLLOWING ITEMS SHOULD BE EXPECTED OF THE FOOD SERVICE SUPERVISOR.**

1. Guidance and support in developing and implementing projects and goals.
2. Advice and counsel regarding the budget and operational situations.
3. Frequent and complete evaluations either formal or informal in regard to departmental and managerial performance.
4. Complete and thorough instruction whenever a new project is undertaken as a training experience.

**DAILY ITEMS TO BE COMPLETED: (Sample)**

1. Make sure all items are pulled for the next day.
2. Make sure all deliveries are stocked on shelves or in proper cooler.
3. Document all absences and tardiness.
4. Supervise all kitchen activities.
5. Make sure recipes are pulled and production sheets filled out properly.
6. Temperatures taken and written on production sheet.
7. Keep record of where leftovers are stored and date.

**POSITION DESCRIPTION**

**TITLE:** A.M. Supervisor - 5:30 a.m. - 2:00 p.m.

**REPORTS TO:** Unit Director

**WORK PERFORMED:**

- 5:30 a.m. - 5:40 a.m. Open kitchen. Start unlocking the walk-in refrigerator, freezer and storeroom. Record temperatures as you proceed around the kitchen and storerooms. Review kitchen sanitation and make note of out of compliance items for further investigation.
- 5:40 a.m. Read the previous day's supervisor's report, check the schedule to make sure you have enough employees scheduled. Cover schedule as needed, going by seniority list, avoiding use of overtime. Check to make sure all breakfast items are available. Check 3-ring binder in the office for early breakfasts, discharges, etc. Pull tray cards as needed. Have bag lunches done.
- 6:15 a.m. Check on employees due in. Check on their work progress. Assist them with any problems. Start on breakfast tray tickets for the next day.
- 6:45 a.m. Take and record food temperatures on the quality assurance form. Review breakfast menu with the staff for each type of diet, and make sure they understand their job requirements prior to the start of trayline.
- 7:00 a.m. - 8:00 a.m. Check breakfast trayline, making sure to send down a dummy tray (regular, Chopped/Ground) at the start of the line. The food should match the menu with correct portion sizes.
- 8:00 a.m. Finish checking trayline. Clean area. Make sure employees have put away leftover items and cleaned their areas. Record amounts of food items left on the daily production sheets. Monitor phones, make sure staff wash pots and pans before break.
- 9:00 a.m. Continue printing tray tickets. Complete projects and/or employee schedules. Check to make sure employees are back from break and finishing set-up and prep work. Make sure transporter has started to pick up trays. At this point, trayline dishroom people should be back in the dishroom preparing to clean and sanitize the trays.
- 10:15 a.m. Check progress in the dishroom. Record the temperatures of the wash, rinse and final rinse gauges on the bulletin board in the dishroom. Send the maximum holding thermometer through the machine. Record this temperature as well. Check on diet changes, canceled trays and out trips to make sure everything is correct. Finish tray tickets.



- 10:15 a.m. - 10:30 a.m. Check with employees in dishroom; they should be just about finished. Check the dishmachine, garbage cans, patient tray carts, mop room and floor to ensure proper cleanliness. Count the patient carts; there should be eleven, if not, locate the missing one. Check on the infection control employee to see how she/he is coming along with their work.
- 10:30 a.m. - 10:45 a.m. Check for proper trayline food set-up. Take and record food temperatures on the quality assurance form. Review lunch menu with the staff for each type of diet. Make sure transporter uses log for tray delivery.
- 10:45 a.m. - 12:15 p.m. Check lunch trayline, making sure to send a dummy tray (Regular/Chopped/Ground) at the start of the line.
- 12:15 p.m. - 12:30 p.m. Finish checking trayline. Clean area. Check all employees to make sure they have put away and labeled leftover items and cleaned their areas.
- 12:30 p.m. - 1:15 p.m. Lunch
- 1:15 p.m. - 2:00 p.m. Check to make sure that patient carts are being picked up. Make sure all employees are back from break, dock the ones not back and follow up on discipline. Check on the A.M. Cook to see how cleaning of production area is coming along. Appraise progress of the dishroom work. Record the temperature of the wash, rinse and final rinse gauges of the dishmachine. Do a kitchen walk-through with P.M. Supervisor, complete shift closing report. Check employee schedule for the following day, cover/replace employees as necessary.

**ADDITIONAL AREAS OF RESPONSIBILITY**

1. Ordering needed items from warehouse.
2. Oversee/set-up special functions/events.
3. Inservice employees as needed.
4. Keep track of employee evaluations, disciplines, physicals, attendance, etc. for A.M. shift employees.
5. Complete quality management monitors as necessary.



**TITLE:** P.M. Supervisor - 11:30 a.m. - 8:00 p.m.

**REPORTS TO:** Unit Director

**WORK PERFORMED:**

- 11:30 a.m. - 1:00 p.m. Check with the A.M. Supervisor to see if any assistance is needed with the lunch meal. Check the schedule to make sure there are enough employees scheduled, if not, replace them following the procedure for employee replacement. Go up to all unit nursing stations and pick up diet changes. Input changes in computer and manually do changes on printed tickets. Fill in employee assignment tasks.
- 1:00 p.m. - 1:45 p.m. Lunch
- 1:45 p.m. - 2:30 p.m. Do a walk through with A.M. Supervisor, so as to assess condition of sanitation. Assign areas to be cleaned up to remaining employees.
- 2:30 p.m. - 3:15 p.m. On Thursday, calculate hours worked from Sunday through Wednesday for all part-time hourly employees. On Saturday, calculate hours worked from Thursday through Saturday.
- 3:15 p.m. - 4:00 p.m. Check on the progress of the dinner meal, and on sanitation assignments being done. Check cold food production progress, HS and bulk nourishments, etc. Print tray tickets.
- 4:00 p.m. - 4:30 p.m. Check on employees due in at 4:00 p.m. Make sure they are all present, know what they are supposed to do, provide supervision as necessary. Check with the P.M. Cook to ensure that trayline is set-up and ready to start at 4:45 p.m. Start to take and record temperatures on the quality assurance form. Read the dinner menu out loud to the staff for each type of diet.
- 4:45 p.m. - 5:45 p.m. Check dinner trayline, making sure to send down a dummy tray (regular, chopped/ground) at the start of the line. Ensure trays are delivered in a timely manner.
- 5:45 p.m. - 6:15 p.m. Finish checking trayline. Clean area. Make sure that the employees have put away leftover items properly labeled, covered and have cleaned their areas. Pots and pans must be put to soak. Record amounts of food items left on the daily production sheets.
- 6:15 p.m. - 6:30 p.m. Break
- 6:30 p.m. - 6:50 p.m. Make sure all employees are back from their breaks and are starting the dishroom routine. Check on the P.M. Cook to see how cleaning of the production area is coming along. Check on the salad/dessert person to see if HS and bulk nourishments are complete. Check HS labels. Monitor proper posting of menu in all patient dining rooms.

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- 6:50 p.m. - 7:15 p.m. Check cooks' area sanitation prior to him/her clocking out.
- 7:15 p.m. - 7:45 p.m. Check progress in the dishroom. Count carts. There should be fourteen. If not, locate the missing one. Record temperature of the wash, rinse and final rinse gauges of dishmachine. Send the maximum holding thermometer through the dishmachine. Record the temperature as well. Check on the progress of employees work. Check accuracy of breakfast and lunch trays, garnishes for following day, etc. Make sure physician's tray has been picked up.
- 7:45 p.m. - 8:00 p.m. Start to lock-up walk-in refrigerators, freezer and storeroom. Shut down computer. Post menus and all production sheets for the next meal. Check dishroom activities. Check dishmachine, garbage disposer (no debris) scrapping table, sink, pot and pan sink, garbage cans, mop room and floor. Complete closing report.

**ADDITIONAL AREAS OF RESPONSIBILITY**

1. Payroll, completion of time cards, payroll register, recording of weekly hours
2. Batch work, client billing etc.
3. Inservices as directed
4. Quality management monitors as necessary
5. Prospective employee interviews - review with Director
6. Employee orientation
7. Office organization
8. Check mailbox daily
9. Completion of supervisors log
10. Employee master schedules
11. Sanitation check sheets
12. Updating seniority listing, telephone numbers, etc.
13. Employee physicals/follow-ups
14. Inservice updating of manual
15. Keep track of employee evaluations, disciplines, physicals, attendance for P.M. Employees
16. Attendance records completion
17. Ordering/purchasing of office supplies, tray tickets, computer paper, nourishment labels, etc.



**TITLE:** #1 A.M. Cook - 5:30 a.m. - 2:00 p.m.

**REPORTS TO:** Production Manager or supervisor

**WORK PERFORMED:**

**5:30 – 2:00 p.m.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

**5:30 a.m.**

Punch in at time clock. Report to work area in clean uniform. Turn on steam tables for breakfast. Plug in and turn on toaster. Check for usable leftovers and for past dated items in cook's refrigerator. Check menu and pull cart for required items. Follow all recipes provided and follow menu at all time. Do not make any substitutions without first consulting supervisor. Prepare hot food items for patient breakfast according to the production sheet for the day. Follow recipes for all items if you don't have recipes request them.

**6:45 a.m.**

Place hot food to be used for breakfast meal in the steam table on the trayline. All foods to meet temperature requirements before being place in steamtable. Replenish breakfast food items as needed. Continue preparation of hot food for lunch according to the production sheet. Label and date all leftovers and place in cook's walk in refrigerator. Complete production sheets. Record leftover amounts on breakfast production sheet. Review menu for next day for items needing pre-prep or precooking prep for next day when possible. See production sheet for pre-prep instructions. Check with menu and with production manager supervisor. Leaves work area neat, clean and orderly before going on break. Prepare puree entrée, starch and vegetable as indicated on the day's menu.

**8:45 a.m.**

Break – 30 minutes

**9:15 a.m.**

Complete lunch prep and continue pre-prep or slicing as needed. Study the spreadsheet for the lunch meal to assure all items for different diets/consistencies are available for lunch meal. Discuss required items and steamtable set up with supervisor. Alter the consistency of lunch items as required.

**10:30 a.m. – 12:30 p.m.**

Set-up steamtable with hot food according to steamtable diagrams. During meal service serve entrée. Following trayline, label and date all leftover food items and place in cook's refrigerator. Assure all items in refrigerator are appropriately covered/wrapped, labeled and dated. Complete production sheet, indicating amounts leftover after meal service.



Clean the steamtable and all levels of the trayline at cook's area. Before break refill steamtables and turn on for dinner.

**12:30 p.m.**

Break – 30 minutes

**1:00 p.m.**

Complete pre-prep according to the production sheet. Check to see if all items needed for next day's menus are in house. If not, notify supervisor or production manager of any missing items. All cooks are to leave a clean work area. All equipment and countertops used must be left clean before leaving for the day. Clean mixing bowl and base daily. Complete daily cleaning assignment duties. Pre-prep the following day's lunch puree items as possible.

**2:00 p.m.**

Punch out

**#1 – A.M. COOK CLEANING RESPONSIBILITIES**

**WEEKLY- THOROUGHLY CLEAN:**

**Sunday:** top steamer of 2-deck steamer, inside and out handles and top of steamer.

**Monday:** bottom steamer of 2-deck steamer, inside and out handles and top of steamer.

**Tuesday:** small steam kettles inside and out, handles, tops, sides, and counter/base.

**Wednesday:** jet steamer, inside and out, door gasket, handles, and base of steamer.

**Thursday:** range top, bottom, sides, oven and legs.

**Friday:** clean oven top right side.

**Saturday:** clean oven bottom right side.

**POSITION DESCRIPTION**

**TITLE:** # 2 P.M. Cook - 10:30 a.m. - 5:00 p.m.

**REPORTS TO:** Production Manager or Supervisor

**WORK PERFORMED:****10:30 a.m. – 5:00 p.m.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

10:00 a.m.

Punch in at time clock. Report to work area in clean uniform. Assist with any lunch food preparation as needed. First things check with #10 to see what they need help with. Grab to tray return carts and take up to Off Ward Dining. Then check to make sure all items needed for dinner are available and in quantities necessary. If not inform production manager or supervisor immediately. Make sure to bring hot food and utensils to Off Ward Dining. During lunch will serve hot food on Off Ward Dining. Make sure to take temperatures during lunch service. When returning to the kitchen bring down the hot food cart and break down. After service, begin preparation of hot food for dinner according to the production sheets. Pull needed meats and cook as needed for the next day.

12:30 p.m.

Lunch (30 minutes)

1:00 p.m.

Continue with preparation of hot food for dinner. Check next day menu with production manager to make certain all preparation needed is in process, i.e., meats cooked, desserts baked, etc.

3:15 p.m.

Break (30 minutes)

3:30 p.m.

Continue with preparation of food for dinner. Make consistencies needed per menu review, menu/ production sheets for mech./alt breads make as required. Set up trayline with hot food according to steamtable diagrams include serving utensils for portioning per menu.

**5:00 p.m.**

Work entrée/ starch position on trayline, serving these items as needed. Portion per menu. After trayline complete production sheet and record leftovers. Label and date food before storing in the refrigerator. Do pre-prep according to the production sheets. Clean work area. Clean mixer and convection ovens if used. Check to see if all items needed for next day's menus are in house. If not notify production manager or supervisor of any missing

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items. All cooks are to leave a clean work area. All equipment and countertops used must be clean before leaving for the night. Complete other duties as assigned by supervisor.

**DAILY CLEANING ASSIGNMENTS**

Steamtables, work tables, steamers, range top, meat slicer, mixer, spills in ovens, blender, can opener, storage drawers and outsides food chopper.

**WEEKLY CLEANING ASSIGNMENTS**

**Saturday:** range/stove top, work tables and shelves and legs.

**Sunday:** steamers outside and inside, meat slicer.

**POSITION DESCRIPTION**

**TITLE:** # 3 A.M. Aide - Salad/Dessert - 6:00 a.m. - 2:30 p.m.

**REPORTS TO:** Production Manager or Supervisor

**WORK PERFORMED:****6:00 a.m. – 2:30 p.m.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

**6:00 a.m.**

Punch in at time clock. Report to work area in clean uniform. Check production sheets for breakfast and lunch. Assist cook as needed and when possible. Check and organize the produce cooler salad area to see if anything can be used. Verify dating, throw away all product over two days old. Discard all items that cannot be used after checking with supervisor or production manager. Prepare snacks for 10:00 a.m. and 2:00 p.m., HS PM snacks (make needed HS sandwiches.) Notify supervisor of any shortages or inconsistencies in the production sheets. Begin next days prep. Assist and load trays on food carts for trayline while transporter is upstairs delivering carts if required. Get items that run short from the trayline as requested by the supervisor. 10 a.m. and 2 p.m. snacks are to go up with trays.

**8:30 a.m.**

Break (30 minutes punch in and out).

**9:00 a.m.**

Prepare all lunch preparation. Assist cook as needed and when possible.

**10:30 a.m.**

Set up salad/dessert position for the lunch meal. Place majority of food in cold food cart with back up in reach-in refrigerator. Continue prep for next day meal. Record production/usage on lunch production sheets and inform the production manager of the amounts of food left over and amounts ran short of. Put cold foods leftovers in containers, date, label, and store as required in walk-in. Take empty sheet pans, etc., To dishroom, breakdown and put in appropriate place. During meal service you will be checking the trays up on Off Ward Dining. Also make sure they are recording temperatures during lunch service. Before coming down to the kitchen grab the salad cart and bring downstairs.

**12:30 p.m.**

Break (30 minutes)

**1:00 p.m.**

Assist cook as needed and when possible. Complete cold food production prep. Always make sure there is plenty of Jell-O for the next meal. Label and date all product as required, check amounts each day. Always leave clean work area.

**2:30 p.m.**

Punch out at time clock.

# 3 P.M. Salad/Dessert

Cleaning assignments:**Daily:**

**Sinks, garbage disposal, work counters and shelves, can opener, cold food cart, spray nozzle and handles, coolers for cover, label and dates.**

## Weekly:

Sunday and Thursday: scour and clean sinks – thoroughly including table legs.

Monday and Friday: clean all (upper & lower) shelves and knife rack.

Tuesday: clean salad dish cart and polish while empty area portioning lunch salads or dessert.

Wednesday: clean salad speed racks.

Saturday: garbage disposal—disinfect cold food cart.



**TITLE:** #4 A.M. Aide – Cereal/Hot Food - 6:00 a.m. - 2:30 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:**

**6:00 a.m. – 2:30 p.m.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

**6:00 a.m.**

Punch in at time clock. Report to work area in clean uniform. Assist with set up of steam table foods for trayline. Gather and re-rack cold cereal bowls for breakfast trayline. Setup serving utensils needed for trayline. Stock cold cereals needed for breakfast line. Check with cook regarding breakfast service and assist cook with line set up as indicated on production sheet. Work on trayline serving hot foods per menu. After trayline clean hot food trayline serving area and steamtable. Take empty cereal boxes to dishroom. Place in dumpster. Assist in washing pots/pans, remove from dishmachine and put away in appropriate place. When storing pots and pans make certain they are dry and clean before returning to pot and pan racks.

**8:45 a.m.**

Break (30 minutes punch in and out).

**9:15 a.m.**

Return to kitchen. Report to dishroom. Work feeder station placing pots, pans, and dishes on to the dishmachine conveyor. Soak all entrée plates and soup bowls and rack in blue racks before sending through the machine. Soak returned dirty items and re-run them through the dishmachine. Spray dishroom floor, squeegee and mop entire dishroom floor with quarry tile cleaner. Empty bucket and hang up brooms and mops used. Stock reach in freezers with needed ice cream, etc. Clean these freezers inside and out. Prepare lunch garnishes as needed and per menu.

**10:20 a.m.**

Assist cook with trayline set up. Assure that needed serving utensils in proper portion sizes for menu are ready for use. Get ice and place on the trayline when cold food is being served. Gather high-sided plates, divided plates, plates and bowls. Assure that scheduled garnish is on the trayline. Review menu for proper portion sizes before serving.

**10:30 a.m.**

Report to trayline. Fetch proper utensils for proper portioning per menu. Set up to work hot vegetable area and puree area on line. Run for any needed items during line service – including refilling hot food on the trayline. Deliver late trays as needed.



Help to scrub pots and pans after trayline. Run dishes through dishwasher. Help wherever needed until lunch break. Clean right 4 steam wells

**12:30 p.m.**

Lunch break (30 minutes)

**1:00 p.m.**

Report to dishroom. Work in the dishroom “pick” the reusable dishes and adaptive equipment off the trays before they are dumped. Rinse all soapy resident tray carts with water using the hose in the dishroom. Assure no soap or food particles are present. Empty the garbage cans as needed. After the dishes are washed, clean the scraping area, counter tops and bottoms and the front of the disposal. Turn off the spray hoses. Assure that troughs are clean and no food particles are present. Assure that no paper, plastic items are in garbage disposals. Clean all tray base/cover carts.

**2:30 p.m.**

Punch out at time clock.

Cleaning assignments:

## Daily:

Steam wells area worked after each meal a DN all three levels of trayline work area.

Utensil drawer, cooks area and utensil rack cooks area. Make certain all equipment clean, neat and orderly.

Mop dishroom, back door to kitchen and walls, exterior back wall area.

**POSITION DESCRIPTION**

**TITLE:** # 5 A.M. Aide - Beverage - 6:00 a.m. - 2:30 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:****6:00 a.m. – 2:30 p.m.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

6:00 a.m.

Punch in at time clock. Report to work area in clean uniform. 6:00 punch i at time clock. Report to work in a clean uniform. Check coffee urn pot to assure it is on to heat for breakfast. Start coffee, set up drain pots, get cups and needed items, check for dirty/stained cups. Bleach or reject stained cups as needed. Make coffee and hot water needed for each unit. Start setting up your station for breakfast. Send up coffee carts to each unit before starting on trayline.

**7:15 a.m.**

Work beverage station on trayline. After line, clean work area including all three levels of trayline, milk cooler, shelving beneath coffee urn, and coffee urn. Empty coffee and grounds and clean inside and out. Wipe down water arm. Take out milk baskets from cooler and wipe stainless steel shelves. Stock milk to par levels for lunch service. Stock all needed items i.e., coffee, filters, creamers, Sweet-n-Low and needed paper goods for coffee station. Wipe down your area on trayline. Assist in washing pots/pans. Send pots/pans through dishmachine and clean scraping table when done. When storing pots and pans make certain they are dry & clean before returning to pot and pan racks.

**8:45 a.m.**

Break (30 minutes punch in and out).

**9:15 a.m.**

Return to kitchen. Bring down 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> floor carts. All carts must be returned to dishroom by 9:30 a.m. work in dishroom in the dumping position. Empty garbage cans as needed. Spray tray carts with Microquat using the hose in the dishroom. Use a long handled scrub brush on all surfaces. Assure that there are no coffee stains/marks present on tray carts. After dishes are washed. Dump trash and clean all garbage cans and dumpsters used. Mop the hallway from the dishroom door to the compactor door.



Mop both service elevators. Sweep and mop the dry stock storage room. Finally, clean and straighten the mop room, assuring all mops and brooms are hung up appropriately.

**10:20 a.m.**

Set up beverage station. Deliver coffee to unit nourishment rooms. Make certain area stocked with all items for trayline.

**11:00 a.m.**

Report to trayline. Work on trayline serving salads, desserts, juice and other beverages as required. After trayline clean work area and milk cooler including all levels of trayline. Put away the supplies used. Dump the last coffee grounds out of the coffee urn at the end of the meal and clean the coffee urn. Clean the spray arm, area in between urns (on top), wipe the shelves beneath the urn, as well as the trayline/cold food surface in front of station. Stock beverage area with coffee, filters, creamers, Sweet-n-Low, and paper supplies. Assist in washing lunch pots and pans and place on the scraping table before lunch break.

**12:30 p.m.**

Lunch break ( 30 minutes)

**1:00 p.m.**

Report to the dishroom. Work in the dishroom at the clean end of the dishmachine. Finish retrieving pots and pans from the machine. Place on a cart and store properly. Do not store any pans that are not clean or dry on the pot and pan rack. Retrieve dishes from the machine and place on appropriate racks and lowerators. Clean lowerators and racks before placing dishes in/on them. Return all soiled dishes, utensils and pans to the dirty end to be resoaked and rewashed. Wash down the clean end of the dishmachine and clean countertop in pot and pan area – upper rack and lower shelf. Empty and clean pot and pan sinks. Turn off dishmachine. Dry all clean resident's tray carts. Mop dishroom floor using the approved method. Include area behind dishwasher and the far side of the scraping table. Assure that all brooms, mops, and cleaning supplies used are put away. Empty dirty mop water. Rinse out buckets.

**2:30 p.m.**

Punch out at time clock.

Cleaning assignments:

Daily:

Steam wells area worked after each meal a DN all three levels of trayline work area.

Utensil drawer, cooks area and utensil rack cooks area. Make certain all equipment clean, neat and orderly.

Mop dishroom, back door to kitchen and walls, exterior back wall area.

**POSITION DESCRIPTION**

**TITLE:** # 6 A.M. Aide - Starter - 6:00 a.m. - 2:30 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:****6:00 a.m.– 2:30 p.m.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

6:00 a.m.

Punch in at time clock. Report to work area in clean uniform. Start on starter tray for the scheduled meal. Make sure the thicken liquids were made the night before, if not inform the supervisor. Turn on cold counter of trayline. Set up starter station. Make certain all stock needed is available for trayline prior to starting including adaptive equipment. Check for breakfast menu to assure all items needed for trayline are there. Be ready to start trayline by

**7:15 a.m.**

Check for early trays and send up as needed.

**7:15 a.m.**

Start trayline. Work on trayline in starter station. You will be placing salt, pepper, sugar, silverware, napkin and straws on trays. You are responsible for getting the trays and ticket on the trays.

**8:45 a.m.**

Break (30 minutes punch in and out).

**9:15 a.m.**

Return to dishroom. Go and get your carts from R2, R4, and R6. Then you will be picking trays in the dishroom. Empty dumpsters as needed before starting to dump trays. "pick" the reusable dishes and adaptive equipment off of the trays before they are dumped. After dishes are washed, clean the scraping area, counter tops and bottoms, front of garbage disposal and turn off the spray hoses. Help sort silverware for next meal. Help clean and wipe down all floor traycarts. Sweep, squeegee, and mop the dishroom floor using floor cleaner solution dries.

**10:30 a.m.**

10:30 start working on starter station for lunch. Preparing thicken liquids etc. Make certain all stock needed is available for trayline sugar, salt, pepper etc.

**11:00 a.m.**

Be prepared to start working on trayline in starter station. After trayline, clean and sanitize starter station and work area. All three levels of trayline cover all unused unwrapped silverware with plastic bags or saran wrap bins. Help clean pots and pans in sink. Load pots and pans into dishmachine.

**12:30 p.m.**

Lunch break ( 30 minutes)

**1:00 p.m.**

Report to dishroom. Work the "dirty" end loading the pots, pans and dishes into the dishmachine. Soak all entrée and soup bowls before sending through the machine. Send through in blue racks. After the dishes are done, hose down and clean the rear garbage disposal. Turn off the spray hoses. Hose down the floor behind the dishmachine, squeegee and mop using quarry tile floor cleaner on floor. All water on floor must be mopped up. Clean small utility carts. Help clean and scrub trayline delivery carts.

**2:30 p.m.**

Punch out at time clock.

Cleaning assignments:**Daily:**

Trayline delivery carts, starter station after each use spray nozzle and handles – patient tray carts.

Weekly: thoroughly clean starter station equipment on

**Monday, Wednesday and Friday:**

Run bins through dishmachine as needed.

**Tuesday, Thursday and Saturday:**

Polish complete trayline.

Sunday: clean starter station.

**POSITION DESCRIPTION**

**TITLE:** # 7 Aide - 6:00 a.m. - 2:30 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:****6:00 a.m.– 2:30 p.m.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

6:00 a.m.

Punch in at time clock. Report to work area in clean uniform. Start making whatever bread item it might be for breakfast toast, biscuits, and pancakes etc.

**6:30 a.m.**

Set up trayline area with bread items, jelly/syrup and garnish as needed. Work trayline serving bread item as required garnish plates as indicated on production sheet. Following meal service, clean toaster, trayline area in front of position on line, toaster table and clean microwave oven. Wipe down tray lids and base carts. Wash pots and pans and send them through the dish machine for sanitation. Clean scraping table when done.

**7:15 a.m.**

Start trayline. Work on trayline in starter station. You will be placing salt, pepper, sugar, silverware, napkin and straws on trays. You are responsible for getting the trays and ticket on the trays.

**8:45 a.m.**

Break (30 minutes punch in and out).

**9:15 a.m.**

Return to kitchen. Work in the dishroom at the clean end of the dishmachine. Retrieve dishes from the machine and place on appropriate racks and lowerators. Clean lowerators and dish racks or carts as needed before placing dishes in them. Return all rejects and soiled dishes, utensils and pans to the dirty end to be resoaked and rewashed. After dishes are completed, wash down the clean end of the dishmachine and wipe down counter top in pots and pans area. Empty sinks and clean out pots and pans area. Transport dishes, cups and trays to trayline area. Turn off the dishmachine. Clean and break down dishmachine and reset clean end.

**10:30 a.m.**

Check menu to see what bread item is on the menu for lunch. Gather whatever bread items it may be.

# 7 Aide

**11:00 a.m.**

Be prepared to start working on trayline in starter station. After trayline, clean and sanitize starter station and work area. All three levels of trayline cover all unused unwrapped silverware with plastic bags or saran wrap bins. Help clean pots and pans in sink. Load pots and pans into dishmachine.

**12:30 p.m.**

Lunch break ( 30 minutes)

**1:00 p.m.**

Return to dishroom. Bring down dirty carts from r1, r3, and r5 floors. Work in the dishroom breaking down trays and carts, remove all paper and plastic from each tray and stack in piles to be washed. After dishes are washed, help clean all of patient delivery carts. Dump trash and sweep and mop the hallway and elevators from the dishroom door to the compactor door, up to the kitchen door by the time clock. Clean large dumpsters and trash cans. Empty mop water, hang up brooms and mops. Clean and straighten up the mop room. Check for unlabeled spray bottles and turn into supervisor. Make certain cleaning assignments are complete before punching out.

**2:30 p.m.**

Punch out at time clock.

Cleaning assignments:

Thoroughly clean the pot and pan sinks, garbage disposal and shelves and legs. Clean table and drawers next to pot and pan sink. Clean tray storage racks including wheels, top and exterior of dishmachine. (no chemicals or miscellaneous items on top of dishmachine.) Floor drains in dish area are to be cleaned daily - do not leave open, cover while cleaning with empty milk cart or wet floor caution sign.

Cleaning assignments:

Sunday: completely empty the milk cooler and clean. Take to the dishroom and wash with all-purpose cleaner and water, wipe and dry. Clean and shine the exterior of the cooler.

Monday: receive and put up stock. If stock is not received by 11:00, notify the supervisor. Spot wash the walls in dishroom.



Tuesday: clean all walls in dishroom and south side of kitchen. Sweep and mop the office floors.

Wednesday: organize and wipe down all shelves in the cook's cooler. Clean walls and floors in the cook's cooler – pull out racks and clean under/behind. Clean and organize walk in freezer, assure that all boxes are straight and in the appropriate area. All boxes should be closed. Delime dish machine on Wednesday morning work with transporter – let machine run for a while approx. 30 minutes, then empty and rinse. Report to supervisor for additional cleaning duties.

Thursday: follow Monday instructions

Friday: organize and wipe down all shelves in the produce refrigerator. Clean walls and floors in produce walk in. Pull out racks and clean under and behind.

Saturday: clean shelf beneath cooking area – make sure no food spills are present. Replace all sheet pans holding spices. Empty utensil bins and send all utensils and bins through the dishmachine.

Thoroughly clean the pot and pan sinks, garbage disposal and shelves and legs. Clean table and drawers next to pot and pan sink. Clean tray storage racks including wheels, top and exterior of dishmachine. (no chemicals or miscellaneous items on top of dishmachine.) Floor drains in dish area are to be cleaned daily - do not leave open, cover while cleaning with empty milk cart or wet floor caution sign.

**POSITION DESCRIPTION**

**TITLE:** # 8 A.M. Infection Control - 6:00 a.m. - 2:30 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:****6:00 a.m.– 2:30 p.m.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

6:00 a.m.

Punch in at time clock. Report to work area in clean uniform. Check with cooks to get any items needed for menu. Set up sanitizer stations as required through kitchen. Make certain gloves are available at stations. Set up dishmachine on stock days check the order in.

**6:45 a.m.**

Load trays at breakfast and deliver breakfast carts to floors. Make certain 10 and 2 p.m. snacks are delivered with unit trays and stored properly on units in cooler or freezer as required. After line, clean work area including all three levels of trayline at checkers station. Stock all needed items i.e., tea bags, lemon, hot chocolate, coffee, filters, creamers, etc. So they are available in kitchen for restocking of trayline. Take out all trash in the kitchen. Sweep kitchen floor and spot mop. Mop area where cleaned tray carts are stored before their return to kitchen before going on break.

**8:45 a.m.**

Break (30 minutes punch in and out).

**9:15 a.m.**

Return to kitchen. Work in the dishroom at the clean end of the dishmachine. Retrieve dishes from the machine and place on appropriate racks and lowerators. Clean lowerators and dish racks or carts as needed before placing dishes in them. Return all rejects and soiled dishes, utensils and pans to the dirty end to be resoaked and rewashed. After dishes are completed, wash down the clean end of the dishmachine and wipe down counter top in pots and pans area. Empty sinks and clean out pots and pans area. Transport dishes, cups and trays to trayline area. Turn off the dishmachine. Clean and break down dishmachine and reset clean end.

**10:00 a.m.**

Check menu for lunch. Go to Off Ward Dining to set up steam tables with water and salad and dessert area with ice. Check to make sure you have everything for lunch, including condiments. Return to kitchen and prepare coffee and cold beverage (make sure to rotate the beverage). Check menu for milk and grab what is needed. Not everyone receives milk every day with meal. Gather your plates, bowls, trays, napkins, and plastic ware for lunch service. Begin to take your stuff to Off Ward Dining. You are to take up 2 tray carts with you. Set up the cold food area. Place your tray into their holder. Place plates and bowls on counter. Check to make sure you have enough plastic ware in place. Make sure you have everything you need for meal service. If you are unsure, check with the supervisor. Double check that the hot food is gather and the bread and garnish is on top of the Cambro #2 will bring the hot food up with them.

**11:00 a.m.**

During lunch service you will replenishing everything through out the meal service. Make sure the temperatures are taken and recorded. Keep an eye on the food level so that we don't run out. If you begin to run short, call the kitchen so they can dish more up. Then go to the kitchen to get it. After meal service clean Off Ward Dining, example: wipe down steam table, salad and dessert area. Take down the trash from lunch. Replenish the plastic ware, check the refrigerator for food items that need to label. Bring down the extra plates and trays. Empty the coffee and punch, clean the cart.

**12:30 p.m.**

Lunch break ( 30 minutes)

**1:00 p.m.**

Report to kitchen. Complete pulling of stock and cleaning assignments. Dump trash as needed. Wash all trash cans and dumpsters using Microquat and a long handled scrub brush. Assure that all trash is removed from the dishroom and kitchen area and is run through the compactor. Mop kitchen floors and coolers. Wipe down handsinks and mirrors above hand sinks. Assure soap and hand towel dispensers are full survey entire kitchen area assuring that all countertops are clean and that all areas are neat, clean, and orderly. Assure that all mops; brooms, and cleaning supplies are put away. All stock should be put away when possible prior to your departure. Assure that all buckets are empty of water. On stock days you don't have to mop the kitchen, but you still have to sweep and take out trash. Report to supervisor for additional cleaning duties.

**2:30 p.m.**

Punch out at time clock.



Cleaning assignments:

Sunday: completely empty the milk cooler and clean. Take to the dishroom and wash with all-purpose cleaner and water, wipe and dry. Clean and shine the exterior of the cooler.

Monday: receive and put up stock. If stock is not received by 11:00, notify the supervisor. Spot wash the walls in dishroom.

Tuesday: clean all walls in dishroom and south side of kitchen. Sweep and mop the office floors.

Wednesday: organize and wipe down all shelves in the cook's cooler. Clean walls and floors in the cook's cooler – pull out racks and clean under/behind. Clean and organize walk in freezer, assure that all boxes are straight and in the appropriate area. All boxes should be closed. Delime dish machine on Wednesday morning work with transporter – let machine run for a while approx. 30 minutes, then empty and rinse. Report to supervisor for additional cleaning duties.

Thursday: follow Monday instructions

Friday: organize and wipe down all shelves in the produce refrigerator. Clean walls and floors in produce walk in. Pull out racks and clean under and behind.

Saturday: clean shelf beneath cooking area – make sure no food spills are present. Replace all sheet pans holding spices. Empty utensil bins and send all utensils and bins through the dishmachine.

Thoroughly clean the pot and pan sinks, garbage disposal and shelves and legs. Clean table and drawers next to pot and pan sink. Clean tray storage racks including wheels, top and exterior of dishmachine. (no chemicals or miscellaneous items on top of dishmachine.) Floor drains in dish area are to be cleaned daily - do not leave open, cover while cleaning with empty milk cart or wet floor caution sign.

**POSITION DESCRIPTION**

**TITLE:** # 9 P.M. Salad/Dessert - 2:00 a.m. - 6:00 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:****2:00 p.m.– 6:00 p.m.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

1:00 p.m.

Punch in at time clock. Report to work area in clean uniform. Check dinner menu to see what you will be preparing. Assist cook when needed. Start Dinner prep for trayline. The rufor example if they run short on Off Ward Dining for salad or dessert will dish up more salad or dessert.

**1:30 p.m.**

Return to kitchen. Assist in the dishroom if needed. Finish any food production that was not completed by the a.m. person. Rebuild or make Jell-O par levels so product is ready for next day.

**2:45 p.m.**

Take inventory of all floor pantries and record on bulk stock sheet. This must be done daily and accurately for billing purposes.

**3:15 p.m.**

Check the following day's menu to determine if any thing is needed for breakfast make or portion as required. Also check lunch and dinner to see if anything needs to be baked, or frosted. Be sure to cover and label them. Store these items in the produce refrigerator. Prepare HS snacks that are delivered following dinner meal service. Plate needed Jell-O for daily line service and to meet pantry stock levels. Label, date and cover all items. Replace sheet pans in produce refrigerator. Check production sheet/ following day's menu for items needed to be prepared for breakfast service, such as grapefruit sections, prunes, etc. Completely clean and sanitize salad prep counters and sinks. Assure that counter and sanitize salad prep nourishment refrigerator is clean as well as the tables next to and across from the walk in refrigerators. These tables should be scrubbed with soapy water and use a green scrub pads on them. Do not forget to clean the edges of the table.

**4:00 p.m.**

Break (30 minutes)

**4:30 p.m.**

Check trays in Off Ward Dining. Make sure temperatures are being taken and recorded during dinner meal. Set up cold food area. Clean reach in refrigerator inside and out. Assure that no food particles are on the slats which hold the sheet pans. Polish the exterior of these refrigerators using stainless steel polish. Store leftovers in containers, label, date, and put in the walk in produce refrigerator. Wipe off and polish doors and handles on reach in refrigerators, walk in refrigerators #1 and #2 and both overflow ice cream freezers. Assure that the produce refrigerator is neat, clean, and orderly and that no items are out dated. Alert the p.m. supervisor of items that are outdated or will outdate the following day. Wipe spills or food particles off of the shelves in the produce refrigerator.

**5:30 p.m.**

Return to the kitchen. Deliver snacks to the units. Make sure to take the snack sheets with you to have nursing sign as you deliver. Also post menus on all floors including Off Ward Dining.

**6:00 p.m.**

Punch out at time clock.

Cleaning assignments:

Talk to your supervisor

**POSITION DESCRIPTION**

**TITLE:** # 10 P.M. Aide - 1:00 p.m. - 6:00 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:****1:00 P.M. – 6:00 P.M.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

**1:00 p.m.**

Punch in at time clock. Report to work area in clean uniform. First, always check the lunch menu. Go to Off Ward Dining to set up the steamtable, salad and dessert area. Make sure you have everything needed for the lunch meal, including condiments. When Off Ward Dining set up is completed, go to the kitchen and start preparing coffee and beverage. (Make sure to always rotate the beverage.) Obtain enough milk for lunch. Then set up the upstairs beverage station. Make sure you check the menu before getting the milk, not all patients receive milk. Gather all items needed for that meal service. If you are not sure, always check with the supervisor. Double check that the hot food is gathered.

Replenish everything through out the meal service. Make sure temperatures are taken and recorded through out the meal. If you run short on any food, page the kitchen so they can start dishing up the food. Maintain the food level in Off Ward Dining so we can make sure we never run out of food. Try to replace before we run out. After the meal service, clean up Off Ward Dining. For example wipe down the steamtable, salad and dessert area. Make sure to remove the garbage. In the dishroom you are responsible for breaking down the salad and dessert cart. You are responsible for the dishes.

**4:00 p.m.** Break 15 minutes

**4:15 p.m.**

On stock days you will put away stock. Also responsible for mopping the kitchen floor. The other days start cleaning projects. Every day do the pull cart for the next day. After that, start getting ready for the dinner meal. Need to prepare the coffee and beverage. Gather all items needed for that meal service. Set up the steamtable, salad and dessert area. Make sure you have plenty of milk.

**5:00 p.m.**

Before the meal service, make sure the hot food is gathered and the cambro has the bread and garnish on it. Take up the cambro for the dinner meal service. During the meal service, restock everything. If you run short on salad/dessert, page the kitchen. Maintain the levels of food to can replace before running out. After the meal clean up the Off Ward Dining kitchen. During the meal service make sure temperatures are taken and recorded. Always clean out the refrigerator, only leave appropriate items.



When the salad and dessert cart is returned to the kitchen, make sure to break it down before leaving. Make sure to remove the garbage.

**6:00 p.m.**

Check with supervisor to make sure nothing else is to be done. Punch out.



**TITLE:** # 11 p.m. Starter – 4:00 p.m. – 7:30 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:**

**4:00 - 7:30 P.M.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

**4:00 p.m.**

Punch in at time clock. Report to work area in clean uniform. Prepare patient preference tray for dinner. Turn on cold counter on trayline. Prepare thickened liquids for dinner service and for the next day and deliver to trayline. The next day thickened liquids are labeled and placed in the nourishment refrigerator. Prepare each resident's liquids individually and to the correct thickness. Gather needed adaptable equipment for trayline. Make certain all items needed for trayline are available, salt, pepper, Mrs. Dash, napkins, plastic silverware, etc.

**4:30 p.m.**

Set up beverage station assuring that all needed items are available on the trayline.

**4:45 p.m.**

Report to trayline at starter station. Set up patient preference tray on trayline. Place plastic silverware, napkins, condiments, puddings, patient preference items on patient trays. Also fill milk cooler to pass milk out on trays. Make sure to empty out milk cooler after the trayline. If the milk cooler needs to be wiped out, clean and sanitize it following the line service. Clean and sanitize the starter station after trayline. Make sure all bins are covered with plastic bags. Completely restock starter station with all needed items for next day breakfast service. Clean cold food surface and trayline in front of starter station, and then assist in washing pots and pans. Make sure you clean scraping table and troughs before going on break. Also clean three compartment sinks.

**6:15 p.m.**

Report to dishroom. Work at clean end of dishmachine to retrieve clean dishes, etc. from the dish conveyor belt and place on appropriate rack/holder. Clean all racks/holders previous to placing items in/on them. Return all soiled dishes, utensils, and pans to the dirty end to be resoaked and rewashed. Dry all clean resident tray carts. No water spots should be present. Clean and polish the clean end of the dishmachine. Empty and clean countertops, drawer, and upper/lower shelves in pot/pan area. Pot/pan sinks and countertops should be neat, clean and orderly – no rags, cleaning products or dishes/glasses should be present. All items must be properly stored and clean before being put away, when storing pots and pans make certain they are dry & clean before returning to pot and pan racks. Deliver all cooks utensils to the cook's area, place in appropriate bin/drawer.

**7:30 p.m.**

Check out with supervisor and punch out.

**POSITION DESCRIPTION**

**TITLE:** # 12 P.M. Vegetables - 4:00 p.m. - 7:30 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:****4:00–7:30 P.M.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

**4:00 p.m.**

Punch in at time clock. Report to work area in clean uniform. Prepare patient preference tray for dinner. Turn on cold counter on trayline. Prepare thickened liquids for dinner service and for the next day and deliver to trayline. The next day thickened liquids are labeled and placed in the nourishment refrigerator. Prepare each resident's liquids individually and to the correct thickness. Gather needed adaptable equipment for trayline. Make certain all items needed for trayline are available, salt, pepper, Mrs. Dash, napkins, plastic silverware, etc.

**4:30 p.m.**

Set up beverage station assuring that all needed items are available on the trayline.

**4:45 p.m.**

Report to trayline at starter station. Set up patient preference tray on trayline. Place plastic silverware, napkins, condiments, puddings, patient preference items on patient trays. Also fill milk cooler to pass milk out on trays. Make sure to empty out milk cooler after the trayline. If the milk cooler needs to be wiped out, clean and sanitize it following the line service. Clean and sanitize the starter station after trayline. Make sure all bins are covered with plastic bags. Completely restock starter station with all needed items for next day breakfast service. Clean cold food surface and trayline in front of starter station, and then assist in washing pots and pans. Make sure you clean scraping table and troughs before going on break. Also clean three compartment sinks.

**6:15 p.m.**

Report to dishroom. Work at clean end of dishmachine to retrieve clean dishes, etc. from the dish conveyor belt and place on appropriate rack/holder. Clean all racks/holders previous to placing items in/on them. Return all soiled dishes, utensils, and pans to the dirty end to be resoaked and rewashed. Dry all clean resident tray carts. No water spots should be present. Clean and polish the clean end of the dishmachine. Empty and clean countertops, drawer, and upper/lower shelves in pot/pan area.



Pot/pan sinks and countertops should be neat, clean and orderly – no rags, cleaning products or dishes/glasses should be present. All items must be properly stored and clean before being put away, when storing pots and pans make certain they are dry & clean before returning to pot and pan racks. Deliver all cooks utensils to the cook's area, place in appropriate bin/drawer.

**7:30 p.m.**

Check out with supervisor and punch out.

**Daily Cleaning Assignment**

Clean and polish top shelf of trayline. Clean and polish walk-in refrigerators #1 and #2 doors. Clean edges and polish. Clean dirty end of machine inside and out. Hose down and clean the inside of the machine, the tanks, the baskets and the screens (making sure the handles do not get broken). No items are to be left stored or left on top of machine. Make certain janitors closet is left neat, clean, and orderly.

**POSITION DESCRIPTION**

**TITLE:** # 13 P.M. Vegetables - 4:00 p.m. - 7:30 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:****4:00–7:30 P.M.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

**4:00 p.m.**

Punch in at time clock. Report to work area in clean uniform. Check to see if tonight's garnish were prepared and if not informs the supervisor. Then start prepping next day garnishes for breakfast and dinner meal. If not available inform supervisors. If any time available assist other coworkers.

**4:45 p.m.**

Report to trayline at steamtable, assist with set up of vegetables/puree hot food trayline station. Gather appropriate utensils to assure proper portioning per menu. Work on trayline; serve hot vegetables, pureed food and garnishes. After trayline, turn off steamtable; clean steamtable right side (4-wells) of the trayline, in front of station. Clean microwave inside and out. Clean up all three levels of trayline area in work area. Take soiled pots and pans to pot and pan area. Remove food from pots and pans and soak the items that are difficult to clean and wash.

**6:30 p.m.**

Report to dishroom. Work the "dirty" end; finish loading the pots, pans and dishes into the conveyor of the dishmachine. Completely rinse bowls when used for soup as well as mugs used for thickened liquids previous to placing them on the conveyor belt. Assure no paper items are put into the dishmachine. Clean dirty end of machine inside and out. Hose down and clean the inside of the machine, the tanks, the baskets and the screens (making sure the handles do not get broken). Sweep dishroom floor, spray with Microquat and water. Squeegee and mop entire dishroom and around dishmachine then break the table down. Rinse out trash cans and leave on table upside down to drain.

**7:30 p.m.**

Check out with supervisor and punch out.



### **DAILY CLEANING ASSIGNMENT**

Clean and polish top shelf of trayline. Clean and polish walk in refrigerators #1 & #2 doors. Clean edges and polish. Clean dirty end of machine inside and out. Hose down and clean the inside of the machine, the tanks, the baskets and the screens (making sure the handles do not get broken). No items are to be left stored or left on top of machine. Make certain janitors closet is left neat, clean, and orderly.

**POSITION DESCRIPTION**

**TITLE:** # 14 P.M. Porter/Transporter - 4:00 p.m. - 7:30 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:****4:00–7:30 P.M.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

**4:00 p.m.**

Punch in at time clock. Report to work area in clean uniform. Check menu for bread items that need to be done for the meal, set-up and fill dishmachine for dinner. Setup pot sinks and start washing pots and pans. Assist where needed with trayline setup.

**5:00 p.m.**

Assist with trayline loading of trays and transporting carts, take up doctor's tray and help out where needed. When storing pots and pans make certain they are dry and clean before returning them to pots and pans racks.

**6:30 p.m.**

Report to kitchen. Pick up all tray carts from floors and report to dishroom. Work as a scraper scraping and unloading. "pick" the reusable dishes and silverware off of the trays before they are dumped. Be certain all equipment is recovered, dump trash, including the small bucket by hand washing sink. Sweep and mop hallway from the cooks door to compactor and sweep and mop elevators nightly.

**7:30 p.m.**

Check out with supervisor and punch out.

**DAILY CLEANING ASSIGNMENT**

Overflow refrigerator walls, floor, racks, chemical room and store items, mop buckets, right side of scraping table, tray storage racks, dishroom trash cans, floor drains.

**POSITION DESCRIPTION**

**TITLE:** # 15 P.M. Porter/Transporter - 4:00 p.m. - 7:30 p.m.

**REPORTS TO:** Supervisor

**WORK PERFORMED:****4:00–7:30 P.M.**

In addition to the duties described below this position is to include any additional duties determined necessary by management. It is required and expected that employees are dressed in clean uniforms and ready to work when punching in. Food safety, proper sanitation, and HACCP standard guidelines are to be followed by all employees at all times. Such as changing gloves and washing hands frequently or as needed and keeping critical food temperatures within safe ranges. Label, date and store properly all product as prepared in addition to the duties.

**4:00 p.m.**

Punch in at time clock. Report to work area in clean uniform. Work with cook and #10 to get setup for dinner on Off Ward Dining. Gather utensils, bread and other items together for Off Ward Dining, take food up for serving. Also bring up 2-tray return carts to Off Ward Dining before meal service.

**5:00 p.m.**

Serve dinner meal on off ward dining. After serving assist with cleaning of Off Ward Dining, bring down garbage. On Monday and Thursday clean the refrigerator on Off Ward Dining. Come downstairs and bring 2-carts with you. Work in the dishroom, empty Cambro wash and put pots and pans away.

**6:30 p.m.**

Report to kitchen. Sweep and mop kitchen area, coolers, and take out all garbage. Remember to check the gray bins in the back hallway for garbage. Always clean gray bins out after emptying. Before leaving make sure to stock Off Ward Dining with plasticware, napkins, yogurt, juices and other condiments nightly.

**7:30 p.m.**

Check out with supervisor punch out.

**DAILY CLEANING ASSIGNMENTS**

Check with supervisor



**JOB REQUIREMENTS AND SPECIFICATIONS**

**TITLE:** Cook

**EDUCATION/DEGREE/TRAINING:**

Equivalent to a high school education, some prior cooking knowledge helpful.

**EXPERIENCE/JOB KNOWLEDGE:**

Previous food service experience helpful. Ability to follow verbal and written instruction. Prior institutional or restaurant experience preferred.

**MOTOR SKILLS:**

Able to grasp items and place on food tray or pick up items, placing them on a food tray or to place in designated storage area. Must be able to read and comprehend written recipes, tray line tickets, job descriptions, etc.

**SPECIAL DEMANDS:**

Ability to communicate with staff, residents and visitors. Ability to work in close proximity with other employees. Ability to work with tight production schedules. Robust good health is required because position requires a reliable employee. Ability to perform simple arithmetic calculations.

**PHYSICAL DEMANDS:**

Ability to push/or lift items that may weigh 50#s. Ability for forward reaching and frequent bending. Ability to work in standing position for extended periods of time.

**WORKING ENVIRONMENT:**

Ability to work in a warm environment. Must be able to work on a trayline that may include moist heat.

**SUPERVISORY/FUNCTIONAL RELATIONSHIPS:**

Ability to follow verbal instructions of managers, production manager and/or unit director.



**JOB REQUIREMENTS AND SPECIFICATIONS**

**TITLE:** Dietary Aide

**EDUCATION/DEGREE/TRAINING:**

Equivalent to a high school education.

**EXPERIENCE/JOB KNOWLEDGE:**

Previous food service experience helpful. Ability to follow verbal and written instruction.

**MOTOR SKILLS:**

Able to grasp items and place on food tray or pick up items, placing them on a food tray or to place in designated storage area. Must be able to read and comprehend written recipes, tray line tickets, job descriptions, etc.

**SPECIAL DEMANDS:**

Ability to communicate with staff, residents and visitors. Ability to work in close proximity with other employees.

**PHYSICAL DEMANDS:**

Ability to push or lift items that may weigh 30#s. Ability for forward reaching and frequent bending. Ability to work in a standing position for extended periods of time.

**WORKING ENVIRONMENT:**

Ability to work in a warm environment. Must be able to work on a trayline that may include moist heat.



## STAFFING REQUIREMENTS

### 4.303 - B - Staffing Computation

The following computation of the staffing requirement and difference for each patient census level of the sliding price scale has been zero based. Census levels are noted as follows:

- 120 - 129
- 130 - 139
- 140 - 149
- 150 - 159
- 160 - 169
- 170 - 179
- 180 - 189
- 190 - 199
- 200 - 209
- 210 - 219
- 220 - 229
- 230 - 239
- 240 - 249
- 250 - and above



## ORGANIZATIONAL STRUCTURE

### 4.303 - B – Management Staffing

2. In section 4.303, C, 1 we have included a complete staffing pattern/master schedule for hourly associates. In this section we have included master Supervisory staffing schedules. They will be in place based upon a census of:

Chart 1: 120-149 patients

Chart 2: 150-169 patients

Chart 3: 170-250 patients

Please note, the staffing pattern/master schedule for supervisory coverage varies based upon census level. This coverage is further outlined in the supervisory schedule.

### 4.303 - B – Authority of the Food Service Manager

3. The on-site Food Service Manager or Director, a Registered Dietitian, will report directly to the Chief Dietitian/Contract Administrator, the Hospital's appointed liaison responsible for the Dietary Department. The Director will abide by all Hospital policies, procedures, rules and regulations. The enclosed job description for the Director's position delineates the responsibilities of the position. The authority of the Food Service Director will be all encompassing, and under the control of the Administrative liaison. The On-Site Manager, (resume included as required), will spend full time (minimum 40 hours per week) in the management of the Department. Her office will be located in the Walter Reuther Hospital facility.

The HDS Services *Management Team* which functions out of the general office in Farmington Hills, operates in **support** capacity. Its role is to provide the administrative liaison with recommended objectives and action plans which are carried out by our on-site Food Service Director and the dietary staff. **All** actions carried out by the Food Service Director must meet the approval of the contract administrator.

The on-site Food Service Director works in cooperation with the HDS Support Team on all matters and specifically relies on their support in the following areas:

1. Establishment of Department objectives.
2. Establishment of Department Action Plan.
3. Specific feasibility studies relating to matters such as staffing, systems, quality assurance, financial performance, employee morales, productivity, etc.



4. Purchasing Program for food and supplies.
5. In-service Programs, (**WE CARE**).
6. Service tools related to quality assurance.
7. Service tools related to menus, production standards (recipes), production controls, etc.
8. Personnel policies related to the management of the union agreement, negotiations of union contract terms, managing employee grievances through the entire process, and all payroll related functions.
9. Handling the payment of all vendor invoices.
10. Providing the on-site Director with a detailed financial performance report on a monthly basis.
11. Providing an influx of new ideas related to dietary services and systems.
12. Provides direct support in the care of a major special function, employees strike, disaster, etc.
13. Wages and salary administration related to non-union on-site dietary personnel, exclusive of dietary staff on the payroll of the Hospital.
14. Performance reviews of the on-site management team.
15. Management coverage of the department in the case of abnormal absences.
16. Evaluates supervisors on an annual basis.

It is important to note that administration will have input into all of the above support areas and that all support functions are subject to administrative approval.

The specific matters which the on-site director is required to refer to the Home Office for decision and approval are:

- Vendor change
- Insurance matters
- Payroll matters
- Union agreement management interpretation
- Annual financial plan

All other dietary related matters require and receive the involvement of administration for input, discussion and decision.

The only time that the on-site director will be replaced on a full time basis would be in the case of a long term illness, transfer, or termination. HDS policy dictates that vacation is to be taken in one or two week periods, which do not require **full time** replacement just as is the case with other department heads at Walter P. Reuther Psychiatric Hospital. Periodic coverage and frequent surveillance during vacation periods is required by HDS support personnel. During vacation periods, management authority is designated to an on-site individual rather than Home Office support personnel, whose role is just that, **support**.

**4.303 B, 3, 5 and 6 – Supervisory Absence Coverage and Organizational**

The Food Production Manager/Food Service Supervisor assumes responsibility for the smooth operation of the department in the Food Service Director's absence.

When both the Food Service Director and the Production Manager are absent, the A.M. Supervisor is responsible until the end of his/her shift; and the P.M. Supervisor is responsible after the A.M. Supervisor is off duty, until the end of his/her shift.

At a staffing level where a Production Manager is not specified and the Food Service Director is absent, the A.M. Supervisor is responsible until the end of his/her shift; and the P.M. Supervisor is responsible after the A.M. Supervisor is off duty, until the end of his/her shift.

If a problem or emergency arises wherein additional help is needed during the absence of either the Food Service Director or Production Manager, the responsible supervisor will contact, in the following order:

- Food Service Director
- Production Manager
- HDS Regional Director (in matters of equipment failure, operational emergencies)
- HDS Regional Vice President (in cases of problems or questions concerning operations)

The Food Service Director will have full authority in administering the contract. Any deviations from said contract will be referred to the "Home Office" should the Director not feel qualified to arrive at a decision.

The on-site team reports to Linda Tieng, MS, RD, LD, Regional Director of Operations. A complete HDS organizational chart can be found in Section 4.303-A.

**OPERATIONAL**

**4.303 – C, 1 – Staffing Pattern** for schedule for the department.

Times for positions are identified by position:

Position #	Schedule
#1	5:30 am - 2:00 pm
#2	10:00 am - 6:30 pm
#3	6:00 am - 2:30 pm
#4	6:00 am - 2:30 pm
#5	6:00 am - 2:30 pm
#6	6:00 am - 2:30 pm
#7	6:00 am - 2:30 pm
#8	6:00 am - 2:30 pm Monday and Thursday 5:30 am - 2:00 pm
#9	2:00 pm - 6:00 pm
#10	1:00 pm - 6:30 pm
#11	4:00 pm - 7:30 pm
#12	4:00 pm - 7:30 pm
#13	4:00 pm - 7:30 pm
#14	4:00 pm - 7:30 pm
#15	4:00 pm - 7:30 pm

**4.303 C, 2 – Phase-In Plan***MANAGEMENT TEAM*

- > It is our intention to retain an experienced and qualified Director of Food Service at Walter P. Reuther Psychiatric Hospital. The position of Food Service Director will be filled by a candidate with previous experience with HDS Services and Walter P. Reuther Psychiatric Hospital. The supervision positions will be filled by HDS Services candidates, or local applicants as deemed appropriate by the facility and the HDS Services management team. Resumes for these positions are also included.

The Food Service Manager candidate is a Registered Dietitian who has experience in food service management in a health care facility, specifically a long term care geriatric program. She has experience with labor unions.

The Supervisor Candidates have extensive experience in long term care food service supervision with certification as Dietary Managers.

Documents verifying these qualifications will be provided to the Hospital prior to hiring.

It is our intention to staff the facility with a management team currently employed by HDS Services. Curricula Vitae for the above candidates have been included to provide further confirmation of the qualifications of the proposed management team.

Because we are a local management company, HDS Services has the ability to fill positions locally from a number of well trained candidates in other HDS Services positions.

It is understood that direct first-line supervision will be provided by HDS Services during the hours that the kitchen is opened.

*PROGRAM TRANSITION*

- > As you can appreciate, it is HDS Services' desire to be selected to continue to manage the Dietary Department at Walter P. Reuther Psychiatric Hospital. We believe it is important to document exactly how we would implement services consistent with the commencement of our management service. Please note, since HDS Services is the incumbent firm, the transition process to the new contract will be smooth.

With a highly qualified management team on-site and with the input of the locally based Home Office staff, smooth phase-in will be accomplished. Hourly employees will be retained consistent with the labor union contract.



Any newly hired individuals will be thoroughly oriented and trained by the on-site management staff. Present job descriptions and routines will be reviewed during the 30 day period after the contract is awarded, any necessary changes will be made at that time.

Any new vendors will be approved and notified of delivery schedules prior to any contract initiation. Since HDS Services has existing relationships with vendors previously approved for service to Walter P. Reuther Psychiatric Hospital and other state facilities, the continuation of service would be very smooth.

Discussions with labor union representatives would also be initiated upon award of contract as discussed in the labor section of this proposal. We currently enjoy a positive working relationship with the Labor Union.

An opening team of support professionals for the HDS Services Home Office would be assigned for active participation during the period prior to program initiation and directly following the date of start-up. This team would be comprised of Operations Specialists, Director of Purchasing, Regional Director of Operations, Consulting Dietitian and Personnel Manager.

As part of our opening transition plan, Linda Tieng, MS, RD, LD, would remain involved as the Regional Director of Operations throughout the term of the contract. The Director, Janice Dunlap, will continue to receive support from Ms. Tieng and Sue Lantzsch, RD. Ms. Lantzsch is very experienced and familiar with the facility=s needs.

An Action (Phase-In) Plan follows in this section.

Even before implementation of the scheduled Opening Plan, HDS Services will schedule a Transition Meeting. Our recommendation is that this meeting, which would include Walter P. Reuther Psychiatric Hospital's administrative team, be scheduled as quickly as possible after your decision to award the food service contract. The purpose of this meeting is:

- reintroduce HDS Services' local regional personnel
- introduce HDS' assigned Food Service Director
- discuss the HDS Purchasing Program
- conduct a detailed review of the scheduled opening activities incorporating Administration's own desired priority ranking
- discuss any hourly staff/payroll issues
- conduct a detailed review of the Action Plan, again incorporating Administration's own priority ranking



HDS Services understands the importance of a smooth transition, from one contract period to the next, as well as an appreciation to minimize any difficulties which may impact the patients and/or the staff at Walter P. Reuther Psychiatric Hospital.

The re-opening of Walter P. Reuther Psychiatric Hospital involves the following corporate staff: Regional Vice President of Operations, Regional Directors of Operations, Dining Services Specialist and Director of Purchasing. The opening Action Plan involves dividing up the workload and responsibilities between the entire opening team based upon each members' specialties. These individuals will be on site at Walter P. Reuther Psychiatric Hospital at different time periods during the course of 4-6 weeks.

Their responsibilities and accomplishments will be coordinated by John King, acting as the Regional Vice President of Operations. Each opening team member will be required to report their progress and any additional findings directly to Administration. During and after this formal six week transition period, the Regional Director will decide if additional support is needed from the opening team based upon the initial progress that is made.

Linda Tieng, MS, RD, LD, Regional Director of Operations, would coordinate the transition team in order to ensure the smoothest transition. She would remain involved throughout the tenure of the contract.

The goal of the opening team is to efficiently implement basic operating systems that will allow the assigned management team to effectively do their respective jobs. Further, the opening team will be responsible for the consistent training of supervisory and hourly employees to HDS Services' standards and systems.

The following Opening Plan Schedule highlights only the major tasks that need to be accomplished prior to and during the initial opening phase.

**4.303 C, 3 – Program Development**

During the 30 days after the award of the contract, HDS Services will interview and hire qualified individuals required to complete the staffing pattern as delineated in the proposal.

Conventional scratch cooking methods with the use of some prepared products where deemed efficient and of optimum quality will be utilized to produce meals in the central kitchen facilitated by pretested HDS Services standardized recipes. Individual meals for patients will be portioned via the trayline into insulated trays and delivered to the wards by food service staff. Once the carts have arrived on the wards, the Walter P. Reuther Psychiatric Hospital staff will deliver the insulated trays to each patient. Trays will be removed from the dining areas and rooms on the wards onto food service delivery carts by Walter P. Reuther Psychiatric Hospital employees. Food service employees will retrieve the used trays and deliver them to the central kitchen area for washing.

*Regular and Modified Diets*

Special diets and nourishments will be prepared in the central kitchen. When specific modified diets call for it, commercially manufactured meal items (prepackaged/ portioned, etc.) may be utilized through heating only, and thereby could not be considered as "scratch cooking."

Diet orders will be picked up from the nursing station in all six units by the late supervisor. A note is written in the patient chart acknowledging the order, with the time and date that this diet change is being picked up.

Diet orders will be picked up between the hours of 1:30 p.m. - 3:00 p.m. daily. All routine diet orders shall be processed prior to the night meal. Orders requiring immediate processing shall be immediately processed as needed.

Diet processing will include

- Tray identification forms with name, diet order, and bed numbers. These accompany the tray to the ward and are not returned to the kitchen. These are completed by the State Dietitians.
- This tray card/ticket contains in addition to the patient name, diet, and room, information such as food patterns when necessary, food preferences, diet modifications and adaptive feeding equipment. All tray tickets are printed by HDS staff.
- Nourishment requests will be processed and specific labels for specified patients done. These labels are to include patient's name, room and bed number, time of nourishment and date of nourishment.



Sample policies for Resident Meal Service Hours, Food Preparation/Temperatures, Trayline Temperature Record, Trayline Delivery System and Isolation Trays are provided for review. Policies will be in place to maintain standards in all aspects of the meal delivery system.

Procedures/Definitions:

1. Computerized Diet Tickets: These are generated from the State computer. The tickets identify a patient, diet, menu pattern, items/amounts and provides patient food preference information. Individual tray tickets are produced for patients for each of the days of the menu cycle, three meals per day--breakfast, lunch and dinner.
2. Groupings for Delivery: Diet tickets are sorted and grouped by diet type and by tray delivery carts. These tickets are used in meal tray production, for tray identification and production and are not re-usable.
3. Processing of diet orders/changes: The P.M. trayline manager picks up diet orders from six units and acknowledges such orders on the patient chart. The manager provides diet changes for the State clerk who inputs changes into the computer before 3 p.m. Tray tickets for the next day are then generated.
4. Nourishment information labels: Nourishment changes are inputted into the computer system in the same manner as changes/orders for meal tickets are done. This information is printed daily for the following day on labels to be used in tagging food items.

Included in this system will be the printing of Tray ID Slips (Diet Tickets) by individualized patient menu. The Tray ID Slips include patient name, room number, diet and food preferences. Samples are included in the Appendix. Nourishments will be handled by the use of the same system which will print the labels for each nourishment including; patient name, room number, diet, delivery time (10:00 AM, 2:00 PM, H.S.). All isolation trays will be provided according to facility requirements.

Please note sample policies and procedures follow in this section.

*Nourishments*

Specific to nourishments, they will be delivered as noted previously. In addition, floor pantries will be stocked with crackers, juices, and specified items. The Contract Coordinator will specify the amount and kind of product to be supplied in the nourishment program.

*Emergency Conditions*

Through 30 years of serving health care facilities, there has not been a single emergency instance when patient meal service has failed. Meal services have been provided during labor disruption and blizzards, without sufficient steam, power, and/or heat.



Further compounding such emergencies have been the addition of feeding requirements such as for National Guard personnel and adapting to round-the-clock demands. With the depth of HDS Services management/supervisory personnel in Michigan, as well as the close proximity of many HDS Services management facilities, sufficient manpower and production sites can be brought forth to respond to any type emergency in patient meal production/service.

#### *Special Functions*

Special functions will be handled through the proposed staff. If additional staff are needed, the requirements will be discussed with Administration prior to the event. Existing HDS Services forms will be utilized to plan, coordinate, approve and administer all special functions. The policy and procedure will include a C.Q.I. Program which has a mechanism whereby the function will be monitored by the management staff and reported to the C.Q.I. Committee. Special functions will be prepared in a timely manner.

In addition, HDS Services will conduct a minimum of one special theme meal each month for all residents of the facility. These will be coordinated by the management staff and include a variety of meals by ethnic background. The HDS Services **MEALS, MOTIFS & MORE...** program will be used to plan these meals.

Specific diets will be planned utilizing the menu served. All procedures outlined in the RFI will be observed.

#### **4.303 C, 3 – Policies and Procedures**

The following policies and procedures are examples of those used within the department.



**ISSUE DATE:** October 2005

**REVISION DATE:**

**TOPIC:** Trayline Delivery System

**PURPOSE :** To assure patients of well-heated and well-chilled food items on their meal trays delivered in a timely manner.

**TEXT:** Walter Reuther=s Food Service Department utilizes Cambro System for food service to its patients.

It is the responsibility of the supervisors to assure that all trayline components are in working order prior to each meal service. There are seven (7) employees assigned to work on the trayline.

**Starter:** Places tray, menu, silverware, adaptive equipment, condiments, special request food items not necessarily on the menu for the day.

**Salad/Dessert:** Places all salads, desserts and anything called for on the menu, special or otherwise classified as a salad or dessert.

**Hot:** Entrees

**Hot:** Vegetables, starches, garnishes.

**Supervisor:** Checks menu, places margarine.

**Loader/  
Transportation:** Covers tray, places in cart and delivers to units.

Nursing personnel pass out meal trays and collect them after the meal service in the dining room. The diet aides pick up the soiled carts from the units and return them to the department.

**ISSUE DATE:** October 2005**REVISION DATE:****TOPIC:** Trayline Delivery System

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**Dishwashing:**

As carts are returned to the dishroom, two (2) associates break down trays, including racking glasses, cups, pre-soaking silverware, scraping and stacking plates and stacking trays. The next person feeds the assembled racks into the dishmachine. At the clean end of the machine, one associate un-racks the machine and places clean tableware in lowerators. Clean trays are placed in proper stands or lowerators.

Dishroom personnel are responsible for returning the clean dishes and utensils to the area where they will be used. Tray carts are wiped off inside and out with germicidal solution after each meal. The carts are cleaned after every meal.

A dishmachine temperature log is maintained to document that temperatures meet established standards.



**P/P CLASSIFICATION:** Patient/Resident Meal Service

**ISSUE DATE:** October 2005

**REVISION DATE:**

**TOPIC:** Meal Service Hours (Patient)

**PURPOSE :** To establish and maintain standard procedures for the provision of meals, between-meal feedings and enteral feedings to patients. No more than 14 hours will elapse between the serving of the evening meal and the next substantial meal for patients who are on oral intake and do not have specific dietary needs.

**TEXT:** The Food and Nutrition Department is aware at all times of the patient=s personal nutritional needs, and provides effective and efficient service to meet those needs.

The schedule of patient meals and order of service for each floor/unit is listed below:

Floor:            Breakfast:            Lunch:            Dinner:

Refer to the state guidelines and implement as appropriate. Customize to reflect the facility.

1. The time period between dinner and breakfast is no more than 14 hours.
2. Nutrition Services is responsible for the delivery of carts to each unit. Nursing staff pass and collect soiled trays thereafter.
3. The soiled trays are placed in the tray cart on the floor and returned to the dishroom by the Nutrition Services Utility Associate.
4. To expedite delivery, Nutrition Services uses an exclusive elevator for delivery service.
5. Nourishments are delivered for 10:00 a.m., 3:00 p.m. and 8:00 p.m. by Nutrition Service associates. They are placed in the patients= unit refrigerator and delivered to the patients by Nursing.

**P/P CLASSIFICATION:** Patient/Resident Meal Service**ISSUE DATE:** October 2005**REVISION DATE:****TOPIC:** Food Preparation/Temperatures**PURPOSE** To achieve consistent high quality food service.

:

**TEXT:** The Food and Nutrition Department maintains a production routine in which all applicable associates are fully trained.

1. A daily production sheet is filled out by the chef/production manager. This includes a Ahot@ and Acold@ production sheet with amounts to prepare, amounts prepared, amounts leftover and the recipe number. The cold food sheet is the responsibility of the salad/dessert person. All hot food is prepared by the cook. Supervision of production falls under the production manager. Production sheets are retained for a cycle for reference.
2. Maintenance of food temperatures: After food is produced according to recipe and correct amount, it is maintained as follows:
  - a. Hot food in serving pans/bulk etc., is maintained in serving wells, the ovens, steamers or the top of the range.
  - b. Temperatures of hot foods are checked with a food thermometer when food is taken to the serving lines and the temperatures recorded on the log.

**Acceptable Temperatures:**

- A. Hot entrees, vegetables, hot cereal and pureed food in bulk should be between 150 - 185F.
- B. Hot beverages are to be between 140 - 160F.
- C. Puddings, salads, dairy products, meat/egg sandwiches should be no less than 33F or greater than 40F.
- D. Hot items should be at 140F or greater, cold items at 40F or less.

**P/P CLASSIFICATION:** Patient/Resident Meal Service**ISSUE DATE:** October 2005**REVISION DATE:****TOPIC:** Trayline Temperature Record**PURPOSE** : To ensure that all food items meet temperature standards at service time and to provide documentation that food temperatures are being monitored.**TEXT:** It is the policy of the Food Service Department to monitor food temperatures on the patient trayline.

1. The beginning temperature will be taken of all food items within ten minutes prior to the beginning of meal service.
2. Middle temperatures will be taken 45 minutes after meal service has begun.
3. All temperatures will be documented on a trayline temperature record.
4. Any item not meeting temperature standards will be re-heated or cooled before service continues.
5. Any corrective action will be documented on the trayline temperature record.
6. The trayline supervisor will take and record beginning temperatures, and take corrective action for cold foods. The cook will do the same for hot foods.
7. The production manager or relief will take and record middle temperatures, and take corrective actions as necessary.
8. Sample form is attached.



**P/P CLASSIFICATION:** Patient/Resident Meal Service

**ISSUE DATE:** October 2005

**REVISION DATE:**

**TOPIC:** Isolation Trays

**PURPOSE** : To follow the approved infection control procedure in the handling of isolation trays.

**TEXT:** The following steps are set by the Walter Reuther Infection Control Committee as necessary and are to be followed when a patient/resident is deemed on isolation.

Step

- |   |   |
|---|---|
| 1. Serve food in disposable containers. | The isolation tray will be sent to the patient with all disposable products.  |
| 2. Nursing disposal of tray.            | The disposable tray and its contents are to be placed in red plastic bags before removal from the patient=s room. These are to be disposed of from the floor and are not to be returned to the kitchen. |
| 3. Returned isolation trays.            | If a bagged disposable isolation tray is returned to the kitchen in error, it <u>must not be opened</u> . It must be disposed of in the trash compactor.  |
| 4. Follow precautions.                  | If an unbagged disposable tray (used) is returned to the kitchen, the unit from which it came from must be notified and precautions advised by the Nursing unit are to be followed.                     |

**4.303 C, 4 – Emergency Conditions**

In the event of an emergency, HDS Services will provide service from the over 50 other facilities served by HDS in the metropolitan Detroit area. The following detail will be addressed:

> ***Disaster***

As a standard, HDS Services has, as part of the department disaster plan, a patient disaster menu program. A complete up-to-date disaster plan is a requirement of the State Health Department, the Joint Commission on Accreditation of Healthcare Organizations, and the American Osteopathic Hospital Association. Dietary plans will be developed in conjunction with Administration.

The disaster menu will provide all of the minimum daily requirements for each of the patients and offer as much variety as food storage, equipment availability, and product procurement would allow. It will be planned with items that would normally be stocked and maintained, and that could be served with a minimum of preparation, or use of energy consuming equipment.

The menu will also have a complete set of procedural instructions to accompany it, such as:

- Where to procure a fresh water supply for cooking and warewashing;
- A standard emergency food order, if the menu consists of ready to serve items not normally stocked;
- Storage and usage instructions;
- Alternate heat or energy source for those items that must be heated;
- Waste disposal to correspond with the hospital or homes program (garbage disposals may not be working);
- Plans and provisions for complete conversion to disposable serviceware.

*Back up will be provided out of Providence Hospital in Southfield, Michigan. Attached is a sample "convenience," low energy requirement menu.*



**LOW ENERGY REQUIREMENT MENU**

<i><b>Breakfast</b></i>	<i><b>Luncheon</b></i>	<i><b>Dinner</b></i>
Apple Juice or Cranberry Juice Sliced Apricots and/or Prunes Assorted Cereal (use powdered milk) Cheese and Bacon Crumbs on Brown Bread	Cubed Boned Chicken in Sweet-Sour Sauce Julienne Potato Salad Pickled Beets Tropical Fruit Salad Vanilla Pudding	Apricot Soup (strained apricots with equal amounts dry milk) Individual Sockeye Salmon Tiny Potatoes with Creamy Italian Dressing Green Tomato Relish Elberta Peach Half and Petit Four
Grapefruit Juice or Prune Juice Tropical Fruit Assorted Cereal Peanut Butter or Jellies with Brown Bread or Saltines	Chicken Salad (Ready-to-Serve) Mayonnaise Potato Salad (Ready-to-Serve) Home-Style Pickle Circles and Assorted Pitted Olives Fruits or Salad Cherry Pie Filling in Tart Shell (Ready-to-Serve)	Cold Potato Soup (Vichyssoise) Sandwiches Ready-to-Serve Tuna Fish Salad on Bread, Canned Brown Bread or Saltines Mayonnaise Potato Salad Apple Sauce Kidney Bean Salad Lemon Pudding with Cookies
Pineapple Juice or Orange Juice Grapefruit Segments and/or Prunes Assorted Cereal with Peach and Pear Chunks Jellies and Preserves with Brown Bread or Saltines	Scandinavian Meatballs Marinated in LaScala Dressing German Potato Salad Three Bean Salad Fruit Cocktail Assorted Cookies	Tomato Soup Corned Beef Hash French Fried Julienne Potato Sticks Pork and Beans Sliced Apricots, Vanilla Pudding and Strawberry Glaze.

***Ready Entree Items***

- |                           |                              |
|---------------------------|------------------------------|
| Creamed Wafer Sliced Beef | Macaroni & Cheese            |
| Corned Beef Hash          | Stuffed Beef Peppers         |
| Beef Stew                 | German Potato Salad          |
| Cabbage N Beef Rolls      | Mayonnaise Potato Salad      |
| Chicken a la King         | Beef Ravioli                 |
| Chicken & Dumplings       | Spanish Rice                 |
| Chili Con Carne           | Chicken Salad Ready-to-Serve |
| Beef Chow Mein            | Sloppy Joes                  |
| Vegetable Chow Mein       |                              |

***Breakfast*****Beverages:**

Instant Coffee  
Hot Tea  
Individual Hot Chocolate  
4/1 Juice Concentrate

***Lunch or Dinner*****Mix, Heat & Serve:**

Tuna a la King (Tuna Fish + White Sauce)  
Sweet-Sour Tuna (Tuna Fish + Sweet-Sour Sauce)  
Beef Stroganoff (Beef Chunks + Mushroom Soup + Brown Sauce)  
Sweet-Sour Beef (Cubed Beef + Sweet-Sour Sauce)  
Chicken Country Style (Canned Chicken + A la King Sauce + Vegetables for Stew)

**Potatoes:**

Candied Sweet Potatoes (Brown Sugar + Crushed Pineapple)  
Potatoes in Beef Broth

**Vegetables:**

All canned vegetables are completely cooked and only need be heated.  
Suggest heating juice drained from vegetable and then adding heated liquid back to vegetable.  
Jams, Jellies, Preserves, Honey and Peanut Butter.  
All soups (Cream soups using Non-fat Dry Milk, Evaporated Milk, or Non-Dairy products)  
Instant Chicken or Beef Packets



## EMERGENCY MENUS

<b>DAY 1 BREAKFAST</b>	<b>LUNCH</b>	<b>DINNER</b>
6 oz. Orange Juice 2 bx. Cheerios 8 oz. Milk Granola Bar	Tuna Salad Sandwich 1 Bag Potato Chips 4 oz. Fruit Cocktail 2 Oatmeal Cookies 8 oz. Milk	Chicken Salad Sandwich 4 oz. Beets 4 oz. Vanilla Pudding 6 oz. Apple Juice 8 oz. Ensure with Fiber
<b>DAY 2 BREAKFAST</b>	<b>LUNCH</b>	<b>DINNER</b>
8 oz. Orange Juice 2 bx. Raisin Bran 2 Graham Crackers 8 oz. Milk	Cheese Sandwich 1 Bag BBQ Chips 8 oz. Apple Juice 3 Fig Newtons 8 oz. Milk	Ham Sandwich 4 oz. Prunes 8 oz. Cranberry Juice 8 oz. Ensure with Fiber
<b>DAY 3 BREAKFAST</b>	<b>LUNCH</b>	<b>DINNER</b>
8 oz. Orange Juice 2 bx. Cornflakes Granola Bar 8 oz. Milk	Chicken Salad Sandwich 1 Bag Potato Chips 8 oz. Tomato Juice 2 Chocolate Chip Cookies 8 oz. Milk	Tuna Salad Sandwich 4 oz. Beets 8 oz. Apple Juice 4 oz. Chocolate Pudding 8 oz. Ensure with Fiber
<b>DAY 4 BREAKFAST</b>	<b>LUNCH</b>	<b>DINNER</b>
8 oz. Orange Juice 2 bx. Cheerios 2 Graham Crackers 8 oz. Milk	1 pk. Cheese and Crackers 8 oz. Tomato Juice 1 Bag Pretzels 4 oz. Diced Peaches 8 oz. Milk	Ham Salad with Crackers 8 oz. Apple Juice 1 Bag BBQ Chips 4 oz. Diced Pears 8 oz. Ensure with Fiber
<b>DAY 5 BREAKFAST</b>	<b>LUNCH</b>	<b>DINNER</b>
8 oz. Orange Juice 2 bx. Raisin Bran Granola Bar 8 oz. Milk	Tuna Salad with Crackers 1 Bag BBQ Chips 4 oz. Vanilla Pudding 8 oz. Cranberry Juice 2 Chocolate Chip Cookies 8 oz. Milk	Ham Salad with Crackers 4 oz. Pork and Beans 8 oz. Apple Juice 4 oz. Fruit Cocktail 8 oz. Ensure with Fiber
<b>DAY 6 BREAKFAST</b>	<b>LUNCH</b>	<b>DINNER</b>
8 oz. Orange Juice 2 bx. Cornflakes 2 Graham Crackers 8 oz. Milk	PB and Jelly on Crackers 1 Bag Potato Chips 4 oz. Diced Pears 8 oz. Tomato Juice 2 Oatmeal Cookies 8 oz. Milk	1 pkg. Cheese and Crackers 8 oz. Cranberry Juice 4 oz. Diced Peaches 1 Bag Pretzels 8 oz. Ensure with Fiber
<b>DAY 7 BREAKFAST</b>	<b>LUNCH</b>	<b>DINNER</b>
8 oz. Orange Juice 2 bx. Cheerios Granola Bar 8 oz. Milk	Chicken Salad with Crackers 4 oz. Beets 1 Bag Pretzels 4 oz. Vanilla Pudding 3 Fig Newtons	Ham Salad with Crackers 4 oz. Pork and Beans 1 Bag BBQ Potato Chips 4 oz. Fruit Cocktail 8 oz. Ensure with Fiber



## EMERGENCY PUREED MENUS

<b>DAY 1 BREAKFAST</b> 8 oz. Orange Juice 16 oz. Ensure with Fiber	<b>LUNCH</b> 8 oz. Cranberry Juice 4 oz. Applesauce 16 oz. Ensure with Fiber	<b>DINNER</b> 8 oz. Vanilla Pudding 8 oz. Apple Juice 16 oz. Ensure with Fiber
<b>DAY 2 BREAKFAST</b> 8 oz. Orange Juice 16 oz. Ensure with Fiber	<b>LUNCH</b> 8 oz. Apple Juice 4 oz. Chocolate Pudding 16 oz. Ensure with Fiber	<b>DINNER</b> 8 oz. Cranberry Juice 4 oz. Applesauce 16 oz. Ensure with Fiber
<b>DAY 3 BREAKFAST</b> 8 oz. Orange Juice 16 oz. Ensure with Fiber	<b>LUNCH</b> 8 oz. Tomato Juice 4 oz. Vanilla Pudding 16 oz. Ensure with Fiber	<b>DINNER</b> 8 oz. Apple Juice 4 oz. Chocolate Pudding 16 oz. Ensure with Fiber
<b>DAY 4 BREAKFAST</b> 8 oz. Orange Juice 16 oz. Ensure with Fiber	<b>LUNCH</b> 8 oz. Tomato Juice 4 oz. Applesauce 16 oz. Ensure with Fiber	<b>DINNER</b> 8 oz. Apple Juice 4 oz. Vanilla Pudding 16 oz. Ensure with Fiber
<b>DAY 5 BREAKFAST</b> 8 oz. Orange Juice 16 oz. Ensure with Fiber	<b>LUNCH</b> 8 oz. Cranberry Juice 4 oz. Vanilla Pudding 16 oz. Ensure with Fiber	<b>DINNER</b> 8 oz. Apple Juice 4 oz. Chocolate Pudding 16 oz. Ensure with Fiber
<b>DAY 6 BREAKFAST</b> 8 oz. Orange Juice 16 oz. Ensure with Fiber	<b>LUNCH</b> 8 oz. Tomato Juice 4 oz. Applesauce 16 oz. Ensure with Fiber	<b>DINNER</b> 8 oz. Cranberry Juice 4 oz. Vanilla Pudding 16 oz. Ensure with Fiber
<b>DAY 7 BREAKFAST</b> 8 oz. Orange Juice 16 oz. Ensure with Fiber	<b>LUNCH</b> 8 oz. Apple Juice 4 oz. Vanilla Pudding 16 oz. Ensure with Fiber	<b>DINNER</b> 8 oz. Cranberry Juice 4 oz. Chocolate Pudding 16 oz. Ensure with Fiber



> **Strike**

A disaster plan currently in place as Walter P. Reuther Psychiatric Hospital follows in this section.

Anytime there is even a remote chance of a strike, the Food Service Director will report same to her Regional Director of Operations. Together, these two individuals will develop a plan of operation should a strike occur. Once the plan is developed, it is presented to the client for approval.

Those items which will be included in the strike plan are as follows:

- A. Menu adjustments
- B. Service adjustments
- C. Staffing pattern
- D. Staffing resources
- E. Purchasing and storage requirements
- F. Financial Proforma and company charges
- G. Housing for Home Office personnel
- H. Transportation to and from unit

Contingency plan for picket line problems will be developed.

Once again, back up support will be provided through Providence Hospital in Southfield, Michigan.



**DISASTER PLAN AND ACTIVITIES  
HOSPITAL DIETARY SERVICE  
WRPH**

**PURPOSE:** To allow the Dietary Department to function as smoothly as possible under disaster conditions.

**RATIONALE:** During tornadoes, floods, blizzards, or lack of electricity, the Dietary Department can not function smoothly. Established policies and procedures allow continued safe food preparation.



## **DISASTER PLAN FOR FOOD SERVICE DEPARTMENT WALTER REUTHER PSYCHIATRIC HOSPITAL**

A disaster plan is prominently posted and periodically reviewed by all Dietary Department employees.

An emergency menu is available and used. The emergency meal service includes altered food preparation methods, waste disposal, sanitizing techniques and temporary assignment of tasks.

Menu adjustments are based on the length of the emergency. On hand at all times is a three day supply of stable foods and at least a one day supply of perishable foods.

The cycle menu is continued as long as food and power are available. When there is not power, an emergency menu is used. An emergency meal plan provides that, when possible, the residents' meals are served on time. Meals or snacks are provided for all volunteers and employees. The residents eat with little disruption so as to lessen their stress. By necessity, service of therapeutic diets may be suspended for a limited time. Texture modifications are followed. When available, thermos bottles are used to maintain the temperature of hot beverages.

Management staff is notified by safety of the emergency situation. Management notifies employees of the situation and may request they come to work or put them on call until the emergency has been resolved. Volunteers may be used in extreme emergency conditions which results in making staff unavailable.

The number of disposable items and foods on hand for an emergency situation are a three day supply of groceries and a two day supply of perishables. A list of these foods has been included with this plan.

A one day supply of water (provided by WRP) is retained for cooking and reconstituting juice, bases, soup and coffee. Non-perishable protein items are canned meat, stews, tuna and peanut butter. These foods can be served hot or cold.

Perishable items such as refrigerated foods are used first. These items include but not limited to pre-cooked foods, milk, fruits and vegetables that can be eaten raw or cooked. To maintain frozen foods, the freezer door is opened as little as possible. An emergency generator (provided by WRP) is available for cooking and refrigeration needs. Staples or other canned items are used last.

If pureed foods are needed during the disaster and the food processor/blender is operable, the menu items are pureed as usual. If the equipment is unusable, residents are given mashed or strained foods, reconstituted mashed potatoes, instant puddings, applesauce or other fruits that can be mashed. Other foods that are compatible with the pureed diet are served when available.

Non-food items such as disposable plates and utensils are used when the dishwasher is not available. If disposables are not available, then the dietary department uses the three step sanitation method:



1. Regular dishes are scraped well
2. Dishes are washed in warm, soapy water (if available)
3. Dishes are rinsed in clear, warm water with one tablespoon liquid chlorine bleach to one gallon of water

With prolonged lack of electricity, the freezer is re-packed to place frozen foods close together to prevent air circulation. If available, dry ice is used in the refrigerator and freezer. Temperatures of all refrigerators and freezers are monitored hourly. The maximal safe storage temperature for meat, fish, fowl and dairy products is 45 degrees F. Refrigeration and freezer units are kept locked, except when removing products to avoid loss of cold.

Sanitary food handling techniques are maintained in the emergency.

Gas cooking equipment must be inspected and approved for use, this is with the assistance of maintenance. Alternate equipment for heating food may be used such as charcoal grills, camping stoves and Sternos.



## FOOD SERVICE MANAGEMENT

### PHONE LIST

Food Service Director:	Jan Dunlap	(517) 851-4005
Production Manager:	Dawn Horner	(586) 598-3907
Food Service Supervisors:	Barbara Farley	(734) 729-2522
	Alberta Butler	(734) 699-3825
	Diane Copland	(313) 535-4087
	Gwen Evans	(313) 245-2777



## LIMITED POWER: STEAM NO LIGHTS

### Breakfast

- Juice or canned fruit, 3/4 C
- Hot or cold cereal, 1 C
- Plain bread w/margarine, 2 slices, 1 piece margarine
- 8 oz. Milk

### Lunch or Dinner

- Beef stew, mac/cheese, spaghetti w/meat sauce, 8 oz.
- Canned, frozen vegetables, 2 C
- Fresh or canned fruit, 2 C
- Graham crackers or cookies
- 8 oz. Milk



## NO ELECTRICITY GAS OR STEAM

### Breakfast

- Juice or canned fruit, 3/4 C
- Cold cereal
- 2 slices bread w/margarine and jelly
- 8 oz. milk

### Lunch and Dinner

- 3 oz. cold meat sandwich, chicken, turkey, ham
- Tossed salad, coleslaw, marinated vegetables, 1 C
- Canned fruit, 2 C
- Ice cream or sherbet, 2 C
- Graham crackers or cookies
- 8 oz. milk



## HOSPITAL DIETARY SERVICE PAPER SUPPLY PARS

Entree dishes	500/case	3 cases
Side dishes	1,000/case	2 cases
Plastic knives	1,000/case	2 cases
Plastic forks	1,000/case	2 cases
Plastic spoons	1,000/case	2 cases
Napkins	500/case	3 cases
Straws	400/case	4 cases
Cups 4 oz.		2,500/case 1 case
Cup lids 4 oz.	4,000/case	1 case



## HOSPITAL DIETARY SERVICE CURRENT FOOD PARS

Orange juice, 4 oz.	4 cases	
Orange juice, 6 oz.	5 cases	
Bread		30 loafs
Cold cereal	6 cases	
Hot cereal		2 cases
Sliced Cheese	2 cases	
Canned fruit (asrt)	6 cases	
Frozen vegetable (asrt)		6 cases
Canned vegetables	3 cases	
Coffee	3 cases	
Tea bags	1 case	
Mashed potatoes	1 case	



## **EMERGENCY PROCEDURES**

### **FIRE AND EVACUATION**

1. Remove persons from immediate danger
2. Activate fire alarm
3. Notify safety department ( ext. 200)
4. Confine fire
5. Extinguish the fire

### **TORNADO**

1. Move patients to center hallways, with blankets, away from windows
2. Close all doors
3. All staff move to center hallways away from windows

### **BOMB THREAT**

1. Person receiving call gathers all pertinent information and calls safety (ext. 200)
2. When package alert is announced, stand by for further directions
3. Do not disturb unfamiliar objects!
4. Volunteers are recruited by safety from each work area to assist in the bomb search

**4.303 C, 5 - Subcontractors**

All tasks required to provide food service to the patients at the Walter P. Reuther Psychiatric Hospital will be carried out by HDS Services personnel. No subcontracting of work is proposed. However, if subcontractors are deemed necessary during the course of the contract, HDS Services will provide opportunity for the State of Michigan to approve any subcontractor. HDS Services will not assign duties to a subcontractor without written consent from the State Purchasing Director. HDS Services will be totally responsible for adherence by any subcontractor to all provisions of the contract.

**4.303 C, 6 – Food Specifications**

The general purchasing specifications for food products take into consideration the end use of the particular product to be ordered. However, the very nature of serving therapeutically controlled meals requires, at times, a different, more varied specification.

**A. FRESH FRUITS (CANNED FRUITS)**

Extra Fancy and Fancy. Whenever practical, or not limited therapeutically, fresh fruits are preferred in all menus. When canned fruits are utilized, the grade is fancy and/or choice, packed in water or carbohydrate controlled juices.

#1 quality fresh fruit and produce will be used whenever possible. Portion sizes will be 4 oz., 2 cup except when modified diets require otherwise.

**B. FROZEN FRUITS AND VEGETABLES**

Grade A

**C. DAIRY PRODUCTS**

Specifications and grade determined by Federal Government standards. All dairy products shall be produced and handled in accordance with the best sanitary practices, and manufacturing and processing plans shall meet the highest standards of sanitation. Milk is homogenized. Ice cream and non-dairy "creamers" are the only frozen products used. Cottage cheese is "small curd."

- a. All milk will be Grade A and Vitamin A and D fortified. All yogurt will contain active cultures.

**D. EGGS - Medium and/or Large; Grade AA, dependent on usage.**

Eggbeaters, Sugar Yolks (frozen egg yolks), and Fleischman's Table Service (frozen eggs) are other products utilized.

Pasteurized frozen whole eggs may be used for scrambled eggs.

**E. FROZEN ENTREES**

Pureed meats commercially prepared with standardized nutrient content such as Gerber brand or equivalent. Frozen entrees must contain a minimum of 21 gm protein. TVP is not acceptable as a part of any meat product. A variety of meat analogs will be used for vegetarian diets (see vegetarian diet plan).

**F. FRESH PRODUCE AND FRUIT - See Section A & H.**



G. FRUIT JUICE

Shall be 100% fruit juice. Punch, lemonade, juice cocktails are unacceptable as menu or nourishment items.

H. CANNED VEGETABLES

Fresh vegetables are utilized 75% / 80% during appropriate seasons. All cooked vegetables are 90% frozen / 10% canned. When canned vegetables are utilized, the grade is choice and/or extra standard. The primary reason for any canned vegetables being used is the sodium related diet. Frozen products are subjected to a "salt wash" in their packaged preparation. Any residue remaining would distort the measured low/no sodium intake diets.

I. MEAT

Fresh and chilled meat is preferred and shall be U.S. Inspected, Graded, and purchased in accordance with specifications shown in the National Association of Meat Purveyor's Meat Buyer's Guide, with consideration given to the intended use of the meat. Under no circumstances shall an HDS Services Food Service Director purchase a cut of beef, veal, or lamb below the Grade of U.S.D.A. Choice. Ground Beef will be U.S.D.A. utility or better with fat content between 18% and 20%.

J. POULTRY

Poultry is U.S.D.A. Grade A, Government Inspected. Pork shall be U.S. Grade No. 1.

K. GROUND BEEF - See Section I.

L. DRY CEREALS

Provide minimum 4 gm dietary fiber, significant source of folacin, iron, magnesium, or zinc. The cereal shall not be pre-sweetened nor contain psyllium.

M. BREAD

White, Rye, Whole Wheat, and various rolls and buns. Enrichment/fortification, of course, is only under the control of the manufacturer.

N. FISH

Fish is U.S.D.A. Grade A, Government Inspected; frozen.

O. STAPLES AND GROCERIES

All other food products are equivalent in quality to at least Fancy U.S.D.A. No. 1 or better, depending on the intended use.



P. COMMODITY FOODS

The HDS Services Purchasing Program will continue to utilize the commodity food program for a reduction in cost via credit from the bidder of the fair market value of foods received through the commodity program. HDS Services will support the position of Walter P. Reuther Psychiatric Hospital that it may discontinue the program if it is beneficial to Walter P. Reuther Psychiatric Hospital.

All Food Purchase specifications as noted in the Invitation to Bid will be met or exceeded.

All food items will be received by the trained aide and checked by the on-duty supervisor. Deviations from standards and specifications as well as any unwholesome product will be noted and returned to the vendor for reimbursement and prompt replacement. Monthly assessment of returned items will provide documentation related to vendors' product quality. Unqualified deviations will be documented in writing to the vendor. Significant deviations will result in elimination of a vendor from the vendor list.

Following documentation, disputes with suppliers will be handled by Dennis Wells, HDS Services' Director of Purchasing, located in the Farmington Hills office.

**4.303 C, 7 – Food Suppliers**

The following purveyors will be utilized by HDS Services to provide food and supplies to Walter P. Reuther Psychiatric Hospital.

Sysco Food Service of Detroit  
41600 Van Born Road  
Canton, Michigan 48180-2797

Contact: Diana Bott

Sysco is a full line supplier of high quality staples, frozen vegetables and fresh produce, paper supplies and small equipment. They have exhibited their ability to provide consistent, complete service during adverse weather and to respond quickly to special demands required by all the units.

Prairie Farms Dairy, Inc.  
P.O. Box 37157  
Oak Park, Michigan 48237-0157

Contact: Gary Davis

Prairie Farms Dairy purchased Tom Davis & Sons dairies. We have contracted prices, payment terms and delivery schedules. Prairie Farms provides our fresh milk and ice cream products.

Superior Coffee  
a Sara Lee Company  
9260 General Drive  
Plymouth, Michigan 48170

Contact: Bryan Csehi

Superior Coffee Company (Division of Sara Lee Corporation) supplies our fresh brewed beverage program. They supply coffee as well as the brewing equipment.

Cochran Brothers  
26992 Trolley Industrial Drive  
Taylor, Michigan 48180

Contact: Jim Cochran

This is our local fresh bread supplier. As a producer and distributor of fresh baked products, Cochran Brothers is the largest vendor of this nature in Michigan. A quality oriented company, Cochran Brothers has been in business since 1946.



EcoLab  
39205 Country Club Drive, Suite C1  
Farmington Hills, Michigan 48331

Contact: Jim Nuttal

EcoLab is an international chemical company providing dishwashing chemicals and a full line of sanitation supplies. EcoLab has served HDS Services for over twenty years and has been a progressive firm with state of the art equipment, dispensing high quality chemicals, while maintaining full control of costs. EcoLab has consistently demonstrated their ability to meet the ever changing sophisticated requirements of the health care field and is considered a leader in the industry.

Marks Quality Meats, Inc.  
6800 Dix  
Detroit, Michigan 48209

Contact: Gary Krasman

Marks Quality Meats merged with Metro Packing in 2004. We have used Metro Packing for many years as our fresh meat supplier.

LaGrasso Brothers, Inc.  
5001 Bellvue  
Detroit, Michigan 48211

Contact: Jim Nagel

A local vendor, LaGrasso has served the metropolitan Detroit area for many years as a source of fresh produce.

**4.303 C, 10 – Menu**

The following four (4) week cycle menu and required modified menus for the patient trayline will be used. A nutritional analysis which addresses all specified nutrients has been included for one week of the regular/house and the calorie controlled menu. Sample standardized recipes for entree items for one week of the cycle are also enclosed.

*In order to allow ease of analysis of the one-week menu, we have included the necessary documentation in the following format following the menu section:*

- *Extended daily menu by day*
- *Nutrient analysis of the daily menu*
- *Entree recipes*

*We believe this addresses the need for clarity.*

The menu addresses needs as designated in:

- Required Menu and Portion Sizes.
- USDA Dietary Guidelines applicable to the age of the population served.

The menu will meet all specifications as noted in the Invitation to Bid.

*PUREED DIETS* will be served with special attention to eye appeal. Identifiable food shapes will be planned whenever possible. Food items will be prepared utilizing special products such as Thick It as necessary to improve appearance and nutrient content.

In addition, the following specifications are met by the menu:

- A variety of foods are included. Seasonal variations will be made to the menu with approval by the Director of Food and Nutrition.
- The majority of carbohydrates are from complex sources. Menus are planned in accordance with RDAs.
- Menus will be followed and will comply with HDS Services policy standard which requires 0% substitution. Any required substitutions will be noted on the required sheet.

**Theme Meals**

HDS Services will provide a minimum of one theme meal a month. Special holidays will be observed with special menus and promotions.

In addition, catering menus can be adapted for catered events.

**Vegetarian Rotation**

The vegetarian menu rotation that will be utilized to meet the needs of patients requesting a vegetarian diet is included in Section 4.303-C.

**4.304.4 - Quality Assurance Procedures**

HDS Services manages by Malcolm Baldrige criteria. We are the recipient of the Michigan Quality Council=s 2001 Lighthouse Award, 2002 Navigators Award and 2003 Runner-up Finalist Leadership Award.

HDS Services makes the following commitments relative to the Quality Assurance Process at Walter P. Reuther Psychiatric Hospital:

1. To implement HDS survey and evaluation tools to ensure consistency and compliance in quality management.
2. To acquaint all dietary personnel with the standards and tools by which quality is measured.
3. HDS mandatory evaluations and surveys will be the following:
  - QC audit: Administrative (between meal nourishment)
  - QC audit: Administrative - Plate Waste
  - QA evaluation: Elements/Performance Indicators
  - QA standards: Assessment Program
  - Operational Consultant's Audit
  - Trayline Temperature Record
  - Tray Delivery Control Record
  - Equipment Temperature Log
  - Sanitation Checklist
  - Patient Satisfaction Surveys
  - Special Events Client Surveys



### WORK GROUP PROJECT MANAGEMENT

One of the basic goals of HDS Services is teaching people to think through and plan their actions in order to take some measure of control over their environment and work. It is *more* than just people thinking up ideas on how to improve their working environment, productivity and quality. The employees with whom we are working also need to be held accountable for their actions and take responsibility for their decisions. This means that they must know how to go beyond simply thinking of ideas, though this alone is a laudable step.

Project management teaches a person how to plan through the development, prioritization, selection and implementation stages of an idea. Though the approach HDS Services uses is relatively simple, it contains all the necessary steps to minimize the risk associated with the implementation of an idea.

- > Focus attention on the vital areas of concern relative to any given idea:
  - Impact on *Quality*
    - On the customer
    - On other departments
    - On staff
  - Impact on productivity
  - Impact on costs
  
- > Identify the key areas to be addressed:
  - *What* do we want to do?
  - *Why* do we want to do this?
  - *How* are we going to do this?
  - *Who* is going to do this?
  - *When* are we going to do this?
  - *Where* will this be done?
  - *What* results do we expect from doing this?
  
- > Analyze whether an idea's benefits outweigh the costs.
  
- > Work at gathering the information necessary to properly evaluate, implement and "sell" an idea and gain acceptance.

The following materials are utilized as part of the HDS Services ***Pathways to Quality*** program.

**Specific Continuous Quality Improvement Outline**

It is the policy of the Food and Nutrition Department to have a planned and systematic means for monitoring and evaluating the quality and appropriateness of care and service provided.

The purpose of the Continuous Quality Control/Quality Improvement Program is to ensure that services rendered meet the needs of the patient and customer and are of the highest quality obtainable, utilizing available resources and multi-disciplinary action when appropriate.

**Procedures****Step I Assignment of Responsibility**

The overall responsibility for monitoring and evaluating activities within the department is that of the Food Service Director. The Director assigns responsibilities for the specific duties related to the monitoring and evaluation process. The Quality Improvement Team includes the Unit Director, Production Manager, and Food Service Managers. The team meets on a monthly basis and is responsible for evaluating indicators and determining corrective actions to be taken. The Continuous Quality Improvement Plan falls under the auspices of the Walter Reuther Psychiatric Hospital Quality Management Plan.

**Step II Delineation of the Scope of Care**

The Scope of Care includes the following responsibilities:

1. Food Service Department safety and risk management
2. Quality of patient food and service provided
3. Sanitation and infection control

**Step III Identification of Important Aspects of Care**

The Scope of Care includes the following functions:

1. Periodic assessment of the effects of nutritional therapy in the form of:
  - a. Accurately assembled patient meal trays per diet order.
  - b. Patient food consumption and satisfaction
  - c. Consistent delivery of quality meals and service.
2. Periodic assessment of efficiency of operational procedures in place.
  - a. Accurate/consistent monitoring and documentation of refrigerator/freezer, dishmachine temperatures.
  - b. Sanitation standards monitoring
  - c. On-time meal deliveries
  - d. Food substitution monitoring



**Step IV Identification of Indicators**

In order to effectively monitor the above aspects of care, indicators are identified. Indicators have specific criteria, are measurable, and relate to the structure, process or outcome of care. The indicators implemented in the Food and Nutrition Department are based on authoritative sources (clinical literature and health care services standards) and are approved by the Quality Management Committee.

**Step V Establishment of Thresholds for Evaluation**

Thresholds for evaluation are established for each indicator. Thresholds are pre-established levels of performance that will initiate a more intense evaluation of care provided when not met, to determine whether an actual problem of opportunity to improve care exists.

**Step VI Collection of Data/Evaluation of Care**

For each indicator, data sources, collection method, frequency and data collection forms are identified. When cumulative data reach the threshold for evaluation, the Directors will evaluate to determine whether a problem exists.

**Step VII Actions Taken to Solve Identified Problems**

If problems are identified the department QA committee shall decide what corrective action is appropriate.

<u>Problem Cause</u>	<u>Appropriate Action</u>
Insufficient Knowledge	• Inservice or training
Defects in Systems	• Change in policy/procedure • Reorganization of staff • Correction of communications/systems
Deficient Behavior/Performance	• Counseling • Increased supervision • Change in duties/assignments • Transfer/discharge

**Step VIII Assessment of Actions Taken and Documentation of Improvement**

Monitoring and evaluation shall continue, new actions shall be taken until improvement occurs. Once improvement occurs, monitoring and evaluation is continued to ensure that high quality is maintained.

**Step IX Communication of Information/Documentation**

Reports on monitoring results are conveyed at a quarterly meeting and documentation presented.

**Patient Surveys**

HDS Services will review the satisfaction level of patients in regards to the food service at Walter P. Reuther Psychiatric Hospital on a quarterly basis as required in the Invitation to Bid. The following forms will be tailored to the facility and administered either quarterly or semi-annually, pending approval of Administration. Results will be tabulated for review.

**Comment Card****PATIENT SATISFACTION SURVEYS**

The HDS Services management team will conduct formalized patient satisfaction surveys at least twice a year. The results of these surveys will be summarized and the data used to make enhancements to the meal service program. We take the food “pulse” of our patients on an ongoing basis and incorporate results into our action plans.

We can customize a patient satisfaction survey tool to specifically address areas targeted for improvement.

**4.304.5 - Warranty**

HDS stands behind all aspects of our program. Any issues will be addressed within 24 hours receipt of notice.

In addition, HDS agrees to follow all HACCP guidelines.

The following HACCP materials are taken from the HDS HACCP Training Manual, revised 2002.

**4.305.2 - Training**

The HDS **WE CARE** Training/Development program was discussed in section 4.303 - A.

HDS will provide training to individual agencies, when necessary, on aspects of ordering, shipping, billing, and receiving. At the request of the Contract Administrator, HDS agrees to provide in-service training to agency personnel on products, installation, and product safety issues. HDS will also provide agency training jointly with the State as needed during the period covered by the contract at no additional charge.



## ENERGY/WASTE MANAGEMENT

HDS Services is committed to preserving our natural resources through pro-active energy conservation and waste reduction. Available resources, political will and public opinion vary dramatically from area to area. Currently, no single solution to these environmental problems exist. Our success in these efforts will be influenced by the involvement of Walter P. Reuther Psychiatric Hospital, as well as future legislation. Although many environmentally sensitive individuals and groups are prepared to recycle, the collection method, transportation costs and lack of local recycling facilities presently provide daunting challenges.

HDS recommends the following steps in the recycling process:

- > Evaluate local recycling and composting programs.
- > If recycling, implement an area for sorting and storing recyclables and compostables ensuring appropriate sanitation.
- > Establish frequent collection schedules and recycled material pick-up with waster management haulers when new contracts are negotiated.
- > Provide attractive separation bins and sorting instructions in dining areas.
- > Contract for a grease rendering program.

HDS Services has an obligation to its clients to ensure prudent management of our operational responsibilities. We are accountable for effective and efficient utilization of energy and material resources in the preparation and serving of meals within the Food Service Department.

HDS recommends the following steps for reducing waste in the food service operation:

- > Reduce or eliminate disposable product usage.
- > When necessary, use appropriate disposables which preserve food quality, evaluating both paper and polystyrene. **Remember, reduction is the best option available.**
- > Purchase products packaged in containers made of recycled materials, and become familiar with SPI Voluntary Coding System.
- > Purchase in bulk wherever possible to reduce packaging waste.
- > Decrease the need for solid waste disposal through the effective use of garbage disposals, pulpers and compactors to minimize volume.
- > Reduce and eliminate environmentally harmful **chemicals**.
- > Conserve energy by turning off lights and equipment when not in use.
- > Reduce water usage. Operate the dishmachine only when running full racks and consider installing an automatic shut-off for areas where constant running is a problem.



As a corporation, HDS will assume a positive force in the Walter P. Reuther Psychiatric Hospital program, representing good business practice **and** environmental responsibility as well. HDS Services will do its part to create as little trash as is reasonable through source reduction, separate out as much as possible for recycling (program extent will vary with each community), and conservation of natural resources through prudent use of water and energy. As an employer, HDS Services conveys to employees through inservice training, the importance of waste reduction, energy conservation and changing legislation regarding environmental issues.

## ***FRESH PREP PROGRAM***

HDS Services subscribes to a ***FRESH PREP*** philosophy. Food items served to patients will typically be prepared at mealtime, and not in advance. Whenever possible, reflecting seasonal availability and costs, fresh products will be used. Convenience foods will be avoided.

In some situations, it makes sense to select high quality prepared foods to enhance the menu selections. This procedure increases department efficiency. HDS also is careful to use the highest quality, freshest products for service to all customers, from upscale retirement communities to health care to business and industry cafeterias to yacht clubs and country clubs.

**Purée Accent**

Modifications in food consistency are essential to a therapeutic nutrition program for any health care facility. In facilities where patients receive puréed diets, as is the case in Walter P. Reuther Psychiatric Hospital, HDS offers a preparation to upgrade the typical food offerings in this specialized category.

It is well recognized that patients eat with their eyes. A plate that looks appealing is more likely to be accepted than one that does not, no matter what the nutritional value of the foods served. It is imperative, then, that foods look and smell appealing to the patient.

The objective of HDS' **PURÉE ACCENT** Program is to produce puréed meals that closely resemble the food products in their unmodified state. Individual requirements for consistency are taken into consideration when puréed foods are reshaped. It is also important to remember that persons with swallowing problems require different consistencies from individual to individual. Some food may need to be a "*honey*" consistency, while others need to be more of a "*pudding*" nature. HDS recognizes these differences and has developed tested recipes. We will work with your staff to implement a successful feeding program for your patients. Many of the menu items typically served to those requiring a puréed product are prepared items. In addition, the patient menu is often not followed. The HDS philosophy is to serve the same menu to all patients, including those on a puréed diet. This is in line with state and federal regulations.

The outcome of this quality-oriented program is a more visually appealing meal. Instead of serving baby food and puréed meals in separate bowls or partitioned plates, a dinner plate may be used. The patients, staff member, and those family members who might be assisting in feeding respond very favorably to this HDS quality-oriented, professional program.

**WALTER P. REUTHER**

**MANAGEMENT / SUPERVISORY SCHEDULE**

	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.
<b>120 to 149 Average Census</b>														
Food Service Director 8:00 AM - 4:30 PM	OFF	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	OFF	OFF	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	OFF
A.M. Supervisor 5:30 AM - 2:00 PM	OFF	6:00 2:30	6:00 2:30	6:00 2:30	OFF	6:00 2:30	6:00 2:30	6:00 2:30	6:00 2:30	OFF	6:00 2:30	6:00 2:30	6:00 2:30	OFF
P.M. Supervisor 11:30 - 8:00	11:30 8:00	11:30 8:00	OFF	11:30 8:00	11:30 8:00	11:30 8:00	OFF	OFF	11:30 8:00	11:30 8:00	11:30 8:00	11:30 8:00	11:30 8:00	11:30 8:00
Rel. Supervisor, P.T. Schedule Varies	6:00 2:30	OFF	11:30 8:00	OFF	OFF	OFF	11:30 8:00	11:30 8:00	OFF	OFF	OFF	11:30 8:00	OFF	6:00 2:30
Rel. Supervisor, P.T. Schedule Varies	OFF	OFF	OFF	OFF	6:00 2:30	OFF	11:30 8:00	11:30 8:00	OFF	6:00 2:30	OFF	OFF	OFF	OFF
	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.

**WALTER P. REUTHER**

**MANAGEMENT / SUPERVISORY SCHEDULE**

	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.
<b>150 to 169 Average Census</b>														
Food Service Director 8:00 AM - 4:30 PM	OFF	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	OFF	OFF	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	OFF
Production Manager 6:30 AM - 3:00 PM	OFF	6:30 3:00	6:30 3:00	6:30 3:00	6:30 3:00	6:30 3:00	OFF	OFF	6:30 3:00	6:30 3:00	6:30 3:00	6:30 3:00	6:30 3:00	OFF
A.M. Supervisor 5:30 AM - 2:00 PM	OFF	6:00 2:30	6:00 2:30	6:00 2:30	OFF	6:00 2:30	6:00 2:30	6:00 2:30	6:00 2:30	OFF	6:00 2:30	6:00 2:30	6:00 2:30	OFF
P.M. Supervisor 11:30 - 8:00	11:30 8:00	11:30 8:00	OFF	11:30 8:00	11:30 8:00	11:30 8:00	OFF	OFF	11:30 8:00	11:30 8:00	11:30 8:00	OFF	11:30 8:00	11:30 8:00
Rel. Supervisor, P.T. Schedule Varies	6:00 2:30	OFF	11:30 8:00	OFF	OFF	OFF	11:30 8:00	11:30 8:00	OFF	11:30 8:00	OFF	11:30 8:00	OFF	6:00 2:30
Rel. Supervisor, P.T. Schedule Varies	OFF	OFF	OFF	OFF	6:00 2:30	OFF	11:30 8:00	11:30 8:00	OFF	6:00 2:30	OFF	OFF	OFF	OFF
	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.

**WALTER P. REUTHER**

**MANAGEMENT / SUPERVISORY SCHEDULE**

	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.
<b>170 to 250 Average Census</b>														
Food Service Director 8:00 AM - 4:30 PM	OFF	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	OFF	OFF	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	8:00 4:30	OFF
Production Manager 6:30 AM - 3:00 PM	OFF	6:30 3:00	6:30 3:00	6:30 3:00	6:30 3:00	6:30 3:00	OFF	OFF	6:30 3:00	6:30 3:00	6:30 3:00	6:30 3:00	6:30 3:00	OFF
A.M. Supervisor 5:30 AM - 2:00 PM	OFF	6:00 2:30	6:00 2:30	6:00 2:30	OFF	6:00 2:30	6:00 2:30	6:00 2:30	6:00 2:30	OFF	6:00 2:30	6:00 2:30	6:00 2:30	OFF
P.M. Supervisor 11:30 - 8:00	11:30 8:00	11:30 8:00	OFF	11:30 8:00	11:30 8:00	11:30 8:00	OFF	OFF	11:30 8:00	11:30 8:00	11:30 8:00	OFF	11:30 8:00	11:30 8:00
Rel. Supervisor, F.T. Schedule Varies	6:00 2:30	8:00 4:30	11:30 8:00	OFF	OFF	8:00 4:30	11:30 8:00	11:30 8:00	8:00 4:30	11:30 8:00	OFF	11:30 8:00	8:00 4:30	6:00 2:30
Rel. Supervisor, P.T. Schedule Varies	OFF	OFF	OFF	OFF	6:00 2:30	OFF	11:30 8:00	11:30 8:00	OFF	6:00 2:30	OFF	OFF	OFF	OFF
	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
**Census Range = 120 - 129**

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
0	Production Manager	Varies	0.00	0	17.19	0
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
0	Supervisor, Weekends	Varies	0.00	0	16.80	0
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
1	Cook, P.M.	10:30 - 7:00	56.00	2,912	12.11	35,264
1	Cold Food Worker	8:00 - 2:00	42.00	2,184	11.19	24,439
0	Cold Food Worker	10:30 - 7:00	0.00	0	11.19	0
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
0	Hot Food, AM	6:00 - 2:30	0.00	0	11.19	0
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / InfecL/Stock, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
0	Stock / Infection Control, AM	6:00 - 2:30	0.00	0	11.19	0
1	Porter / Infection Control	11:30 - 8:00	56.00	2,912	11.19	32,585
1	Starter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
0	Hot Food, PM	11:00 - 7:30	0.00	0	11.19	0
1	Beverages / Bread, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
0	Transport / Porter / Infection PM	4:00 - 8:00	0.00	0	11.19	0
0	Stock / Infection Control, PM	4:00 - 8:00	0.00	0	10.07	0

	<u>Hours</u>	<u>Wages</u>
<b>Total Managemet Annual Hours</b>	<b>8,320</b>	
<b>Total Mgt. Annual Wages/FRINGES</b>		<b>\$217,591</b>
<b>Mgt. Full Time Equivalents</b>	<b>4.00</b>	
<b>Total Hourly Annual Hours</b>	<b>22,568</b>	
<b>Total Hourly Annual Wages</b>		<b>\$257,894</b>
Vacation Hours/Wages (80hrs/FTE/Yr. )	868	9,713
Holiday Hours/Wages ( 10hrs/FTE/Hol. )	868	9,713
Sick Pay Hours/Wages (90hrs/FTE/Yr.)	977	10,927
Holiday Premium Wages (\$30/FTE/Hol)	0	3,243
<b>Total Hourly Annual Hours/Wages</b>	<b>25,281</b>	<b>\$291,489</b>
<b>Hourly Productive FTE's</b>	<b>10.81</b>	
<b>Hourly Total Paid FTE's</b>	<b>12.11</b>	
<b>Meals per Productive Manhour</b>	<b>120 avg.Census</b>	<b>123,735</b>
	<b>5.48</b>	

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 130 - 139

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
0	Production Manager	Varies	0.00	0	17.19	0
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
0	Supervisor, Weekends	Varies	0.00	0	16.80	0
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
1	Cook, P.M.	10:30 - 7:00	56.00	2,912	12.11	35,264
1	Cold Food Worker	8:00 - 2:00	42.00	2,184	11.19	24,439
0	Cold Food Worker	10:30 - 7:00	0.00	0	11.19	0
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
0	Hot Food, AM	6:00 - 2:30	0.00	0	11.19	0
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / Infecl./Stock, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
0	Stock / Infection Control, AM	6:00 - 2:30	0.00	0	11.19	0
1	Porter / Infection Control	11:30 - 8:00	56.00	2,912	11.19	32,585
1	Starter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
0	Hot Food, PM	11:00 - 7:30	0.00	0	11.19	0
1	Beverages / Bread, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
0	Transport / Porter / Infection PM	4:00 - 8:00	0.00	0	11.19	0
0	Stock / Infection Control, PM	4:00 - 8:00	0.00	0	10.07	0

	<u>Hours</u>	<u>Wages</u>
<b>Total Managemet Annual Hours</b>	<u>8,320</u>	
<b>Total Mgt. Annual Wages/FRINGES</b>		<u>\$217,591</u>
<b>Mgt. Full Time Equivalents</b>	<u>4.00</u>	
<b>Total Hourly Annual Hours</b>	<u>22,568</u>	
<b>Total Hourly Annual Wages</b>		<u>\$257,894</u>
Vacation Hours/Wages (80hrs/FTE/Yr. )	<u>868</u>	<u>9,713</u>
Holiday Hours/Wages ( 10hrs/FTE/Hol. )	<u>868</u>	<u>9,713</u>
Sick Pay Hours/Wages (90hrs/FTE/Yr.)	<u>977</u>	<u>10,927</u>
Holiday Premium Wages (\$30/FTE/Hol)	<u>0</u>	<u>3,243</u>
<b>Total Hourly Annual Hours/Wages</b>	<u>25,281</u>	<u>\$291,489</u>
<b>Hourly Productive FTE's</b>	<u>10.81</u>	
<b>Hourly Total Paid FTE's</b>	<u>12.11</u>	
<b>Meals per Productive Manhour</b>	<u>130 avg.Census</u>	<u>134,685</u>
	<u>5.97</u>	

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 140 - 149

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
0	Production Manager	Varies	0.00	0	17.19	0
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
0	Supervisor, Weekends	Varies	0.00	0	16.80	0
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
1	Cook, P.M.	10:30 - 7:00	56.00	2,912	12.11	35,264
1	Cold Food Worker	5:30 - 2:00	56.00	2,912	11.19	32,585
0	Cold Food Worker	10:30 - 7:00	0.00	0	11.19	0
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
0	Hot Food, AM	6:00 - 2:30	0.00	0	11.19	0
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / Infecl./Stock, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
0	Stock / Infection Control, AM	6:00 - 2:30	0.00	0	11.19	0
1	Porter / Infection Control	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Starter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
0	Hot Food, PM	11:00 - 7:30	0.00	0	11.19	0
1	Beverages / Bread, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Transport / Porter / Infection PM	4:00 - 8:00	28.00	1,456	11.19	16,293
0	Stock / Infection Control, PM	4:00 - 8:00	0.00	0	10.07	0

	<u>Hours</u>	<u>Wages</u>
<b>Total Managemet Annual Hours</b>	<b>8,320</b>	
<b>Total Mgt. Annual Wages/FRINGES</b>		<b>\$217,591</b>
<b>Mgt. Full Time Equivalent</b>	<b>4.00</b>	
<b>Total Hourly Annual Hours</b>	<b>24,752</b>	
<b>Total Hourly Annual Wages</b>		<b>\$282,333</b>
Vacation Hours/Wages (80hrs/FTE/Yr.)	952	10,653
Holiday Hours/Wages ( 10hrs/FTE/Hol. )	952	10,653
Sick Pay Hours/Wages (90hrs/FTE/Yr.)	1,071	11,984
Holiday Premium Wages (\$30/FTE/Hol)	0	3,556
<b>Total Hourly Annual Hours/Wages</b>	<b>27,727</b>	<b>\$319,180</b>
<b>Hourly Productive FTE's</b>	<b>11.85</b>	
<b>Hourly Total Paid FTE's</b>	<b>13.28</b>	
<b>Meals per Productive Manhour</b>	<b>140 avg.Census</b>	<b>145,635</b>
		<b>5.88</b>

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 150 - 159

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
1	Production Manager	Varies	40.00	2,080	17.19	35,755
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
0	Supervisor, Weekends	Varies	0.00	0	16.80	0
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
1	Cook, P.M.	10:30 - 7:00	56.00	2,912	12.11	35,264
1	Cold Food Worker	5:30 - 2:00	56.00	2,912	11.19	32,585
0	Cold Food Worker	10:30 - 7:00	0.00	0	11.19	0
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
0	Hot Food, AM	6:00 - 2:30	0.00	0	11.19	0
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / Infecl./Stock, AM	11:30 - 8:00	56.00	2,912	11.19	32,585
0	Stock / Infection Control, AM	6:00 - 2:30	0.00	0	11.19	0
1	Porter / Infection Control	11:30 - 8:00	56.00	2,912	11.19	32,585
1	Starter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Hot Food, PM	11:30 - 8:00	56.00	2,912	11.19	32,585
1	Beverages / Bread, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
0	Transport / Porter / Infection PM	4:00 - 8:00	0.00	0	11.19	0
0	Stock / Infection Control, PM	4:00 - 8:00	0.00	0	10.07	0

	<u>Hours</u>	<u>Wages</u>
<b>Total Managemet Annual Hours</b>	10,400	
<b>Total Mgt. Annual Wages/FRINGES</b>		\$266,218
<b>Mgt. Full Time Equivalent</b>	5.00	
<b>Total Hourly Annual Hours</b>	26,208	
<b>Total Hourly Annual Wages</b>		\$298,626
Vacation Hours/Wages (80hrs/FTE/Yr.)	1,008	11,280
Holiday Hours/Wages ( 10hrs/FTE/Hol.)	1,008	11,280
Sick Pay Hours/Wages (90hrs/FTE/Yr.)	1,134	12,689
Holiday Premium Wages (\$30/FTE/Hol)	0	3,766
<b>Total Hourly Annual Hours/Wages</b>	<b>29,358</b>	<b>\$337,640</b>
<b>Hourly Productive FTE's</b>	12.55	
<b>Hourly Total Paid FTE's</b>	14.06	
<b>Meals per Productive Manhour</b>	150 avg.Census	156,585
	5.97	

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 160-169

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
1	Production Manager	Varies	40.00	2,080	17.19	35,755
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
0	Supervisor, Weekends	Varies	0.00	0	16.80	0
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
1	Cook, P.M.	10:30 - 7:00	56.00	2,912	12.11	35,264
1	Cold Food Worker	5:30 - 2:00	56.00	2,912	11.19	32,585
0	Cold Food Worker	10:30 - 7:00	0.00	0	11.19	0
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Hot Food, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / Infecl./Stock, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
0	Stock / Infection Control, AM	6:00 - 2:30	0.00	0	11.19	0
1	Porter / Infection Control	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Starter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Hot Food, PM	4:00 - 7:00	21.00	1,092	11.19	12,219
1	Beverages / Bread, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Transport / Porter / Infection PM	4:00 - 8:00	28.00	1,456	11.19	16,293
0	Stock / Infection Control, PM	4:00 - 8:00	0.00	0	10.07	0

	<u>Hours</u>	<u>Wages</u>
<b>Total Managemet Annual Hours</b>	<b>10,400</b>	
<b>Total Mgt. Annual Wages/FRINGES</b>		<b>\$266,218</b>
<b>Mgt. Full Time Equivalent</b>	<b>5.00</b>	
<b>Total Hourly Annual Hours</b>	<b>28,756</b>	
<b>Total Hourly Annual Wages</b>		<b>\$327,138</b>
Vacation Hours/Wages (80hrs/FTE/Yr.)	1,106	12,376
Holiday Hours/Wages (10hrs/FTE/Hol.)	1,106	12,376
Sick Pay Hours/Wages (90hrs/FTE/Yr.)	1,244	13,923
Holiday Premium Wages (\$30/FTE/Hol)	0	4,132
<b>Total Hourly Annual Hours/Wages</b>	<b>32,212</b>	<b>\$369,945</b>
<b>Hourly Productive FTE's</b>	<b>13.77</b>	
<b>Hourly Total Paid FTE's</b>	<b>15.43</b>	
<b>Meals per Productive Manhour</b>	<b>160 avg.Census</b>	<b>167,535</b>
	<b>5.83</b>	

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 170-179

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
1	Production Manager	Varies	40.00	2,080	17.19	35,755
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
1	Supervisor, Weekends	Varies	16.00	832	16.80	13,978
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
1	Cook, P.M.	10:30 - 7:00	56.00	2,912	12.11	35,264
1	Cold Food Worker	5:30 - 2:00	56.00	2,912	11.19	32,585
0	Cold Food Worker	10:30 - 7:00	0.00	0	11.19	0
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Hot Food, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / Porter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Stock / Infection Control, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Porter / Infection Control	11:30 - 8:00	56.00	2,912	11.19	32,585
1	Starter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Hot Food, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Beverages / Bread, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
0	Transport / Porter / Infection PM	4:00 - 8:00	0.00	0	11.19	0
0	Stock / Infection Control, PM	4:00 - 8:00	0.00	0	10.07	0

	<u>Hours</u>	<u>Wages</u>
<b>Total Management Annual Hours</b>	11,232	
<b>Total Mgt. Annual Wages/FRINGES</b>		\$285,228
<b>Mgt. Full Time Equivalent</b>	5.40	
<b>Total Hourly Annual Hours</b>	30,576	
<b>Total Hourly Annual Wages</b>		\$347,504
Vacation Hours/Wages (80hrs/FTE/Yr.)	1,176	13,159
Holiday Hours/Wages (10hrs/FTE/Hol.)	1,176	13,159
Sick Pay Hours/Wages (90hrs/FTE/Yr.)	1,323	14,804
Holiday Premium Wages (\$30/FTE/Hol)	0	4,393
<b>Total Hourly Annual Hours/Wages</b>	<b>34,251</b>	<b>\$393,020</b>
<b>Hourly Productive FTE's</b>	14.64	
<b>Hourly Total Paid FTE's</b>	16.40	
<b>Meals per Productive Manhour</b>	170 avg.Census	178,485
	5.84	

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 180 - 189

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
1	Production Manager	Varies	40.00	2,080	17.19	35,755
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
1	Supervisor, Weekends	Varies	16.00	832	16.80	13,978
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
1	Cook, P.M.	10:30 - 7:00	56.00	2,912	12.11	35,264
1	Cold Food Worker	5:30 - 2:00	56.00	2,912	11.19	32,585
0	Cold Food Worker	10:30 - 7:00	0.00	0	11.19	0
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Hot Food, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / Porter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Stock / Infection Control, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Porter / Infection Control	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Starter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Hot Food, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Beverages / Bread, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Transport / Porter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Stock / Infection Control, PM	4:00 - 8:00	28.00	1,456	10.07	14,662

	<u>Hours</u>	<u>Wages</u>
<b>Total Management Annual Hours</b>	11,232	
<b>Total Mgt. Annual Wages/FRINGES</b>		\$285,228
<b>Mgt. Full Time Equivalent</b>	5.40	
<b>Total Hourly Annual Hours</b>	33,488	
<b>Total Hourly Annual Wages</b>		\$378,458
Vacation Hours/Wages (80hrs/FTE/Yr.)	1,288	14,413
Holiday Hours/Wages (10hrs/FTE/Hol.)	1,288	14,413
Sick Pay Hours/Wages (90hrs/FTE/Yr.)	1,449	16,214
Holiday Premium Wages (\$30/FTE/Hol)	0	4,811
<b>Total Hourly Annual Hours/Wages</b>	37,513	\$428,309
<b>Hourly Productive FTE's</b>	16.04	
<b>Hourly Total Paid FTE's</b>	17.97	
<b>Meals per Productive Manhour</b>	180 Avg.Census	189,435
	5.66	

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 190-199

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
1	Production Manager	Varies	40.00	2,080	17.19	35,755
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
1	Supervisor, Weekends	Varies	16.00	832	16.80	13,978
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
1	Cook, P.M.	10:30 - 7:00	56.00	2,912	12.11	35,264
1	Cold Food Worker	5:30 - 2:00	56.00	2,912	11.19	32,585
0	Cold Food Worker	10:30 - 7:00	0.00	0	11.19	0
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Hot Food, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / Porter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Stock / Infection Control, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Porter / Infection Control	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Starter, PM	2:30 - 8:00	38.50	2,002	11.19	22,402
1	Hot Food, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Beverages / Bread, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Transport / Porter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Stock / Infection Control, PM	4:00 - 8:00	28.00	1,456	10.07	14,662

	<u>Hours</u>	<u>Wages</u>
<b>Total Managemet Annual Hours</b>	11,232	
<b>Total Mgt. Annual Wages/FRINGES</b>		\$285,228
<b>Mgt. Full Time Equivalent</b>	5.40	
<b>Total Hourly Annual Hours</b>	34,034	
<b>Total Hourly Annual Wages</b>		\$384,568
Vacation Hours/Wages (80hrs/FTE/Yr.)	1,309	14,648
Holiday Hours/Wages ( 10hrs/FTE/Hol.)	1,309	14,648
Sick Pay Hours/Wages (90hrs/FTE/Yr.)	1,473	16,479
Holiday Premium Wages (\$30/FTE/Hol)	0	4,890
<b>Total Hourly Annual Hours/Wages</b>	38,125	\$435,232
<b>Hourly Productive FTE's</b>	16.30	
<b>Hourly Total Paid FTE's</b>	18.26	
<b>Meals per Productive Manhour</b>	190 Avg.Census	200,385
	5.89	

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 200 - 209

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
1	Production Manager	Varies	40.00	2,080	17.19	35,755
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
1	Supervisor, Weekends	Varies	16.00	832	16.80	13,978
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
1	Cook, P.M.	10:30 - 7:00	56.00	2,912	12.11	35,264
1	Cold Food Worker	5:30 - 2:00	56.00	2,912	11.19	32,585
1	Cold Food Worker	10:30 - 7:00	56.00	2,912	11.19	32,585
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Hot Food, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / Porter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Stock / Infection Control, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Porter / Infection Control	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Starter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Hot Food, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Beverages / Bread, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Transport / Porter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Stock / Infection Control, PM	4:00 - 8:00	28.00	1,456	10.07	14,662

	<u>Hours</u>	<u>Wages</u>
<b>Total Managemet Annual Hours</b>	<b>11,232</b>	
<b>Total Mgt. Annual Wages/FRINGES</b>		<b>\$285,228</b>
<b>Mgt. Full Time Equivalents</b>	<b>5.40</b>	
<b>Total Hourly Annual Hours</b>	<b>36,400</b>	
<b>Total Hourly Annual Wages</b>		<b>\$411,043</b>
Vacation Hours/Wages (80hrs/FTE/Yr.)	1,400	15,666
Holiday Hours/Wages (10hrs/FTE/Hol.)	1,400	15,666
Sick Pay Hours/Wages (90hrs/FTE/Yr.)	1,575	17,624
Holiday Premium Wages (\$30/FTE/Hol)	0	5,230
<b>Total Hourly Annual Hours/Wages</b>	<b>40,775</b>	<b>\$465,229</b>
<b>Hourly Productive FTE's</b>	<b>17.43</b>	
<b>Hourly Total Paid FTE's</b>	<b>19.53</b>	
<b>Meals per Productive Manhour</b>	<b>200 Avg.Census</b>	<b>211,335</b>
		<b>5.81</b>

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 210-219

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
1	Production Manager	Varies	40.00	2,080	17.19	35,755
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
1	Supervisor, Weekends	Varies	16.00	832	16.80	13,978
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
1	Cook, P.M.	10:30 - 7:00	56.00	2,912	12.11	35,264
1	Cold Food Worker	5:30 - 2:00	56.00	2,912	11.19	32,585
1	Cold Food Worker	10:30 - 7:00	56.00	2,912	11.19	32,585
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Hot Food, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / Porter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Stock / Infection Control, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Porter / Infection Control	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Starter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Hot Food, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Beverages / Bread, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Transport / Porter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Stock / Infection Control, PM	4:00 - 8:00	28.00	1,456	10.07	14,662

		<u>Hours</u>	<u>Wages</u>
<b>Total Managemet Annual Hours</b>		<b>11,232</b>	
<b>Total Mgt. Annual Wages/FRINGES</b>			<b>\$285,228</b>
<b>Mgt. Full Time Equivalent</b>		<b>5.40</b>	
<b>Total Hourly Annual Hours</b>		<b>36,400</b>	
<b>Total Hourly Annual Wages</b>			<b>\$411,043</b>
Vacation Hours/Wages (80hrs/FTE/Yr.)		1,400	15,666
Holiday Hours/Wages (10hrs/FTE/Hol.)		1,400	15,666
Sick Pay Hours/Wages (90hrs/FTE/Yr.)		1,575	17,624
Holiday Premium Wages (\$30/FTE/Hol)		0	5,230
<b>Total Hourly Annual Hours/Wages</b>		<b>40,775</b>	<b>\$465,229</b>
<b>Hourly Productive FTE's</b>		<b>17.43</b>	
<b>Hourly Total Paid FTE's</b>		<b>19.53</b>	
<b>Meals per Productive Manhour</b>	210 avg.Census	222,285	<b>6.11</b>

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 220 - 229

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
1	Production Manager	Varies	40.00	2,080	17.19	35,755
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
1	Supervisor, Weekends	Varies	16.00	832	16.80	13,978
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
1	Cook, P.M.	10:30 - 7:00	56.00	2,912	12.11	35,264
1	Cold Food Worker	5:30 - 2:00	56.00	2,912	11.19	32,585
1	Cold Food Worker	10:30 - 7:00	56.00	2,912	11.19	32,585
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Hot Food, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / Porter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Stock / Infection Control, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Porter / Infection Control	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Starter, PM	2:30 - 8:00	38.50	2,002	11.19	22,402
1	Hot Food, PM	2:30 - 8:00	38.50	2,002	11.19	22,402
1	Beverages / Bread, PM	2:30 - 8:00	38.50	2,002	11.19	22,402
1	Transport / Porter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Stock / Infection Control, PM	4:00 - 8:00	28.00	1,456	10.07	14,662

	<u>Hours</u>	<u>Wages</u>
<b>Total Management Annual Hours</b>	11,232	
<b>Total Mgt. Annual Wages/FRINGES</b>		\$285,228
<b>Mgt. Full Time Equivalents</b>	5.40	
<b>Total Hourly Annual Hours</b>	38,038	
<b>Total Hourly Annual Wages</b>		\$429,373
Vacation Hours/Wages (80hrs/FTE/Yr.)	1,463	16,371
Holiday Hours/Wages (10hrs/FTE/Hol.)	1,463	16,371
Sick Pay Hours/Wages (90hrs/FTE/Yr.)	1,646	18,417
Holiday Premium Wages (\$30/FTE/Hol)	0	5,465
<b>Total Hourly Annual Hours/Wages</b>	42,610	\$485,997
<b>Hourly Productive FTE's</b>	18.22	
<b>Hourly Total Paid FTE's</b>	20.41	
<b>Meals per Productive Manhour</b>	220 avg.Census	233,235
	6.13	

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 230 - 240

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
1	Production Manager	Varies	40.00	2,080	17.19	35,755
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
1	Supervisor, Weekends	Varies	16.00	832	16.80	13,978
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
2	Cook, P.M.	10:30 - 7:00	112.00	5,824	12.11	70,529
1	Cold Food Worker	5:30 - 2:00	56.00	2,912	11.19	32,585
1	Cold Food Worker	10:30 - 7:00	56.00	2,912	11.19	32,585
1	Starter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Hot Food, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Beverages / Bread, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Transport / Porter, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Stock / Infection Control, AM	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Porter / Infection Control	6:00 - 2:30	56.00	2,912	11.19	32,585
1	Starter, PM	2:30 - 8:00	38.50	2,002	11.19	22,402
1	Hot Food, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Beverages / Bread, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Transport / Porter, PM	4:00 - 8:00	28.00	1,456	11.19	16,293
1	Stock / Infection Control, PM	4:00 - 8:00	28.00	1,456	10.07	14,662

	<u>Hours</u>	<u>Wages</u>
<b>Total Management Annual Hours</b>	11,232	
<b>Total Mgt. Annual Wages/FRINGES</b>		\$285,228
<b>Mgt. Full Time Equivalent</b>	5.40	
<b>Total Hourly Annual Hours</b>	39,858	
<b>Total Hourly Annual Wages</b>		\$452,417
Vacation Hours/Wages (80hrs/FTE/Yr.)	1,533	17,154
Holiday Hours/Wages (10hrs/FTE/Hol.)	1,533	17,154
Sick Pay Hours/Wages (90hrs/FTE/Yr.)	1,725	19,299
Holiday Premium Wages (\$30/FTE/Hol)	0	5,727
<b>Total Hourly Annual Hours/Wages</b>	44,649	\$511,751
<b>Hourly Productive FTE's</b>	19.09	
<b>Hourly Total Paid FTE's</b>	21.38	
<b>Meals per Productive Manhour</b>	230 avg.Census	244,185
	6.13	

## STAFFING ALLOCATION CHART

**Walter P. Reuther**  
Census Range = 240 - 250

### Food Service

#	Position	Schedule	Hrs/Wk.	Hrs/Year	Hourly Rate	Annual Wage
1	Food Service Director	Varies	40.00	2,080	\$30.42	\$63,274
1	Production Manager	Varies	40.00	2,080	17.19	35,755
1	Supervisor, AM	6:00 - 2:30	40.00	2,080	15.86	32,989
1	Supervisor, PM	11:30 - 8:00	40.00	2,080	15.74	32,739
1	Supervisor, Relief	Varies	40.00	2,080	14.90	30,992
<u>1</u>	<u>Supervisor, Weekends</u>	Varies	16.00	832	16.80	13,978
1	Cook, A.M.	5:30 - 2:00	56.00	2,912	12.11	35,264
2	Cook, P.M.	10:30 - 7:00	112.00	5,824	12.11	70,529
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<b>Total Hourly Annual Hours/Wages</b>	44,649	\$511,751
<b>Hourly Productive FTE's</b>	19.09	
<b>Hourly Total Paid FTE's</b>	21.38	
<b>Meals per Productive Manhour</b>	240 avg.Census	255,135
	6.40	