Dietary Service Project FAQ's

1. How do I get a Dietary Service Toolkit?
   If you work in a SNF in California, one was sent to your facility.

2. I did not receive a Dietary Service Tool kit.
   If you feel your facility did not receive a Dietary Service Toolkit please contact Carmen so she can provide you with a confirmation of being sent.

3. My video skips when I play it, what can I do?

   If your DVD is not operating properly, you can send to CAHF and a new one will be sent to you.

4. What languages are the videos in?
   The videos are in three (3) languages. English, Spanish and Tagalog.
   The post-test are only in English.

5. Where will the 2019 conferences be held?
   There will be two (2) conferences in March 2019.
   March 5th is in Anaheim and March 6th is in San Diego.

6. How many videos are there?
   There are eight (8) videos. 6 for staff, 2 for managers. All videos have a post-test.

7. How long are each of the videos?
   Videos 1-6 are around 15 minutes long. Videos 7 & 8 are around 20 minutes in length.

8. How do I use the Dietary Service Toolkit that was sent to me?
   The Toolkit is for you to use in what situation best suits your dept. Each department has different needs and the Table of Contents should be able to guide you in the direction you are interested in for your current need. Make copies of the formats or use the website to edit according to your facility.

9. How do I get my administrator to get involved?
   The Dietary Toolkit was designed to reduce deficiencies in California. The participation of the administrator is ideal and you can find in the Dietary Service Toolkit the Administrator's Monthly Inspection Checklist. If there are any questions or concerns about the material, please contact Carmen O'Connell at coconnell@cahf.org

10. Is there a charge for any of the services provided?
    There is no charge for any of the materials or on-site visits and educational training.