

Vision for the Future

1. Dining and Food Service Improvements and Expansion

The dining and food service program at the Delaware Veterans Home is not functioning ideally for the residents.

A. The Dining Experience – Present and Future:

From a practical point of view and per new VA regulations, the dining room is too small to accommodate all of the residents at the same time. Approximately 95-percent of the residents are non-ambulatory, which requires space for navigation of motorized chairs around the tables. This limits the number of tables that can be provided. The current dining room design is based upon a military model and has a mess hall appearance. A home-style appearance is desired. The resident population today is very different from earlier generations and the next 5 to 10 year population could be different from this one. Today’s residents want food available 24/7. There is a need to offer both formal and casual dining. A small private dining room is needed for special events such as birthday parties and family gatherings.

An ideal dining experience would provide the following:

- The dining experience needs to be a resident-centered care model where the serving line is removed and table service provided. The atmosphere should be warm, inviting and more formal than exists today. A fireplace as a focal point would be ideal as natural materials could be introduced into the space. Lower ceilings could provide a human scale and improved acoustics.
- Service stations distributed in the dining room that provide beverages and ice.
- The wait staff using point-of-service hand held devices for taking orders. This would reduce time going back and forth to the kitchen. Runners from kitchen could bring the food to the residents.
- Accommodations for the entire population capacity, both current and future.
- Action stations such as carving and homemade pizza to enhance the dining experience.
- A demonstration area to allow the chefs to demonstrate cooking methods to the residents.
- An all seasons room that would extend the dining room or provide private dining. The panels could be opened during good weather.
- Cafe or smaller food venue that is available to both staff and residents for longer periods of time throughout the day. This will provide the residents with opportunities to dine between meals, alternative meals beyond what is

served in the main dining room and early morning light breakfast. The cafe dining experience is to be much different from the main dining and could have a theme such as a country club or sidewalk cafe. It should be designed to accommodate 25 to 30 people. The menu would accommodate breakfast and lunch with milk shakes, cakes, pies, and pastries as these are popular with the residents. The Cafe will need to have kitchen equipment for cooking the limited menu as well as being supplemented by the main kitchen for baked goods.

- A cyber café that would combine the Library with the Canteen. The number of books can be reduced as many residents are proficient with technology and are reading more e-books.
- Private dining room that would serve other purposes so that the room is not empty during the majority of the day.

B. Kitchen Facilities – Present and Future:

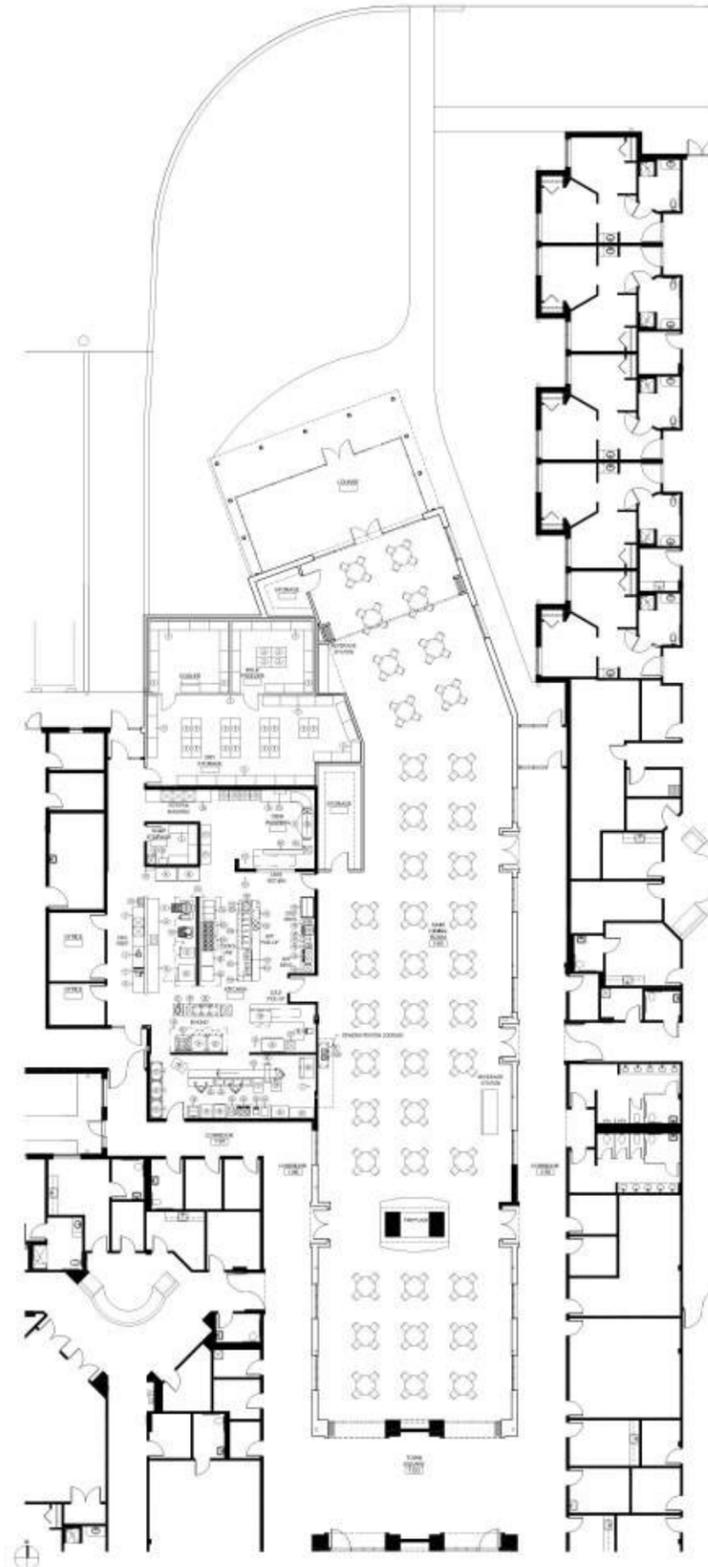
The Kitchen does not meet current needs nor will it once the dining concept is changed to restaurant style where the residents are served by wait staff. Equipment deficiencies are as follows:

- The walk-in coolers and freezers are located outside and not under cover. This exacerbates the fly issue within the facility.
- Work flow in the kitchen is poor or non-functional.
- Several pieces of equipment are not used, such as the tilt skillet.
- A five gallon kettle is needed for preparation of chili and stew.
- The dry storage is too small. Direct delivery would be preferred, which would allow dry storage to be remotely located. A seven day storage capacity in the kitchen would be needed.
- The chemical storage room is too small.
- The dish room configuration is poor and the area too small. The clean dishes mix with the dirty dishes. An upgraded dish washing unit is needed.
- The tray line will need to provide meals to all rooms or a centralized location in the event of an emergency.
- The dish/tray line should be expanded to allow for the wider menu options. Currently, two entrees are offered with fifteen easily prepared options available. Equipment for preparation of alternate vegetables, deserts and fruits are also available.
- The soda lines are currently run underground and should be modified to run overhead. They are difficult to access.
- The coffee service has the wrong voltage. 208/3 phase is needed to provide increased capacity.

- The floor drains are installed at the high end of the floor slab which makes cleaning the floors difficult.
- The electric service in the kitchen is over extended.
- Currently, one door is used for entering and exiting the kitchen into the Dining Room causing poor flow.

The following would provide an ideal kitchen:

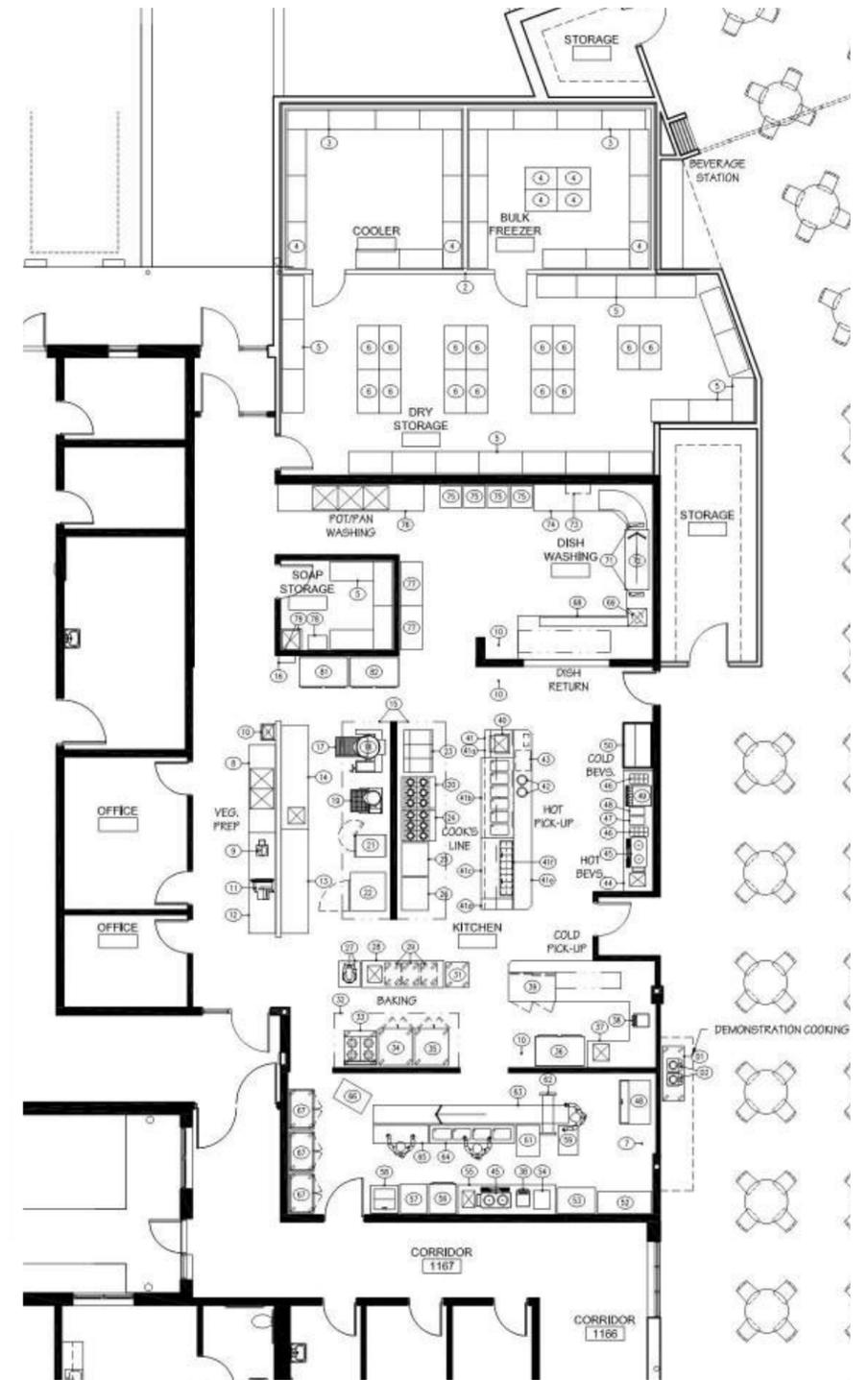
- Rearrange the kitchen to accommodate a restaurant model instead of the current cafeteria style.
- Enlarge the Kitchen to allow additional capacity for bulk, paper, refrigerated and frozen storage. Goods entering the kitchen are immediately placed into storage without having to go through the kitchen. Eliminate exterior access boxes.
- Relocate and enlarge the dish and pot wash room which will allow the wait staff to drop off dirty dishes prior to moving on to the pick-up area. Shelving adjacent to the cooking line for storage of clean pots, pans and dishes would be ideal as it would provide immediate access by the chefs.
- Relocate soap storage adjacent to the dish room where it is needed.
- A chef’s counter should be provided for preparation of hot and cold ala carte menu items. The food would be prepared and placed on the upper counter. The wait staff would tray the food and take out to the Dining Room. The line opposite of the chef’s counter should have an increased number of ranges and a char griller. This station could be used as a steam table for hot food with a cold section for preparing sandwiches.
- Eliminate the tilt skillet and provide a 12 quart trunnion kettle next to a combo unit on the other line. The steamer is moved to this line.
- The vegetable prep dedicated to the outer line.
- Cold food pick-up would be is located adjacent to the “out” door to the dining room. The wait staff would prepare/pick up salads and desserts.
- Baking station to be in a dedicated location facing the preparation lines.
- Provide an improved, organized and enlarged serving line which will be used for room bound residents and in emergencies.
- Provide separate kitchen doors designated “IN” and “OUT”.
- A vestibule at the Kitchen exterior entrance to control entrance of pests.
- Finishes are to be improved such as quarry tile flooring and fiberglass paneled walls.
- New layout to improve trash flow out of the kitchen.



Proposed Dining Experience – Interior View



Proposed Dining Experience – Exterior View



Enlarged Kitchen Plan

Proposed Dining and Kitchen Renovations and Expansions