Attainment's

Select-A-Meal

Dining Skills for People with Special Needs



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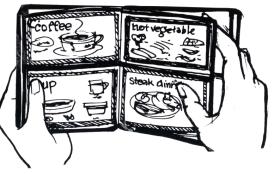
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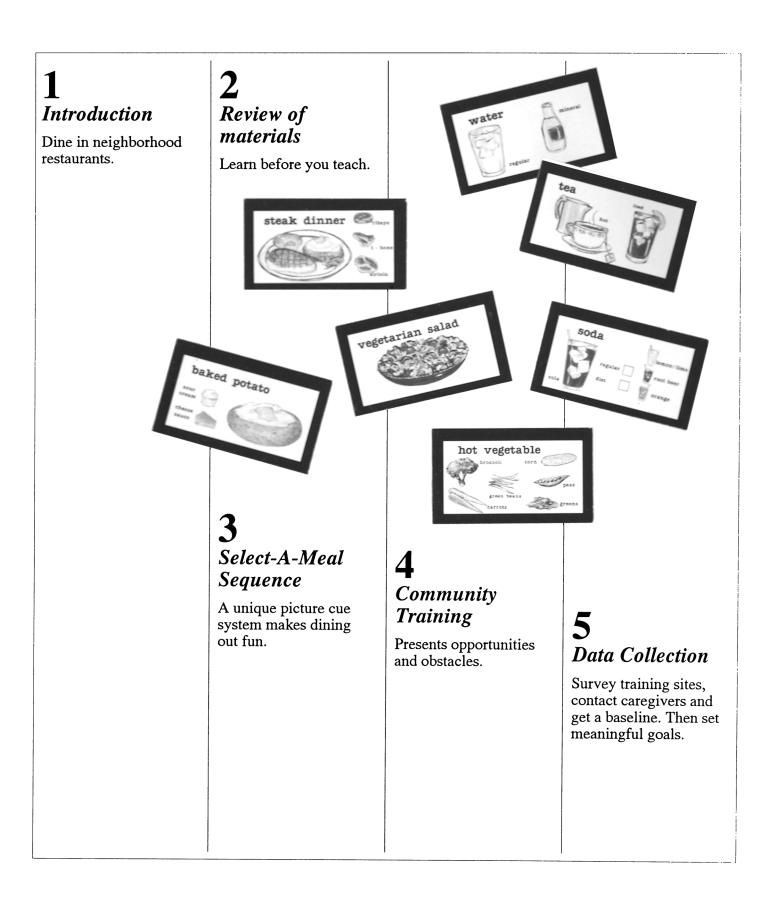








SELECT-A-MEAL



SELECT-A-MEAL

For most people, eating out provides a nice change of pace: a visit to a favorite restaurant, a good meal with no dishes to wash, a fun getaway from the grind of daily routine.



Select-A-Meal takes the hassle out of dining out and greatly expands the range of dietary possibilities when eating at home. It was created for people who have a hard time reading, remembering or communicating dining preferences and offers simple solutions to common obstacles.

Although a number of dining skills can be simulated in your facility, Select-A-Meal is a community-based program emphasizing on-site training. The ideal training program is one in which students dine out in the same neighborhood restaurants that they would use if functioning independently in the community.

Select-A-Meal brings together two complementary, stand-alone products, both designed to enhance communication and increase the user's range of choices when it comes to dining out or eating in: Restaurant Cards and the Illustrated Menu. They are

compact and portable as well as laminated to protect from spills and are excellent training aids when performing dining tasks in the community. But dining out includes other equally important skill areas like paying for meals, table manners and conversational skills: other training aids are included in the Resource File and are covered further on in this chapter.

Restaurant Cards and the Illustrated Menu cover a wide variety of basic food items and some that are not so basic, like ethnic favorites. They double as memory prompts and communication aids. Users "read" from Cards or Menu when ordering, or simply showing them to restaurant staff or caregiver to make food preferences clear. Cards and Menu also include a number of key phrases, like "Where is the restroom?" that are invaluable when dining out.

Even nonreaders can follow a picture list. Select-A-Meal is based on this premise. A unique system of picture cues has been developed to make dining in restaurants an easy-to-master sequence that is repeated until it is learned. The ultimate goal of this program is mastery of independent dining skills. While training can begin in-facility, it must finish in the community. In addition to Restaurant Cards and Illustrated Menu, the picture cue system includes: Step Pages, Miniature Cards, Conversation Requests and Social Diner Picture Pages. These items are included in the Resource File.

How Step-by-Step Instruction Works

Select-A-Meal uses a step-by-step approach to instruction. Each step includes objectives, training suggestions, problems that may occur and use of program materials: all presented in great detail within each restaurant category. Steps are grouped together in natural sequences called skill clusters. Dining in a fast food restaurant, for example, has six clusters: entering, ordering, paying, getting seated, dining and leaving the restaurant.

Restaurants are defined in three categories: fast food, table service and self-service, which includes cafeterias and vending machines. The step-by-step training sequence in the Instructor's Guide corresponds to 12 illustrated Step Pages—i.e., each step is pictured. The Dining Out Checklists are individualized by restaurant category, allowing you to assess each step in sequence the way it is taught. Checklists are used in both initial and subsequent assessments.

Fast Food

Users learn how to order and pay for food in fast food restaurants. The uniformity of floor layout schemes throughout a fast food chain makes franchises an ideal place to start training. (Chapter Three)

Table Service

Users progress to a more complex sequence of steps required when dining at a table service restaurant. Communicating with a host and server, greater demands for appropriate skills, and tipping are included in this category. Instructors learn how to survey suitable training sites and step-by-step training procedures. (Chapter Four)

Self-Service

Users learn to recognize a balanced meal as it appears dish by dish and to select in moderation from among a large number of offerings. Training in this area lends itself to facility-based exercises and simulations. Includes a section on using vending machines. (Chapter Five)

Step-by-step instruction is also provided in Chapter Two, Planning, and Chapter Six, Social Skills. The steps in these chapters are included in every outing regardless of restaurant category. Checklists for all categories include Planning and Social Skills sections.

Review Of Materials

To use Select-A-Meal, begin by reviewing the materials received. Then study the order in which to set up the program and proceed with training.

Note: What you have depends on what you ordered. Skip descriptions of materials you don't have.

Dining out is an occasion for socializing with family and friends, a time to relax and enjoy one of the basic pleasures of life.

But for those who have a hard time communicating, or reading a menu, dining out is often an exercise in frustration.

Lay Select-A-Meal materials out on a table. Here's what you have:

REVIEW OF MATERIALS

Picture Prompt Set

Restaurant Cards—144 business card size, laminated picture
cues, make it easy for those with reading, communication and
memory problems to dine out or choose a menu at home
independently.

Cards include nine Communication Cues and a handy Tip Finder. Cues allow user to express needs that are not food related, but may be



necessary to function in a restaurant, such as "Where is the restroom?" and "Do you accept credit cards?" The Tip Finder makes it easy for users to determine an appropriate gratuity based on the cost of the meal.

- Illustrated Menu over 200 full-color, illustrated menu choices and key phrases in one handy, portable, laminated booklet.
- Blank Cards —10 cards allow you to add ethnic or exotic items

to everyday choices. Use freehand art to illustrate desired items.

- Pocket Book compact and portable, with 40 handy pockets.
 Take it along on restaurant outings to hold personalized Restaurant Cards for use as memory, communication or recognition aids. Also included is a Card Case that holds up to six cards.
- Marking Set custom fit cards with necessary data that is easily removed. Includes a permanent and erasable markers and Magic Rub eraser. Note specific dishes or food items right on cards: McDonald's Quarter Pounder; Use Marking Set to customize and update as needed.

Curriculum Package

• **Instructor's Guide** — instructional heart of the program, with lesson plans, implementation strategies and assessment procedures;

Resource File — includes Step Pages, Home Contact Forms,
 Assessment Checklists, Money and Conversation Aids. Photocopy
 masters and use forever. The examples of Resource File contents
 are illustrated throughout this guide. A list of all Resource File
 Contents is found at the end of Chapter Seven, Program Evaluation.

Select-A-Meal Video

• Video — combines instruction with entertainment. Features an enthusiastic, young cast who role-play use of program materials in a humorous story format. Stars a young adult with developmental disabilities in the lead role. Great for introducing program goals to students, parents or administrators. Shows the Restaurant Cards and Illustrated Menu in use.

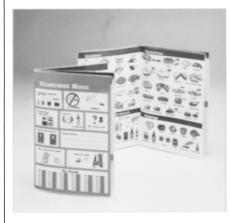
SELECT-A-MEAL SEQUENCE

Once you have finished reviewing the materials, it is time to set the program up for regular use. First, several preliminary steps must be taken. Steps are presented in two categories: for instructors to follow and for students.

Instructors follow these steps to set up Select-A-Meal:

- 1. Sift carefully through all 144 Restaurant Cards and remove those you will not regularly use in the beginning stages of training and put aside for later use in one of the two card boxes.
- 2. Make photocopies of all regular use cards and file copies behind originals.
- 3. Conduct Site Surveys of fast food, table service and self-service restaurants in your area. Select one of each as training sites. Site Surveys will be discussed later in this chapter.
- 4. Visit the sites you have selected and make a detailed physical assessment of each one. Get a menu from each restaurant site selected or a cash register printout of food prices.
- 5. Review the contents of the Resource File and photocopy materials you may use in future training.
- 6. Match picture prompts (i.e., Restaurant Cards or Illustrated Menu) to actual restaurant menus and price printouts.
- 7. Personalize Cards or menus students will use with prices and food choices: Quarter Pounder, etc.
- 8. Perform First Outing. Gives program participants a chance to become familiar with restaurant sites and Select-A-Meal materials.

9. Conduct Initial Assessments on all users, one at a time.



10. Training begins—taking an "individual deficit approach" to community-based instruction. Here, the user performs all the steps needed to successfully dine out, but you concentrate your training on only those skills the user needs to improve.

Student Training Overview

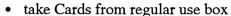
Now you have Select-A-Meal set up for everyday use, it's time to review program materials with the students. The following sequence is performed by the student with significant instructor input. The ultimate goal is to fade out program material use and instructional assistance as skill acquisition occurs.

Five methods of arranging pictures cues in sequence to help users increase their independence are discussed below. The materials used, instructor preparation time, and student skill requirements vary. Choose the method that works best for each student.

Method One — Restaurant Cards: Meal Specific

The user or instructor selects only those cards that picture what will be ordered for these specific meals. These cards are sequenced in the

Pocket Book with helpful communication and Step Page cues. The user can "read" the cards or show them to the cashier or waiter to place an order. Money can be kept in the Pocket Book, too.



- personalize Cards as needed, using Marking Set
- select photocopied Step Page and Communication Cues as needed
- load Pocket Book with Cards and Cues, sequencing in correct order
- · use Cards and Cues as needed
- put Cards back in regular use box when you return

Method Two — Restaurant Cards: User Specific

User selects favorite Restaurant Cards and stores them in the Pocket Book. He decides exactly what to order at the restaurant. Communication and Step Page Cues can be sequenced in the Pocket Book.

- select favorite Restaurant Cards from regular use box
- personalize Cards as needed



- load Pocket Book with Cards and Cues sequenced in the correct order
- use Cards and Cues as needed in the restaurant
- put Cards back in regular use box or keep in Pocket Book for future use

Method Three — Illustrated Menu

The menu has the advantage of being compact and ready to go. It does however, require the user to select choices from many small pictures. Prepare the order ahead of time by circling menu items.

Communication Cues are on the front of the menu. Step Page Cues can by photocopied on a sheet and inserted into the menu before leaving.

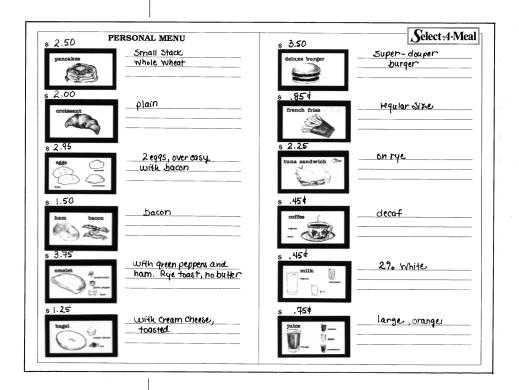
- circle Menu items to order
- personalize Menu as needed, using Marking Set
- select Step Page Cues, make photocopied sheet and insert in Menu
- use Menu and Step Page Cues as needed in restaurant
- put Menu back upon return from outing

Method Four — Personal Menu

The Menu uses materials found in the Resource File along with the actual restaurant menu you obtained during the Site Survey. It should be assembled by the instructor with as much user input as possible.

The Personal Menu matches photocopied Restaurant Card miniatures to the items on the restaurant's menu. Instructor simply writes the name of the menu item and its price, next to the miniature picture. For a close match-to-sample menu, follow the same order of menu items as the restaurant's own menu.

- photocopy Restaurant Card miniatures
- photocopy Personal Menu page masters
- get copy of actual restaurant menu
- tape miniatures to page following order of restaurant menu
- tape restaurant logo to Menu
- write specific names and prices in available space across from mini-cards
- use as needed in restaurant
- put back upon return, or keep in safe place



Method Five — Restaurant Menu

Instructor photocopies actual restaurant menu obtained during the Site Survey and uses it to prepare a student's order ahead of time. Specific entries can be highlighted before leaving. This method does require reading skills. This method requires the least amount of program materials or instructional assistance.

- photocopy restaurant menu
- student or instructor highlights desired menu choices, if necessary
- take to restaurant
- · use as needed
- put back upon return, or keep in safe place

Methods One through Five represent a progression of skills, though there are some notable exceptions. While it is the goal of training to fade out training aids, for some users they will become permanent adaptive aids. For example, user is capable but has difficult to understand speech. Student needs to use Restaurant Cards to communicate menu choices, even though he is able to plan and pay for meals independently.

COMMUNITY TRAINING

Select-A-Meal focuses on community-based training. The instructional thrust is on dining out at area restaurants. The purpose is simple: users learn skills in the places where they will be needed; no wasted time, no wasted skills.

Community-based instruction does, however, present several issues. These are outlined below.

1. Money — you can't simulate a dining experience once inside a restaurant. If you place an order, you must pay for it. You might have access to some funding, but if you have a lot of users and plan a lot of outings, it will soon be gone.

One option is to fund outings through the user's home. If caregivers are willing, suggest that money be provided on occasion to dine out instead of for school lunches. It may be a little more expensive, but it is still lunch money.

Students may have access to some of their own money which they wouldn't mind spending at a McDonald's or Pizza Hut. Ask them. Your final funding solution may combine all the above suggestions and others of your own ingenuity and invention.

- 2. Number of users outings can be somewhat delicate and complex affairs. It depends on the number of users, their abilities and behavior. It also depends on your resources, including staff, funding and administrative support for the program. You will have to tailor each instructional outing around the number of users and the goals and objectives will have to be planned accordingly. Stick to a manageable group size when dining out. We recommend four students or less.
- 3. Integration one goal of community-based life skill training is to blend users smoothly into society. Yet, during the training process it will often seem as though the opposite effect is occurring instead. Users will frequently stand out and draw the attention of others. Once they get used to going out on their own, it will be easier for you to stay in the background.
- 4. Intervention when, if ever, is it appropriate to step in if a user is struggling with an outing step? It's a sensitive area and each instructor's reaction will be a little different. For example, a user is too slow in finding the correct denomination with which to pay for selected items, and other customers start to verbalize displeasure: is it best to let natural consequences take their course? Or should you intervene and save the user an embarrassing moment? It will depend on the user's disposition and your instructional strategy.

- 5. Generalization focusing instruction on a restaurant in the user's own neighborhood is practical. It's familiar, not too intimidating and best of all it's where the user will dine when training finishes. But there are problems with restricting training to a limited sphere. If users train in one or two restaurants exclusively, they may be unable to generalize skills learned to other settings. That renders training almost useless if the student moves, or the frequented restaurant closes or moves. Furthermore, don't think that all of one's dining can be done in a single location. It's not realistic much less convenient. The ability to function independently in as many sites as possible is the ultimate objective of Select-A-Meal training.
- 6. Transportation getting to the training site. It takes money and time. But it's an important component of any community-based program. Learning to use public transportation systems is a big step toward independence and you should encourage it whenever possible.
- 7. Excursions combining community-based outings in logical groupings. It's the way things are done in the real world. Don't just go out to eat: take a bus, go shopping at a mall, grab a bite to eat, use the pay phone and take the bus home again.

However, there are a number of dining out skills that can be practiced in a classroom setting. Practicality dictates that facility-based exercises augment training as much as possible. School-based training is less costly and time-consuming. If you have access to an in-facility cafeteria, practice there as often as you can. Classroom simulation ideas are included in the Training Suggestion section for each step. Social skills, which include basic etiquette and table manners, make good classroom exercises or can be taught at home.

First Time Out

Select-A-Meal mixes classroom training with community outings. But outings are the ultimate goal of all training. There are three stages of outings: first outing, initial assessment, and all subsequent training outings. The first outing is designed simply to introduce students to the community sites where training will take place. It is a preassessment outing and offers users a chance to see the sites and reduce any anxieties they may have when training begins. It will give instructors a chance to get a feeling for student skills and deficits.

We recommend limiting initial assessments to one student at a time. Conducting an original assessment is time consuming and exhaustive: don't try to assess four students at once, you won't get any worthwhile data. However, you can take four students along and have three perform a first outing, while the other is being assessed.

You know what the program materials are and how to use them. You're ready to step out. Before you go, there are several preliminaries that must be taken care of. Make sure you have written permission from parents or caregivers to do community-based training. Send out the Home Questionnaire and Introductory Letter before your first outing. They are detailed later in this chapter.

A Site Survey should be performed before stepping out as well, to determine accessibility, to get hold of a sample menu and to consider other issues of an acceptable training site, such as the willingness of restaurant staff to work with your students. This process is explained in more detail later.

Show the Select-A-Meal video to users before leaving for the First Outing. It will give them the feeling of an actual outing and give you a chance to lead a discussion of such issues as dressing appropriately, table manners and etiquette.

Demonstrate use of program materials throughout the first outing, starting with the planning stage. Let students see what role Restaurant Cards, Pocket Book and Illustrated Menu play in planning and dining. Students might not use materials at this point, but they can see how they are used.

Make transportation arrangements to the site. Once there, lead users on an orientation tour of the restaurant. This will familiarize them with the site, and help them to get over the usual anxieties of a new experience.

Levels Of Independence

Independence is a by-product of life skill mastery. It's the payoff for successful training and positive performance. However, life skill users function within a wide range of abilities and each needs to progress forward regardless of individual starting points. Choosing appropriate and realistic goals, based on each student's needs and abilities, allows everyone to progress toward a higher degree of independence.

Not all students will attain independence in every dining skill. Some will always need help in some areas, like arranging transportation, carrying a tray to a table or figuring out the approprite amount for a tip.

Levels of independent use are discussed below. Review and decide which one best suits user abilities. Some users will start at Level I and progress through to Level II, while others will find a level and training will focus on skill maintenance.

Level I — instructor selects Restaurant Cards or prepares Illustrated Menu based on user's dining preferences. Instructor takes responsibility for setting up materials so student can order and pay for



food with minimal effort and few if any communication skills. Most users will begin at least some training on Level I. Placing orders and paying for meals are the most difficult skill clusters and here they are predetermined by the instructor, including the denominations with which the user pays.

Level II — user and instructor share responsibility for all dining out activities. Here the instructor takes as much input from the user as possible and pushes for more. If ready, user is encouraged to begin the process of independently planning, ordering and paying for meals, but may still need help with some steps. User selects options when ordering and is learning to master some money management skills. User determines amount needed and what denominations to take.

are still engaged in the training program and continue to monitor student performance but are fading out involvement. The student is moving toward unsupervised performance. Instructors are focusing on remaining skill deficits.

DATA COLLECTION

Home Contacts

Get parents or other caregivers involved. Caregivers are long-term advocates, they are a great source of information about the student and can boost training on the home front. They may be willing to provide funding for restaurant outings, too.

By establishing a good working relationship with caregivers, you extend education beyond the school grounds. Make parent contacts with the forms described below and invite them to watch the Select-A-Meal video. Show them how the program works and the materials students will use during training.

The Select-A-Meal Resource File includes two forms that help you make home contacts: Introductory Letter and Home Questionnaire.

Send the Letter and Questionnaire home at the beginning of training. The Letter is designed to be copied on your letterhead. If you are planning an informational meeting for parents, announce it in this letter.

Select-A-Meal

esource File Contents

The Resource File is organized into five categories: Data Sheets, Restaurant Aids, Money Aids, Picture Step Pages and Communication Aids.

Data Sheets

Introductory Letter

For teachers to encourage caregiver involvement and support in the Select-A-Meal program. Copy the introductory letter and home questionnaire (described below) on your facility letterhead.

Home Questionnaire

Gives the teacher or therapist information on the user's dining out experiences and abilities when at home. Does the family eat out often? What kinds of restaurants do they dine at? What are the student's existing skills? Caregivers complete the form, noting any comments or concerns.

| PLANNING | PLANNING | Planting | Planting

Site Survey

Assesses potential training sites. This process is also called an Ecological Inventory. Note: you may sift through a number of sites before settling on one. Maintain a file of completed surveys for future use if you expand programming or need to change sites for any reason.

Dining Out Checklists

The most important data sheets in Select-A-Meal. Checklists cover dining out step-by-step in each category of restaurant: fast food, table service and self-service. Use this for initial as well as ongoing assessments. A rating key is found on the bottom of each form.

All checklists have planning to dine out and social skills sections. A section is also provided to note individualized ordering strategies for each student.

Note: Each training step is described in detail in the Instructor's Guide and illustrated on a corresponding picture step page.

2 Restaurant Aids

Mini Restaurant Cards

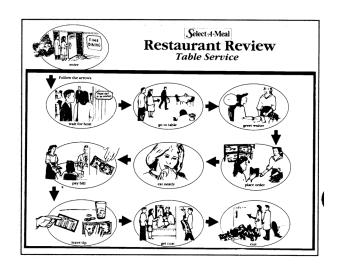
Miniature versions of restaurant cards are included in the resource file. They have four uses: to illustrate personal menus (described below); to illustrate actual restaurant menu to help marginal readers; to give an inventory of restaurant cards; and to substitute for restaurant cards (e.g., put on communication board.) Three miniature pages are given.

Personal Menu

Offers an alternative to restaurant cards and the illustrated menu. Can be made to match a specific restaurant menu item by item and photocopied so each student has one. Cover page has communication cues and a place to write special requests. Inside page holds miniature cards and a written description of each menu item. Two personal menu pages are given.

Restaurant Reviews

Illustrate basic similarities and differences between restaurants. Use with students when selecting a restaurant for an outing. Includes three restaurant reviews.



3 Money Aids

Dollar Stickers

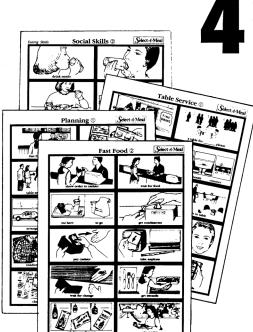
Stick on restaurant cards or illustrated menu to reflect the estimated cost of items student will order. Dollar stickers come in \$1, \$5, \$10 and \$20 denominations.

One and Multiple Dollar Counters

Use this worksheet to total dollar stickers. Note: use the one dollar counter with one dollar stickers and the multiple dollar counter when larger denominations are involved.

Dollar Taker

Illustrates three different bill combinations at \$10 intervals from \$10–50. Students match actual money to illustrated bills to make sure they take enough along on outing.



Picture Step Pages

Shows dining procedures step-by-step and provides a task analysis for each one. Can be used in the classroom or sequenced and inserted into pocket book along with restaurant cards when dining out. To use on outings, photocopy a sequence of steps, cut into card size and slide into pocket book, or illustrated and personal menus.

Includes thirteen step pages:

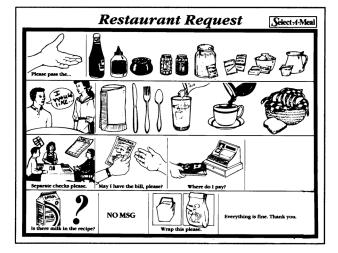
Planning	1
Fast Food	1–3
Table Service	1–3
Cafeteria	1–2
Vending Machine	1
Social Skills	1–3

5 Co

Communication Cues

Communication Cue Sheet

Allow students to express basic needs when dining out. Specific requests can be integrated into pocket book and shown to restaurant staff as needed. Cues supplement turquoise restaurant cards.



Restaurant Request Sheet

Place on the table when dining out. Students simply point to illustrated requests when communicating with restaurant staff.