

Appendix N: Phone Discussion Guides



Phone Discussion Guides

For Program Assistants



***Starting With the Basics-
Food, Equipment and Knowledge
Video lesson phone discussion***

The following are a list of points that should be covered in the phone discussion. The order in which these items are discussed is not important. Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding the *Starting With the Basics- Food, Equipment and Knowledge* video lesson.

- 1. I work with people interested in planning and preparing healthy, low-cost meals. Different people have different interests and questions about food. Do you have the handouts that came with the video lesson? Look at the first handout with the general topics listed (*Participant Interest Survey*). Which topics are you interested in most? I will keep in mind that you are interested in _____ (complete sentence with his/her areas of interest) when we are going through the lessons.**
- 2. Do you have the handout that lists sources of food and nutrition information in your community (*Where to Look for Help* handout)?**
Discuss different sources of nutrition and food information with the participant if appropriate.
- 3. You may also want to know of other programs in Extension.** Discuss other programs, such as 4-H, if appropriate for the participant or his/her family.
- 4. Are you ready to learn how to prepare a new recipe that your family can enjoy? Did the video lesson give you ideas of meals you could make from foods you have in your home?**
- 5. If the homemaker is a WIC participant, ask, "Do you have any WIC foods left at the end of the month? Which ones?"** Discuss ways the participant can use these foods in meals.
- 6. Do you have these items at home: a measuring cup, measuring spoons, rolling pin, bowl? If not, what other items in your home could you use for measuring/ preparing food?** Discuss alternatives. Review *Cooking Basics: Kitchen Equipment* handouts. If necessary, help participant calibrate a

container using a measuring cup and permanent marker during the next home visit.

7. The video lesson talked about measuring ingredients and following a recipe. What things do you measure when cooking?

8. Do you use recipes when cooking? A recipe tells you what foods to use and how much you need. It also tells you how to prepare the recipe.

9. Review *Cooking Basics* handouts.



The Food Guide Pyramid ***Video lesson phone discussion***

The following are a list of points that should be covered in the phone discussion. The order in which these items are discussed is not important. Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding The *Food Guide Pyramid* video lesson.

- 1. Had you seen the Food Guide Pyramid before watching the video lesson? Where?**
- 2. Review *Using the Food Guide Pyramid* handout.**
- 3. What foods do you eat from the Cereal, Rice, & Pasta Group? Foods in this group are high in complex carbohydrates or starches that give us energy.**
- 4. We get protein from many foods including meat, dry beans, eggs, milk and cheese. What foods with protein did you eat today or yesterday?**
- 5. Has your doctor ever told you the iron in your blood was low? Iron in our blood carries oxygen to all parts of our bodies. Foods in the Meat, Poultry, Fish, Dry Beans, Eggs and Nuts Group have iron. (Going further) Our bodies do not use iron from non-meat foods such as dry beans or whole grain cereals as well as they do the iron from meat. Eating a Vitamin-C-rich food helps our bodies use the iron that may be in non-meat foods. For example, when you have a glass of orange juice and a bowl of whole grain cereal for breakfast, the vitamin C in orange juice helps your body use the iron in whole grain cereal.**



Understanding Food Labels ***Video lesson phone discussion***

The following are a list of points that should be covered in the phone discussion. The order in which these items are discussed is not important. Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding the *Understanding Food Labels* video lesson.

1. Do you read food labels?

2. Look at the handout *Label Reading For Better Eating*. Do you see the box titled Nutrition Facts? This is nutrition information can be found on food labels.

b. How much is one serving on this label? How many calories?

c. Can you find the % Daily Values on the label? These are based on nutrient intakes when eating 2,000 calories per day. Percent Daily Values helps us see which foods are higher or lower in a nutrient.

d. Can you find the amount of fat, cholesterol and sodium n the food label? How much fat is in one serving? What is the daily value for fat in a 2000-calorie diet? The food label tells us for a 2,000 calorie diet, a typical calorie level for many adults, should have less than 65 grams of fat a day. **What is the % Daily Value for fat in one serving on this label? How might you use this information?** If you are trying to decrease the fat in your diet you may choose foods with less fat.

e. Can you find the amount of fiber, vitamin A, vitamin C, calcium and iron?

f. Do you remember what the video said about the ingredient list? Ingredients are listed in order by weight. (the first ingredient is present in the largest amount

3. Look at the other side of the *Label Reading for Better Eating Handout*.

Review answers with the homemakers.



Planning Makes a Difference ***Video lesson phone discussion***

The following are a list of points that should be covered in the Phone Discussion. The order in which these items are discussed is not important. Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding the *Planning Makes a Difference* video lesson.

- 1. Have you ever gone into the kitchen and wondered, What meal can I make tonight?** Planning can help you save money and serve healthy meals.
- 2. Did you fill out the Menu Planning sheet with the video lesson?** If the participant did not fill out the sheet, complete the sheet with the homemaker over the phone. If they did complete the sheet, review the meals they wrote down.
 - a. What foods does your family like to eat in the morning?**
 - b. What do you usually eat for lunch?**
 - c. Your evening meals?**
 - d. Snacks?**
- 3. Are there foods from the five food groups on the Food Guide Pyramid?** Review their choices by food group.
- 4. What things are important to you when planning your family's meals?** Some possible answers may include: easy to prepare, use WIC or food pantry foods, include healthy foods children like to eat, eat low-cost foods, and include foods I can use in brown bag lunches.
- 5. Plan a sample weekly menu or, if the homemaker has already filled in the sheet, review their weekly menu.**
 - a. Is your evening meal the biggest meal in your home?**
 - b. Are there some days that are especially busy?** If so we will plan leftovers or simple meals for these days.
 - c. What evening meals would you like to include?**
 - d. Where do you shop? Do you have an ad or flyer that lists the specials at this store?** Often, store flyers are sent through the mail or

will be found in the weekly food section of newspapers. Looking at these specials before you go shopping will help you plan. If the participant has an ad or flyer, ask them if they would like to include any of these specials in their menu.

- e. **What foods would you like to add to complete your evening meals?**
- f. **What does your family eat and drink in the mornings?** Breakfast is important. It gives us energy and nutrients to start our day.
- g. **Now, let's add lunches. If you plan to cook extra food for use at another meal, would you use any of these foods in lunches?**
- h. **What snacks would you like to add? for children? For adults?**
- i. **Does this look like a menu you could follow?**

6. **Do you normally use a shopping list?** Make a shopping list with the homemaker based on their weekly menu.



Making the Most of your Food Dollars
Video lesson phone discussion

The following are a list of points that should be covered in the phone discussion. The order in which these items are discussed is not important. Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding the *Making the Most of your Food Dollars* video lesson.

- 1. Did the video give you any ideas on how you can juggle your food budget, time and other responsibilities?**
- 2. How much money do you have to spend on food per month? Include WIC vouchers and food stamps.** If you shop once a week, you might try dividing your WIC vouchers into four envelopes (one for each week). **Do you run out of money by the end of the month?**
- 3. Where do you shop?** Larger supermarkets usually have lower prices than small convenience stores. **Do you have transportation to get to a large supermarket? Could you arrange to ride with a friend?** Sometimes a cab to a supermarket may be cheaper than the higher prices at convenience stores.
- 4. What are your children doing when you are shopping? What are some ways you could keep them occupied at the store?** Bring a toy or let them hold unbreakable things like a box of cereal. Children are more likely to eat foods they help choose. Ask your child, "Which head of broccoli should we buy?"
- 5. Do you bring a shopping list? What are some ways a shopping list can help you save money?** It can help you buy foods that you need that fit in your budget.
- 6. What are some ways the video showed you that grocery stores use to get you to buy more expensive foods?** Items placed on the ends of aisles that are not on sale. These foods may be placed there so they sell faster. Foods placed on middle shelves are usually more expensive than those placed on high or low shelves. Stores put extra items in places where you might be tempted to buy them. What about non-food items in the checkout line? Some checkout lines are candy-free (which may help if your child is shopping with you).

7. **Comparing prices can help you find the best buy. Let s look at the *Compare the Cost* handout.** Review work sheet. We often need to look at the unit price to determine which food is the better buy.

8. **Do you have coupons for cereal?** When shopping check to see if the coupon will make one cereal a better buy than another brand of similar cereal. Coupons only help if they lower the cost.

9. **Do you ever buy large packages of meat or the whole chicken instead of cut -up smaller packages? Do you have the freezer space to store these foods?** Cutting up a whole chicken yourself can often be cheaper than buying individual pieces. You need the freezer space to store it otherwise it will spoil.

10. **How do you think non-food extras affect your food budget (condiments, sodas, and chips)?** The foods can increase the amount of money spent on foods and some can increase your waistline too!

11. Review *Food Shopping on a Budget*



Keeping Food Safe
Video lesson phone discussion

The following are a list of points that should be covered in the phone discussion. The order in which these items are discussed is not important. Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding the *Keeping Food Safe* video lesson.

- 1. Have you ever had nausea, vomiting and diarrhea, and thought you might have gotten sick from food?**
- 2. What affect does cold have on bacteria (germs)?** Slows bacteria growth. Cold food should always be kept cold. **Do you have problems with your refrigerator keeping foods cold (at 40° F)?** Your local extension office can tell you what to do if your power fails or you are having problems keeping foods cold in your refrigerator.
- 3. Describe safe ways to keep baby formula?** Never let baby bottles with formula or opened cans of formula sit out at room temperature. If you need to take baby formula with you, use powdered formula and mix only the amount you need just before feeding your baby. Make sure the water you use is clean and safe.
- 4. Describe some safe ways the video lesson talked about to thaw meat, poultry, and fish.** Thaw in the refrigerator. (Going further) If you have a microwave oven and plan to cook meat, poultry or fish immediately after thawing, you may thaw it in the microwave oven. Use the defrost setting or a low power level to thaw. If you do not have the manufacturer's instructions for thawing meat in your microwave, start with two minutes per pound of meat, poultry or fish. Be sure to use a microwavable container when thawing in the microwave. Many plastic containers like margarine tubs are not microwave safe.
- 5. How can you tell if meat, poultry, and fish have been cooked all the way?** a) juices run clear, b) no pink in the center, c) no red around the bones, and d) fish should flake easily.
- 6. What are some ways that you can keep foods safe from insects and animals?** a) store food in containers with tight fitting lids, b) wash dishes, counter tops and tables after use, c) keep pets off countertops, d) fix all water

leaks and seal all openings around water pipes, cracks, crevices and screens, and e) keep trash in a covered container and remove trash daily.

7. What should you do with food that is or may be spoiled or has not been handled safely? Throw away moldy foods such as bread, fruit, jam, and soft cheeses such as cottage cheese. Do not use food from cans that are bulging, past their expiration date or showing signs of rust. Never taste food you think may be spoiled or contaminated. Do not eat food that was not cooked or stored properly. Put spoiled food down the garbage disposal or wrap it up and throw it in the trash so children, pets, and wildlife cannot get to it. **WHEN IN DOUBT.... THROW IT OUT!**

8. Review *Food Storage Times for the Home* and *Storing Leftovers Safely* handouts.



The Bread, Cereal, Rice & Pasta Group
Video lesson phone discussion

The following are a list of points that should be covered in the phone discussion. The order in which these items are discussed is not important. Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding *The Bread, Cereal, Rice & Pasta Group (The Grain Group)* video lesson.

- 1. What foods from this group do you eat?**
2. Review Cooking *Cereal, Rice and Pasta* and *Comparing Fat and Calories* handouts
- 3. Foods in the Grain Group are high in complex carbohydrates (starches). Why are starches so important to our diets?** Starch provides energy.
- 4. Foods in the Grain group are also high in fiber. Why is dietary fiber important?** Fiber helps prevent constipation and may help prevent some types of cancer.
- 5. Look at packages of bread, rice, cereal or noodles in your home. Can you find the words enriched or fortified on the labels?** Enriched means that some of the vitamins and minerals lost through processing are added back to the product. Choose enriched bread and rice if you do not eat whole wheat bread or brown rice. Fortified means more vitamins and minerals are added to the product than it would usually have.
- 6. Foods in the grain group are usually low in cost. They can be combined with expensive foods like meats to make low-cost meals. What dishes with noodles or rice does your family eat?** Review *Create a Casserole* handout.
- 7. How can you save money on foods in this group?** Buy store brand cereals and family-size boxes that are usually lower in cost. You can also save money by buying day-old bread, plain rolls and crackers.
- 8. What kind of containers do you have that might be used to store cereal products such as cornmeal and rice?** Clean containers with tight fitting covers should be used (can use an empty coffee can or margarine tub)



The Vegetable Group
Video lesson phone discussion

The following are a list of points that should be covered in the phone discussion. The order in which these items are discussed is not important.

Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding *The Vegetable Group* video lesson.

- 1. We get most of our vitamin A from vegetables. Why do we need vitamin A?** It helps us see in the dark and keep our skin healthy. A diet with plenty of fruits and vegetables might help prevent some types of cancer. Orange and dark green vegetables are high in vitamin A. **What vegetables high in vitamin A does your family like?**
- 2. Review *Buying, Using and Storing Vegetables* handouts.**
- 3. We should eat at least three servings of food from the Vegetable Group every day.** Review servings. **How can you get vegetables in your family's meals?**
- 4. We eat vegetables raw or cooked. Do your children like raw vegetable sticks for snacks? What vegetables do they like to eat?**
- 5. How do you wash vegetables?** Wash vegetables under cool water. Do not use soap. Soap left on vegetables can make you sick. **Do you have a vegetable brush?** Scrub tough skinned vegetables such as potatoes and carrots with a vegetable brush. Make sure you keep the brush clean and use it only for vegetables and fruits. Using a vegetable brush is the best way to clean tough skinned vegetables. If you don't have a brush, use a clean paper towel to scrub vegetables.
- 6. Where do you store vegetables in your home?** Store most fresh vegetables in the refrigerator. Store canned vegetables and some fresh vegetables, such as potatoes and onions, in a dark, cool, dry place off the floor. **Where is a good place to store potatoes in your home?** After opening canned vegetables, store the vegetables in a clean, covered container in the refrigerator.
- 7. What are some ways to save money when buying vegetables?** Standard size cans usually cost less per serving than single serving cans. Buy vegetables in season. Larger bags of frozen vegetables usually cost less than small boxes.



The Fruit Group
Video lesson phone discussion

The following are a list of points that should be covered in the phone discussion. The order in which these items are discussed is not important.

Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding *The Fruit Group* video lesson.

1. **Review *Fruits- How To Get 2-4 Servings a Day*. What fruits does your family like? How would you get at least two servings of fruit into your family's diet?**
2. **Many fruits have vitamin C. Why do we need vitamin C?** Vitamin C helps us absorb iron, helps our immune system stay healthy, and helps heal cuts and burns.
3. **Unpeeled fruits, dry fruits such as prunes, and berries are high in fiber. Why do we need fiber in our diets?** Fiber helps prevent constipation, may help prevent some types of cancer.
4. **Some fruits are high in vitamin A. Why do we need vitamin A?** Vitamin A helps us see in the dark and keep our skin healthy.
5. **You can save money by buying fruits that are in season. Which fruits are the best buys in your grocery store now? How else can you save money?** Look for the lowest price brands of canned fruit. Dried and fresh fruits usually cost more. **Review *Buying, Using & Storing Fruits*.**
6. **How should fruits be stored?** Most fresh fruits should be kept in the refrigerator. Canned and dried fruits should be kept in a cool dry place. After opening canned fruit, store it in a clean covered container in the refrigerator. Keep bananas at room temperature.
7. **Do you scrub tough skinned fruits, such as an apple or cantaloupe, before cutting or eating them?** Do not use any soap to wash fruits- soap left on fruits can make you sick. Wash berries gently with cool water.



The Milk, Yogurt & Cheese Group
Video lesson phone discussion

The following are a list of points that should be covered in the Phone Discussion. The order in which these items are discussed is not important. Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding *The Milk, Yogurt & Cheese Group* video lesson.

1. Review the *How to Get the Calcium You Need* handout.
- 2. Do you buy non-fat dry milk or evaporated milk? If so, how do you use it?** Non-fat dry milk or evaporated milk can be used to make cream soups, puddings, or baked goods such as muffins. Undiluted evaporated skim milk or low-fat milk is a good low-fat substitute for cream in coffee or recipes. Review *Using Non-fat Dry Milk* handout.
- 3. Does milk stay fresh in your refrigerator for one week?** If not, your refrigerator may not be set cold enough or may not be working properly.
- 4. What are some ways you can save money when buying milk, yogurt and cheese?** Milk and yogurt in larger containers usually cost less than smaller containers. You can also save money if you buy a chunk of cheese and shred it yourself.



*The Meat, Poultry, Fish,
Dry Beans, Eggs & Nuts Group
Video lesson phone discussion*

The following are a list of points that should be covered in the phone discussion. The order in which these items are discussed is not important. Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding *The Meat, Poultry, Fish, Dry Beans, Eggs & Nuts Group* video lesson.

- 1. Foods in the Meat, Poultry, Fish, Dry Beans, Eggs & Nuts group give us protein, vitamins and minerals. Why is protein important?** Protein is necessary to build and repair our bodies. Children need protein to grow.
- 2. Foods in this group also give us iron. Why is iron important in our diets?** Iron in our blood carries oxygen to all parts of our bodies.
- 3. Do you have a deck of cards?** A 3-ounce piece of meat is about the size of a deck of cards (or the palm of a woman's hand). **Does this look like the serving size that adults in your family eat?**
- 4. What kinds of dry beans have you eaten?** Dry beans are low in cost and easy to prepare. Review *Cooking Dry Beans & Peas*.
- 5. Do you have at least one meatless meal per week? Have you ever had meatless chili? Red beans and rice?** Try to plan one meatless meal per week.
- 6. Review *Lean Meat is Good to Eat* handout. What are some lean meats you use instead of high-fat lunch meats on sandwiches?**
- 7. What are some ways to save money when buying foods in this group?** Buy low-cost cuts of meat. Use one large piece of meat for more than one meal. Remove skin and bones from chicken yourself.



Breakfast/ Choosing Healthy Snacks ***Video lesson phone discussion***

The following are a list of points that should be covered in the phone discussion. The order in which these items are discussed is not important. Take time to listen to the homemaker's responses and address their needs and concerns. These questions will help facilitate the discussion regarding the *Breakfast/ Choosing Healthy Snacks* video lesson.

- 1. How do you feel if you do not eat breakfast?** Breakfast is very important for everyone. It gives us the energy and nutrients to start our day. Children who eat breakfast might pay more attention in school and have more energy to work and play than children who do not eat breakfast.
- 2. What foods do you like for breakfast?** Review *Eat Breakfast!* handout.
- 3. What could you grab for breakfast on your way out the door?**
- 4. What foods in each of the five food groups does your family like for snacks?** Review *Snack Ideas from the Food Guide Pyramid* handout.
- 5. Healthy Snacks are very important for children. Children have small stomachs and might eat small servings at meals. What time might be good for morning and afternoon snacks for your children?**
- 6. Do you ever overeat at dinner because you are very hungry?** A healthy afternoon snack may keep you from overeating at dinner?
- 7. Let's plan snacks for your family. What foods in the Food Guide Pyramid would you like to include?**