

Dining Services Advisory Committee Minutes MARCH 2, 2018

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Attending: Ken Curtis (Chair), Robert Kershner, Tim Hrusa, Norma Brambilla, Carolyn Bluemle, Diane Garrison, Isabel Gray, Mary Dorscheimer, Roxanna Lee, Sharon Russell, Tony San Filippo.

Members had an opportunity to review 21 comment sheets before the meeting.

Minutes for February 2, 2017 were approved.

A committee member asked for more detail in the minutes. We discussed this at length, acknowledging a problem of choosing what to include, especially with a very long discussion of menu changes. To address the concern to share more information from our meetings with residents outside the meeting, it was suggested that points raised which a committee member thinks important could be put into comment slips which are filed and available for review in the library. We were also invited to reply to the minutes to make suggestions to Ken about things to announce at the resident council meeting.

Norma's Report

- The kitchen floor workers have started and are working in stages and mostly at night. Staff is very happy with the high quality of the new floor. Moises has helped tremendously with organizing this project. While the floor under the dishwasher is redone we will be using recyclable disposable dishes and flatware. We are welcome to bring our own dishes and flatware if we also take them home to wash.

Robert's Report:

- Robert gave us a full list of projects and events... see last page. Future events are projections of plans as of the date of the meeting.
- New menus for weeks 2 and 3 roll out starting March 11.
- The Kitchen has its plate full, so to speak, this month with the kitchen floor, new menus, and the end of the fiscal year. We praised the staff for their ability to meet challenges in such a way that no one notices. Such as: when the heavy rolled up floor was dropped, the gas was automatically turned off by an earthquake safety mechanism and the staff was able to handle it seamlessly.
- Teaching Kitchen event will be in Jade Court on March 8. It was decided to not hold it in the lounge since this event is designed for a small number of participants and cannot accommodate a large number of drop-ins likely to come into the lounge
- There will be a gathering for residents to support each other in gratitude for and honor of Deanna Brockman on March 7 2-3 in the lounge with popcorn and root beer floats. Bring Clean Socks and Toiletries for homeless women -- Gathering for Women was important to Deanna.
- Next Dining Service Department Meeting is Thursday March 15 at 2pm in the dining room. All residents are invited to observe.
- Easter Brunch will involve special dishes which will celebrate Easter.
- Passover talk is still to be scheduled.

Unfinished Business and Other Concerns:

- We discussed possible improvements in light of the results of the ESC Independent Living Survey. It showed the degree of satisfaction with various aspects of dining services. The scores of Canterbury were in every case equal to or better than the scores for the aggregate of communities. We were all impressed with how well Canterbury scored—as well or better than all the other communities. The number who responded was low so the margin of error was large enough to mean that the drop in some scores is not statistically significant. The survey is included here in the minutes on the second page and we welcome suggestions on pink slips.
- Concern was again raised about near the end of the meal servers often become absorbed in preparing for the next meal and are not available to get coffee or walkers. This is an ongoing challenge and the servers will be again reminded about priorities.
- Sometimes tables are turned over to the next meal too soon. Staff will be made aware and residents are reminded we may use any unreserved table regardless of which meal setting it has.

Episcopal Senior Communities Independent Living
 Canterbury Woods
 November 2017

	Canterbury Woods 2011			Canterbury Woods 2013			Canterbury Woods 2015			Canterbury Woods 2017			Episcopal Senior Communities 2017			Episcopal Senior Communities 2015			Episcopal Senior Communities 2013			Targeted for Quality Improvement 2011			Top/Bottom Performing 2017		
	2011 Total	2013 Total	2015 Total	Definitely/ Almost Always	Some- times	Total	ESC 2017 Overall	ESC 2015 Overall	ESC 2013 Overall	ESC 2011 Overall	Yes	Top/ Bottom															
DINING																											
The menu offers a variety of choices.	100%	97%	98%	79%	16%	95%	92%	96%	97%	98%																	
There are options available to meet my nutritional and dietary needs.	95%	95%	97%	77%	15%	93%	90%	94%	96%	96%																	
Menus are changed often enough.	91%	81%	94%	73%	15%	89%	83%	89%	90%	92%		Bottom															
I am proud to have guests join me for meals at this community.	91%	88%	94%	79%	11%	90%	86%	90%	90%	91%																	
Meals are served at the right temperature.	92%	90%	94%	48%	32%	80%	74%	88%	87%	90%		Bottom															
Dining staff are friendly and courteous.	99%	99%	100%	91%	7%	98%	98%	100%	100%	100%																	
Dining staff are responsive to requests.	100%	100%	100%	85%	13%	98%	95%	99%	99%	99%																	
Dishes are cleared between courses.	99%	100%	99%	84%	14%	99%	92%	99%	98%	97%																	
Dining venue(s) is/are clean.	100%	99%	100%	93%	7%	100%	98%	100%	99%	99%		Top															
Dishes and silverware are clean.	100%	99%	100%	89%	11%	100%	98%	99%	100%	100%		Top															
Dining venue(s) has/have a pleasant atmosphere.	99%	97%	97%	86%	10%	96%	95%	98%	98%	99%																	
Special events add to my enjoyment of the community's dining program.	95%	97%	96%	78%	17%	95%	90%	95%	95%	95%																	
When I have used catering services it meets my needs	N/A	N/A	98%	95%	5%	100%	94%	96%	N/A	N/A		Top															
The presentation of meals is appealing.	98%	95%	100%	71%	25%	97%	92%	98%	96%	98%																	
When I need tray service it meets my needs.	97%	99%	99%	79%	17%	96%	92%	96%	96%	97%																	
Overall, how satisfied are you with dining services?	N/A	N/A	98%	72%	27%	99%	96%	96%	N/A	N/A																	
Overall Satisfaction with Dining	96%	95%	98%	--	--	94%	91%	96%	96%	96%	--	--															

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Proposed list of recent events and possible future events as of the date of the meeting.
Presented by Robert Kershner to the Food Committee – 03/02/2018

Training

All Staff Training:

- Food Safety- Hand Washing
- Safety- Eye Wash Station & Emergency Supplies Location
- P&P- Updated task Lists / Self-Reviews

Projects / Events

Recent

02/04 – Super Bowl Sunday (3:30pm)

02/08 – Department Meeting

02/09 – Marketing Event

02/14 – Valentine’s Day Dessert Specials!

02/17 - Resident Catered Dinner (private)

02/20 – Monthly Resident Birthday & Reception

02/20 – Semi-Annual Meeting (ESC)

02/22 – MCL RDO Visit

Ongoing

- New Menu Planning
- Staff Annual Reviews
- Budget Planning
- **Kitchen Floor Replacement**
- Revised CMS Rules Implementation

Upcoming

03/02 – Book Club catering (private)

03/03 – Pot Luck Catering (private)

03/06 – Birthday catering (Private)

03/07 – Donation Gathering (in honor of Deanna)

03/08 – “Teaching Kitchen” Event – Jade Court

03/11 - New Menu Roll-Out Week 2

03/13 – MCL Mock Survey

03/13 – Monthly Resident Birthday & Reception (date changed)

03/15 – Monthly Department Meeting (2pm in dining room)

03/17 – St. Patrick’s Day additions to dinner menu

03/18 – New Menu Roll-Out Week 3

03/30 – Good Friday Hot Cross Buns

04/01 – Easter Sunday Brunch