

Sun Parlor Home – Food & Nutrition Services

Service Description

The Food & Nutrition Department is responsible for the production of over 225,000 safe, nutritious and attractive meals to residents of the Sun Parlor Home. Fresh and delicious breakfasts, lunches and dinners are prepared every day by professionally-trained chefs. The culinary team cooks healthy and hearty comfort food that nourishes residents and helps them feel at home. Meals are served in resident dining rooms in addition to a private family dining room where residents can eat with friends and family in a more intimate setting. From scratch-cooked soups and seasonal fruits and vegetables to sinful desserts, the department provides a mouth-watering seasonal menu that pleases the palette and stimulates the senses.

The Home's team, consisting of a Manager of Food & Nutrition Services, Food Services Supervisors, Registered Dietitians, Chefs and Food Service Workers, ensure meals and customer service are held to optimal standards for the industry. Expertise in the field allows the team to manage dietary programs for residents with increasingly complex care needs, which contributes to the overall quality of life of the Home's residents.

Equally important, the department offers Registered Dietitian services to each resident by providing nutritional assessments, evaluating risk and development of an individualized nutritional care plan including counseling and quarterly reviews. An enhanced weight-monitoring program allows the department to follow all weight variances and address them immediately to ensure the resident's nutritional well-being. Furthermore, all residents deemed at nutritional risk are seen by the Registered Dietitian at least monthly to ensure all safety and nutritional needs are being met.

Services provided by the Food & Nutrition Department form an essential and integral part of the function of the Home and contribute to the health and well-being of the residents.

Staffing Chart

Staffing	2016	2017	2018	2019	2016 Actual (\$000)	2017 Actual (\$000)	2018 Budget (\$000)	2018 Actual (\$000)	2019 Budget (\$000)
Full-Time	20	21	21	21	997	1,063	1,141	941	1,225
Part-Time	28	27	27	27	1,015	992	889	1,106	850
Total	48	48	48	48	2,012	2,055	2,030	2,047	2,075

Prior Year Performance

The Food & Nutrition Services Department ended the year in a deficit of \$13,230.

Unfavourable wages were more than offset by savings in benefits (rates went down at the end of the year). The department also experienced the absence of one Food Services Supervisor for the majority of the year, which restricted the department's ability to reach its strategic goals for 2018. Recruitment for a temporary full time Food Services Supervisor will continue in 2019.

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Over expenditures were also experienced in Food & Food supplements. A series of tariffs have been recently implemented that have a direct impact on many manufacturer's costs for both processing and importing of goods. It is expected that political pressures will cause these price fluctuations to continue into the foreseeable future. More significantly, the Canadian Dairy Commission announced a pricing increase of 4% primarily driven by higher prices for fuel, feed and interest rates.

Furthermore, the acuity of residents is increasing, as are the needs for wound interventions, significant weight changes, swallowing difficulties and constipation issues all of which require nutritional supplementation to address. The cost of commercial supplements is very expensive.

Proposed Budget – Current Year

The 2019 Budget includes an increase of \$68,220 for the department. Highlights for the current budget include:

- Purchase of 4 new dish washers and the move towards decentralization of dish washing throughout the Home. This will allow each neighborhood to have a dish washing machine and allow for staff to be more resident centered, giving residents plenty of time to eat while working in a safe and unhurried manner. With the move to a decentralized dish washing system, pre-rinse faucets will be purchased for all neighborhoods as well.
- Purchase of new microwaves and toasters to replace aged equipment for each neighborhood.
- Replacement of a counter top (original to the building) with a new countertop in our nourishment preparation room (to be compliant with enhanced infection control practices).
- Food costs continue to be impacted by unfavorable weather conditions in the south, and marketplace volatility has resulted in rising prices for the protein market (beef, pork, poultry, dairy, etc.) with an estimated price increase of 6-10% for next year. The decline in the value of the Canadian dollar has also triggered significant increases.
- Recent tariffs imposed in 2018 will continue to have a direct impact on many manufacturer's costs for both processing and importing of goods.
- Purchase of the Notifeye ® cloud-based temperature monitoring and notification system which will increase operating efficiencies and avoid potential spoilage in the main refrigeration and freezer unit.
- Implementation of the final Menu Stream phase – improved communication systems for families, residents and staff. The service applications of Menu Stream include table side ordering off a tablet, meal photos, in-room ordering, room service and resident surveys. This will include the purchase of 14 new iPad's, cases and Apple protection.

Food and Nutrition Services will continue to support the Home's strategic directives including;

- Finding quality improvement opportunities to identify evidence-based best practices and look at ways to simplify and streamline departmental roles and communication;

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- Improving efficiencies through utilization of technology;
- Supporting the “Go Green” and “Buy Local” initiatives where possible – saving forests, reducing waste and reducing paper storage.