

# Sun Parlor Home – Food & Nutrition Services

## Service Description

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The Food & Nutrition Department is responsible for the production of over 240,000 safe, nutritious and attractive meals to residents of the Sun Parlor Home. Residents are offered a pleasurable dining experience with several meal choices at each meal, and snacks provided between meals.

The Home's team, consisting of a Manager of Food & Nutrition Services, Food Services Supervisors, Registered Dietitians, Cooks 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

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Staffing	2015	2016	2017	2018	2015 Actual (\$000)	2016 Actual (\$000)	2017 Budget (\$000)	2017 Actual (\$000)	2018 Budget (\$000)
<b>Full-Time</b>	20	20	21	21	1,019	997	1,131	1,082	1,141
<b>Part-Time</b>	28	28	27	27	894	1,015	895	947	889
<b>Total</b>	48	48	48	48	1,913	2,012	2,026	2,029	2,030

## Prior Year Performance

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The Food & Nutrition Services Department ended the year in a surplus position of \$68,690. An unusual increase in Short Term Disability (STD) claims was experienced during the year, resulting in a significant increase in staffing costs to replace those who were absent.

On a positive note, as a result of hands-on supervision, training and coaching by the Food Services Supervisors as well as implementing a computerized system which fully integrated resident nutritional profiles with menu development, food production and recipes, the Home was able to significantly reduce food expenditures through operational efficiencies and a reduction in food waste.

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Furthermore, the department continued to support the Meals on Wheels program for an additional six months but offset the production costs through the revenue generated by the program. The Meals on Wheels program ended on August 31, 2017.

## Proposed Budget – Current Year

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The 2018 Budget includes a decrease of \$20,590 or -0.72% for the department. With the recent implementation in electronic usage, enhanced supervision and overall operational efficiencies, the leadership team was able to produce a favorable budget for 2018.

Highlights for the current budget include:

- Replacement of the last original refrigeration unit in the serveries;
- 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. However, these increases are anticipated to be offset by savings resulting from the ongoing implementation of the Synergy on Demand system;
- Purchase of a new hot holding food cart;
- Replacement of the original steam kettle (1992) with a new energy efficient unit;
- Replacement of the original freezer shelving (1992) with a newer shelving systems;
- Implementation of the final MenuStream phase – improved communication systems for families, residents and staff. The service applications of MenuStream include table side ordering off a tablet, meal photos, in-room ordering, room service and resident surveys;
- Separation of the Cook and Food Service Worker classifications including the creation of a part-time cooking pool to replace the full-time Cooks.

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;
- Supporting the multidisciplinary approach to electronic charting and related information gathering;
- Improving efficiencies through utilization of technology;
- Supporting the "Go Green" and "Buy Local" initiatives where possible – saving forests, reducing waste and reducing paper storage.