

# Food Show: Serving Up Dining Success!

February 7, 2019—9:00am—3:30pm

## EVENT AGENDA



---

9:00am—10:50am

### Flash Sessions!

*Presenters will rotate every 30 minutes, so attendees received multiple topics!*

- **Beyond Balls and Bingo: Teaming Dietary Department with Activities to Improve Resident Outcomes**

*Sue Stillman Linja, RDN, LD, President, S and S Nutrition*

- **Back-of-House Support: Utilizing Online Tools to Create Efficiencies**

*Dave Turnbull, Contract Sales Manager, Sysco of Portland*

*Chef Cory Schreiber, Chef Consultant, Sysco of Portland*

- **Trends in the Long-Term Care Dining Experience**

*Nattie Blue, Pacific Northwest Territory Manager, Barilla America, Inc.*

---

11:00am—Noon

### Keynote Speaker

#### **Are You Helping Your Servers Reach their Highest Potential? Leadership in the Dining Department**

*Cindy Heilman, MS, DTR, Higher Standards*

---

Noon—2:00pm

### Food Showcase & Walking Lunch

- Demonstration #1: Garnishing
- Demonstration #2: Food Quality & Plate Presentation
- Demonstration #3: Inexpensive Ways to Create Masterpieces

*Rod Healea, Director of Formulary Management, Navigator Group Purchasing*

*Chef Cory Schreiber, Chef Consultant, Sysco of Portland*

---

2:15pm—3:30pm

### Concurrent Breakout Sessions

- **Do we HAVE to?? Taking the Fear Out of the International Dysphagia Diet Standardization Initiative (IDDSI)**

*Sue Stillman Linja, RDN, LD, President, S and S Nutrition*

- **Nutrition and Memory Care: Making an Impact on Memory Care Through Dining**

*Janelle Asai, RD, LD, Asai Consulting, LLC*

- **Building a Winning Team: Cultivating the Behaviors Necessary to Meet Resident Expectations by Instilling the Principles of hospitality in a Diverse Service Staff**

*Cindy Heilman, MS, DTR, Higher Standards*

---

3:30pm

Event Wrap-Up/ Adjourn

---

# Food Show: Serving Up Dining Success!

## SESSION DESCRIPTIONS



### **Beyond Balls and Bingo: Teaming Dietary Department with Activities to Improve Resident Outcomes**

*Sue Stillman Linja, RDN, LD, President, S and S Nutrition*

Resident satisfaction and improved physical and mental health of residents can be achieved by creating meaningful activity programs. The food and nutrition services department can play a crucial role in these recreational programs. Join in on this lively discussion of at least 10 food/nutrition-related activity ideas to partner on with your recreational services department in your facility. The learner will verbalize why working together with activities can create improved resident outcomes and choose at least 3 food/nutrition-related activity ideas to create improved resident experiences in their own facility

### **Back-of-House Support: Utilizing Online Tools to Create Efficiencies**

*Dave Turnbull, Contract Sales Manager, Sysco of Portland and Chef Cory Schreiber, Chef Consultant, Sysco of Portland*

Self-service is now the channel of choice for today's consumers and an integral element of interaction with organizations you do business with. In this session, the presenters will discuss online ordering tools, menu planning tools and additional resources for streamlining your dining services operations.

### **Trends in the Long-Term Care Dining Experience**

*Nattie Blue, Pacific Northwest Territory Manager, Barilla America, Inc*

A challenge that senior living facilities must address is satisfying current residents and adjusting to the flexibility baby boomers will expect, including natural, healthy ingredients. The dietary departments must have inspiring menus that involve international cuisine, vegetarian meals, gluten free foods, vegan options, branded items, a variety of flavors and colors—all within the confines of an often very strict budget. In this session, the presenter will discuss the trends in the senior living space and ways current dietary department can implement these trends in a budget friendly way.

### **Are You Helping Your Servers Reach their Highest Potential? Leadership in the Dining Department**

*Cindy Heilman, MS, DTR, Higher Standards*

The leader in the community that is afire with passion for being the best at working toward a common goal inspires every other employee who becomes aware of that devotion. That dedication is contagious and will spread to your employees who also want to be the best at their particular job. True leadership gives your servers the opportunity to evolve to their highest level of potential resulting in success for them, the business, and for the community. This type of training changes negative attitudes and habits to create improvements in daily life and work that becomes a lifetime benefit for the individual employee and the company. I've seen this happen. Growth comes from forward thinking-leaders who are willing to put forth the effort of culture change. In this session, attendees will learn clear and focused leadership technique to bring success to the community, their employees and themselves.

### **Do we HAVE to?? Taking the Fear Out of the International Dysphagia Diet Standardization Initiative (IDDSI)**

*Sue Stillman Linja, RDN, LD, President, S and S Nutrition*

The International Dysphagia Diet Standardization Initiative (IDDSI) was established to provide a global approach among health professionals, care providers, researchers and industry partners to improve quality of care and safety for patients across the world. It is becoming "real", as long term care facilities are now faced with an implementation goal date of May, 2019. This session will help ease the fears of nutrition professionals by providing more simplified approaches to use in their facilities and by clearly reviewing the comprehensive IDDSI resources available. The learner will: understand how the International Dysphagia Diet Standardization Initiative (IDDSI) will improve safety for patients with swallowing difficulties; identify and describe each diet in the IDDSI Framework; Apply the IDDSI tests for foods; and beverages: Appearance, Fork Pressure, Spoon Tilt and Drip tests; Thoroughly understand the resources available and how to access them on the IDDSI website; Experience reduced anxiety regarding implementation of IDDSI.

### **Nutrition and Memory Care: Making an Impact on Memory Care Through Dining**

*Janelle Asai, RD, LD, Asai Consulting, LLC*

At a certain point in the disease process, people living with dementia stop eating and drinking. But are we doing everything we can to maximize their intake while we can or are we giving up too soon? And are we unwittingly helping them give up? We can reduce incidents of unplanned weight loss and we can make mealtimes downright pleasurable again! In this session, the presenter will identify what's causing loss of interest in meals and coming to the dining room. She will express the impact of the dining room environment on intake, how to ensure that your residents with dementia are receiving the nutrition they need and how to set the table for maximum success.

### **Building a Winning Team: Cultivating the Behaviors Necessary to Meet Resident Expectations by Instilling the Principles of hospitality in a Diverse Service Staff**

*Cindy Heilman, MS, DTR, Higher Standards*

Staff behavior determines the ambiance in your dining room and your training and coaching efforts determine staff behavior. Teaching servers to foster an ambiance of genuine hospitality in the dining room can quickly and fundamentally improve results communitywide. But, too often management feels staff diversity is an insurmountable barrier or hospitality skills "can't be taught." "Building a Winning Team" explains why language barriers and cultural differences are not the primary culprits when dining service fails to meet residents' expectations. It teaches why and how you can train your staff to engage residents, use appropriate etiquette, and deliver dining customer service that satisfies. At the completion of this program, participants will be able to understand why cultural diversity among service staff is an asset to senior care communities; identify why staff need to engage residents through proper use of etiquette, support for socialization, and superior customer service skills and recognize how to build, coach and lead a service team that is able to meet or exceed resident, organization, and surveyor expectations

# Food Show: Serving Up Dining Success!



## PRESENTER BIOS

### **Janelle Asai, RD, LD, Asai Consulting, LLC**

Janelle's interest and experience for the past 30 years has been in the area of nutrition and older adults. She was born in Hood River, Oregon and graduated from Oregon State University. She completed her dietetic training at Brigham and Women's Hospital/Harvard Medical School Affiliate in Boston, MA and remained there to work for a few years. In 1984 she relocated to California and worked with senior nutrition programs at various Area Agencies on Aging and became a Consultant Dietitian for nursing homes. In 1995 she relocated to Oregon. She started as a Consultant Dietitian with Prestige Care in 1995. From 1997 to 2006 she was the Director of Nutrition and Dining Services for Prestige Care Inc. She is currently the President of Asai Consulting LLC. She established this company to provide nutrition and dining consultation for skilled nursing, residential care, assisted living, and independent senior housing.

### **Cindy Heilman, MS, DTR, CEO, Higher Standards**

Cindy Heilman has over 30 years of experience in enhancing hospitality, and food service standards. Her unique background in restaurant ownership, in hospitality and healthcare food service, in working as a Dietetic Technician Registered and Healthcare Specialist at SYSCO Foodservices, led her to the development of her exclusive program that improves relationships and lives of aging residents through the dining experience. Cindy has been honored as recognized Oregon Dietetic Technician of the year and she received the American Dietetic Association's (ADA) National Award for Excellence in Dietetic Technology. Cindy holds a Masters Degree in Food and Nutrition Management and served as ADA's At Large Delegate: Dietetic Technician from 2010-2012. Through her graduate research, she recognized the relationship between improved training of serving staff and a respectful dining experience in senior living communities. Cindy is a national speaker and trainer who's lifelong dedication to hospitality and nutrition shines in her passion for enriching mealtimes for seniors and servers.

### **Sue Stillman Linja, RDN, LD, President, S&S Nutrition**

Sue is a Registered Dietitian Nutritionist with a passion for nutrition and aging. Sue has spent the past 29 years of her career working in long term care — as a food service manager, state surveyor and a business owner and consultant. Sue has been widely sought after as a speaker for nutrition and aging seminars in the northwest and recently presented a TedTalk —The Road to 100. Since her mom passed away from Alzheimer's Disease, Sue has a special passion for researching and educating on the prevention of this disease, resulting in the co-publication of the book, The Alzheimer's Prevention Food Guide. In addition to creating and implementing quality nutrition and menu services for her clients, Sue and her business partners also provide contract work for more than 50 dietitians in 9 western states. Sue has held leadership positions in the Academy of Nutrition and Dietetics, the Idaho Health Care Association and Treasure Valley Dietetic Association. She is Co-founder, Officer and President of S&S Nutrition Network, Inc. and Co-founder, Officer and Vice President of both LTC Nutrition Consulting and Nutrition and Wellness Associates.

### **Cory Schreiber, Chef Consultant, Sysco Food Services of Portland**

A native Oregonian, Cory Schreiber grew up in Dan & Louis Oyster Bar, his family's Portland restaurant founded by Cory's great grandfather in 1907. After working for 13 years in restaurants from San Francisco to Chicago to Boston, Cory returned home to the West Coast in 1994, to open Wildwood Restaurant. He quickly joined the ranks of leaders of the region's bustling culinary scene, winning the James Beard Award for Best Chef Pacific Northwest in 1998. In 2000, he published his first cookbook, Wildwood: Cooking from the Source in the Pacific Northwest (Ten Speed Press). In 2007, Cory left Wildwood to apply his deep knowledge and considerable experience with local, seasonal food as the Oregon Department of Agriculture's Farm-to-School Program Manager. During his tenure with the ODA, he wrote his second cookbook, Rustic Fruit Desserts (Ten Speed Press, 2009), which he co-authored with Julie Richardson. In January 2010, Cory joined the faculty of the Art Institute of Portland as its "culinary artist in residence," a post he held until 2016. During his time there, Cory brought a contemporary focus to seasonal cooking, with an emphasis on sourcing and preparing high quality ingredients. Currently, Cory is a chef consultant for Sysco, the nation's largest foodservice marketer and distributor. Whether cooking in the kitchen or meeting up with producers in the field, Cory is excited to have the opportunity to affect change by working for a company committed to conducting their business sustainably, especially in the areas of food, operations and community.

### **Nattie Blue, Pacific Northwest Territory Manager, Barilla Group**

Direct and motivational, Nattie enjoys bringing education of responsible healthful living to the menu. As ambassador of Barilla, Nattie spends considerable time following current dietary trends and nutritional needs to provide insight and educational programs to her clients. Nattie has a degree in Business Management, Accounting and Sales from Southern Oregon University. She has been in Food and Beverage sales for over 10 years.

### **Rod Healea, Director of Formulary Management, Navigator Group Purchasing**

Rod C Healea a culinary and business graduate has refined his education and training in the world of hotels, private dining and catering. His experience in teaching – food arts' in culinary colleges, hotel chains and catering companies within the United States has enabled him to bring the balance of food art and flavors into many senior care facilities. With awards in food painting, carving and design he continues to work with individuals and groups in bringing eye appealing presentations to the dining tables of many.

### **Dave Turnbull, Healthcare Account Executive at Sysco Food Services**

Dave Turnbull has worked for Sysco Food Services, assisting OHCA long term care providers purchase the most cost efficient, nutritious and sustainable food possible. In addition to finding savings and incentive discount programs for long term care providers, Dave assists providers with finding efficiencies in their dining department through the use of online ordering, ordering guides, reporting tools and other quality improvement programs.

# Food Show: Serving Up Dining Success!

## FOOD SHOW VENDOR LIST

- ♦ Bevolution Group
- ♦ Carlisle
- ♦ The J.M Smucker Company
- ♦ Kraft Food service
- ♦ Navigator Group Purchasing
- ♦ Nestle
- ♦ Oceanspray
- ♦ Smithfield Foods
- ♦ SYSCO Portland
- ♦ Tyson