

Upping the Q Factor in Seniors' Dining

HOW TO IMPROVE YOUR DINING IQ !



**BC Care
Providers**
ASSOCIATION

Agenda

- What is happening today?
- Where do we start?
- How do we get from here to there?
- What now?
- Panel Insights
- Next Steps





What's happening today?

Residents demanding more

Pubs in Dementia Care

Staffing issues

Kitchen configuration

Dining areas

Building limitations

Staff limitations

Government regulations



Life should not be a Journey to the grave with the intention of arriving safely in an Attractive and well preserved body, but rather to skid in sideways, Chocolate in one hand, Latte in the other, body thoroughly used up, totally worn out and screaming "WO HOO What a ride"



Where do we start?

Assess where we are today
What do our residents want
What can we afford
What can we do different
How do we get started

How do we get from here to there?

Boomers banging on the doors

Diversity

New Canada Food Guide

Food costs

Local foods

Sustainability

Funding

New food trends



What Now?

Analysis and Evaluation

What are we prepared to do

Funding

Needs versus wants

Future planning



The Q TEAM



James Liebenberg

COO- Golden Life Management



Jennie Deneka

COO- Pacific Reach Senior
Housing Management



Amir Hemani

COO- Berwick Retirement
Communities



SUMMARY

- Quality dining in Seniors living is essential for long term satisfaction and success
- Quality dining doesn't have to break the Bank
- The quality of your food is directly related to the Seniors' Dining experience
- If this is their last meal, how do you want it to be delivered?
- What do you want your legacy to be?

YOUR Next Steps



Food

What do I want to be known for, what do I want my legacy to be?



Beverages

Enhancing the dining experience with ?



THANK YOU!

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