



Southbridge[®] Owen Sound



NEWSLETTER

Item 01 — Dining Program

Item 02 — Construction Progress Photos

JANUARY, 2022

 **SOUTHBRIDGE**
— HEALTH CARE LP —

DINING PROGRAM

Dining programs and meal service are key to the success of our home with the meals being a very important part of each day. This month we have chosen to provide information regarding a specialized foodservice program that has been specifically developed and refined over several years to serve long term care homes. This platform allows for an enhanced level of personalized service. This system ensures that comprehensive resident profiles, including things like unique dietary needs, preferences, allergies and food textures are documented and readily accessible ensuring that the team will have all the important details at their fingertips. We feel that this will support increased resident satisfaction with the meals and meal service.

This software will also play a major role in helping the team to manage and prepare for those dreaded “what if” scenarios by supporting an all-encompassing contingency plan. The team will be able to enhance their preparedness for an outbreak or any other unexpected event. For example, in instances where residents must dine in their rooms, the system becomes critical in ensuring we are able to honour resident meal choices safely and efficiently while aligning with resident needs and taste. Contingency menus for each season can also be stored and readily available to the team as needed.

Our system includes touchscreen integrations providing residents with a fully interactive dining experience. There is also a Family Portal, which allows loved ones a remote view of daily menus and the ability to track orders for improved choices.

The technology will assist us to significantly reduce waste through inventory tracking, forecasting, automated food temperature tracking and the elimination of display plates. Display plates will be photographed and shared digitally to aide residents to select their meal choices. Our menus will be posted on large TV screens outside each dining area. If there are changes to the menu the screen can be updated in real time so that residents and families are fully informed of any changes.

We are excited to introduce this new level of service in our dietary department and look forward to your feedback.

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CONSTRUCTION PROGRESS PHOTOS



Curtain walls and spandrel panels have been installed.

Exterior EIFS (stucco) nearly complete.



Washroom vanity millwork in mock-up suites underway.

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