

Harvest Lodge Food Services Report

Responsibility

Harvest Lodge is managed with the following major considerations:

- Provincial requirements including Accommodation Standards and various related regulations
- Resident satisfaction
- Resource accountability (budget, staffing).

Consultation

NPHF consults with and solicits feedback from residents and their families on an ongoing basis. This happens through the Happy Harvesters Residents Association as well as directly. Direct examples include the annual resident and family meetings in late fall, the annual menu and recreation surveys in summer, daily menu feedback cards, and informal feedback to managers and staff. This feedback is collected, reported and reviewed in making relevant decisions, for example for immediate action if required (maintenance or staff concerns for example), and for longer term action such as for new seasonal menus and for recreation programming.

Concerns

Last fall we began to see an upswing in concerns from residents and family members of residents, particularly but not only at Harvest Lodge.

The menu was the focus of most comments. As was described to us at the time, suppers were felt to be too light, and there were no special dietary considerations.

In response we:

- updated the fall and winter menu with heavier suppers across the Foundation
- provided reminders that special diets are beyond the terms of our residency agreement and that while we make an effort to provide choices, the only time we provide special diets is short term with a medical note.

The heavier suppers appeared to be appreciated by the residents.

During this period, we received several inspections related to the same concerns. We passed all the inspections.

Spring/Summer Menu

In the meantime, we began to work on our Spring/Summer menu. Normally this is done in consultation with managers but in this case, we also brought in the cooks, as we were seeing

significant variances from the dietician approved menu and it was also affecting staff time. We needed to understand the impact of any changes on our staff as well as the residents.

We also worked toward matching the menu to the budget, not to save money but so that we can reasonably forecast our costs, ensure consistency among the lodges, and ensure that our staff resources are being used wisely.

Based on cook feedback regarding resident preferences we added in additional snack choices and a variety of favourite meal and dessert options. We are now in the first four week menu cycle and are tracking direct cook and resident feedback daily for each meal. This is being collected, reviewed, and acted on weekly in consultation with our dietician.

Issues Identified

Through this consultation we discovered that there were indeed identifiable issues with how food was being handled at Harvest Lodge:

- The dietician approved menu was not being followed. In addition to menu substitutions, significant additional food was being prepared, offered and stored. This was often but not always for special diet considerations.
- The cozy corners were being treated more as sub kitchens rather than as a place for residents own use.
- Special diet snacks were being provided by us rather than coming from Home Care and the residents, who are actually responsible (and as is done in other lodges).

We communicated to Harvest residents that in line with their residency agreements we would no longer be catering to special diets, or supplying the cozy corners with food, and with Home Care and affected residents that they would need to supply snacks for their residents (residents may also request snacks or other leftovers from us if they prefer, however we do not guarantee availability).

Reaction to Cozy Corner changes

We had no initial negative reaction to these reversions to expected practice, including related to the cozy corners. Only a couple/few residents are observed to use the cozy corners with any frequency, and most have their own fridges for preferred snacks. We do still have things like coffee and tea available, they can keep food in the fridge if they prefer, and use the toaster, microwave, coffee maker, kettle, etc.

Further Reaction

After the first week, we received a complaint related to the cozy corners and special diets, and were notified that complaint(s) have been made provincially as well. Since then, we have been made aware of a facebook page that has so far called for a food drive and a snack drive. A family member

dropped off unsolicited food. When asked to pick it up, a second person came in and distributed it to the cozy corners.

Current Status

Food:

- Food at Harvest Lodge continues to be the responsibility of the Foundation.
- Cozy corners are managed by the Foundation for the security, safety and health of our residents and to minimize liability to the Foundation.
- Residents and family members are always free to supply and manage their own food.
- Unsolicited donations of food are not required, and we do not see a need to prioritize resources to manage them.

Concerns:

- The Province/ministry is aware of the concerns and let us know they have no concerns with how we are delivering our services.
- Board members have heard related complaints in the community.
- The Happy Harvesters have not brought any concerns to our attention.
- Administration has heard support from other resident families for our approach, and concerns from them about what is happening in the community.

Going Forward

As a Foundation we will continue to offer high quality dietician approved menus, taking into account resident preferences.

Administration will continue to try to manage expectations related to special diets and other food service items.