

Independent Living Culinary Forum
Thursday October 21, 2021
10:00 AM

Agenda

Old Business -

We have started offering a baked sweet potato as a standard side option, as well as offering more menu options with brown rice.

We have prices for sides listed individually on the Chestnut Landing Dinner Menu for those residents that wish to create a dinner of side options.

We have added one more option back to the Sunday brunch menu. We're hopeful to expand this when we have more kitchen staff.

We have had a request to offer 100% whole grain bread and we are not able to offer that right now due to inventory shortages. We hope to offer that in the future.

New Business-

We are currently experiencing numerous delivery challenges within our dining departments. When the menus are advertised, we do our best to order the ingredients and have everything that we need; however, sometimes the vendors are not able to ship the items or the orders are delayed. We apologize for the inconvenience and appreciate your continued patience with our staff.

Indoor dining is currently postponed until the positivity rate in Franklin County is under 10%. We will send communication out via the portal, scroll and mailboxes when the dining areas are open again. *(note: this meeting took place before the decision was made to reopen indoor dining)*

The past couple weeks have been difficult with the closing of the Life Center Grille for dinner and we apologize for the confusion. We hope to be back on track with our normal schedules for the rest of the year.

What is Cura?

Response from Jeremy Fry - Cura Hospitality is a food service management company and has been partners with Menno Haven since 2001. Cura's main role is to support Menno Haven in achieving their culinary goals with programs such as the Fresh at Home Meal Kits, Seasonal Recipes, and BeWell. Cura does not control what menu items we purchase, nor do they create the menus we use here at Menno Haven. This is all done in-house by the culinary team. Currently, we have five Cura team members working at Menno Haven:

Lynn Lucas, Director of Culinary at Village Square

Jeremy Mickey, Executive Chef at the Culinary Center

Melissa Snyder, Dietitian at Brookview Health Care Center and the Rehab Center

Alie Smith, Dietitian at Chambers Pointe Health Care Center

Jeremy Fry, Executive Director of Culinary Services

Open discussion from residents – **Almost every resident stated their thanks to our team for their continued work through the pandemic and for the service they provide.*

Resident Comment – My husband and I are trying to go vegan and we would like to have another option other than breakfast meat on the Sunday brunch menu? Fruit would be nice and it should be at a lower price.

Menno Haven Response – Fresh fruit is always listed as an option on the Sunday brunch menu and you can substitute that for bacon or sausage for no change in price

Resident Comment – How much can we customize a meal?

Menno Haven Response – We are very willing to accommodate requests if possible, we ask to give us as much notice as possible. If you would like something with no spice, no sauce, no seasoning etc. please call early in the day or even the day before to ensure that the request can be accommodated.

Resident Comment – Can we specify one spot for greenware to be dropped off? It is very confusing as to where the greenware should be dropped off. Can Jeremy figure out how much Menno Haven has saved by residents switching to greenware?

Menno Haven Response-Yes we will remove the table from the foyer between the sliding doors in the front of the Northgate building and we will make the designated spot in the corner of Cypress Café, by the microwave. Jeremy Fry is currently working on dollar amount that Menno Haven has saved by residents switching to greenware and we will have that figure in the next Culinary Forum meeting.

Resident Comment – I would really like to have the option of a small and regular portion back on the menu. Can we change the title of the “Lighter Fare” to something else? When I hear “Lighter Fare” I think of something healthy and those choices are not healthy, they are choices that are available all of the time.

Menno Haven Response – We plan on reinstating the small and regular portion when we begin in person dining again. Yes we will change the title of that section to “Casual Selections”

Resident Comment – Most residents here at Menno Haven need to be watching their cholesterol, sugar intake or salt intake. You should lower the amount of bacon and cheese that you have on the menus. Everyone tries to do the best job they can.

Menno Haven Response – We try to make most of the menu items customizable, if you would like to remove bacon or cheese from a menu item feel free to ask the culinary assistant that is taking your order if it is possible.

Resident Comment – Several of your dishes are too salty. We can always add more salt to our own food if we would like. The seafood chowder that I had was too salty, I had to drain the broth and just eat the seafood. However I did like the squash ravioli dish that was on the menu a couple weeks ago.

Menno Haven Response – Thank you for bringing that our attention. We will be more cognizant of our salt usage.

Resident Comment – Can anyone buy into the greenware program at any time? Can you repeat soups? I really enjoyed the sweet and sour cabbage soup and would love to see that again. I think that you have too many cream based soups and I would like to see more broth-based soups

Menno Haven Response – Yes, anyone can buy into the greenware program at any time. It is \$10 and you can sign up at the Cypress Café or the Life Center Grille. We can try to make more of a balance between the cream and broth based soups.

Resident Comment – I was always told to eat my vegetables and vegetables are good for you, why are most of the vegetables on the premium side choice list? Can more of the vegetables be moved to the standard list?

Menno Haven Response – We base the items on those lists by the prices that we pay for those items and unfortunately fresh vegetables are expensive right now. We do price comparison weekly and if any of those prices come down we will adjust accordingly

Resident Comment – I would like to see less meat in general. Your menus are extremely heavy on meat. You can make a dish with a cereal grain such as barley or polenta topped with a nice vegetable blend without meat.

Menno Haven Response – We are offering at least one vegetarian or vegan item on every menu, we will take your suggestion into consideration for a future dinner menu.

Resident Comment – Will we ever see scallops ever again? Also thank you Jeremy for putting the Turkey Burger back on the menu at the Life Center Grille.

Bryan Lucas – Before Covid scallops were roughly \$13 per pound. They are now \$25 per pound it is hard to pass that charge down to the residents, that would make your final menu cost roughly \$35-40 per plate. We will keep an eye on the costs and as soon as the prices drop we will offer them again.

Resident Comment – Is the in person dining regulation related to the positivity rate in Franklin County a Menno Haven choice or a CDC choice? I am getting depressed and I would like to dine with my friends.

Tiffany Rife, Menno Haven Community Life Officer – I am very hopeful that the positivity rate will be low and we can reopen in person dining very soon. The reason we are using the Franklin County positivity rate as a guide is because of our staff. When they go home they go out into the community and we are doing our best to keep you, the residents safe by using the positivity rate in Franklin County as a guide.

Resident Comment – For those of you that do not live in the building, if you walk by the Cypress Café at dinner or lunch time you will see how hard this staff is working. I would be more than willing to help deliver meals to anyone in the building.

Menno Haven Response – Thank you so much for offering to help. If anyone is interested in volunteering to help deliver meals please call Melissa Fink at 717-217-5402 or email at Melissa.Fink@mennohaven.org.

Resident Comment – When will we know about Thanksgiving?

Menno Haven Response – We are discussing a plan and will have information out soon.

Resident Comment – Every team member has always been pleasant to me. Thank you to every employee that go the vaccine.

Menno Haven – You're Welcome

Resident Comment – I have never eaten so well in my life.

Menno Haven – Thank you

Resident Comment – Can we start using Amazin' Grazin' beef again? Can we make a small dinner at the Life Center Grille? Sometimes I see things on the menu and I would like to have a dinner. It is easier for me to go the Grille sometimes.

Menno Haven Response – The Grille typically has a smaller menu and may not have a lot of things available that Northgate has available, but if you call and ask in advance we may be able to accommodate your request.

Resident Comment – Can you possibly put iceberg lettuce in the salad mix? I personally like iceberg lettuce more than the other greens.

Menno Haven Response – The reason that we do not include it in our salad mix is because it typically browns faster than the other greens, but we do have iceberg lettuce on hand and can make you a salad with iceberg lettuce if you would like.

Resident Comment – We miss the opportunity to dine with other residents. Menno Haven is setting their rules based on Franklin County positivity rates, not on Menno Haven positivity rates.

Tiffany – Taskforce lets Franklin County be the guide because what happens in the county comes to Menno Haven because of the staff. Other communities have had higher resident positivity numbers because they have not been as diligent as we have been. We know that this has not been a pleasant experience, but we feel as though we are doing the best to protect the residents.

Resident Comment – Would it help if residents deliver meals? We enjoy the variety of the food that we have. We are thankful that the staff are willing to make changes and concessions to items. All of the staff has been willing to work with my needs and I appreciate that.

Menno Haven Response – Yes it would be helpful, please let Melissa Fink know if you are interested in signing up to help deliver meals. Thank you for that feedback.

Resident Comment – I am of Italian heritage and I am impressed with the combinations that the Grille creates for a Stromboli. Very interesting menu combinations, especially the Mississippi Pot Roast Stromboli. I appreciate the peppercorn on the menu. The Life Center Grille is doing fantastic job.

Menno Haven Response – Thank you very much for that feedback

Resident Comment – Sometimes we do not get our food in greenware, what can we do to get out food in greenware all the time?

Menno Haven Response – If you have signed up for the greenware program, we have made a notation on your account and you should be receiving your meals in greenware. If not we may be out of greenware boxes. They are currently out of stock and we are trying to order more. If you have any extra greenware at your house that you would like to return please bring that in to the Life Center Grille or the Cypress Café.

Resident Comment – The menus have been varied and excellent. We have especially enjoyed the soup. We would like to order half portions so we can split a meal.

Menno Haven Response – Thank you, we will pass that on to Fawn and Will who generally make the soup. We plan to resume smaller portions when we reopen for dine in service.

Resident Comment – Nick, Marina, and Sophia always friendly and helpful. How do I give employees points?

Menno Haven Response – Menno Haven has an Inspire program to reward employees for doing a great job. Employees can use these points towards an item or gift cards in July and December of each year. If you would like to recognize an employee for a job well done please write a comment card and I will make sure they receive Inspire points. Comment cards are located in the Life Center Grille and the Cypress Café.

Resident Comment – I am thankful to the culinary staff, I do not have to cook, nor clean up after dinner.

Menno Haven Response – We are happy to be of service.

Resident Comment – I have been very pleased with everything, especially the event that we had in the summer.

Menno Haven Response – We are happy that everything went well.

Resident Comment – I would like to echo the concern of not getting greenware all of the time. I also do not like the extra charge for vegetables.

Menno Haven Response – We will keep a close eye on the cost of vegetables and make changes when the raw cost comes down.

Resident Comment – I would like to have some options with less seasoning and more home-style choices. I would also like to have smaller portions and that option to have half a sandwich and a cup of soup as a meal.

Menno Haven Response – Feel free to request less seasoning and we will try to accommodate that request. We will try to offer a half a sandwich and a cup of soup more often as a lunch special.

Resident Comment – I am interested in the Greenware program where can I sign up? Also where can I use my dining dollars off campus?

Menno Haven response – You can sign up for the greenware program at the Life Center Grille or the Cypress Café. You can use your dining dollars to buy gift cards at various restaurants in Chambersburg. More information is on the resident portal.

The next meeting will tentatively be held on Thursday December 16, 2021 at 10:00 am in the Chestnut Landing. All independent living residents are welcome to attend.