



North Peace Housing Foundation

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To: The Board of Directors

From: Tammy Menssa, Executive Director

Date: September 6, 2023

Re: Lodge Menu

As previously reported, our new lodge menu was released on June 5, 2023.

The introduction of the new menu has been a significant step forward for our organization toward our goal of maintaining consistency across the Foundation, while providing our residents with a desirable and satisfying product.

To give a bit of history, for years the Foundation utilized a Spring/Summer, Fall/Winter menu through Complete Purchasing Services, a procurement company that we utilize for the majority of our food, disposables, and janitorial products. The Menu Builder software available through Complete Purchasing Services allowed the Foundation to scale recipes to the number of residents occupying the facility, shop for the necessary groceries, track the amount of wastage, and determine the cost per resident per day to properly allocate budget dollars towards our food costs.

The menu was designed to give a quality product, alternatives, and choice, all the while following the Canada Food Guide and allowing us to remain compliant with Accommodation Standards. The difficulty that our Cooks found with the original menu through Complete Purchasing was the high number of recipes that our residents had never heard of, or previously eaten. Because some of the food was foreign to our residents, it led to complaints and waste. Resident satisfaction is a primary concern for the Cooks; therefore, they made substitutions, or would change the recipe and make something that they knew the residents would like.

Unfortunately, in a recent Accommodation Standards audit, we were told that due to the high number of substitutions, we were not following the approved menu and had to either start following it or create a new menu. We determined that we would make a menu that reflected what the Cooks were already making.

A noteworthy aspect of the new menu is that it has been thoughtfully planned with input from the Cooks and the Managers to reflect the tastes and preferences of our residents. The menu has been designed to appeal to the diverse tastes of our residents. Furthermore, the menu has been approved by a dietitian, ensuring that it meets the highest nutritional standards while offering a wide variety of choices, as per Accommodation Standards.

The new menu has been provided to Complete Purchasing Services who have imported it into their Menu Builder software. Along with the menu, order guides, shopping lists, inventory, and wastage

tracking systems have also been developed. The goal of these processes is to bring consistency and efficiency across the Foundation, leading to a more streamlined operation.

The impact of these efficiencies goes beyond just smoother operations. They have allowed us to gain better insights into our expenses, enabling us to enhance our budgeting and cost estimation on a per-person-per-day basis. By reducing wastage and ensuring consistency in the products ordered, we are anticipating substantial savings across the Foundation, while maintaining high levels of satisfaction. Feedback from both residents and staff will be used to continuously finetune the menu based on their suggestions and preferences.

We are currently working with a dietitian to finalize the Fall/Winter Menu. Once complete, our focus be on the Spring/Summer Menu for 2024.

Our Foundation recently conducted a satisfaction survey among the residents of our Lodges, utilizing our Summer Student for data collection. This survey was aimed at gauging the level of satisfaction with our menu and meal service. We are currently in the process of analyzing the results, which will provide us with valuable insights into areas where improvements may be needed.

During preliminary discussions with our Summer Student, we identified that some of the dissatisfaction among residents can be attributed to unfortunate timing. The transition to our new menu coincided with our regular Cooks' vacation period, during which their roles were temporarily assumed by less experienced staff members. This staffing transition likely contributed to some of the challenges faced in maintaining the expected level of service and satisfaction.

The long-term goal of the Foundation is to present a menu and meals that will both satisfy the majority of residents, while maintaining consistency across the Foundation, reducing waste, and keeping our food costs at a reasonable level.

Recommendation:

Accept as information.



Tammy Menssa
Executive Director