

July 31, 2012

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CAPITALCARE SHOWCASES HOME-STYLE COOKING, DINING IN LONG-TERM CARE CENTRES

Edmonton – On the eve of revealing the second phase of dining room renovations to its long-term care centres in Edmonton, CapitalCare - the country's largest public continuing care provider - showcased its new home-style meal program, serving up lunch to media and special guests.

When: Tuesday, July 31, 11:30 am – 1 pm.

Where: CapitalCare Grandview, 6215 - 124 Street (north of the UofA farm)

“The food is hot and 100 per cent better,” says Bob Buck, a resident of CapitalCare Grandview. “They used to put a whole tray of food in front of you, whether you wanted it or not. Now there’s choice. It’s more like a home meal.”

“The residents really like the choices,” says Maria Diaz, a food services aide at Grandview. “The food is hot and good. We make it in-house. I don’t hear any more complaints.”

Grandview is the first of three CapitalCare sites to renovate their dining rooms and replace food service equipment. A new meal enhancement program called *Come Dine with Us* was introduced there earlier this year. The goal is to ensure residents receive nutritious, tasty meals in a pleasurable dining atmosphere assisted by staff who are caring and knowledgeable.

CapitalCare is renovating 19 dining rooms in three of its oldest facilities as part of a move away from institutional-style care delivery and towards becoming more “person-centred.” CapitalCare has defined person-centred care as a way to provide care in the resident’s home rather than caring for the resident in our workplace. Meal enhancement was chosen as the first step towards person-centred care because of aging buildings and equipment that needed replacing and renovating.

Also, resident and family surveys showed that CapitalCare could improve in the area of meal times. For example, 60 per cent of respondents agreed that meal times in the centre are a pleasant experience, and only 58 per cent agreed that the quality of food served was good.

“People spend three to five hours a day engaged in eating, and a lot of socialization goes on at that time,” says Iris Neumann, CEO of CapitalCare. “Improving the dining experience for our residents is an essential part of person-centred care.”

Dining room renovations are also being made at CapitalCare Lynnwood and CapitalCare Dickinsfield, but the changes in meal service apply to all CapitalCare centres. They include:

(more)

- the way we prepare food (menus, purchasing, cooking)
- the meal delivery process to the dining rooms
- the physical environment
- and meal presentation and a pleasurable dining experience

The majority of the food is prepared in the site's main kitchen, but the renovation added serveries to the new dining rooms, which include built-in steam tables, convection ovens and soup tureens. Now the aroma of fresh baking and home cooking greets residents when they enter the dining room.

Grandview Food Services Supervisor Brad Jones, a Red Seal Chef, served up a meal of crispy chicken drumsticks with garlic potatoes and diced beets.

Changes observed in the dining rooms during meal times included:

- turning off televisions to reduce distractions during mealtimes.
- choice of beverage from the new beverage carts.
- table service rather than tray service
- more choice, less waste
- engagement in conversation

The first of five new dining rooms will be revealed at CapitalCare Lynnwood:

When: Wednesday, August 1, 7 pm – 8:30 pm.

Where: CapitalCare Lynnwood, 8740 - 165 Street (east of the Misericordia Hospital)

Renovations at Lynnwood will cost an estimated \$1.2 million. Government funding provides the essentials for continuing care, and the CapitalCare Foundation raises funds to enhance quality of life for residents. The *Cooking Up Quality of Life* project does not qualify for government infrastructure funding and the Foundation has raised \$3 million of the \$4 million it is seeking from donors.

Lead donors Dr. Dianne and Irving Kipnes, who contributed \$500,000, will not be in attendance due to vacation, however, **representatives from the following donors** will be:

- Stollery Charitable Foundation, \$80,000 contribution
- Allard Foundation, \$50,000 contribution
- Lynnwood Auxiliary, \$25,000 contribution

Media may also interview:

Mike Conroy, AHS, Senior VP, Edmonton Zone,
Carol Anderson, AHS, Executive Director, Continuing Care, Edmonton Zone
Iris Neumann, CEO, CapitalCare
Dr. Fred Otto, Cooking Up Quality of Life Campaign Chair
Ken Heatherington, Resident, CapitalCare Lynnwood

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