

Kindness is Contagious: Redefining Your Dining Experience

Live Webinar: Thursday October 20, 2022 (2:00-3:00pm EDT) Convert to your own [time zone](#)



Description and Speaker:

So much can go wrong in the dining experience. This negativity can rapidly infect the entire organization—draining morale, increasing costs, and limiting profitability. An outstanding dining experience, on the other hand, has the potential to reap rewards for everyone and create communities of belonging. For that to occur, certain fundamental principles need to be cultivated and take root within an organization’s culture.

Join **Cindy Heilman MSFN, NDTR, FAND** and learn how to best identify blind spots and increase the potential to improve results rapidly and walk away with critical strategies to raise service quality and make mealtime both a memorable and an enjoyable experience for all.

Objectives:

After completing this continuing education course, the learner should be able to:

1. Reinforce how important resident’s dining experiences are to how they feel about the community and organization.
2. Identify current gaps between service expectations and service delivery.
3. Discuss why these gaps are widening and benefits and solutions to closing them.
4. Apply these 5 low-cost changes you can implement immediately to raise standards and service quality, to improve the dining experience.

Disclosure: Cindy’s Kind Dining Modules will be available on Becky Dorner & Associates website; however, Cindy certifies that no conflict of interest exists for this program.

Professional Approvals:

Becky Dorner & Associates, Inc. has been providing continuing professional education (CPE) since 1983 (Commission on Dietetic Registration provider number NU004).

This course is intended for: RDNs, NDTRs and CDMs.	CDR Activity Type and Number: Activity Type: 171 Live webinar/175 Recorded Activity number: 172232 Recorded Webinar: 172235 CDM Approval Number: 167244
Course CPE Hours: 1	CDR Level: 1
Suggested CDR Performance Indicators: 2.3.3, 2.4.5, 3.1.2	

Note: Numerous Other Performance Indicators May Apply.

Expiration Date for Recorded Webinar: October 20, 2025.


How to Complete a CPE Course:

<https://www.beckydorner.com/continuing-education/how-to-complete-cpe/>

Questions? Please contact us at info@beckydorner.com

Kindness is Contagious: Redefining Your Dining Experience

Today's Webinar



Audio and Webinar <ul style="list-style-type: none">• Please refer to your handout for instructions	Questions <ul style="list-style-type: none">• Live: Use GoToWebinar to ask questions
Handouts <ul style="list-style-type: none">• Live: Emailed to the person who registered for the program, and posted in the Go To Webinar System• Recording: Available on our website with the recording	Program Length <ul style="list-style-type: none">• 60 minutes
	Credit Hours/Certificate <ul style="list-style-type: none">• Please refer to handouts for details

1

Cindy Heilman, MSFN, NDTR, FAND



- Combined 30+ years experience in the restaurant industry and senior living marketplace, raising service standards and dining quality
- Master of Science in Nutrition and Food Management
- Owner of Higher Standards, LLC, DBA Kind Dining®
- Author, Hospitality for Boomers and Kind Dining® curriculum
- Recognized as Oregon's Dietetic Technician of the Year
- Received the American Dietetic Association (ADA) National Award for Excellence in Dietetic Technology
- Passionate about the difference nutrition professionals can make within senior living communities, and the lives of older adults.

Disclosures
Kind Dining® Modules will be available for purchase on Becky Dorner & Associates website. Cindy certifies there are no conflicts of interest for this program.

2

**Kindness is Contagious
Redefining Your Dining Experience**



- Research suggests the loneliness epidemic is worldwide, affecting younger and older adults
- Loneliness is an unmet social need humans are driven to correct through relationships
- Loneliness is prevalent among staff and older adults in senior care settings
- Addressing isolation and loneliness is a community-wide concern and requires health care professionals, direct care workers and members of the community work together on solutions.

• Johnson, M. Why Loneliness Is on the Rise. Psychology Today, 2021.
• National Academies of Sciences, Engineering, and Medicine. 2020. *Social Isolation and Loneliness in Older Adults: Opportunities for the Health Care System*. Washington, DC: The National Academies Press, 2020

Kind Dining
www.KindDining.com

3

Kindness is Contagious: Redefining Your Dining Experience



4

Three Service Gaps



- Staff untrained in creating a personal, holistic experience
- Both staff and residents experiencing incivility
- Little appreciation for the dining experience

- Heilman C. Hospitality for Boomers, 2011

Kind Dining
AFFORDABLE. PERSONAL. POSITIVE. PROGRESSIVE. SUSTAINABLE. HEALTHY. HOSPITALITY.

www.KindDining.com

5

Most Common Concerns



- Not enough time
- Not enough money
- Not enough talent
- Not enough appreciation

Kind Dining
AFFORDABLE. PERSONAL. POSITIVE. PROGRESSIVE. SUSTAINABLE. HEALTHY. HOSPITALITY.

www.KindDining.com

6

Kindness is Contagious: Redefining Your Dining Experience

Most Common Concerns

- Not enough time



Kind Dining
Dining and more, done right.
Innovation and on results.

www.KindDining.com

7

7

Most Common Concerns

- Not enough money



Kind Dining
Dining and more, done right.
Innovation and on results.

www.KindDining.com

8

8

Most Common Concerns

- Not enough talent



Kind Dining
Dining and more, done right.
Innovation and on results.

www.KindDining.com

9

9

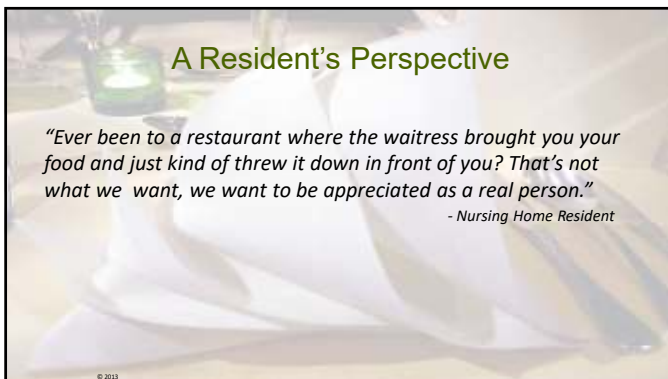
Kindness is Contagious: Redefining Your Dining Experience



10



11



12

Kindness is Contagious: Redefining Your Dining Experience



Do You Have a Personal Preparation Checklist?

- Hair pulled back, tied as needed
- Hands & Fingernails clean
- Clothing appropriate, neat and clean
- Jewelry meets community standard
- Always wear your nametag
- Face mask if required and smile
- Know why you're here; mission & vision
- Positive and attentive
- Cooperative and helpful

How do you get ready, now, to serve?
What else could you do?
What would help?

Kind Dining
Dining and more, your staff.
Dedicated and on mission.

www.KindDining.com 13

13



Polling Question

What percentage of time do residents spend focused on dining?

- A. 30%
- B. 40%
- C. 50%
- D. 60%
- E. 70%

14



Residents can spend as much as **60%** of their day focused on meals!

- Dr. Christian A. Mason President & CEO Senior Housing Managers, LLC 2007

Why do you think residents look forward to meals?

www.KindDining.com 15

15

Kindness is Contagious: Redefining Your Dining Experience

Polling Question

How do prospects hear about your community?

- A. Current resident referral
- B. Advertisement
- C. Direct Mail
- D. Physician referral
- E. A Place for Mom

16

The Science and Psychology of Dining

The chart displays two bars representing 'Residents with High meal satisfaction' and 'Residents with Low meal satisfaction'. The x-axis is labeled 'OVERALL SATISFACTION RATE' and ranges from 0 to 100. The 'High meal satisfaction' bar is significantly higher than the 'Low meal satisfaction' bar. A vertical text on the right side of the chart reads '2007 Healthcare Information Systems Research Institute'.

- The more residents like dining in your community the more they like living there

Kind Dining
Direct and Indirect Dining Staff
Resident Satisfaction Results

www.KindDining.com

17

Polling Question

Now...whose responsibility is it in your organization to help promote resident satisfaction scores?

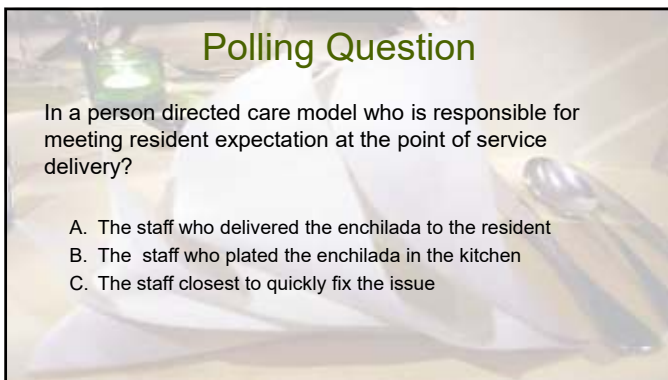
- A. Nurses/CNAs/PSWs
- B. Food Service Staff
- C. Environmental Services
- D. Leadership/Marketing Team
- E. All the above

18

Kindness is Contagious: Redefining Your Dining Experience



19



20



21

Kindness is Contagious: Redefining Your Dining Experience



22



23



24

Kindness is Contagious: Redefining Your Dining Experience

Most Common Concerns



- Not enough appreciation

"Building a high-trust environment is the quickest way to build successful caring relationships and for a company to reach its full potential."

- Heilman C. Hospitality for Boomers, 2011

Kind Dining
Direct and share, power staff, encourage and/or inspire

www.KindDining.com 25

25

Investing in Employability



"We think of a thriving workforce as one in which employees are not just satisfied and productive, but also engaged in creating the future—the companies and their own. Thriving employees have a bit of an edge—they are highly energized—but they know how to avoid burnout."

- Spritzer and Porath, Creating Sustainable Performance Harvard Business Review, Jan/Feb 2012

Kind Dining
Direct and share, power staff, encourage and/or inspire

www.KindDining.com 26

26

5 Ways to Improve by Friday



1. Start pouring coffee, Choose to be present in the moment
2. Empathize with servers; Choose a more caring mindset
3. New Policy: Choose no negative talk about the food
4. All staff are accountable for dining service standards
5. Create a dining experience committee- every department represented

Kind Dining
Direct and share, power staff, encourage and/or inspire

www.KindDining.com 27

27

Kindness is Contagious: Redefining Your Dining Experience

Learn More About Kind Dining



Attract residents, retain staff,
maximize positive results

Kind Dining: Bringing Warmth to the Table - A Training Series for Senior Living Communities


<https://www.beckydorner.com/product/kind-dining-bringing-warmth-to-the-table-a-training-series-for-senior-living-communities/>



www.KindDining.com 28

28

Thank you!



- Credit Hours: Please watch for a follow up email with detailed information on how to obtain your certificate (instructions are also on the next slide).
- Watch our e-zine for upcoming programs.
- Please sign up for free membership at www.beckydorner.com for free resources, discounts on CPE courses, webinars, publications, and valuable practice tips and tools.

29

Certificates (Free Webinars)

1. Log into your account using the same email address you used when registering for the webinar. Not a Member? Create your free account at <https://www.beckydorner.com/become-a-member/>. You must be a member to obtain your certificate.
2. Access the recording, download handouts, and review instructions on how to receive your CPE certificate at: <https://www.beckydorner.com/free-resources/free-cpes/>
3. Choose the appropriate webinar to access all the information.
4. Follow the instructions to obtain your certificate.

30

Kindness is Contagious: Redefining Your Dining Experience

Presenter: Cindy Heilman, MSFN, NDTR, FAND



References

1. Heilman, C, Hospitality for Boomers, How to Attract Residents, Retain staff, and Maximize Profitability, 2011.
2. Johnson, Matt, Why Loneliness Is on the Rise, Psychology Today, December 2021. <http://www.psychologytoday.com/us/blog/mind-brain-and-value/202112/why-loneliness-is-the-rise>.
3. National Academies of Sciences, Engineering, and Medicine. 2020. Social Isolation and Loneliness in Older Adults: Opportunities for the Health Care System. Washington, DC: The National Academies Press, 2020. <https://doi.org/10.17226/2566>.
4. Spritzer and Porath Creating Sustainable Performance Harvard Business Review, Jan/Feb 2012. <https://hbr.org/2012/01/creating-sustainable-performance>.
5. White, Diana, Sarah Dys, Jaclyb Winfree, Serena Hasworth, Ozcan Tunalilar, Supporting Nursing Home Staff Through Person-Centered Care Practices, Innovation in Aging, Volume 3, Issue Supplement_1, November 2019, Pages S698-S699, <https://doi.org/10.1093/geroni/igz038.2571>.



Attendees can place order online and receive 15% off using discount code BDA15
Some restrictions apply. Expires December 1, 2022.

Continuing education. Nutrition resources. Creative solutions

Visit www.beckydorner.com for sales, discounts & FREE resources!

Continuing Education

Professional Approvals: RDNs, CDCEs, NDTRs, CDMs

Self-Study Courses

- Quick and easy access!
- Hard copy books, electronic documents, online tests, downloadable certificates
- Visit our website for descriptions, photos, tables of contents, sample pages

Our most popular publications include:

- Diet and Nutrition Care Manuals (2021 Comprehensive or Simplified)
- Policy and Procedure Manual (2021)
- Emergency/ Disaster Plan for Food and Dining Services (2018)

New titles (see our website for all titles – added frequently):

- Wound Healing Bundle (2022)
- Understanding Prediabetes (2022)
- Making Sense of Intensive Diabetes Management (2022)
- Gluten Free Living: A Comprehensive Guide (2022)
- Diet, Exercise and Energy Metabolism (2022)
- A Comprehensive Guide to Clinical Nutrition Care (2022)
- Stronger Mental Health through Diet and Lifestyle (2022)
- The Dietitian's Guide to Nutrition Assessment (2022)
- The Importance of Nutrition in COVID-19 Recovery (2022)
- Nutrition Focused Physical Exam (2022)
- Dietitians Medications Webinar Bundle (2022)

Webinars

Live & recorded presentations – more than a dozen titles to choose from!

FREE Resources!

- **Free Membership!** Members get the best **discounts** for online orders and can use our coupon codes for more savings. **Sign up today!**
- **Free CPEs** Cutting Edge Topics and More!
- **Free Tips & Resources** Available on our website

Note: Prices subject to change. See website for current prices.

"I prefer Becky Dorner & Associates to other CPE providers because they have the most relevant, cutting-edge topics at an affordable price. Not only are the CPE programs enjoyable and useful, but the E-zine and other publications keep me up to date on what is happening in the industry."

- Kathy Warwick, RD, CDE, Owner, Professional Nutrition Consultants, LLC, Madison, Mississippi

