“As You Like It”

NANASP- Champions for Health Aging Conference
Friday – June 5, 2015

Lisa LaBonte
Director of Senior Nutrition Services – New Opportunities, Inc.

Jim Bain
Dining Services Director – The Watermark At East Hill
“As You Like It”

NEW OPPORTUNITIES, INC.
Building Relationships to End Poverty

THE WATERMARK
AT EAST HILL

An innovative Chef-On-Site meal service component of the Elderly Nutrition Program of New Opportunities, Inc. developed in partnership with The Watermark at East Hill.
“Dissatisfaction is the mother of change, and only change can drive improvement.”

Jeff Haden, Author for Inc.com
CLIENT MEAL DISSATISFACTION:

• Desired freshly cooked food items and less institutional style
• Requested more Farm to Table as well as freshly baked breads
• Wanted “Restaurant style” meals and more variety
• Wished for less processed foods.
“One cannot think well, love well, sleep well, if one has not dined well.”
-Virginia Woolf
RESULT OF CLIENT DISSATISFACTION:

• Low Participation

• Senior Centers start doing their own thing including cooking themselves or ordering from local restaurants

• Elderly Nutrition Program develops a negative image
Outcomes of Client Dissatisfaction:

- Seniors needing the meal service are not getting it
- Meals cooked by center staff or ordered from local restaurants are not meeting the 1/3 RDA and the fat and sodium are not regulated
- Senior Centers are charging for the service and some seniors cannot afford to pay
Discussion with Senior Center Directors & Program Participants:

- The cost factor to provide a restaurant style system would require compromise by the municipality, senior center staff, participants and volunteers.

- Senior centers agreed to provide supplies that were previously supplied by the caterer and utilize senior center staff to register new participants previously done by the café manager.
“One of the very nicest things about life is the way we must regularly stop whatever it is we are doing and devote our attention to eating.”

– Luciano Pavarotti
**ACTION TAKEN:**

- More volunteers were recruited to assist with set up, serving and clean up. Café Managers hours were reduced to shift more money to the food.

- The Senior Center computer system was bridged with the Elderly Nutrition Program Computer system so reservations and attendance tracking can be paperless and transferred to the ENP electronically.

- A sliding scale donation system was implemented to allow those who could afford it to contribute more and those who couldn’t to continue to participate.

- The Elderly Nutrition Program applied to the CT Community Foundation to support additional costs.
"We all eat, and it would be a sad waste of opportunity to eat badly."

-Anna Thomas
## Sliding Donation Scale

<table>
<thead>
<tr>
<th>Household Monthly Income (Single Person)</th>
<th>Household Monthly Income (Two Person)</th>
<th>Suggested Donation Per Meal</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0-$1,354</td>
<td>$0-$1,821</td>
<td>$3.50</td>
</tr>
<tr>
<td>$1,355-$2,032</td>
<td>$1,822-$2,731</td>
<td>$4.00</td>
</tr>
<tr>
<td>$2,033-$2,709</td>
<td>$2,732-$3,642</td>
<td>$4.50</td>
</tr>
<tr>
<td>$2,710-$3,165+</td>
<td>$3,643-$4,250+</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

**Please note, this is just a **suggested donation**; however, your continued generosity helps us to support funding for Senior Dine and Chef On Site programs. You will **not** be denied meal services if you are unable to donate.**
"You don't need a silver fork to eat good food."
-Paul Prudhomme
### CHEF-ON-SITE PROGRAM

**NEW OPPORTUNITIES, INC**

Building Relationships to End Poverty

**CHEF-ON-SITE PROGRAM**

<table>
<thead>
<tr>
<th>Tuesday</th>
<th>Thursday</th>
<th>Things to Know</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tuesday - April 7th</strong>&lt;br&gt;Sausage Soup; Hungarian Goulash; Egg Noodles; Zucchini and Summer Squash; Mandarin Oranges&lt;br&gt;The Chef will be in Southbury</td>
<td><strong>Thursday - April 2nd</strong>&lt;br&gt;Potato Leek Soup; Rosemary Roasted Turkey; Spaetzli; Broccoli; Chocolate Pudding w/ whipped topping&lt;br&gt;The Chef will be in Southbury</td>
<td>✓ Lunch is served at 12 Noon.</td>
</tr>
<tr>
<td><strong>Tuesday - April 14th</strong>&lt;br&gt;Carrot Raisin Salad; Braised brisket Lyonnais; Mashed Potatoes; Carrots; Apple Dumpling&lt;br&gt;The Chef will be in Woodbury</td>
<td><strong>Thursday - April 9th</strong>&lt;br&gt;Cous-Cous Salad; Shrimp Creole; Basmati Rice; Green Beans; Butterscotch Pie&lt;br&gt;The Chef will be in Southbury</td>
<td>✓ Watermark at East Hill will be preparing the meals at each Senior Center as scheduled on the menu.</td>
</tr>
<tr>
<td><strong>Tuesday - April 21st</strong>&lt;br&gt;Split Peas Soup; Chicken Chardonnay; Sweet Potatoes; Celery and Carrots Almandine; Pineapple Cubes&lt;br&gt;The Chef will be in Woodbury</td>
<td><strong>Thursday - April 16th</strong>&lt;br&gt;Lobster Bisque; Spaghetti Carbonara; Spinach; Stewed Tomatoes; Fruit Cup&lt;br&gt;The Chef will be in Woodbury</td>
<td>✓ Some of the produce served is grown locally at area farms. All meals include fresh baked rolls or sliced fresh baked bread.</td>
</tr>
<tr>
<td><strong>Tuesday - April 28th</strong>&lt;br&gt;Mixed Green Salad with Italian Dressing; Eggplant Lasagna; Green Beans; Spinach; Apple Cake&lt;br&gt;The Chef will be in Southbury</td>
<td><strong>Thursday - April 23rd</strong>&lt;br&gt;Happy Birthday!!&lt;br&gt;Cottage Cheese Salad; Pot Roast w/gravy; Baked Potato; Cauliflower; Birthday Cake&lt;br&gt;The Chef will be in Woodbury</td>
<td>✓ The suggested donation ranges from $3.50-$5.00. Seniors can give less than $3.50 or more than $5.00.</td>
</tr>
<tr>
<td><strong>Tuesday - April 30th</strong>&lt;br&gt;Beef Soup; Salisbury Steak; Scalloped Potatoes; Vegetable Medley; Diced Peaches&lt;br&gt;The Chef will be in Southbury</td>
<td><strong>Thursday - April 23rd</strong>&lt;br&gt;Beet Soup; Salisbury Steak; Scalloped Potatoes; Vegetable Medley; Diced Peaches&lt;br&gt;The Chef will be in Southbury</td>
<td>✓ Donations can be placed in the locked donation box located at your senior center.</td>
</tr>
</tbody>
</table>

Chef-On-Site is funded by Western CT Area Agency on Aging, CT Community Foundation & your donations.